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## **2002 Western Economic Diversification Canada General Client Satisfaction Survey**

### Final Report

Prepared for

**Western Economic Diversification Canada**  
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# **EXECUTIVE SUMMARY**

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## **Context**

In its 1999-2000 performance report, Western Economic Diversification Canada (WD) indicated that service quality and client satisfaction were important organizational considerations. In order to document current levels of client satisfaction, to examine their evolution in comparison to a baseline survey conducted in 1998 and to a full study conducted in 2001 and to determine the priorities for organizational improvement, a large-scale client survey was conducted in January and February 2002. This report presents the findings of the consultation.

## **Methodology**

This research was based on a telephone survey of clients. It included feedback from a representative sample of 875 clients listed in the WD client information system. Only clients who had had dealings with the Department in the six months preceding the telephone interview were contacted. The sample was stratified by province; *ex post facto* weights were devised to bring the data back to the known population proportions according to provinces and extent of involvement with WD. The data collection was performed by R.A. Malatest and Associates Ltd. during the months of January and February 2002 and led to an overall response rate of 68%. The maximum sampling error is estimated at  $\pm 3.1$  percentage points in the worst, complete-sample case; sampling errors are wider for sub-samples.

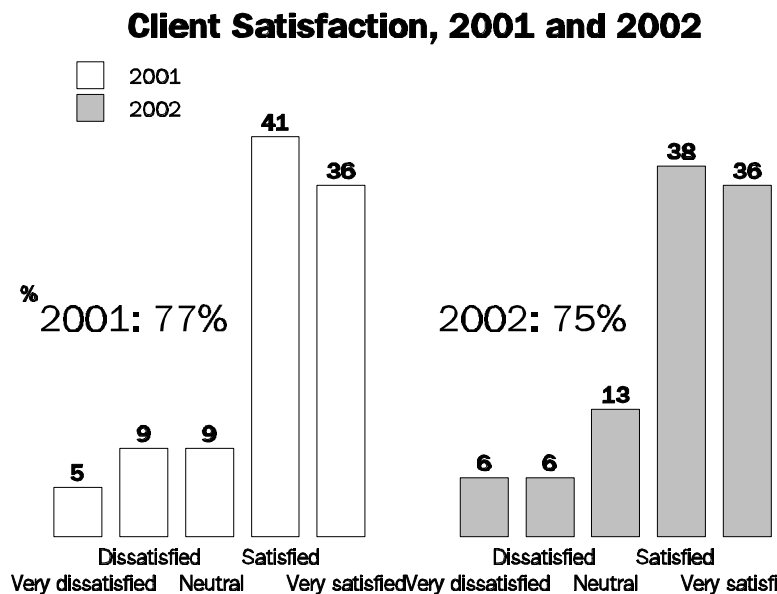
The questionnaire generally conformed with the Common Measurement Tool model — the *de facto* standard for federal departments and agencies. It was a carbon-copy of the 2001 questionnaire so year-to-year comparisons are direct.

While the sample size and response rates are respectable for a business survey, a sizeable portion of the client territory is still 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 existed in the sample of respondents.

**Results**

Three quarters (75%) of participants in the survey indicated that, overall, they were "satisfied" or "very satisfied" with their most recent contact with

WD. This is a "good" level of satisfaction — not stellar, not feeble. It indicates that the client service process is adequate but it also suggests that improvements are possible.



This 2002 level of client satisfaction was constant compared to 2001 (77%).

While differences in global satisfaction among provincial groupings of 2001 results are not large (ranging from 67% to 83%), it appears that Alberta clients expressed more satisfaction (83%) than clients from other provinces while clients from British Columbia were less satisfied (67%). Differences among provinces in the 36 aspects of service tested in this study were not extensive but several were statistically significant. Where they existed, differences favoured Alberta and

disfavoured British Columbia.

Between 2001 and 2002, from a client point of view, several aspects of service improved. They include:

- keeping information confidential;
- delivering on promises made;
- making corrections when a problem occurs;
- the ease of making appointments with officers;
- communications in the official language of the client's choice.

Some other aspects of service received less positive scores in 2002 than in 2001. They were mainly located in the "sensitivity to client needs" area:

- the helpfulness of officers;
- the efforts made by officers to assess your needs;
- the number of contacts before getting an answer;
- the way you were kept informed of the status of your request;
- the flexibility of the service;
- the amount of bureaucratic requirements;
- the fairness of the service process;
- the follow-through to see if the client got what they needed;
- the hours of service;
- the variety of access methods;
- the signage to find the office;
- the ease of understanding the information provided;
- the clarity of the information;
- the information provided on the requirements to get the service.

In 2002, the five aspects of service which produced the highest satisfaction ratings were: communications in the official language of choice, keeping information confidential, the courtesy of the officers, the waiting time at the office and the helpfulness of officers. The five least satisfying aspects of service were: the signage to find the office, the flexibility of the service, the amount of bureaucratic requirements, the identification of services offered by other organizations and the follow-through to see if the client got what was needed.

Other indicators suggest that, while WD provides good service, it is possible to improve: two-thirds (63%) of clients obtained what they needed from WD in the contact of their most recent contact (66% in 2001); 7% of clients indicated that the service was not provided error-free (stable); more than one third of clients (38%) indicated that the services provided by WD made their organization somewhat more or much more successful (stable); one third (37%) stated that they intend to consult WD services somewhat or considerably more over the coming twelve months (stable); two thirds (67%) of all clients would have recommended WD services without reservation (64% in 2001) — another group of 21% would have recommended WD with reservations and 9% would not have recommended it.

Wherever differences existed, not-for-profit clients were more satisfied than commercial clients. No particular difference in satisfaction was identified between clients who had had only a brief episode of service (less than 30 minutes) and those who had had a more intense relationship with WD. The circumstances which produced highest ratings of satisfaction were: having received a valuable reference (not any reference) from WD; dealing with WD by mail or e-mail rather than over the telephone; being on the look for

business information rather than for program information; and being an organization with large revenues.

Four aspects of service were identified as basic client expectations or lost leaders. These four areas of service are not likely to generate much overall satisfaction, but they are considered important by the clients. They are: keeping information confidential, the ease of understanding of the information provided, the courtesy of the staff and the clarity of the information provided.

The aspects of service which are most closely related to overall client satisfaction are: reliability of WD service, sensitivity to client needs, efforts made by officers to assess client needs, guidance provided by officers and helpfulness of officers.

The results indicate that WD possesses a good handle on such basics of service as the courtesy of the officers, keeping information confidential and the competence of the officers. They also suggest that, in order to move beyond current satisfaction levels, while maintaining high standards in the basic aspects of service, WD will have to enhance its performance in the other three areas of service quality, i.e., ease of doing business, error recovery and personalised service.

Based on the joint analysis of client satisfaction and satisfaction drivers, this study proposes the following service improvement priorities for WD:

*primary priorities:*

- the follow-through to see if the client got what was needed;
- overall service reliability;
- overall sensitivity to client needs;
- the flexibility of the service.

*secondary priorities:*

- the identification of services offered by other organizations;
- the amount of bureaucratic requirements



# Chapter 1

## INTRODUCTION

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In its 1999-2000 performance report, Western Economic Diversification Canada (WD) indicated that service quality and client satisfaction were important organizational considerations: "Key challenges for the upcoming year will be improving upon the programs and services we offer, increasing the level of both client and partner satisfaction, and increasing our emphasis on procurement, advocacy and innovation." (*Western Economic Diversification Canada Performance Report for the Period Ending on March 31, 2000*, page 2). The level of client satisfaction constitutes one of the key results commitments of the department (*idem*, page 10).

In order to document current levels of client satisfaction, to examine their evolution in comparison to a baseline survey conducted in 1998 and to a follow-up survey conducted in 2001, as well as to determine the priorities for organizational improvement, a large-scale client survey was conducted in January and February of 2001. This report presents the findings of the consultation.

### **Assignment**

This assignment includes the thorough analysis of the survey data collected by R. A. Malatest and Associates Ltd. out of Victoria and

Edmonton. The first task was to assess the data and to build the study data set; it included the following steps:

- running marginal frequencies to ensure that the data are within expected ranges;
- verifying the distribution of continuous-type variables to identify outlier values and determine their effects on the analyses to come;
- 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 is jeopardized;
- constructing a complete and fully documented data set.

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

- description of the levels of client satisfaction and retention, overall and according to
  - the characteristics of service captured in the survey,
  - the type of relationship between the clients and the Department,
  - the service supplier (including the province of service) and
  - the characteristics of the clients themselves;
- description of the evolution of client satisfaction between 1998 and 2001 based on the indicators which are common to two WD surveys;
- analysis of the determinants of satisfaction based on multivariate analyses;
- 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 the state and the evolution of client satisfaction are presented in Chapter 3. Chapter 4 focusses on the levers for enhanced satisfaction while Chapter 5 deals with priorities for service improvement.



# Chapter 2

## METHODOLOGY

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

### 2.1 **Questionnaire Design**

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The questionnaire used in this study was exactly the same as the one developed by **Circum Network Inc.** in 2001 and used as part of the 2001 survey of clients. It was organized within seven sections, as follows:

- the description of the most recent contact between the client and WD; this most recent contact was the basis for the satisfaction measurement to follow;
- satisfaction and importance ratings of service components related to WD's sensitivity to its clients' needs, as well as priorities for improvement in this area;

- satisfaction and importance ratings of service components related to WD's reliability as a service supplier, as well as priorities for improvement in this area;
- satisfaction and importance ratings of service components related to access to WD services, as well as priorities for improvement in this area;
- satisfaction and importance ratings of service components related to WD's communications with its clients, as well as priorities for improvement in this area;
- overall satisfaction and client retention measurements;
- background on the client organization.

This questionnaire was not pretested since it was a replicate from a questionnaire which was fully tested in 2001.

## **2.2 *Sampling Strategy***

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The client population was defined as all people and organizations who had been in touch with WD client service groups within the previous twelve months. In practice, the WD client information system was used as the sampling frame; this implies that the composition of the sample is somewhat a function of the nature and quality of the information entered by WD officers into the data base. For operational and cognitive reasons, only clients who had had dealings with the Department in the six months preceding the telephone interview were contacted.

The client population was stratified by province. Target sample sizes were calculated using the information available in the client data base; they reflected the aim of achieving a  $\pm 6$  percentage point margin of error within each sample stratum. In total, it was expected that 1,009 interviews would be completed.

## 2.3 **Data Collection Operations**

The telephone interviews were conducted by R. A. Malatest and Associates Ltd. out of Victoria and Edmonton between January 14, 2002 and February 8, 2002. Interviews lasted 15 minutes on average.

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

| Disposition                                 | #   | #                |
|---|-----|------------------|
| <b>Numbers obtained from WD</b>             |     | <b>1,993 (a)</b> |
| <b>Ineligible numbers:</b>                  |     | <b>703 (b)</b>   |
| Not in service, duplicate, residential, fax | 266 |                  |
| No dealings with WD                         | 426 |                  |
| Language problem                            | 11  |                  |
| <b>Eligible numbers: ( a - b )</b>          |     | <b>1,290 (c)</b> |
| Refusals (d)                                | 168 |                  |
| Appointments                                | 78  |                  |
| Callbacks, no answer, answering machine     | 121 |                  |
| Other                                       | 48  |                  |
| TOTAL NOT COMPLETED AMONG ELIGIBLE          | 415 |                  |
| <b>Completed</b>                            |     | <b>875 (e)</b>   |
| Response rate ( e / c )                     |     | 68%              |
| Refusal rate ( d / c )                      |     | 13%              |

It was not possible to complete the number of interviews originally planned for. Sample attrition due to ineligible contacts was higher than expected. A total of 875 interviews were completed. Exhibit 2.1 presents the sample disposition according to the last contact.

The response rate achieved (68%) is favourable for a business survey of clients. The refusal rate of 13% does not suggest that the field work suffered from a bad relationship between WD and its clients. It is noteworthy, however, that 426 of the people or organizations contacted (or 21%) indicated not having had dealings with WD; assuming that the

WD client records are accurate, this can be interpreted as a first indication of the low profile enjoyed by WD among its clients.

## 2.4 **Data Weighting**

**EXHIBIT 2.2  
Weighting Data**

|  | Short term | Long term | TOTAL |
|--|------------|-----------|-------|
| <b>12-MONTH POPULATION COUNTS (UNDUPLICATED)</b> |            |           |       |
| Manitoba   | 341        | 362       | 703   |
| Saskatchewan                                     | 318        | 962       | 1280  |
| Alberta  | 451        | 401       | 852   |
| British Columbia                                 | 315        | 447       | 762   |
| TOTAL  | 1425       | 2172      | 3597  |
| <b>SURVEY COMPLETIONS</b>                        |            |           |       |
| Manitoba   | 95         | 109       | 204   |
| Saskatchewan                                     | 97         | 126       | 223   |
| Alberta  | 119        | 114       | 233   |
| British Columbia                                 | 104        | 111       | 215   |
| TOTAL  | 415        | 460       | 875   |
| <b>WEIGHTS</b>                                   |            |           |       |
| Manitoba   | 0.87       | 0.81      | 0.84  |
| Saskatchewan                                     | 0.80       | 1.86      | 1.40  |
| Alberta  | 0.92       | 0.86      | 0.89  |
| British Columbia                                 | 0.74       | 0.98      | 0.86  |

Since the population was stratified in a non proportional manner according to the province of service delivery, *ex post facto* weights are required to redress the overall estimates to the population proportions. Exhibit 2.2 provides the data concerning this weighting exercise.

Weights were mild, varying from 0.74 to 1.86. The variance of the weight set was 0.13 thereby producing a sample stratification design effect of 1.13 (see Bruce D. Spencer, "An approximate design effect for unequal weighting when measurements may correlate with selection probabilities", in *Survey Methodology*, December 2000, pp.137-138).



## 2.5 **Data Processing**

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

## 2.6 **Data Analysis**

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Most data analysis was done using basic stubs-and-banners crosstabs developed in StatXP (see Appendix B). 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. Comparisons between 2001 and 2002 were restricted to the entire samples — the sampling error being too large at the provincial level to reliably assess change; considering the sample sizes used in 2001 and 2002, a difference of proportion of six percentage points from a proportion of 50% in 2001 would be statistically significant for the full samples. We chose a conservative threshold of eight percentage points before pronouncing a difference between years significant.

The analysis of satisfaction drivers was based on a least-squares multiple regression analysis.

Based on the full sample of 875 responses, the maximum sampling error is estimated at  $\pm 3.1$  percentage points in the worst, complete sample case (for a proportion of 50%, at a confidence level of 95% and accounting for a stratification design effect of 1.13 and for light correction for finite population). Sampling errors are wider for sub-samples; they approximate  $\pm 6$  percentage points for provinces and  $\pm 4.4$  percentage

points for intensity of service. Appendix B reports the sampling error for proportions of 50% within each of the groupings presented in the banners.

## **2.7 *Limitations of this Research***

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The results of this research are based on a sample of 875 WD clients to which is attached a response rate of 68%. While this is a respectable response level for a business survey, it still leaves 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.

# Chapter 3

## CLIENT SATISFACTION RESULTS

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### 3.1 Context

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#### *Types of contacts*

More than four contacts out of ten (42%) were made of telephone calls (table Q3, Appendix B). Almost as many (39%) involved a meeting in person — an increase from 29% in 2001 — whereas 14% were an exchange of letters. This was the preferred method of contact for 93% of clients involved (table Q4, Appendix B).

Telephone contacts were more frequent with not-for-profit organizations (53%) than with commercial ventures (39%) as well as with organizations with six contacts or more over the past year (48%) and short term contacts (48%). In-person meetings were more frequent in Saskatchewan (46%), among clients with a single contact over the previous year (49%), where a longer contact was involved (45%) and with organizations in place

for less than one year (47%). Alberta clients registered more e-mail contacts than other client groups (21%).

The most frequent reason for the contact was to obtain business information or advice (47%; table Q6, Appendix B; an increase from 35% in 2001). Program-related<sup>1</sup> contacts followed, with 40% of all contacts: 21% to obtain information on applying to a government program, 13% to follow-up on an application to a government program and 6% to apply to a government program.

Requests for business information or advice were more frequent among long-term clients than short-term clients (51% vs. 39% of contacts) and among commercial than not-for-profit clients (48% vs. 33%); they were also more frequent among more recently formed entities than among organizations which had been around for four years or more (62% among organizations formed within the previous year). These patterns are very similar to those observed in 2001.

### **Clients**

More than eight out of ten respondents (82%) were commercial organizations (up from 77% in 2001); 14% were not-for-profit (table Q45; Appendix B). The proportion of commercial organizations in the sample was lower Saskatchewan (77%) and higher in British Columbia (90%); it was higher among clients with 2 to 5 contacts with WD over the previous 12 months (90%). The proportion of not-for-profit organizations was higher among clients with six contacts or more (25%) and among the group of clients which were in existence for more than 10 years.

Start-ups — organizations in existence for less than one year — account for 20% of respondents (table Q46, Appendix B; up from 10% in 2001) although they comprise 22% of commercial clients and 3% of not-for-profit clients. Another 20% of respondents have been in operation for one to three years.

<sup>1</sup> More than 70% of all such programs were WD programs according to table Q7, Appendix B.

Organizations with fewer than five employees account for 52% of respondents (table Q50, Appendix B; up from 42% in 2001). Another 12% have five to nine employees while a similar-size group (13%) have ten to 24 employees. On average, based on the survey results, WD clients have 16 employees (down from 21 in 2001).

Over the past year, 26% of clients had a single dealing with WD (up from 16% in 2001); four in ten (40%) had two to five dealings; one in five (18%) had six to ten and 14% had more than ten contacts with WD (table Q43, Appendix B). On average, WD clients have had 7 contacts with the department over the previous year (down from 10 in 2001). Saskatchewan clients averaged fewer (5.1) while Manitoba clients averaged more (8.5). Not-for-profit organizations declared an average of 13.7 contacts with WD over the year (down from 20 in 2001) compared to 5.4 contacts for commercial organizations (down from 6.8 in 2001).

More than half of all clients (53%) indicated that their first contact with WD was made within the previous year (table Q44, Appendix B). The proportion is somewhat higher in British Columbia (65%) and Alberta (61%) and somewhat lower in Saskatchewan (40%). It is also higher among commercial organizations (55%) than among not-for-profit organizations (40%) — the average duration of the relationship is 1.6 years for commercial organizations and 2.7 years for not-for-profit organizations).

## 3.2 *Sensitivity to Needs*

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Sensitivity to needs comprises the aspects of service which demonstrates that the service provider treats the client as an individual with particular requirements, as opposed to dealing with clients in a monolithic, one-size-fits-all manner.

Exhibit 3.1 summarises the satisfaction of WD clients with the aspects of service grouped under the umbrella of sensitivity to needs. The dimension most satisfying to clients was the level of help they received from the WD

officers: 82% expressed satisfaction<sup>1</sup> with it (by choosing a 4 or a 5 on a 5-point satisfaction scale); this translated into an average satisfaction score of 80 on the satisfaction scale which runs from 0 (very dissatisfied) to 100 (very satisfied)<sup>2</sup>.

### EXHIBIT 3.1 Sensitivity to needs

| % of clients rating 4 and 5<br>Average between 0 and 100 <sup>1</sup> | All clients<br>2001 | All clients             | British<br>Columbia    | Alberta               | Saskat-<br>chewan | Manitoba          |
|---|---------------------|-------------------------|------------------------|-----------------------|-------------------|-------------------|
| the helpfulness of officers   | 87%<br>79           | 82%↘ <sup>2</sup><br>80 | 74%--<br>75-           | 91%+++<br>85+++       | 82%<br>80         | 78%<br>77         |
| the speed of the service  | 76%<br>72           | 76%<br>75               | 66%---<br>69--         | 77%<br>76             | 85%+++<br>80++    | 72%<br>73         |
| the efforts made by officers to assess your needs                     | 79%<br>76           | 75%↘<br>74              | 64%---<br>66---        | 83%+<br>81++          | 80%<br>77         | 72%<br>71         |
| the number of contacts before getting an answer                       | 78%<br>73           | 74%↘<br>74              | 66%--<br>69-           | 73%<br>73             | 80%+<br>78+       | 73%<br>73         |
| <b>SENSITIVITY TO NEEDS, IN GENERAL (Q10)</b>                         | <b>75%<br/>73</b>   | <b>72%↘<br/>71</b>      | <b>60%---<br/>65--</b> | <b>79%++<br/>76++</b> | <b>75%<br/>71</b> | <b>72%<br/>71</b> |
| the way you were kept informed of the status of your request          | 74%<br>71           | 68%↘<br>71              | 54%---<br>62---        | 74%<br>75+            | 74%+<br>75        | 66%<br>70         |
| the flexibility of the service  | 71%<br>70           | 65%↘<br>67              | 49%---<br>57           | 68%<br>69             | 71%+<br>70        | 69%<br>70         |
| the amount of bureaucratic requirements                               | 59%<br>63           | 56%↘<br>63              | 45%--<br>56-           | 59%<br>64             | 60%<br>65         | 58%<br>64         |
|   | n 422-643           | 555-859                 | 139-210                | 153-230               | 133-219           | 128-200           |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.

<sup>2</sup> Variations between 2001 and 2002 are indicated where there is at least a three percentage point difference which is not contradicted by the difference in means.

-/+ : the difference is significant at the 0.05 level; --/+ : the difference is significant at the 0.01 level; ---/+ : the difference is significant at the 0.001 level; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: satisfaction questions were asked of two thirds of clients; the other third was asked questions relating to the importance of the same areas of service.

Source: tables relative the Q8 in Appendix B.

<sup>1</sup> Satisfaction scores are based on the subset of respondent who were in a position to express their level of satisfaction, excluding those who indicated that particular service dimensions were not relevant to them and those who could not answer.

<sup>2</sup> The -2 to +2 2001 scale was converted to a 0 to 100 scale to follow the approach suggested by Treasury Board Canada Secretariat (*Reporting on Results of Client Satisfaction Surveys, Reporting Guidelines*, by Peter Hajmasy and Jeff King, Innovation and Quality Services Division, Service and Innovation Sector, Treasury Board of Canada Secretariat, December, 2001).

Two other areas of sensitivity to needs received 75% of positive scores or more — with an average close to or equal to 75 which corresponds to "somewhat" satisfied: efforts made at assessing client needs and the speed of service. The number of contacts required before getting an answer really is in the same group, with 74% of satisfied clients.

One service area received a rather harsh rating of 56% (average rating of 63): the amount of bureaucratic requirements appeared to please fewer clients than other aspects of sensitivity to needs.

There were some statistically significant differences among provinces. Where they existed, they indicated systematically that British Columbia clients were less satisfied than clients from other provinces. Clients from Alberta and Saskatchewan rated some aspects of service higher than clients from other provinces.

Note that, while none of the differences between 2001 and 2002 reached the threshold of eight percentage points determined to be statistically significant, seven out of eight comparisons indicated a slight drop in satisfaction between the two years — in the case of the eighth comparison, there was no change.

Exhibit 3.2 presents more detailed breakdowns of the general results relative to satisfaction with sensitivity to needs. It reflects the fact that satisfaction varied significantly from a statistical standpoint from province to province, particularly between British Columbia and Alberta.

Noticeable differences existed also according to the number of contacts a client had had with WD over the previous year, a recurrent themes in several areas of this report: clients with frequent contacts with the organization were more satisfied than clients with less frequent contacts with the level of sensitivity to need demonstrated by WD. Note that these data cannot determine the direction of the relationship: either high satisfaction led clients to repeat doing business with WD, or repeat business translated into high satisfaction scores. Market research experience would favour the former hypothesis.

Contrary to the situation in 2001, in 2002, client satisfaction with sensitivity to need did not vary largely according to the nature of the client organization: commercial organizations and not-for-profit organizations gave similar ratings (within the statistical limits of this research — only the average figure was higher for not-for-profit clients).

**EXHIBIT 3.2**  
**Satisfaction with Sensitivity to Need**

| Groups                                  | % Satisfied or very satisfied | % Very satisfied   | Average <sup>1</sup> | n   |
|---|-------------------------------|--------------------|----------------------|-----|
| All clients                             | 72%                           | 34%                | 71                   | 859 |
| Province                                |                               |                    |                      |     |
| British Columbia                        | 60% <sup>---</sup>            | 27% <sup>-</sup>   | 65 <sup>--</sup>     | 210 |
| Alberta                                 | 79% <sup>++</sup>             | 41% <sup>+</sup>   | 76 <sup>++</sup>     | 230 |
| Saskatchewan                            | 75%                           | 33%                | 71                   | 219 |
| Manitoba                                | 72%                           | 36%                | 71                   | 200 |
| Depth of the client relationship        |                               |                    |                      |     |
| Long term                               | 72%                           | 33%                | 71                   | 449 |
| Short term                              | 72%                           | 36%                | 72                   | 410 |
| Contacts with WD over the previous year |                               |                    |                      |     |
| Once                                    | 68%                           | 24% <sup>---</sup> | 67 <sup>-</sup>      | 192 |
| 2-5 times                               | 67% <sup>-</sup>              | 28% <sup>--</sup>  | 68 <sup>--</sup>     | 358 |
| 6 or more times                         | 81% <sup>+++</sup>            | 49% <sup>+++</sup> | 79 <sup>+++</sup>    | 289 |
| Type of client                          |                               |                    |                      |     |
| Commercial                              | 71%                           | 33%                | 70 <sup>-</sup>      | 710 |
| Not-for-profit                          | 78%                           | 37%                | 76 <sup>+</sup>      | 119 |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.

<sup>-/+</sup>: the difference is significant at the 0.05 level; <sup>-/+</sup><sup>++</sup>: the difference is significant at the 0.01 level; <sup>---/+</sup><sup>+++</sup>: the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Source:table Q10, appendix B

Clients were asked to identify a single priority for improvement among the areas of service which correspond to sensitivity to needs. Almost four in ten (38%, table Q11, Appendix B) could not indicate a priority for improvement, thereby suggesting that the WD service corresponded to their expectations. As Exhibit 3.3 shows, the top priority for improvement in the area of sensitivity to client needs was the reduction of bureaucratic



requirements followed by efforts to assess client needs and the speed of service.

**EXHIBIT 3.3**  
**Priorities for Improvement — Sensitivity to needs**

| % choosing a priority        | All clients | British Columbia  | Alberta          | Saskatchewan    | Manitoba        |
|------------------------------|-------------|-------------------|------------------|-----------------|-----------------|
| No priority chosen           | 38%         | 31% <sup>-</sup>  | 45% <sup>+</sup> | 38%             | 39%             |
| Bureaucratic requirements    | 10%         | 8%                | 10%              | 10%             | 12%             |
| Efforts to assess your needs | 7%          | 12% <sup>++</sup> | 5%               | 4% <sup>-</sup> | 10%             |
| Speed of service             | 6%          | 10% <sup>++</sup> | 7%               | 4%              | 2% <sup>-</sup> |
| n                            | 875         | 215               | 233              | 223             | 204             |

<sup>-/+</sup>: the difference is significant at the 0.05 level; <sup>-/++</sup>: the difference is significant at the 0.01 level; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: only priorities chosen by at least 10% of clients in at least one group are presented.  
Source: tables relative the Q11 in Appendix B.

### 3.3 **Service Reliability**

Service reliability refers to the trust that the client can place in the organization. Exhibit 3.4 summarizes the satisfaction results obtained in this study with regard to service reliability.

Globally, satisfaction with service reliability was similar to satisfaction with sensitivity to client needs: 74% of clients indicated satisfaction (by choosing a 4 or a 5 on a 5-point satisfaction scale) and the average satisfaction scored 72 on the 0 to 100 scale. Saskatchewan and Manitoba clients score at this average while British Columbia clients rated service reliability lower (65%) and Alberta clients, higher (80%).

At the top of the list of the service reliability characteristics, staff courtesy reigned with 93% of satisfaction and an average score of 88. It is followed by attention to confidentiality and the competence of the staff which

received more than satisfaction ratings in excess of 80%. Fairness of the process came close, with 79%.

### EXHIBIT 3.4 Service Reliability

| % of clients rating 4 and 5<br>Average between 0 and 100 <sup>1</sup> | All clients<br>2001 | All clients<br>2002     | British<br>Columbia                          | Alberta                                     | Saskat-<br>chewan      | Manitoba          |
|---|---------------------|-------------------------|--|---|------------------------|-------------------|
| the courtesy of the officers  | 95%<br>85           | 93%<br>88               | 89% <sup>-</sup><br>84 <sup>-</sup>          | 97% <sup>+</sup><br>90 <sup>+</sup>         | 94%<br>88              | 92%<br>88         |
| keeping information confidential                                      | 85%<br>79           | 92% <sup>↗2</sup><br>88 | 88%<br>84 <sup>-</sup>                       | 92%<br>89                                   | 93%<br>88              | 94%<br>90         |
| the competence of the officers  | 83%<br>76           | 82%<br>79               | 75% <sup>-</sup><br>73 <sup>--</sup>         | 86%<br>82 <sup>+</sup>                      | 85%<br>80              | 79%<br>79         |
| the fairness of the service process                                   | 82%<br>76           | 79% <sup>↘</sup><br>76  | 69% <sup>--</sup><br>70 <sup>-</sup>         | 81%<br>79                                   | 85% <sup>+</sup><br>78 | 76%<br>74         |
| the business knowledge of the officers                                | 77%<br>75           | 76%<br>75               | 71%<br>70 <sup>-</sup>                       | 78%<br>77                                   | 78%<br>76              | 78%<br>77         |
| delivering on promises made   | 70%<br>71           | 75% <sup>↗</sup><br>76  | 69%<br>72                                    | 85% <sup>++</sup><br>82 <sup>++</sup>       | 73%<br>75              | 74%<br>75         |
| <b>SERVICE RELIABILITY, IN GENERAL (Q14)</b>                          | <b>76%<br/>73</b>   | <b>74%<br/>73</b>       | <b>65%<sup>---</sup><br/>68<sup>--</sup></b> | <b>80%<sup>+</sup><br/>78<sup>+++</sup></b> | <b>74%<br/>72</b>      | <b>76%<br/>72</b> |
| the guidance provided by officers                                     | 73%<br>71           | 72%<br>72               | 63% <sup>--</sup><br>66 <sup>-</sup>         | 80% <sup>+</sup><br>78 <sup>++</sup>        | 74%<br>74              | 70%<br>71         |
| making corrections if there is a problem                              | 63%<br>69           | 70% <sup>↗</sup><br>72  | 63%<br>66 <sup>-</sup>                       | 76%<br>77                                   | 71%<br>72              | 70%<br>75         |
| the identification of services offered by other organizations         | 54%<br>62           | 56%<br>61               | 47% <sup>-</sup><br>55 <sup>-</sup>          | 57%<br>66                                   | 59%<br>62              | 58%<br>63         |
| the follow-through to see if you got what you needed                  | 62%<br>64           | 55% <sup>↘</sup><br>61  | 42% <sup>---</sup><br>52 <sup>-</sup>        | 63% <sup>+</sup><br>66 <sup>+</sup>         | 57%<br>62              | 54%<br>60         |
|   | n 354-635           | 363-842                 | 98-200                                       | 88-226                                      | 95-218                 | 82-198            |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.

<sup>2</sup> Variations between 2001 and 2002 are indicated where there is at least a three percentage point difference which is not contradicted by the difference in means.

-/+ : the difference is significant at the 0.05 level; -/+ : the difference is significant at the 0.01 level; ---/+++ : the difference is significant at the 0.001 level; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: satisfaction questions were asked of two thirds of clients; the other third was asked questions relating to the importance of the same areas of service.

Source: tables relative the Q12 in Appendix B.

Two aspects of service reliability did not fare as well: the follow-through by service providers received 55% of satisfied responses (and an average of 61) and the identification of services offered by other organizations, 56%.

This pattern of satisfaction corresponds to the situation of an organization which has covered the service basics but has not gone beyond them to fully satisfy the customer. The five areas of service reliability rated highest can be subsumed within the category of "basic service" for an organization like WD. This means that **WD controls its fundamental basic service features**. This level of service, however, produces limited client satisfaction. The next three stages of satisfaction management are the ones which can raise satisfaction levels beyond the basics. They are: ease of doing business features, error recovery features and personalised service. The areas of service falling below 70% in Exhibit 3.4 correspond to these levels. **For overall client satisfaction to rise above current levels, WD will have to focus its attention on the stages of service which are beyond basic service.**

The same conclusion was reached in 2001. Variations from 2001 to 2002 indicate improvements in some areas (keeping information confidential +7%, delivering on promises made +5%, making corrections if there is a problem +7%) and deterioration of client satisfaction in others (fairness of the process -3%, follow-through -7%).

The identification of services offered by other organizations rated low in Exhibit 3.4. According to other survey data, WD referred clients to other sources of information or other people who might be of assistance in 52% of contacts (table Q16, Appendix B). Clients followed these leads three-quarters of the time (74%, table Q17, Appendix B) and found them somewhat or very valuable 80% of the time (37% and 43%, respectively; table Q18, Appendix B). In sum, one third ( $52\% \times 74\% \times 80\% = 31\%$ ) of clients were directed to resources which they ultimately found useful.

The patterns of overall satisfaction with service reliability (Exhibit 3.5) were similar to those observed in relation to Sensitivity to needs. Satisfaction rated at 74%, a reasonable level albeit the average score of 73 indicated that there is room for improvement. Differences by province and level of contact parallel those observed previously, i.e., British Columbia clients

were somewhat less satisfied with service reliability, particularly compared to Alberta clients, and clients with six or more contacts over the previous year were more satisfied than clients with fewer contacts.

**EXHIBIT 3.5**  
**Satisfaction with Service Reliability**

| Groups                                  | % Satisfied or very satisfied | % Very satisfied   | Average <sup>1</sup> | n   |
|---|-------------------------------|--------------------|----------------------|-----|
| All clients                             | 74%                           | 35%                | 73                   | 842 |
| Province                                |                               |                    |                      |     |
| British Columbia                        | 65% <sup>---</sup>            | 30%                | 68 <sup>-</sup>      | 200 |
| Alberta                                 | 80% <sup>+</sup>              | 42% <sup>+</sup>   | 78 <sup>+++</sup>    | 226 |
| Saskatchewan                            | 74%                           | 32%                | 72                   | 218 |
| Manitoba                                | 76%                           | 39%                | 72                   | 198 |
| Depth of the client relationship        |                               |                    |                      |     |
| Long term                               | 75%                           | 35%                | 73                   | 440 |
| Short term                              | 73%                           | 36%                | 73                   | 402 |
| Contacts with WD over the previous year |                               |                    |                      |     |
| Once                                    | 68% <sup>-</sup>              | 29% <sup>-</sup>   | 69 <sup>-</sup>      | 184 |
| 2-5 times                               | 70% <sup>-</sup>              | 29% <sup>--</sup>  | 69 <sup>-</sup>      | 351 |
| 6 or more times                         | 83% <sup>+++</sup>            | 48% <sup>+++</sup> | 80 <sup>+++</sup>    | 289 |
| Type of client                          |                               |                    |                      |     |
| Commercial                              | 73%                           | 34%                | 72 <sup>-</sup>      | 696 |
| Not-for-profit                          | 81%                           | 37%                | 78 <sup>+</sup>      | 118 |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.  
-/+ : the difference is significant at the 0.05 level; -/+ : the difference is significant at the 0.01 level; -/+ : the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.  
Source: table Q14, appendix B

Not surprisingly, clients who were forthcoming with suggestions for improvements selected the two areas which received the lowest satisfaction scores (Exhibit 3.6). Some 12% indicated a need for more follow-through from WD officers and 9% wanted better identification of services offered by other organizations. Note that about half of all clients could not identify a priority for improvement in the area of service reliability.

**EXHIBIT 3.6**  
**Priorities for Improvement — Service Reliability**

| % choosing a priority                                     | All clients | British Columbia | Alberta | Saskatchewan | Manitoba |
|---|-------------|------------------|---------|--------------|----------|
| No priority chosen  | 46%         | 39% <sup>-</sup> | 49%     | 45%          | 50%      |
| Follow-through to see if you got what you needed          | 12%         | 12%              | 9%      | 14%          | 10%      |
| Identification of services offered by other organizations | 9%          | 12%              | 9%      | 7%           | 9%       |
| n   | 875         | 215              | 233     | 223          | 204      |

<sup>-/+</sup>: the difference is significant at the 0.05 level; <sup>-/++</sup>: the difference is significant at the 0.01 level; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: only priorities chosen by at least 10% of clients in at least one group are presented. Source: tables relative the Q11 in Appendix B.

### 3.4 Access to Service

Access to the service comprises physical access, methods of access and speed of response. Exhibit 3.7 summarizes the satisfaction results obtained in this study with regard to access to service.

Overall, access to service received higher satisfaction marks than the previous two areas of service: 81% provided an overall rating of 4 or 5 on a 5-point satisfaction scale (average of 76 on the 0 to 100 scale). Satisfaction with access was highest in Alberta, with 86% (80) and lowest in British Columbia with 74% (73).

Five areas of service related to access received 80% or more of satisfied ratings. They were: waiting time at the office, hours of service, the comfort of the waiting room, the ease of making appointments with officers and the variety of access methods.

Office location and signage to find the office were the aspects which received the lowest scores (62% and 73%, respectively). British Columbia clients stood out for their critical assessment of the ease of making

appointments with officers (67% of satisfied clients) and the ease of reaching officers (65%).

Overall satisfaction with access to services was constant between 2001 and 2002. The ease of making appointments with officers improved from one year to the next, but three other areas showed a drop in client satisfaction: hours of service, the variety of access methods and office signage.

### EXHIBIT 3.7 Access to Service

| % of clients rating 4 and 5<br>Average between 0 and 100 <sup>1</sup>               | All clients<br>2001 | All clients             | British<br>Columbia                         | Alberta                                   | Saskat-<br>chewan      | Manitoba               |
|---|---------------------|-------------------------|---|---|------------------------|------------------------|
| the waiting time at the office  | 85%<br>79           | 87%<br>82               | 80%<br>78                                   | 88%<br>83                                 | 90%<br>83              | 86%<br>83              |
| the hours of service  | 90%<br>78           | 81%↘ <sup>2</sup><br>78 | 77%<br>76                                   | 79%<br>77                                 | 80%<br>79              | 86%<br>82 <sup>+</sup> |
| the comfort of the waiting areas  | 82%<br>78           | 81%<br>79               | 82%<br>80                                   | 75%<br>75                                 | 83%<br>79              | 81%<br>80              |
| the ease of making appointments with officers                                       | 76%<br>74           | 81%↗<br>78              | 67% <sup>---</sup><br>70 <sup>-</sup>       | 83%<br>80                                 | 87% <sup>+</sup><br>80 | 82%<br>79              |
| <b>ACCESS TO SERVICE, IN GENERAL (Q21)</b>  | <b>80%<br/>75</b>   | <b>81%<br/>76</b>       | <b>74%<sup>---</sup><br/>73<sup>-</sup></b> | <b>86%<sup>+</sup><br/>80<sup>+</sup></b> | <b>82%<br/>76</b>      | <b>81%<br/>78</b>      |
| the variety of methods to access the service (e.g., phone, in-person, e-mail, etc.) | 88%<br>78           | 80%↘<br>78              | 72% <sup>---</sup><br>72 <sup>-</sup>       | 82%<br>80                                 | 85%<br>79              | 80%<br>79              |
| the timeliness of responses to telephone or e-mail messages                         | 81%<br>75           | 79%<br>76               | 73% <sup>-</sup><br>72 <sup>-</sup>         | 81%<br>77                                 | 83%<br>78              | 79%<br>75              |
| the ease of reaching officers   | 78%<br>73           | 76%<br>75               | 65% <sup>---</sup><br>69 <sup>-</sup>       | 77%<br>77                                 | 79%<br>77              | 83% <sup>+</sup><br>78 |
| the convenience of the office location  | 76%<br>73           | 73%<br>74               | 71%<br>78                                   | 80%<br>79                                 | 69%<br>71              | 77%<br>74              |
| the signage to find the office  | 75%<br>71           | 62%↘<br>68              | 59%<br>67                                   | 67%<br>71                                 | 55%<br>64              | 71%<br>73              |
|   | n 241-633           | 267-848                 | 53-206                                      | 61-224                                    | 76-221                 | 77-197                 |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.

<sup>2</sup> Variations between 2001 and 2002 are indicated where there is at least a three percentage point difference which is not contradicted by the difference in means.

-/+ : the difference is significant at the 0.05 level; -/+ : the difference is significant at the 0.01 level; -/+ : the difference is significant at the 0.001 level; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: satisfaction questions were asked of two thirds of clients; the other third was asked questions relating to the importance of the same areas of service.

Source: tables relative the Q19 in Appendix B.

Observations concerning the provincial variations in satisfaction with access to service are repeated in Exhibit 3.8. The same exhibit documents the absence of difference in satisfaction regarding access to service between long-term and short-term clients as well as between commercial and not-for-profit clients. It also reiterates the earlier findings about the relationship between satisfaction and repeat business: clients with more contacts with WD were more satisfied with access than clients with fewer contacts.

**EXHIBIT 3.8**  
**Satisfaction with Access to Service**

| Groups                                  | % Satisfied or very satisfied | % Very satisfied   | Average <sup>1</sup> | n   |
|---|-------------------------------|--------------------|----------------------|-----|
| All clients                             | 81%                           | 33%                | 76                   | 848 |
| Province                                |                               |                    |                      |     |
| British Columbia                        | 74% <sup>-</sup>              | 28%                | 73 <sup>-</sup>      | 206 |
| Alberta                                 | 86% <sup>+</sup>              | 37%                | 80 <sup>+</sup>      | 224 |
| Saskatchewan                            | 82%                           | 32%                | 76                   | 221 |
| Manitoba                                | 81%                           | 37%                | 78                   | 197 |
| Depth of the client relationship        |                               |                    |                      |     |
| Long term                               | 83%                           | 34%                | 77                   | 447 |
| Short term                              | 78%                           | 33%                | 75                   | 401 |
| Contacts with WD over the previous year |                               |                    |                      |     |
| Once                                    | 79%                           | 29%                | 75                   | 185 |
| 2-5 times                               | 75% <sup>---</sup>            | 27% <sup>-</sup>   | 72 <sup>---</sup>    | 355 |
| 6 or more times                         | 89% <sup>+++</sup>            | 44% <sup>+++</sup> | 82 <sup>+++</sup>    | 290 |
| Type of client                          |                               |                    |                      |     |
| Commercial                              | 81%                           | 32%                | 76                   | 699 |
| Not-for-profit                          | 80%                           | 36%                | 77                   | 120 |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.

<sup>-/+</sup>: the difference is significant at the 0.05 level; <sup>-/+</sup>: the difference is significant at the 0.01 level; <sup>---/+</sup>: the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Source: table Q21, appendix B

Clients had few direct suggestions for improvement in the area of access to service. Half (50%; table Q22, Appendix B) could not identify one element of service which needed attention in this domain. The others

scattered their suggestions over several topics, the most frequently mentioned being the timeliness of responses to telephone messages and e-mails (9% of all clients) and office location (6%).

### 3.5 **Communications**

Much of the service offered by WD is about communications: communicating industry intelligence, explaining programs, informing on the outcome of applications, etc.. Exhibit 3.9 summarizes the satisfaction of WD clients with areas of service related to communications.

**EXHIBIT 3.9  
Communications**

| % of clients rating 4 and 5<br>Average between 0 and 100 <sup>1</sup> | All clients<br>2001 | All clients<br>2002     | British<br>Columbia                       | Alberta                                     | Saskat-<br>chewan | Manitoba          |
|---|---------------------|-------------------------|---|---|-------------------|-------------------|
| communications in the official language of your choice                | 79%<br>75           | 96%↗<br>90              | 90% <sup>---</sup><br>86 <sup>-</sup>     | 99% <sup>+</sup><br>93 <sup>++</sup>        | 97%<br>91         | 96%<br>91         |
| the ease of understanding of the information provided                 | 83%<br>75           | 79%↘<br>77              | 73% <sup>-</sup><br>72 <sup>-</sup>       | 79%<br>79                                   | 79%<br>76         | 85%<br>80         |
| the clarity of the information provided                               | 90%<br>79           | 77%↘ <sup>2</sup><br>76 | 69% <sup>---</sup><br>69 <sup>---</sup>   | 80%<br>78                                   | 79%<br>78         | 79%<br>77         |
| the consistency of the information provided                           | 74%<br>70           | 77%<br>76               | 71% <sup>-</sup><br>71 <sup>-</sup>       | 79%<br>78                                   | 81%<br>78         | 77%<br>76         |
| <b>COMMUNICATIONS, IN GENERAL (Q25)</b>                               | <b>79%<br/>75</b>   | <b>76%<br/>76</b>       | <b>71%<sup>-</sup><br/>71<sup>-</sup></b> | <b>82%<sup>+</sup><br/>80<sup>+++</sup></b> | <b>77%<br/>75</b> | <b>75%<br/>77</b> |
| the availability of the information you needed                        | 73%<br>69           | 71%<br>73               | 63% <sup>-</sup><br>66 <sup>-</sup>       | 73%<br>76                                   | 73%<br>74         | 73%<br>74         |
| the information provided on the requirements to get the service       | 77%<br>72           | 71%↘<br>72              | 60% <sup>---</sup><br>65 <sup>-</sup>     | 74%<br>76 <sup>+</sup>                      | 74%<br>73         | 75%<br>74         |
|   | n 399-645           | 582-862                 | 147-209                                   | 153-233                                     | 146-219           | 136-201           |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.

<sup>2</sup> Variations between 2001 and 2002 are indicated where there is at least a three percentage point difference which is not contradicted by the difference in means.

-/+ : the difference is significant at the 0.05 level; -/+ : the difference is significant at the 0.01 level; ---/+++ : the difference is significant at the 0.001 level; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Note: satisfaction questions were asked of two thirds of clients; the other third was asked questions relating to the importance of the same areas of service.

Source: tables relative the Q23 in Appendix B.



Satisfaction with communications did not reach the same level as access to service but it rated better than sensitivity to needs and service reliability. Overall, 76% of respondents rated communications a 4 or a 5 on a 5-point satisfaction scale (average of 76 on the 0 to 100 scale). Differences among provinces are less pronounced than in other areas of service but the pattern remains the same: Alberta clients rated their service satisfaction higher than in other provinces while British Columbia clients rated lower.

The communications in the official language of choice was the area which raised the fewest issues: in this regard, satisfaction reached 96%, a sharp increase compared to 2001 (where the equivalent rating was 79%).

The ease of understanding of the information and the clarity of the information (which are related concepts) both appear to have experienced drops in satisfaction between 2001 and 2002: four percentage points in the first case and thirteen in the second case.

The availability of the information and instructions on the requirements to get the service (again, related concepts) were the two areas which were least appreciated by clients (71% each).

The general satisfaction with communications followed the now-known provincial pattern (Exhibit 3.10; table Q25, Appendix B). While there were no differences in satisfaction with communications according to the type of clients and the depth of the relationships, clients who had had fewer than six contacts with WD in the previous year were less satisfied than clients who had had six contacts or more, thereby repeating the pattern observed in other sections of this study.

When asked to identify a priority for improvement in the area of communications, half of clients could not select one (49%; table Q26, Appendix B). The improvement of the availability of information was the area selected most often (9%) followed by an amelioration of the clarity of information (8%).

**EXHIBIT 3.10**  
**Satisfaction with Communications**

| Groups                                  | % Satisfied or very satisfied | % Very satisfied   | Average <sup>1</sup> | n   |
|---|-------------------------------|--------------------|----------------------|-----|
| All clients                             | 76%                           | 37%                | 76                   | 862 |
| Province                                |                               |                    |                      |     |
| British Columbia                        | 71% <sup>-</sup>              | 29% <sup>--</sup>  | 71 <sup>--</sup>     | 209 |
| Alberta                                 | 82% <sup>+</sup>              | 45% <sup>++</sup>  | 80 <sup>+++</sup>    | 233 |
| Saskatchewan                            | 77%                           | 34%                | 75                   | 219 |
| Manitoba                                | 75%                           | 40%                | 77                   | 201 |
| Depth of the client relationship        |                               |                    |                      |     |
| Long term                               | 76%                           | 35%                | 75                   | 453 |
| Short term                              | 77%                           | 38%                | 77                   | 409 |
| Contacts with WD over the previous year |                               |                    |                      |     |
| Once                                    | 74%                           | 30% <sup>-</sup>   | 73 <sup>-</sup>      | 193 |
| 2-5 times                               | 73%                           | 31% <sup>--</sup>  | 73 <sup>-</sup>      | 358 |
| 6 or more times                         | 83% <sup>++</sup>             | 49% <sup>+++</sup> | 81 <sup>+++</sup>    | 291 |
| Type of client                          |                               |                    |                      |     |
| Commercial                              | 76%                           | 36%                | 75                   | 713 |
| Not-for-profit                          | 76%                           | 34%                | 75                   | 120 |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.  
-/+ : the difference is significant at the 0.05 level; --/++ : the difference is significant at the 0.01 level; ---/+++ : the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.  
Source: table Q25, appendix B

***Use of the Internet for communications***

The questionnaire investigated further the use of the Internet for business information and communications. The Internet was identified as the main method for accessing business information by 45% of respondents (table Q27, Appendix B; 52% in 2001), far ahead of discussions with WD officers which was selected by 26%. Among those with Internet access for work purposes, 93% used the Internet as their primary source of business information or had used the Internet at some point for that purpose (table Q29B, Appendix B). The Internet was the prime tool for uncovering business intelligence in all subgroups of clients studied (although it was rivalled by WD officers in Saskatchewan — 38% and 31% respectively).

More than nine clients out of ten (91%; table Q28B, Appendix B) indicated that they had access to the Internet for work purposes. The proportion was slightly lower for clients in Saskatchewan (83%), for clients who had had a single contact with WD over the previous year (83%) and for organizations in existence for less than one year (80%). A similar proportion (85%) of clients with Internet access had used the Internet to access information about government programs (table Q30, Appendix B).

Seven in ten clients (71%) with Internet access (or 60% of all clients, down from 74% in 2001) had visited the WD Web site (table Q31, Appendix B). Among those who had not accessed the site, 82% indicated that they would be somewhat likely (33%) or very likely (49%) to use it if they knew that the WD site offered information and services (table Q32, Appendix B).

On-line application of the WD programs also enjoyed good response: among all clients with Internet access, 82% indicated that they would be somewhat likely (24%) or very likely (58%) to use on-line application if WD offered it (table Q33, Appendix B).

Where differences exist between 2001 data and 2002 data, they suggest **reduced Internet access and use**. This is not to say that Western Canada businesses are less connected now than they were a year ago. Rather, it may indicate that the composition of the WD client base has shifted somewhat between the two periods.

### 3.6 **Satisfaction and Client Retention**

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The same 5-point scale was used to assess the overall satisfaction of clients with their most recent contact with WD. Exhibit 3.11 presents the main results.

**Three out of four clients (75%) expressed satisfaction** (by answering "satisfied" or "very satisfied") with their most recent contact — this figure is stable since the 2001 results was 77%. This summary question was placed toward the end of the questionnaire, after study participants had

considered every aspect of the service event. More than one third (36%) were "very satisfied". Using scale points ranging from 0 (for "very dissatisfied") to 100 (for "very satisfied"), the satisfaction rating averaged 73.

**EXHIBIT 3.11**  
**Overall Satisfaction with the Most Recent Contact**

| <b>Groups</b>                                  | <b>% Satisfied or very satisfied</b> | <b>% Very satisfied</b> | <b>Average<sup>1</sup></b> | <b>n</b> |
|--|--------------------------------------|-------------------------|----------------------------|----------|
| All clients 2001                               | 77%                                  | 36%                     | 74                         | 657      |
| All clients 2002                               | 75%                                  | 36%                     | 73                         | 868      |
| <b>Province</b>                                |                                      |                         |                            |          |
| British Columbia                               | 67% <sup>-</sup>                     | 34%                     | 69 <sup>-</sup>            | 213      |
| Alberta  | 83% <sup>++</sup>                    | 41%                     | 79 <sup>+++</sup>          | 231      |
| Saskatchewan                                   | 73%                                  | 34%                     | 71                         | 222      |
| Manitoba                                       | 75%                                  | 39%                     | 73                         | 202      |
| <b>Depth of the client relationship</b>        |                                      |                         |                            |          |
| Long term                                      | 74%                                  | 36%                     | 73                         | 457      |
| Short term                                     | 75%                                  | 37%                     | 74                         | 411      |
| <b>Contacts with WD over the previous year</b> |                                      |                         |                            |          |
| Once   | 67% <sup>-</sup>                     | 25% <sup>---</sup>      | 67 <sup>---</sup>          | 199      |
| 2-5 times                                      | 72%                                  | 31% <sup>-</sup>        | 71 <sup>-</sup>            | 359      |
| 6 or more times                                | 85% <sup>+++</sup>                   | 52% <sup>+++</sup>      | 81 <sup>+++</sup>          | 289      |
| <b>Type of client</b>                          |                                      |                         |                            |          |
| Commercial                                     | 73% <sup>-</sup>                     | 35%                     | 72 <sup>-</sup>            | 717      |
| Not-for-profit                                 | 82% <sup>+</sup>                     | 40%                     | 78 <sup>+</sup>            | 121      |

<sup>1</sup> The -2 to +2 scale used in 2001 was converted to a 0 to 100 scale as proposed by Treasury Board Canada Secretariat.  
-/+ : the difference is significant at the 0.05 level; -/+ : the difference is significant at the 0.01 level; ---/+++ : the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.  
Source:table Q34, appendix B

Overall satisfaction followed the average in Saskatchewan and Manitoba; it was somewhat lower in British Columbia (67%) and somewhat higher in Alberta (83%). Not-for-profit clients expressed more satisfaction (82%) than commercial clients (73%). Clients with six contacts or more over the previous year had the highest level of satisfaction (85%) while clients with a single contact had the lowest (67%); as stated earlier, we cannot

determine whether either high satisfaction led clients to repeat doing business with WD, or whether repeat business translated into high satisfaction scores although market research suggests that the former is more likely.

How does one interpret such overall satisfaction results? Experience, backed with ample literature, suggests that average public organizations attain satisfaction levels of 75% with relative ease, considering the expectations of typical clients. The 2001 result of 77% was within these boundaries. The fact that client satisfaction has not improved between 2001 and 2002 may be due to:

- the insufficiency of the WD response to the 2001 results;
- the tardiness of the WD response in the form of an improvement plan which may not have fully unfolded yet;
- a change in the client profile towards harder-to-satisfy clients;
- increasing client expectations.

Exhibit 3.12 indicates that **nearly two-thirds (63%) of clients obtained what they needed from WD in the contact of their most recent contact** — 66% in 2001. Another group of 21% stated they did not obtain what they needed and 14% that they obtained part of what they needed. The proportion of clients indicating that they did obtain what they needed was somewhat higher in Alberta (71%) and somewhat lower in British Columbia (55%). It did not vary significantly (from a statistical point of view) according to the depth of the client relationship but clients with frequent contacts were more likely to have obtained what they were looking for, as well as not-for-profit organizations.

Exhibit 3.12 also depicts the relationship between overall satisfaction and completeness of service (assessed by the client). The average satisfaction score for clients who considered that they had obtained what they needed for was 85 points, 17 points higher than for clients who obtained only part of what they sought and 45 points higher than those who considered that they had not obtained what they needed.

**EXHIBIT 3.12**  
**Completeness of Service on the Most Recent Contact**

| Groups                                  | % who<br>obtained what<br>they needed | % who<br>obtained part<br>of what they<br>needed | % who did not<br>obtain what<br>they needed | n   |
|---|---------------------------------------|--|---|-----|
| All clients 2001 <sup>1</sup>           | 66%                                   | 9%   | 20%   | 668 |
| All clients 2002                        | 63%                                   | 14% <sup>+</sup>                                 | 21%   | 875 |
| Satisfaction score                      | 85 <sup>+++</sup>                     | 68 <sup>-</sup>                                  | 40 <sup>---</sup>                           | 850 |
| Province                                |                                       |  |   |     |
| British Columbia                        | 55% <sup>-</sup>                      | 15%  | 28% <sup>++</sup>                           | 215 |
| Alberta                                 | 71% <sup>++</sup>                     | 12%  | 15% <sup>--</sup>                           | 233 |
| Saskatchewan                            | 63%                                   | 13%  | 22%   | 223 |
| Manitoba                                | 60%                                   | 17%  | 20%   | 204 |
| Depth of the client relationship        |                                       |  |   |     |
| Long term                               | 61%                                   | 15%  | 22%   | 460 |
| Short term                              | 66%                                   | 12%  | 21%   | 415 |
| Contacts with WD over the previous year |                                       |  |   |     |
| Once                                    | 55% <sup>-</sup>                      | 16%  | 27% <sup>+</sup>                            | 200 |
| 2-5 times                               | 59%                                   | 15%  | 24%   | 362 |
| 6 or more times                         | 72% <sup>+++</sup>                    | 11%  | 14% <sup>---</sup>                          | 292 |
| Type of client                          |                                       |  |   |     |
| Commercial                              | 60% <sup>--</sup>                     | 15% <sup>+</sup>                                 | 22% <sup>+</sup>                            | 724 |
| Not-for-profit                          | 75% <sup>++</sup>                     | 8% <sup>-</sup>                                  | 14% <sup>-</sup>                            | 121 |

<sup>1</sup> Percentages may not add up to 100% due to don't know and not response answers.  
-/+; the difference is significant at the 0.05 level; -/+++; the difference is significant at the 0.01 level; ---/+++; the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.  
Source: table Q35, appendix B

Detailed Appendix B data (table Q35) demonstrate that the following groups were more likely to have obtained what they needed during the most recent contact:

- Alberta clients (71%) and specifically Alberta commercial clients (70%);
- not-for-profit clients (75%);
- clients with six or more contacts with WD over the previous year (72%);
- organizations with revenues in excess of \$5 million (76%);
- organizations with 10 to 49 employees (72%).

Conversely, the following types of clients were less likely to have obtained what they considered they needed:

- clients from British Columbia (55%);
- commercial clients (60%);
- clients with a single contact over the previous year (55%);
- organizations with fewer than 5 employees (58%).

These patterns are fairly similar to those observed in 2001.

Overall, and to the extent that they can assess this, **7% of clients indicated that the service was not provided error-free**. This proportion was constant for all subgroups of clients analysed — with the possible exception of clients with 5 to 9 employees where the proportion was 12% and clients with 2 to 5 contacts with WD over the previous year (10%) (see table Q37, Appendix B). The overall proportion of contacts where clients indicated that an error occurred is similar to that observed in other types of public services reviewed by this consultant.

One way to gauge the value of the WD action is to ask clients to self-assess the impact of the services on their organization's success. As Exhibit 3.13 shows, **more than one third of clients (38%) indicated that the services provided by WD made their organization somewhat more or much more successful**. A similar proportion (34%) indicated that the WD services had no impact on their corporate success. These proportions are unchanged from 2001.

The impact of services was more pronounced among the following groups of clients:

- not-for-profit clients (58% much more or somewhat more successful),
- Alberta clients (43%);
- clients who had six or more contacts with WD within the previous year (61%);
- clients who had been dealing with WD for more than two years (53%);
- organizations with revenues between \$250,000 and \$1 million (48%);
- organizations with between 5 and 49 employees (48%).

**EXHIBIT 3.13**  
**Self-Assessed Impact of the Services Provided by WD**

| Groups                                  | % somewhat<br>or much more<br>successful | % no impact<br>at all | Average <sup>1</sup> | n   |
|---|--|-----------------------|----------------------|-----|
| All clients 2001                        | 38%                                      | 35%                   | 40                   | 668 |
| All clients 2002                        | 38%                                      | 34%                   | 41                   | 875 |
| Province                                |  |                       |                      |     |
| British Columbia                        | 31% <sup>-</sup>                         | 42% <sup>+</sup>      | 34% <sup>--</sup>    | 215 |
| Alberta                                 | 43%                                      | 26% <sup>--</sup>     | 48% <sup>+++</sup>   | 233 |
| Saskatchewan                            | 38%                                      | 37%                   | 41                   | 223 |
| Manitoba                                | 41%                                      | 33%                   | 42                   | 204 |
| Depth of the client relationship        |  |                       |                      |     |
| Long term                               | 39%                                      | 36%                   | 41                   | 460 |
| Short term                              | 38%                                      | 33%                   | 41                   | 415 |
| Contacts with WD over the previous year |  |                       |                      |     |
| Once                                    | 19% <sup>---</sup>                       | 56% <sup>+++</sup>    | 22% <sup>---</sup>   | 200 |
| 2-5 times                               | 33% <sup>--</sup>                        | 36%                   | 36% <sup>--</sup>    | 362 |
| 6 or more times                         | 61% <sup>+++</sup>                       | 16% <sup>---</sup>    | 63% <sup>+++</sup>   | 292 |
| Type of client                          |  |                       |                      |     |
| Commercial                              | 36% <sup>---</sup>                       | 37% <sup>+++</sup>    | 39% <sup>--</sup>    | 724 |
| Not-for-profit                          | 58% <sup>+++</sup>                       | 17% <sup>---</sup>    | 59% <sup>+++</sup>   | 121 |

<sup>1</sup> Average on a scale from 0 (no impact to 100 (much more successful).  
-/+ : the difference is significant at the 0.05 level; -/+ : the difference is significant at the 0.01 level; ---/+++ : the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.  
Source:table Q40, appendix B

The following groups were less likely to claim that WD services had positive impacts on their success:

- British Columbia clients (31%);
- commercial clients (36%);
- clients with a single contact (19%) or between two and five contacts (33%) with WD over the previous year;
- clients whose first contact with WD occurred within the last year (29%);
- organizations in existence for less than one year (31%);
- organizations with revenues smaller than \$250,000 (35%);
- organizations with fewer than 5 employees (34%).



It appears from these data that ***a long and intense relationship with WD is more likely to lead to positive impacts than short and shallow dealings.***

**EXHIBIT 3.14  
Demand for Services in the Coming Twelve Months**

| <b>Groups</b>                           | <b>% somewhat or considerably more consultation</b> | <b>% somewhat or considerably less consultation</b> | <b>Average<sup>1</sup></b> | <b>n</b> |
|---|---|---|----------------------------|----------|
| All clients 2001                        | 37%   | 19%   | 56                         | 668      |
| All clients 2002                        | 37%   | 25%↗  | 52                         | 875      |
| Province                                |   |   |                            |          |
| British Columbia                        | 32%   | 34% <sup>++</sup>                                   | 46 <sup>--</sup>           | 215      |
| Alberta                                 | 45% <sup>++</sup>                                   | 16% <sup>---</sup>                                  | 60 <sup>+++</sup>          | 233      |
| Saskatchewan                            | 34%   | 29%   | 48 <sup>-</sup>            | 223      |
| Manitoba                                | 39%   | 20%   | 56                         | 204      |
| Depth of the client relationship        |   |   |                            |          |
| Long term                               | 38%   | 28% <sup>+</sup>                                    | 51                         | 460      |
| Short term                              | 37%   | 22% <sup>-</sup>                                    | 55                         | 415      |
| Contacts with WD over the previous year |   |   |                            |          |
| Once                                    | 23% <sup>---</sup>                                  | 39% <sup>+++</sup>                                  | 38 <sup>---</sup>          | 200      |
| 2-5 times                               | 36%   | 25%   | 52                         | 362      |
| 6 or more times                         | 49% <sup>+++</sup>                                  | 15% <sup>---</sup>                                  | 62 <sup>+++</sup>          | 292      |
| Type of client                          |   |   |                            |          |
| Commercial                              | 36% <sup>-</sup>                                    | 28% <sup>+++</sup>                                  | 51 <sup>---</sup>          | 724      |
| Not-for-profit                          | 46% <sup>+</sup>                                    | 10% <sup>---</sup>                                  | 61 <sup>+++</sup>          | 121      |

<sup>1</sup> Average on a scale from 0 (considerably less) to 100 (considerably more) where 50 means no change.

-/+ : the difference is significant at the 0.05 level; -/+<sup>+</sup> : the difference is significant at the 0.01 level; -/+<sup>++</sup> : the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Source:table Q41, appendix B

Demand for WD services is another indicator of the worth of its offerings for clients. More than ***one third (37%) stated that they intend to consult WD services somewhat or considerably more over the coming twelve months*** (stable from 2001). At the other end of the scale, 25% or one out of four indicated that they would use the WD services less (up from 19% in 2001). Therefore, the likelihood of an augmentation of

demand for service is stronger than that of a reduction. This observation is generalized throughout subgroups of clients except with:

- clients who had had a single contact with WD in the previous year were likely to reduce their use of WD, netting increases and reductions (-13 percentage points);
- British Columbia clients were in the same situation (-5 percentage points);
- as were clients doing business mainly in the United States (-7 percentage points).

The likelihood of an increase in demand for service was stronger among clients who used WD most frequently (+34 percentage points); it was lower for less frequent users (+11) and lowest for the one-time clients (-13). This could indicate that WD is better at retaining existing clients than at attracting new clients. A comparison of 2001 and 2002 data indicates that this better ability at retaining existing clients than at attracting new clients has been more marked in 2002; Exhibit 3.15 presents the relevant data.

**EXHIBIT 3.15**  
**Net Change in Demand for Services, 2001-2002**

| Groups  | % somewhat<br>or considera-<br>bly more<br>consultation | % somewhat<br>or considera-<br>bly less<br>consultation | Net change:<br>% more -<br>% less | n   |
|---|---|---|-----------------------------------|-----|
| One contact with WD over the previous year          |   |   |                                   |     |
| 2001  | 35%   | 33%   | +2                                | 105 |
| 2002  | 23%   | 39%   | -13                               | 200 |
| Two to five contacts with WD over the previous year |   |   |                                   |     |
| 2001  | 36%   | 20%   | +16                               | 245 |
| 2002  | 36%   | 25%   | +11                               | 362 |
| Six or more contacts with WD over the previous year |   |   |                                   |     |
| 2001  | 40%   | 12%   | +28                               | 308 |
| 2002  | 49%   | 15%   | +34                               | 292 |

Source: table Q41, appendix B, 2001 and 2002

**Two thirds (67%) of all clients would have recommended WD services without reservation** (64% in 2001). Another group of 21% would have recommended WD with reservations and 9% would not have recommended it. Clients who adopted the latter position were more frequent among commercial organizations (10%) and among clients who had a single contact with WD over the previous year (15%). Enthusiastic recommendations were more likely among Alberta clients (74%), clients with six or more contacts over the previous year (78%) and not-for-profit organizations (80%).

**EXHIBIT 3.16**  
**Likelihood to Recommend WD Services**

| Groups                                  | % recommen-<br>dation without<br>reservation | % recommen-<br>dation with<br>reservation | % would not<br>recommend | n   |
|---|--|---|--------------------------|-----|
| All clients 2001                        | 64%  | 20%                                       | 11%                      | 668 |
| All clients 2002                        | 67%  | 21%                                       | 9%                       | 875 |
| Province                                |  |   |                          |     |
| British Columbia                        | 59% <sup>--</sup>                            | 25%                                       | 12%                      | 215 |
| Alberta                                 | 74% <sup>+</sup>                             | 19%                                       | 6%                       | 233 |
| Saskatchewan                            | 68%  | 21%                                       | 8%                       | 223 |
| Manitoba                                | 67%  | 20%                                       | 12%                      | 204 |
| Depth of the client relationship        |  |   |                          |     |
| Long term                               | 68%  | 21%                                       | 9%                       | 460 |
| Short term                              | 66%  | 22%                                       | 9%                       | 415 |
| Contacts with WD over the previous year |  |   |                          |     |
| Once                                    | 57% <sup>---</sup>                           | 25%                                       | 15% <sup>++</sup>        | 200 |
| 2-5 times                               | 65%  | 24%                                       | 10%                      | 362 |
| 6 or more times                         | 78% <sup>+++</sup>                           | 15% <sup>-</sup>                          | 4% <sup>---</sup>        | 292 |
| Type of client                          |  |   |                          |     |
| Commercial                              | 65% <sup>-</sup>                             | 22%                                       | 10% <sup>++</sup>        | 724 |
| Not-for-profit                          | 80% <sup>++</sup>                            | 18%                                       | 2% <sup>-</sup>          | 121 |

<sup>-/+</sup>: the difference is significant at the 0.05 level; <sup>-/+</sup>: the difference is significant at the 0.01 level; <sup>---/+++</sup>: the difference is significant at the 0.001 level.; differences underlying unmarked numbers are not statistically significant at the 0.05 level.

Source: table Q42, appendix B



# *Chapter 4*

## **LEVERS FOR ENHANCED SATISFACTION**

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This chapter identifies the aspects of service which are most likely to affect client satisfaction. Two perspectives are adopted. First, we consider the impact of satisfaction with small aspects of service on the overall satisfaction ratings. Second, we pinpoint the circumstances of service which drive overall satisfaction.

### **4.1 *Components of service***

---

In this study, satisfaction with service was decomposed in four areas: sensitivity to needs, service reliability, access to service and communications. Within these areas, several components of service were identified, e.g., speed, courtesy, timeliness, clarity. All in all, 36 components of service were tested.

One quarter of all respondents rated the importance that each of these 36 components bore in deciding to deal with WD. The results from these questions are called ratings of **stated importance** (since they were stated by the respondents). The most important components of service, according to stated importance ratings, are, in decreasing order of importance:

- delivering on promises made (Q12A);
- keeping information confidential (Q12F);
- helpfulness of officers (Q8F);
- competence of the officers (Q12C);
- clarity of the information provided (Q23A);
- information provided on the requirements to get the service (Q23F);
- consistency of the information provided (Q23C).

This list is coherent with the one established in 2001.

There is another way to identify the importance that a component of service plays in the dynamics of the overall feeling of satisfaction. The statistical relationship<sup>1</sup> between overall satisfaction and the satisfaction expressed on each component of service represents the "leverage" that each component can exercise on overall satisfaction. The closer the relationship, the more effect one component is likely to have on overall satisfaction. This is called **leverage** since it represents the intensity of an effect. According to the leverage effect, the top six components of service are, in decreasing order of importance:

- reliability of WD service (Q14);
- sensitivity to client needs (Q10);
- efforts made by officers to assess client needs (Q8E);
- guidance provided by officers (Q12H)
- helpfulness of officers (Q8F).

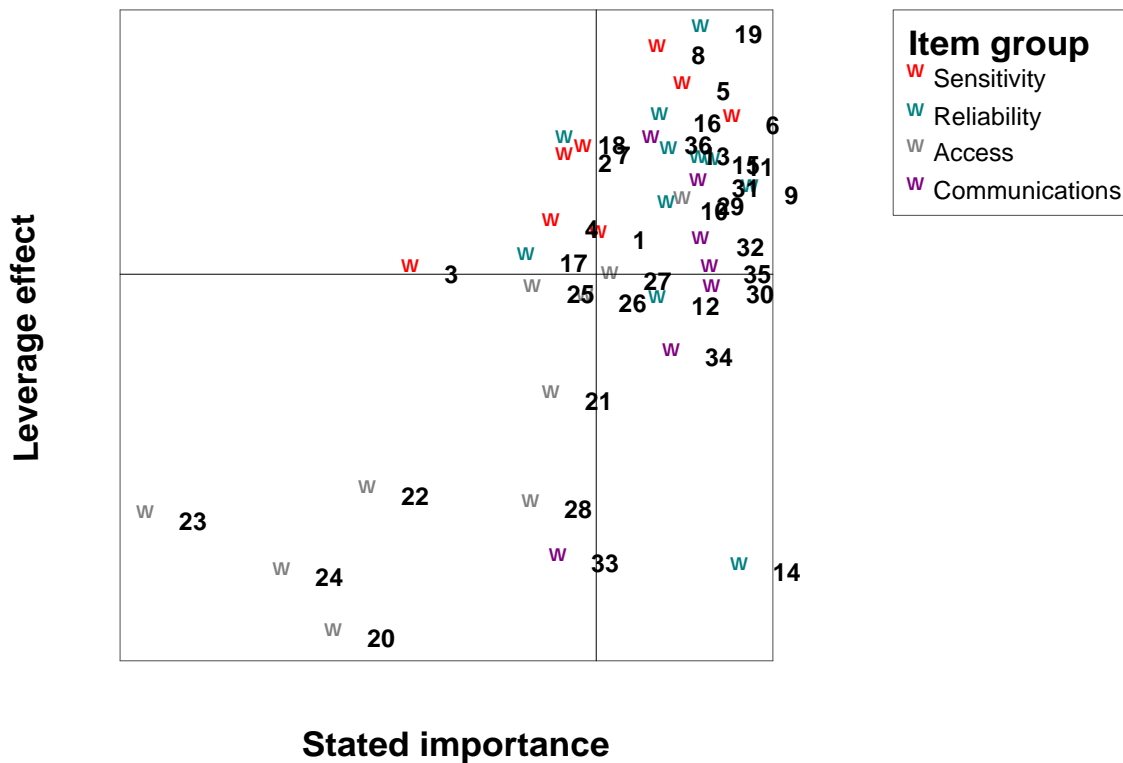
This list is coherent with the one established in 2001.

As can be seen by comparing these two lists, **what clients perceive as important is not necessarily what will make them happier with the service they receive**. Exhibit 4.1 arrays the 36 components of service according to stated and modelled satisfaction.

<sup>1</sup> Simple Pearson correlations in this case.

## EXHIBIT 4.1

### Leverage vs. Stated Importance



- |                      |                       |                      |                          |
|----------------------|-----------------------|----------------------|--------------------------|
| 1 speed              | 9 promises            | 20 location          | 30 clarity of info       |
| 2 flexibility        | 10 bus. knowledge     | 21 access methods    | 31 availability of info  |
| 3 bureaucracy        | 11 competence         | 22 hours of service  | 32 consistency           |
| 4 # of contacts      | 12 courtesy           | 23 waiting areas     | 33 official language     |
| 5 assessing needs    | 13 fairness           | 24 signage           | 34 understanding         |
| 6 helpfulness        | 14 confidentiality    | 25 appointments      | 35 info on requirements  |
| 7 info. on status    | 15 corrections        | 26 ease of reaching  | 36 <b>COMMUNICATIONS</b> |
| 8 <b>SENSITIVITY</b> | 16 guidance           | 27 timely responses  |                          |
|                      | 17 referrals          | 28 waiting at office |                          |
|                      | 18 follow-through     | 29 <b>ACCESS</b>     |                          |
|                      | 19 <b>RELIABILITY</b> |                      |                          |

Separated into four quadrants, this exhibit shows that basically none of the 36 components of service fall in the top left quadrant (low stated importance and high leverage), where the "unspoken motivators" find their niche. However, components of service located in the bottom right quadrant (low modelled importance and high leverage) are significant to WD: they correspond to the aspects of service which are viewed as important by clients but have little hope of influencing the overall satisfaction upwards. They are **cost of entry** aspects of service<sup>1</sup>, **things that clients expect of any supplier**. They are, in decreasing order of importance:

- keeping information confidential;
- the ease of understanding of the information provided;
- the courtesy of the staff;
- the clarity of the information provided.

These four aspects of service are "lost leaders": **they will buy no satisfaction points for WD, but they define the basic service expected from the department.**

## 4.2 Circumstances of service

Satisfaction regarding a service event is profoundly different from satisfaction with a product. The most important difference is that, in the service event, the client plays an important role; service is interactive.

One of the ways to go about understanding the levers of client satisfaction is to measure the impact of various service circumstances, including the characteristics of the client himself/herself, on overall satisfaction. We have conducted such an analysis using multivariate analysis tools.<sup>2</sup>

<sup>1</sup> This analysis derives from the work of Michael W. Lowenstein presented in *Customer Retention, an Integrated Process for Keeping Your Best Customers*, Milwaukee, Wisconsin, ASQC Quality Press, 1995, pages 110-111.

<sup>2</sup> We have used a ordinary least-square multiple regression where overall satisfaction (Q34) was the dependent variable and a series of service circumstances were independent variables. Categorical variables were dichotomized.



Based on the data available in this study, we have tested the concurrent impact of the following circumstances:

- the depth of the relationship with WD;
- the type of the most recent contact (telephone, meeting, correspondence);
- the main reason for the contact (obtaining business information, applying for a program, etc.);
- where the reason involved a government program, whether this was a WD program or a program from another government department;
- whether a referral was made to another organization;
- the usefulness of the referral;
- the length of time since the first contact between the client and WD;
- the nature of the client organization;
- the number of years of operations of the client organization;
- the revenues of the client organization;
- the number of employees of the client organization.

Exhibit 4.2 shows the results of the analysis. While all circumstances listed above were tested, a limited subset were found to exert a positive or negative impact on client satisfaction. The positive impacts were:

- having received a valuable reference from WD; this exerts a strong positive influence on overall satisfaction; being given a reference, by itself, has no impact on satisfaction: the reference must prove valuable for satisfaction to ensue;
- organizations with larger revenue bases were generally more satisfied than organizations with smaller revenues;
- dealing with WD by mail or e-mail rather than over the telephone (meetings were more favourable in 2001); while this circumstance is one fourth as effective as valuable references in generating client satisfaction, it is still a positive force.

One circumstance of service, as coded, had negative effects on satisfaction — they would be positive if they were looked at from a perspective reverse to the one adopted here: clients are least likely to be satisfied if they reached WD in order to look for information on a government program; conversely, clients are more satisfied if the purpose of their contact was to obtain business information.

**EXHIBIT 4.2**  
**Impact of Circumstances of Service on Client Satisfaction**

| Circumstances   | Effect on overall satisfaction <sup>1</sup> |
|---|---|
| Having been given a reference which proved valuable   | 0.26  |
| Organization's gross revenues   | 0.09  |
| Dealing with WD by mail or e-mail (as opposed to the telephone)                                   | 0.07  |
| Looking for information on applying to a program (as opposed to looking for business information) | -0.14                                       |

<sup>1</sup> The value is the standardized regression estimate for the circumstance, derived from a stepwise multiple regression where only statistically significant effects were retained. A positive value depicts a positive effect on satisfaction; a negative value, a negative effect. The magnitude of the value is representative of the magnitude of the effect.

# Chapter 5

## **PRIORITIES FOR IMPROVEMENT**

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

### **5.1 Stated Priorities**

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Clients were more vocal in 2002 than in 2001 about priorities for improvement. Still, more than one quarter (28%) did not select one or the other of the large areas of service proposed to them as possible improvement domains (table Q39, Appendix B). The two areas chosen most often were access to service and sensitivity to needs (20% each), followed by communications (10%). Reliability of service was a distant fourth with 4% of selection. The absence of selection was more frequent in Alberta and Manitoba (where satisfaction was higher).

It has already been reported that in the areas of sensitivity to needs and access to service, the following aspects of service were selected most frequently as priorities for improvement:

- reduction of bureaucratic requirements ;
- efforts to assess client needs;
- speed of service;
- timeliness of responses to telephone messages and e-mails;
- office location.

## 5.2 ***Strictly Modelled Priorities***

---

While clients sometimes have difficulty articulating priorities for improvement for WD, it is possible to extract such priorities from the other answers provided. By cross-referencing overall satisfaction with service with the stated importance of the service components, on the one hand (see Exhibit 5.1), and with the modelled importance, on the other hand (see Exhibit 5.2), we can categorize service components into four types:

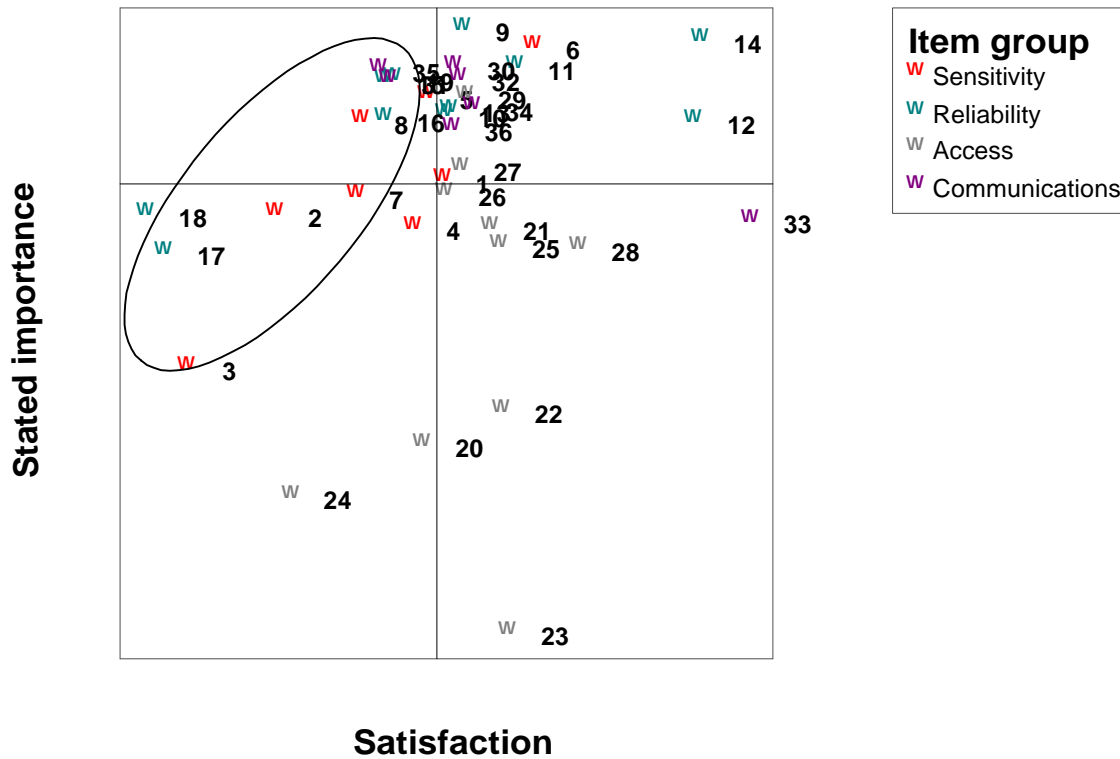
- low satisfaction and high importance components are ***top priorities*** for improvement since they are valued by clients (or represent significant drivers of overall satisfaction, in the case of the leverage effect) and fall below the average satisfaction level. In the case of WD, the 2002 top<sup>1</sup> priorities, in decreasing order of importance, are:
  - overall sensitivity to needs;
  - making corrections if there is a problem (also in 2001);
  - the guidance provided by officers (also in 2001);
  - overall reliability;
  - the availability of the information needed (also in 2001).
- high satisfaction and high importance components are ***key strengths*** since good organizational performance meet client demands. The following components of service were identified as such in Exhibit 5.3:
  - the helpfulness of officers (also in 2001);

<sup>1</sup> They are defined as such in term of both stated and modelled importance and they are clearly typed.

- delivering on promises made (was a top priority in 2001);
  - the competence of officers (also in 2001);
  - overall access to services (also in 2001).
- 
- low satisfaction and low importance components are **low priorities** in terms of service improvement. While clients are not excited about WD's performance in their regard, they don't attribute a high degree of importance to these aspects of service. They are:
    - the signage to find the office (also in 2001);
    - convenience of the office location (also in 2001).
- 
- high satisfaction and low importance components can be conceived as **disinvestment opportunities**. These are aspects of service where the organization "over-delivers". The interpretation of this type of service components is trickier than in other cases. Indeed, some of these components may belong to the cost of entry aspects of service described earlier (see page 40) 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 WD are:
    - the variety of access methods;
    - the hours of service (also in 2001);
    - the comfort of the waiting areas (also in 2001);
    - the waiting time at the office (also in 2001);
    - communications in the official language of choice (also in 2001).

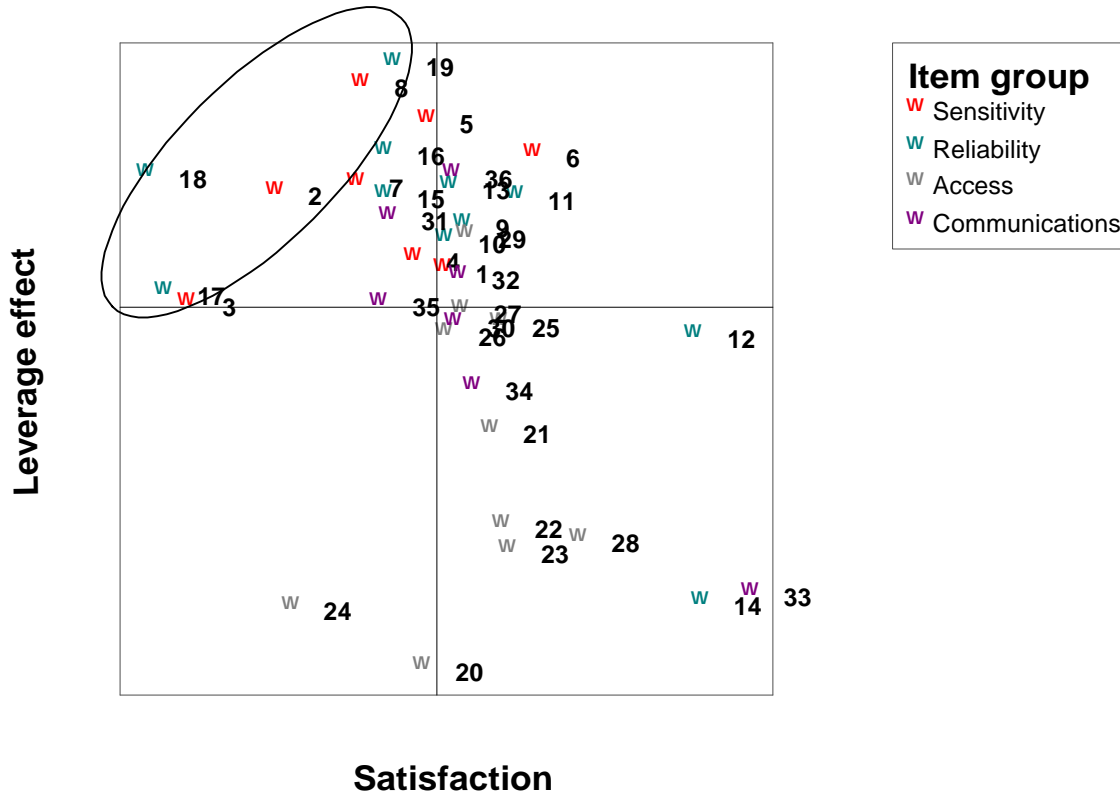
### EXHIBIT 5.1

#### Stated Importance vs. Satisfaction



- |                      |                       |                      |                          |
|----------------------|-----------------------|----------------------|--------------------------|
| 1 speed              | 9 promises            | 20 location          | 30 clarity of info       |
| 2 flexibility        | 10 bus. knowledge     | 21 access methods    | 31 availability of info  |
| 3 bureaucracy        | 11 competence         | 22 hours of service  | 32 consistency           |
| 4 # of contacts      | 12 courtesy           | 23 waiting areas     | 33 official language     |
| 5 assessing needs    | 13 fairness           | 24 signage           | 34 understanding         |
| 6 helpfulness        | 14 confidentiality    | 25 appointments      | 35 info on requirements  |
| 7 info. on status    | 15 corrections        | 26 ease of reaching  | 36 <b>COMMUNICATIONS</b> |
| 8 <b>SENSITIVITY</b> | 16 guidance           | 27 timely responses  |                          |
|                      | 17 referrals          | 28 waiting at office |                          |
|                      | 18 follow-through     | 29 <b>ACCESS</b>     |                          |
|                      | 19 <b>RELIABILITY</b> |                      |                          |

**EXHIBIT 5.2**  
Leverage vs. Satisfaction



- |                      |                       |                      |                          |
|----------------------|-----------------------|----------------------|--------------------------|
| 1 speed              | 9 promises            | 20 location          | 30 clarity of info       |
| 2 flexibility        | 10 bus. knowledge     | 21 access methods    | 31 availability of info  |
| 3 bureaucracy        | 11 competence         | 22 hours of service  | 32 consistency           |
| 4 # of contacts      | 12 courtesy           | 23 waiting areas     | 33 official language     |
| 5 assessing needs    | 13 fairness           | 24 signage           | 34 understanding         |
| 6 helpfulness        | 14 confidentiality    | 25 appointments      | 35 info on requirements  |
| 7 info. on status    | 15 corrections        | 26 ease of reaching  | 36 <b>COMMUNICATIONS</b> |
| 8 <b>SENSITIVITY</b> | 16 guidance           | 27 timely responses  |                          |
|                      | 17 referrals          | 28 waiting at office |                          |
|                      | 18 follow-through     | 29 <b>ACCESS</b>     |                          |
|                      | 19 <b>RELIABILITY</b> |                      |                          |

**EXHIBIT 5.3 • Summary of Modelled Priorities**

| <b>Types of priorities</b>                                 | <b>Categorization according to the stated importance</b>   | <b>Categorization according to the modelled importance</b>   |
|--|--|--|
| <b>Top priorities</b><br>Low satisfaction, high importance | <ul style="list-style-type: none"> <li>✓ overall sensitivity to needs</li> <li>✓ making corrections if there is a problem</li> <li>✓ the guidance provided by officers</li> <li>✓ overall reliability</li> <li>✓ the availability of the information needed</li> <li>✓ the information provided on the requirements to get the service</li> <li>✓ <i>efforts made by officers to assess client needs</i></li> </ul>  | <ul style="list-style-type: none"> <li>✓ overall sensitivity to needs</li> <li>✓ making corrections if there is a problem</li> <li>✓ the guidance provided by officers</li> <li>✓ overall reliability</li> <li>✓ the availability of the information needed</li> <li>• the flexibility of the service</li> <li>• the number of contacts before getting an answer</li> <li>• the way the client is kept informed of the status of the request</li> <li>• the follow-through to see if the client got what was needed</li> <li>✓ <i>the information provided on the requirements to get the service</i></li> <li>✓ <i>efforts made by officers to assess client needs</i></li> <li>• <i>the amount of bureaucratic requirements</i></li> <li>• <i>the identification of services offered by other organizations</i></li> </ul> |
| <b>Key strengths</b><br>High satisfaction, high importance | <ul style="list-style-type: none"> <li>✓ the helpfulness of officers</li> <li>✓ delivering on promises made</li> <li>✓ the competence of officers</li> <li>✓ overall access to services</li> <li>✓ consistency of the information provided</li> <li>• the courtesy of the officers</li> <li>• keeping information confidential</li> <li>• the timeliness of responses to telephone or e-mail messages</li> <li>• the ease of understanding of the information provided</li> <li>✓ <i>the speed of the service</i></li> <li>✓ <i>the business knowledge of officers</i></li> <li>✓ <i>the fairness of the service process</i></li> <li>✓ <i>overall communications</i></li> <li>• <i>the clarity of the information provided</i></li> </ul> | <ul style="list-style-type: none"> <li>✓ the helpfulness of officers</li> <li>✓ delivering on promises made</li> <li>✓ the competence of officers</li> <li>✓ overall access to services</li> <li>✓ <i>consistency of the information provided</i></li> <li>✓ <i>the speed of the service</i></li> <li>✓ <i>the business knowledge of officers</i></li> <li>✓ <i>the fairness of the service process</i></li> <li>✓ <i>overall communications</i></li> </ul>  |
| <b>Low priorities</b><br>Low satisfaction, low importance  | <ul style="list-style-type: none"> <li>✓ the signage to find the office</li> <li>• the flexibility of the service</li> <li>• the amount of bureaucratic requirements</li> <li>• the number of contacts before getting an answer</li> <li>• the identification of services offered by other organizations</li> <li>• the follow-through to see if the client got what was needed</li> <li>✓ <i>convenience of the office location</i></li> <li>• <i>the way the client is kept informed of the status of the request</i></li> </ul>   | <ul style="list-style-type: none"> <li>✓ the signage to find the office</li> <li>• <i>convenience of the office location</i></li> </ul>  |



| Types of priorities  | Categorization according to the stated importance   | Categorization according to the modelled importance  |
|----------------------|---|--|
| <b>Disinvestment</b> | <ul style="list-style-type: none"> <li>✓ the variety of access methods</li> <li>✓ the hours of service</li> </ul>   | <ul style="list-style-type: none"> <li>✓ the variety of access methods</li> <li>✓ the hours of service</li> </ul>  |
| <b>opportunities</b> | <ul style="list-style-type: none"> <li>✓ the comfort of the waiting areas</li> <li>✓ the ease of making appointments with officers</li> </ul>             | <ul style="list-style-type: none"> <li>✓ the comfort of the waiting areas</li> <li>✓ the waiting time at the office</li> </ul>   |
| High satisfaction,   | <ul style="list-style-type: none"> <li>✓ the waiting time at the office</li> </ul>  | <ul style="list-style-type: none"> <li>✓ communications in the official language of choice</li> </ul>  |
| low importance       | <ul style="list-style-type: none"> <li>✓ communications in the official language of choice</li> <li>✓ <i>the ease of reaching the officers</i></li> </ul> | <ul style="list-style-type: none"> <li>• keeping information confidential</li> <li>• the ease of understanding of the information provided</li> <li>✓ <i>the ease of reaching the officers</i></li> <li>✓ <i>the ease of making appointments with officers</i></li> <li>• <i>the clarity of the information provided</i></li> <li>• <i>the courtesy of the officers</i></li> <li>• <i>the timeliness of responses to telephone or e-mail messages</i></li> </ul> |

Note: components of service which are not well typed (i.e., those which are close to the borders of another type) are italicised.

### 5.3 ***Final Priorities***

---

The rigidity of the analysis conducted in the previous section hides some important messages which are readily apparent in the qualitative analysis of Exhibits 5.1 and 5.2. Giving more weight to the leverage effect than to the stated importance (as an objective of overall client satisfaction should dictate), six priorities clearly stand out. They are:

*primary priorities:*

- the follow-through to see if the client got what was needed;
- overall service reliability;
- overall sensitivity to client needs;
- the flexibility of the service.

*secondary priorities:*

- the identification of services offered by other organizations;
- the amount of bureaucratic requirements

# ***APPENDIX A*** ***Questionnaire***

---



**CLIENT SATISFACTION QUESTIONNAIRE**  
**Western Economic Diversification**  
*for use over the telephone*

**INTRODUCTION:** (Get in touch with the person identified on the list.) Hello. My name is \_\_\_\_\_ and I work for \_\_\_\_\_. We have been commissioned to conduct a study among organizations who have recently been in contact with Western Economic Diversification Canada. Of course your participation is voluntary, but we are really counting on you to give us your opinion. It won't take more than 10 minutes, and your answers will be kept strictly confidential. May I start now?

(ENSURE THAT THE SAMPLE DATA CONTAINS THE WD PROVINCE CODE AND THE CLIENT TYPE CODE.  
CHECK QUOTAS)

**SCREENING**

**Q1 According to records from Western Economic Diversification Canada, your organization has had some dealings with WD over the past three months. Can you confirm that?** (SPELL OUT THE ACRONYM: WD)

YES ..... 1  
No ..... 2 >> **TERMINATE**  
DK/NR ..... 9 >> **TERMINATE**

**Q2 Are you the person to whom I should talk about your organization's dealings with WD?**

YES ..... 1  
No ..... (GET THE RIGHT PERSON AND RESTART)  
DK/NR ..... 9 >> **TERMINATE**

**Through the next questions, when I refer to "your organization", I mean the individuals or the company which have been in touch with WD.**

---

## EVENT DESCRIPTION

---

**Q3 How would you describe your most recent contact with WD? Was it... (READ)**

|  |    |
|--|----|
| A TELEPHONE CALL . . . . .                                   | 01 |
| A MEETING IN PERSON . . . . .                                | 02 |
| AN EXCHANGE OF LETTERS OR E-MAILS . . . . .                  | 03 |
| OR ANOTHER KIND OF CONTACT (PLEASE, SPECIFY _____) . . . . . | 98 |
| DK/NR . . . . .  | 99 |

**Q4 Was that your preferred method of contact in that instance?**

|                 |                     |
|-----------------|---------------------|
| YES . . . . .   | 1                   |
| No . . . . .    | 2 >> <b>GOTO Q6</b> |
| DK/NR . . . . . | 9 >> <b>GOTO Q6</b> |

**Q5 Which method you would have preferred that WD officers use to deal with you?**

|   |    |
|---|----|
| TELEPHONE . . . . .                     | 01 |
| IN-PERSON . . . . .                     | 02 |
| E-MAIL . . . . .                        | 03 |
| CORRESPONDENCE . . . . .                | 04 |
| OTHER (PLEASE, SPECIFY _____) . . . . . | 98 |
| DK/NR . . . . .                         | 99 |

**Q6 What was the main reason for that most recent contact? Was it... (READ)**

|   |                      |
|---|----------------------|
| TO OBTAIN BUSINESS INFORMATION OR ADVICE . . . . .                  | 01 >> <b>GOTO Q8</b> |
| TO OBTAIN INFORMATION ON APPLYING TO A GOVERNMENT PROGRAM . . . . . | 02                   |
| TO APPLY TO A GOVERNMENT PROGRAM . . . . .                          | 03                   |
| TO FOLLOW-UP ON AN APPLICATION TO A GOVERNMENT PROGRAM . . . . .    | 04                   |
| OR FOR ANOTHER REASON (PLEASE, SPECIFY _____) . . . . .             | 98 >> <b>GOTO Q8</b> |
| DK/NR . . . . .   | 99 >> <b>GOTO Q8</b> |

**Q7 Was it about a WD program or about a program from another government department?**

|  |   |
|--|---|
| A WD PROGRAM . . . . .                                 | 1 |
| A PROGRAM FROM ANOTHER GOVERNMENT DEPARTMENT . . . . . | 2 |
| DK/NR . . . . .  | 9 |

**The next questions are organized into four sections dealing with the sensitivity of WD service to your needs, its reliability, access to WD services and communications from WD.**

---

## SENSITIVITY TO NEEDS

---

*(THE RESPONDENTS ARE RANDOMLY AND AUTOMATICALLY DIVIDED INTO TWO GROUPS, THE SIZE OF WHICH REMAINS TO BE DETERMINED. THE "SATISFACTION" GROUP WILL BE ASKED THE QUESTIONS THAT CONCERN THEIR SATISFACTION WITH SERVICES. THE "IMPORTANCE" GROUP WILL BE ASKED THE QUESTIONS THAT CONCERN THE IMPORTANCE TO THEM OF VARIOUS FEATURES OF THE SERVICE.)*

*(WHEREVER THE QUESTIONNAIRE REQUIRES RANDOMIZATION, THIS OPERATION WILL BE PERFORMED BY THE SOFTWARE USED TO ASSIST INTERVIEWERS.)*

(ASK "SATISFACTION" GROUP ONLY)

**Q8 Feel free to say that you're not in a position to answer. Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs? (RANDOMIZE THE ORDER)**

- 8.1 the speed of the service
- 8.2 the flexibility of the service
- 8.3 the amount of bureaucratic requirements
- 8.4 the number of contacts before getting an answer
- 8.5 the efforts made by officers to assess your needs
- 8.6 the helpfulness of officers
- 8.7 the way you were kept informed of the status of your request

(ASK "IMPORTANCE" GROUP ONLY)

**Q9 Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD? (RANDOMIZE THE ORDER)**

- 9.1 (SAME ITEMS AS IN QUESTION 8)

**Q10 Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD sensitivity to your needs as defined in the previous prompts, that is speed, flexibility, etc.?**

**Q11 In general, if only one area of WD's sensitivity to your needs could be improved, which one should be focussed on? (DO NOT READ THE LIST)**

|   |    |
|---|----|
| (ITEMS IN QUESTION 8) . . . . .             | 01 |
| ...   |    |
| SOME OTHER ANSWER (SPECIFY _____) . . . . . | 98 |
| DK/NR . . . . .                             | 99 |

## RELIABILITY

---

(ASK "SATISFACTION" GROUP ONLY)

**Q12 Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service? (RANDOMIZE THE ORDER)**

- 12.1 delivering on promises made
- 12.2 the business knowledge of the officers
- 12.3 the competence of the officers
- 12.4 the courtesy of the officers
- 12.5 the fairness of the service process
- 12.6 keeping information confidential
- 12.7 making corrections if there is a problem
- 12.8 the guidance provided by officers
- 12.9 the identification of services offered by other organizations
- 12.10 the follow-through to see if you got what you needed

(ASK "IMPORTANCE" GROUP ONLY)

**Q13 Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D? (RANDOMIZE THE ORDER)**

- 13.1 (SAME ITEMS AS IN QUESTION 12)



**Q14 Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the reliability of WD service?**

**Q15 In general, if only one area of the reliability of WD service could be improved, which one should be focussed on? (DO NOT READ THE LIST)**

|   |    |
|---|----|
| (ITEMS IN QUESTION 12) . . . . .            | 01 |
| ...   |    |
| SOME OTHER ANSWER (SPECIFY _____) . . . . . | 98 |
| DK/NR . . . . .                             | 99 |

**Q16 In the context of the most recent contact, did WD officers make any referrals to other sources of information or people who might be of assistance to your organization?**

|                 |                      |
|-----------------|----------------------|
| YES . . . . .   | 1                    |
| No . . . . .    | 2 >> <b>GOTO Q19</b> |
| DK/NR . . . . . | 9 >> <b>GOTO Q19</b> |

**Q17 Did you follow-up with these referrals?**

|                 |                      |
|-----------------|----------------------|
| YES . . . . .   | 1                    |
| No . . . . .    | 2 >> <b>GOTO Q19</b> |
| DK/NR . . . . . | 9 >> <b>GOTO Q19</b> |

**Q18 How would you rate the value of these referrals? Were they... (READ; ROTATE THE ORDER)**

|                               |   |
|-------------------------------|---|
| NOT AT ALL VALUABLE . . . . . | 1 |
| NOT VERY VALUABLE . . . . .   | 2 |
| SOMEWHAT VALUABLE . . . . .   | 3 |
| VERY VALUABLE . . . . .       | 4 |
| DK/NR . . . . .               | 9 |

---

## ACCESS

---

(ASK "SATISFACTION" GROUP ONLY)

**Q19 Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service? (RANDOMIZE THE ORDER)**

- 19.1 the convenience of the office location (SKIP Q19.1 IF Q19.4 OR Q19.5 OR Q19.9 IS N/A)
- 19.2 the variety of methods to access the service (e.g., phone, in-person, e-mail, etc.)
- 19.3 the hours of service
- 19.4 the comfort of the waiting areas (SKIP Q19.4 IF Q19.1 OR Q19.5 OR Q19.9 IS N/A)
- 19.5 the signage to find the office (SKIP Q19.5 IF Q19.1 OR Q19.4 OR Q19.9 IS N/A)
- 19.6 the ease of making appointments with officers
- 19.7 the ease of reaching officers
- 19.8 the timeliness of responses to telephone or e-mail messages
- 19.9 the waiting time at the office (SKIP Q19.9 IF Q19.1 OR Q19.4 OR Q19.5 IS N/A)

(ASK "IMPORTANCE" GROUP ONLY)

**Q20 Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD? (RANDOMIZE THE ORDER)**

20.1 (SAME ITEMS AS IN QUESTION 19)

**Q21 Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with access to WD services?**

**Q22 In general, if only one area of access to WD services could be improved, which one should be focussed on? (DO NOT READ THE LIST)**

|   |    |
|---|----|
| (ITEMS IN QUESTION 19) . . . . .            | 01 |
| ...   |    |
| SOME OTHER ANSWER (SPECIFY _____) . . . . . | 98 |
| DK/NR . . . . .                             | 99 |

---

## COMMUNICATIONS

---

(ASK "SATISFACTION" GROUP ONLY)

**Q23 Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?** (RANDOMIZE THE ORDER)

- 23.1 the clarity of the information provided
- 23.2 the availability of the information you needed
- 23.3 the consistency of the information provided
- 23.4 communications in the official language of your choice
- 23.5 the ease of understanding of the information provided
- 23.6 the information provided on the requirements to get the service

(ASK "IMPORTANCE" GROUP ONLY)

**Q24 Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?** (RANDOMIZE THE ORDER)

24.1 (SAME ITEMS AS IN QUESTION 23)

**Q25 Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD communications?**

**Q26 In general, if only one area of WD communications could be improved, which one should be focussed on?** (DO NOT READ THE LIST)

|   |    |
|---|----|
| (ITEMS IN QUESTION 23) . . . . .            | 01 |
| ...   |    |
| SOME OTHER ANSWER (SPECIFY _____) . . . . . | 98 |
| DK/NR . . . . .                             | 99 |

**Q27 What is the main method you use to access business information? (DO NOT READ)**

|   |                       |
|---|-----------------------|
| DISCUSSIONS WITH WD OFFICERS . . . . .  | 01                    |
| NETWORKING . . . . .                    | 02                    |
| INTERNET . . . . .                      | 03 >> <b>GOTO Q30</b> |
| LITERATURE . . . . .                    | 04                    |
| OTHER (PLEASE, SPECIFY _____) . . . . . | 98                    |
| DK/NR . . . . .                         | 99                    |

**Q28 Do you have ACCESS to the Internet for work purposes?**

|                 |                      |
|-----------------|----------------------|
| YES . . . . .   | 1                    |
| No . . . . .    | 2 >> <b>GOTO Q34</b> |
| DK/NR . . . . . | 9 >> <b>GOTO Q34</b> |

**Q29 Have you ever USED the Internet to access business information?**

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

**Q30 Have you ever used the Internet to access information about government programs?**

|                 |                      |
|-----------------|----------------------|
| YES . . . . .   | 1                    |
| No . . . . .    | 2 >> <b>GOTO Q32</b> |
| DK/NR . . . . . | 9 >> <b>GOTO Q32</b> |

**Q31 Have you ever visited the WD Web site?**

|                 |                      |
|-----------------|----------------------|
| YES . . . . .   | 1 >> <b>GOTO Q33</b> |
| No . . . . .    | 2                    |
| DK/NR . . . . . | 9                    |

**Q32 If you knew that WD offered access to its information and services through its Web site, how likely would you be to use it? Would you be...** (READ; ROTATE THE ORDER)

|                             |   |
|-----------------------------|---|
| NOT AT ALL LIKELY . . . . . | 1 |
| NOT VERY LIKELY . . . . .   | 2 |
| SOMEWHAT LIKELY . . . . .   | 3 |
| VERY LIKELY . . . . .       | 4 |
| DK/NR . . . . .             | 9 |

**Q33 If WD offered access to on-line application of its programs through its Web site, how likely would you be to use it? Would you be...** (READ; ROTATE THE ORDER)

|                             |   |
|-----------------------------|---|
| NOT AT ALL LIKELY . . . . . | 1 |
| NOT VERY LIKELY . . . . .   | 2 |
| SOMEWHAT LIKELY . . . . .   | 3 |
| VERY LIKELY . . . . .       | 4 |
| DK/NR . . . . .             | 9 |

## GENERAL QUESTIONS

---

**Q34 On the whole, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with your most recent contact with WD?**

**Q35 Thinking of your most recent contact with WD, did you get what you needed?**

|                   |               |
|-------------------|---------------|
| YES . . . . .     | 1 >> GOTO Q37 |
| IN PART . . . . . | 2             |
| No . . . . .      | 3             |
| DK/NR . . . . .   | 9 >> GOTO Q37 |

**Q36 What didn't you get that you needed?**

|                 |   |
|-----------------|---|
| VERBATIM _____  |   |
| DK/NR . . . . . | 9 |

**Q37 As far as you can tell, was the service provided without error?**

|       |   |
|-------|---|
| YES   | 1 |
| No    | 2 |
| DK/NR | 9 |

(ASK "IMPORTANCE" GROUP ONLY)

**Q38 Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD? (RANDOMIZE THE ORDER)**

- 38.1 sensitivity to needs
- 38.2 reliability of the service
- 38.3 communications
- 38.4 access to the service

**Q39 If only one general area of the WD service could be improved, which one should be focussed on? (READ LIST)**

|                                   |    |
|-----------------------------------|----|
| (ITEMS IN QUESTION 38)            | 01 |
| ...                               |    |
| SOME OTHER ANSWER (SPECIFY _____) | 98 |
| DK/NR                             | 99 |

**Q40 Overall, would you say that the services provided by WD have made your organization much more successful, somewhat more successful, a little more successful or that they have had no impact on your organization's success? (ROTATE THE ORDER OF PRESENTATION)**

|                          |   |
|--------------------------|---|
| MUCH MORE SUCCESSFUL     | 1 |
| SOMEWHAT MORE SUCCESSFUL | 2 |
| A LITTLE MORE SUCCESSFUL | 3 |
| NO IMPACT ON SUCCESS     | 4 |
| DK/NR                    | 9 |

**Q41 Over the coming 12 months, do you intend to consult with WD... (READ; ROTATE THE ORDER)**

|                             |   |
|-----------------------------|---|
| CONSIDERABLY LESS . . . . . | 1 |
| SOMEWHAT LESS . . . . .     | 2 |
| THE SAME . . . . .          | 3 |
| SOMEWHAT MORE . . . . .     | 4 |
| CONSIDERABLY MORE . . . . . | 5 |
| DK/NR . . . . .             | 9 |

**Q42 Would you recommend WD services without reservation, recommend with reservation or not recommend WD services at all?**

|   |   |
|---|---|
| RECOMMEND WITHOUT RESERVATION . . . . . | 1 |
| RECOMMEND WITH RESERVATION . . . . .    | 2 |
| NOT RECOMMEND . . . . .                 | 3 |
| DK/NR . . . . .                         | 9 |

## BACKGROUND

**Q43 I have a few final questions for statistical purposes. Over the past 12 months, approximately how many times have you been in contact with WD?**

|                       |      |
|-----------------------|------|
| _____ NUMBER OF TIMES |      |
| DK/NR . . . . .       | 9999 |

**Q44 How long ago did you first contact WD for services? Is it...**

|                                 |   |
|---------------------------------|---|
| LESS THAN 1 YEAR AGO . . . . .  | 1 |
| 1 TO 2 YEARS AGO . . . . .      | 2 |
| 3 TO 5 YEARS AGO . . . . .      | 3 |
| MORE THAN 5 YEARS AGO . . . . . | 4 |
| DK/NR . . . . .                 | 9 |

**Q45 Is your organization commercial or not for profit?**

|                          |   |
|--------------------------|---|
| COMMERCIAL . . . . .     | 1 |
| NOT FOR PROFIT . . . . . | 2 |
| DK/NR . . . . .          | 9 |

**Q46 For how many years has your organization been in existence?**

|  |   |
|--|---|
| NOT IN OPERATIONS YET . . . . .            | 1 |
| LESS THAN 1 . . . . .                      | 2 |
| RECORD THE NUMBER OF YEARS _____ . . . . . | 3 |
| DK/NR . . . . .                            | 9 |

**Q47 In a few words, what is the primary business of your organization?**

|                          |    |
|--------------------------|----|
| VERBATIM _____ . . . . . | 01 |
| NOT APPLICABLE . . . . . | 98 |
| DK/NR . . . . .          | 99 |

**Q48 In which region are most of your organization's clients located? (DO NOT READ; ACCEPT AS MANY AS APPLY)**

|                                |    |
|--------------------------------|----|
| MANITOBA . . . . .             | 01 |
| SASKATCHEWAN . . . . .         | 02 |
| ALBERTA . . . . .              | 03 |
| BRITISH COLUMBIA . . . . .     | 04 |
| USA . . . . .                  | 05 |
| OTHER, SPECIFY _____ . . . . . | 98 |
| DK/NR . . . . .                | 99 |

**Q49 In which of the following categories does your organization's gross revenues belong? (READ)**

|  |   |
|--|---|
| LESS THAN \$100,000 . . . . .                  | 1 |
| \$100,000 TO LESS THAN \$250,000 . . . . .     | 2 |
| \$250,000 TO LESS THAN \$1,000,000 . . . . .   | 3 |
| \$1,000,000 TO LESS THAN \$5,000,000 . . . . . | 4 |
| \$5,000,000 OR MORE . . . . .                  | 5 |
| DK/NR . . . . .                                | 9 |



**Q50 Including yourself, how many people are employed full-time by your organization? Is it...**

(READ)

|                     |   |
|---------------------|---|
| LESS THAN 5         | 1 |
| 5 TO 9              | 2 |
| 10 TO LESS THAN 25  | 3 |
| 25 TO LESS THAN 50  | 4 |
| 50 TO LESS THAN 100 | 5 |
| 100 OR MORE         | 6 |
| DK/NR               | 9 |

**THANK AND TERMINATE**



# ***APPENDIX B***

## ***Detailed tables***

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How would you describe your most recent contact with WD? Was it...

|                            | WD PROVINCE           |              |               |                        |                 | -TYPE-               |                            | WD PROVINCE   |       |              |                  | WD PROVINCE |       |         |                  | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |  |  |
|----------------------------|-----------------------|--------------|---------------|------------------------|-----------------|----------------------|----------------------------|---------------|-------|--------------|------------------|-------------|-------|---------|------------------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|--|
|                            | TOTAL                 | BC           | Alta          | Sask.                  | Man.            | Com-<br>mer-<br>cial | Not<br>for<br>profit       | BC            | Alta  | Sask.        | Man.             | BC          | Alta  | Sask.   | Man.             | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |  |
| Q3                         |                       |              |               |                        |                 |                      |                            |               |       |              |                  |             |       |         |                  |                  |              |               |                               |                        |                                |  |  |
| weightd # of participants: | 875                   | 185          | 207           | 311                    | 171             | 721                  | 121                        | 166           | 174   | 238          | 142              | 17          | 29    | 51      | 23               | 225              | 348          | 282           | 460                           | 198                    | 204                            |  |  |
| real # of participants:    | 875                   | 215          | 233           | 223                    | 204             | 724                  | 121                        | 192           | 196   | 166          | 170              | 21          | 33    | 40      | 27               | 200              | 362          | 292           | 491                           | 179                    | 193                            |  |  |
| A telephone call           | 42%                   | 47%          | 40%           | 40%                    | 40%             | 39%                  | 53%                        | 45%           | 38%   | 37%          | 38%              | 62%         | 49%   | 56%     | 48%              | 35%              | 41%          | 48%           | 42%                           | 39%                    | 42%                            |  |  |
| A meeting in person        | 39%                   | 33%          | 33%           | 46%                    | 40%             | 40%                  | 31%                        | 35%           | 33%   | 47%          | 41%              | 14%         | 33%   | 35%     | 34%              | 49%              | 39%          | 31%           | 37%                           | 45%                    | 39%                            |  |  |
| Letters or e-mails         | 14%                   | 13%          | 21%           | 8%                     | 16%             | 14%                  | 14%                        | 12%           | 21%   | 9%           | 16%              | 24%         | 15%   | 8%      | 19%              | 6%               | 14%          | 19%           | 15%                           | 8%                     | 15%                            |  |  |
| Or another kind of contact | 5%                    | 6%           | 5%            | 5%                     | 3%              | 5%                   | 1%                         | 6%            | 6%    | 6%           | 4%               | 0%          | 3%    | 2%      | 0%               | 7%               | 5%           | 2%            | 5%                            | 7%                     | 2%                             |  |  |
| DK/NR                      | 1%                    | 2%           | 1%            | 1%                     | 1%              | 2%                   | 0%                         | 2%            | 2%    | 1%           | 1%               | 0%          | 0%    | 0%      | 0%               | 2%               | 1%           | 1%            | 1%                            | 1%                     | 2%                             |  |  |
| chi <sup>2</sup> :         |                       | (*)          |               |                        |                 | (*)                  |                            |               |       |              |                  |             |       |         | (***)            |                  |              |               |                               |                        |                                |  |  |
| ± ... at 50%:              | 4                     | 7            | 7             | 7                      | 7               | 4                    | 9                          | 8             | 7     | 8            | 8                | 23          | 18    | 16      | 20               | 7                | 5            | 6             | 5                             | 8                      | 7                              |  |  |
|                            | DEPTH OF RELATIONSHIP |              |               |                        |                 | YEARS OF EXISTENCE   |                            |               |       |              | CLIENT LOCATIONS |             |       |         |                  | GROSS REVENUES   |              |               |                               | EMPLOYMENT             |                                |  |  |
|                            | TOTAL                 | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years | 4 to<br>10<br>years  | 11<br>years<br>and<br>more | Mani-<br>toba | Sask. | Alber-<br>ta | BC               | USA         | Other | <\$250k | \$250k-<br><\$1M | \$1M-<br><\$5M   | \$5M+        | <5            | 5-9                           | 10-49                  | 50+                            |  |  |
| Q3                         |                       |              |               |                        |                 |                      |                            |               |       |              |                  |             |       |         |                  |                  |              |               |                               |                        |                                |  |  |
| weightd # of participants: | 875                   | 528          | 347           | 175                    | 177             | 261                  | 226                        | 157           | 265   | 182          | 167              | 108         | 188   | 366     | 147              | 103              | 66           | 453           | 106                           | 164                    | 73                             |  |  |
| real # of participants:    | 875                   | 460          | 415           | 173                    | 176             | 268                  | 227                        | 174           | 208   | 191          | 183              | 106         | 199   | 365     | 146              | 104              | 71           | 447           | 113                           | 170                    | 76                             |  |  |
| A telephone call           | 42%                   | 37%          | 48%           | 38%                    | 44%             | 41%                  | 43%                        | 36%           | 42%   | 42%          | 48%              | 41%         | 40%   | 42%     | 39%              | 43%              | 45%          | 41%           | 42%                           | 48%                    | 40%                            |  |  |
| A meeting in person        | 39%                   | 45%          | 29%           | 47%                    | 38%             | 36%                  | 36%                        | 42%           | 39%   | 32%          | 33%              | 30%         | 37%   | 40%     | 32%              | 37%              | 35%          | 40%           | 36%                           | 30%                    | 35%                            |  |  |
| Letters or e-mails         | 14%                   | 12%          | 16%           | 11%                    | 12%             | 15%                  | 17%                        | 16%           | 11%   | 18%          | 12%              | 21%         | 16%   | 12%     | 21%              | 15%              | 16%          | 13%           | 12%                           | 17%                    | 21%                            |  |  |
| Or another kind of contact | 5%                    | 5%           | 5%            | 3%                     | 4%              | 7%                   | 4%                         | 4%            | 6%    | 6%           | 5%               | 6%          | 4%    | 5%      | 7%               | 3%               | 4%           | 5%            | 7%                            | 4%                     | 4%                             |  |  |
| DK/NR                      | 1%                    | 1%           | 2%            | 1%                     | 2%              | 1%                   | 1%                         | 2%            | 1%    | 2%           | 2%               | 2%          | 3%    | 1%      | 2%               | 1%               | 0%           | 1%            | 2%                            | 2%                     | 0%                             |  |  |
| chi <sup>2</sup> :         |                       | (***)        |               |                        |                 |                      |                            |               |       |              |                  |             |       |         |                  |                  |              |               |                               |                        |                                |  |  |
| ± ... at 50%:              | 4                     | 5            | 5             | 8                      | 8               | 6                    | 7                          | 8             | 7     | 8            | 8                | 10          | 7     | 5       | 9                | 10               | 12           | 5             | 10                            | 8                      | 12                             |  |  |

Was that your preferred method of contact in that instance?

|       |                                     | --WD PROVINCE-- |     |      |       |      | --TYPE--               |                | --WD PROVINCE--            |      |       |      | --WD PROVINCE--    |      |       |                      | --CONTACTS WITH WD-- |           |                  | --FIRST WD CONTACT-- |                  |                       |  |  |
|-------|-------------------------------------|-----------------|-----|------|-------|------|------------------------|----------------|----------------------------|------|-------|------|--------------------|------|-------|----------------------|----------------------|-----------|------------------|----------------------|------------------|-----------------------|--|--|
|       |                                     |                 |     |      |       |      | * COMMERCIAL CLIENTS * |                | * NOT-FOR-PROFIT CLIENTS * |      |       |      | OVER THE PAST YEAR |      |       | Less than 1 year ago |                      |           | 1 to 2 years ago |                      |                  | More than 2 years ago |  |  |
|       |                                     | TOTAL           | BC  | Alta | Sask. | Man. | Com-mer-cial           | Not for profit | BC                         | Alta | Sask. | Man. | BC                 | Alta | Sask. | Man.                 | Once                 | 2-5 times | 6 and more       | than 1 year ago      | 1 to 2 years ago | More than 2 years ago |  |  |
| Q4    | weightd # of participants:          | 864             | 182 | 205  | 308   | 169  | 710                    | 121            | 163                        | 172  | 235   | 140  | 17                 | 29   | 51    | 23                   | 221                  | 345       | 280              | 455                  | 196              | 200                   |  |  |
|       | real # of participants:             | 100%            | 21% | 24%  | 36%   | 20%  | 82%                    | 14%            | 19%                        | 20%  | 27%   | 16%  | 2%                 | 3%   | 6%    | 3%                   | 26%                  | 40%       | 32%              | 53%                  | 23%              | 23%                   |  |  |
| Yes   |                                     | 863             | 211 | 230  | 220   | 202  | 712                    | 121            | 188                        | 193  | 163   | 168  | 21                 | 33   | 40    | 27                   | 196                  | 358       | 289              | 485                  | 177              | 189                   |  |  |
|       |                                     | 93%             | 94% | 94%  | 93%   | 93%  | 93%                    | 91%            | 93%                        | 94%  | 93%   | 93%  | 100%               | 94%  | 88%   | 89%                  | 96%                  | 92%       | 92%              | 93%                  | 93%              | 93%                   |  |  |
| No    |                                     | 6               | 5   | 6    | 6     | 7    | 6                      | 6              | 6                          | 5    | 6     | 7    | 0                  | 6    | 8     | 8                    | 3                    | 7         | 7                | 6                    | 5                | 6                     |  |  |
| DK/NR |                                     | 1               | 1   | 1    | 1     | 1    | 1                      | 2              | 1                          | 1    | 1     | 0    | 0                  | 0    | 4     | 4                    | -                    | 1         | 1                | 1                    | 1                | 0                     |  |  |
|       | chi <sup>2</sup> :<br>± ... at 50%: | 4               | 7   | 7    | 7     | 7    | 4                      | 9              | 8                          | 7    | 8     | 8    | 23                 | 18   | 16    | 20                   | 7                    | 6         | 6                | 5                    | 8                | 8                     |  |  |

|       |                                     | --DEPTH OF RELATIONSHIP-- |     |            |     |                  |     |              | --YEARS OF EXISTENCE-- |               |     |             |     | --CLIENT LOCATIONS-- |       |          |     |     | --GROSS REVENUES-- |         |              |            | --EMPLOYMENT-- |    |     |       |     |
|-------|-------------------------------------|---------------------------|-----|------------|-----|------------------|-----|--------------|------------------------|---------------|-----|-------------|-----|----------------------|-------|----------|-----|-----|--------------------|---------|--------------|------------|----------------|----|-----|-------|-----|
|       |                                     | Long term                 |     | Short term |     | Less than 1 year |     | 1 to 3 years |                        | 4 to 10 years |     | 11 and more |     | Mani-toba            | Sask. | Alber-ta | BC  | USA | Other              | <\$250k | \$250k-<\$1M | \$1M-<\$5M | \$5M+          | <5 | 5-9 | 10-49 | 50+ |
| Q4    | weightd # of participants:          | 864                       | 524 | 340        | 173 | 173              | 258 | 224          | 154                    | 261           | 179 | 164         | 106 | 182                  | 362   | 145      | 102 | 66  | 449                | 104     | 161          | 73         |                |    |     |       |     |
|       | real # of participants:             | 100%                      | 61% | 39%        | 20% | 20%              | 30% | 26%          | 18%                    | 30%           | 21% | 19%         | 12% | 21%                  | 42%   | 17%      | 12% | 8   | 52                 | 12      | 19           | 8          |                |    |     |       |     |
| Yes   |                                     | 863                       | 456 | 407        | 172 | 172              | 264 | 224          | 172                    | 205           | 188 | 180         | 104 | 193                  | 360   | 143      | 102 | 71  | 443                | 110     | 166          | 76         |                |    |     |       |     |
|       |                                     | 93%                       | 93% | 94%        | 92% | 95%              | 91% | 94%          | 91%                    | 91%           | 94% | 93%         | 94% | 94%                  | 92%   | 91%      | 96% | 93% | 93%                | 93%     | 90%          | 94%        |                |    |     |       |     |
| No    |                                     | 6                         | 6   | 6          | 7   | 4                | 8   | 5            | 8                      | 7             | 4   | 5           | 5   | 6                    | 7     | 6        | 4   | 7   | 6                  | 6       | 8            | 6          |                |    |     |       |     |
| DK/NR |                                     | 1                         | 1   | 0          | 1   | 1                | 1   | 1            | 1                      | 2             | 2   | 2           | 1   | 0                    | 1     | 2        | 0   | 0   | 1                  | 1       | 2            | 0          |                |    |     |       |     |
|       | chi <sup>2</sup> :<br>± ... at 50%: | 4                         | 5   | 5          | 8   | 8                | 6   | 7            | 8                      | 7             | 8   | 8           | 10  | 7                    | 5     | 9        | 10  | 12  | 5                  | 10      | 8            | 12         |                |    |     |       |     |

What was the main reason for that most recent contact? Was it...

|                                | --WD PROVINCE-- |            |      |       | --TYPE-- |                      | --WD PROVINCE--      |            |      |       | --WD PROVINCE-- |     |      |       | --CONTACTS WITH WD-- |            |              | --FIRST WD CONTACT-- |                               |                        |                                |
|--------------------------------|-----------------|------------|------|-------|----------|----------------------|----------------------|------------|------|-------|-----------------|-----|------|-------|----------------------|------------|--------------|----------------------|-------------------------------|------------------------|--------------------------------|
|                                | TOTAL           | BC         | Alta | Sask. | Man.     | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC         | Alta | Sask. | Man.            | BC  | Alta | Sask. | Man.                 | Once       | 2-5<br>times | 6 and<br>more        | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q6                             |                 |            |      |       |          |                      |                      |            |      |       |                 |     |      |       |                      |            |              |                      |                               |                        |                                |
| weightd # of participants:     | 875             | 185        | 207  | 311   | 171      | 721                  | 121                  | 166        | 174  | 238   | 142             | 17  | 29   | 51    | 23                   | 225        | 348          | 282                  | 460                           | 198                    | 204                            |
| real # of participants:        | 100%            | 21%        | 24%  | 36%   | 20%      | 82%                  | 14%                  | 19%        | 20%  | 27%   | 16%             | 2%  | 3%   | 6%    | 3%                   | 26%        | 40%          | 32%                  | 53%                           | 23%                    | 23%                            |
| Business information or advice | 875             | 215        | 233  | 223   | 204      | 724                  | 121                  | 192        | 196  | 166   | 170             | 21  | 33   | 40    | 27                   | 200        | 362          | 292                  | 491                           | 179                    | 193                            |
| Information on applying        | 47%             | 41%        | 37%  | 56%   | 46%      | 48%                  | 33%                  | 44%        | 37%  | 58%   | 49%             | 20% | 33%  | 40%   | 26%                  | 58%        | 46%          | 38%                  | 51%                           | 48%                    | 38%                            |
| Follow-up on an application    | 21%             | 25%        | 18%  | 20%   | 21%      | 21%                  | 20%                  | 24%        | 18%  | 20%   | 22%             | 34% | 21%  | 18%   | 11%                  | 22%        | 27%          | 12%                  | 23%                           | 17%                    | 19%                            |
| Other                          | 13%             | 16%        | 17%  | 9%    | 13%      | 13%                  | 17%                  | 14%        | 19%  | 8%    | 12%             | 23% | 9%   | 16%   | 25%                  | 5%         | 9%           | 25%                  | 10%                           | 17%                    | 15%                            |
| Applying to a gov. program     | 13%             | 9%         | 19%  | 10%   | 14%      | 11%                  | 26%                  | 8%         | 17%  | 8%    | 11%             | 20% | 33%  | 20%   | 34%                  | 9%         | 11%          | 18%                  | 10%                           | 8%                     | 21%                            |
| DK/NR                          | 6%              | 8%         | 7%   | 5%    | 4%       | 6%                   | 5%                   | 9%         | 8%   | 5%    | 4%              | 4%  | 3%   | 7%    | 4%                   | 5%         | 6%           | 6%                   | 5%                            | 9%                     | 5%                             |
| chi <sup>2</sup> :             | 1%              | 1%         | 1%   | 0%    | 2%       | 1%                   | 0%                   | 1%         | 1%   | 0%    | 2%              | 0%  | 0%   | 0%    | 0%                   | 0%         | 1%           | 1%                   | 1%                            | 0%                     | 1%                             |
| ± ... at 50%:                  | 4               | (***)<br>7 | 7    | 7     | 7        | (***)<br>4           | 9                    | (***)<br>8 | 7    | 8     | 8               | 23  | 18   | 16    | 20                   | (***)<br>7 | 5            | 6                    | (***)<br>5                    | 8                      | 7                              |

What was the main reason for that most recent contact? Was it...

|                                | ---DEPTH OF RELATIONSHIP--- |           |            |                  | ---YEARS OF EXISTENCE--- |               |                   |           | ---CLIENT LOCATIONS--- |          |     |     |       |         | ---GROSS REVENUES--- |            |       |     | ---EMPLOYMENT--- |       |       |   |    |   |    |
|--------------------------------|-----------------------------|-----------|------------|------------------|--------------------------|---------------|-------------------|-----------|------------------------|----------|-----|-----|-------|---------|----------------------|------------|-------|-----|------------------|-------|-------|---|----|---|----|
|                                | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years             | 4 to 10 years | 11 years and more | Mani-toba | Sask.                  | Alber-ta | BC  | USA | Other | <\$250k | \$250k-<\$1M         | \$1M-<\$5M | \$5M+ | <5  | 5-9              | 10-49 | 50+   |   |    |   |    |
| Q6                             |                             |           |            |                  |                          |               |                   |           |                        |          |     |     |       |         |                      |            |       |     |                  |       |       |   |    |   |    |
| weightd # of participants:     | 875                         | 528       | 347        | 175              | 177                      | 261           | 226               | 157       | 265                    | 182      | 167 | 108 | 188   | 366     | 147                  | 103        | 66    | 453 | 106              | 164   | 73    |   |    |   |    |
| real # of participants:        | 100%                        | 60%       | 40%        | 20%              | 20%                      | 30%           | 26%               | 18%       | 30%                    | 21%      | 19% | 12% | 22%   | 42%     | 17%                  | 12%        | 8%    | 52% | 12%              | 19%   | 8%    |   |    |   |    |
| Business information or advice | 875                         | 460       | 415        | 173              | 176                      | 268           | 227               | 174       | 208                    | 191      | 183 | 106 | 199   | 365     | 146                  | 104        | 71    | 447 | 113              | 170   | 76    |   |    |   |    |
| Information on applying        | 47%                         | 51%       | 39%        | 62%              | 53%                      | 36%           | 40%               | 45%       | 53%                    | 38%      | 40% | 37% | 46%   | 52%     | 36%                  | 30%        | 36%   | 54% | 33%              | 35%   | 30%   |   |    |   |    |
| Follow-up on an application    | 21%                         | 20%       | 22%        | 22%              | 17%                      | 23%           | 21%               | 17%       | 21%                    | 19%      | 22% | 21% | 17%   | 20%     | 28%                  | 20%        | 19%   | 21% | 21%              | 20%   | 21%   |   |    |   |    |
| Other                          | 13%                         | 12%       | 15%        | 7%               | 14%                      | 17%           | 16%               | 15%       | 11%                    | 19%      | 16% | 17% | 14%   | 11%     | 18%                  | 22%        | 19%   | 9%  | 22%              | 19%   | 23%   |   |    |   |    |
| Applying to a gov. program     | 13%                         | 11%       | 15%        | --               | 9%                       | 17%           | 16%               | 18%       | 10%                    | 18%      | 11% | 19% | 12%   | ---     | 11%                  | 19%        | 19%   | --- | ++               | +     | +     |   |    |   |    |
| DK/NR                          | 6%                          | 5%        | 7%         | ---              | 8%                       | 6%            | 7%                | 4%        | 5%                     | 6%       | 10% | 6%  | 10%   | -       | 6%                   | 7%         | 6%    | --- | ---              | ++    | 7%    |   |    |   |    |
| chi <sup>2</sup> :             | 1%                          | 1%        | 1%         | 0%               | 0%                       | 1%            | 1%                | 1%        | 0%                     | 0%       | 0%  | 1%  | 2%    | 0%      | 1%                   | 2%         | 0%    | 1%  | 0%               | 2%    | 0%    |   |    |   |    |
| ± ... at 50%:                  | 4                           | (*)       | 5          | (***)            | 8                        | 8             | 6                 | 7         | (*)                    | 8        | 7   | 8   | 8     | 10      | 7                    | (**)       | 5     | 9   | 10               | 12    | (***) | 5 | 10 | 8 | 12 |



Was it about a WD program or about a program from another government department?  
BASE: the contact was in relation to a program

|                               | -WD PROVINCE- |     |      |       |      | -TYPE-       |                | -WD PROVINCE- |      |       |      | -WD PROVINCE- |      |       |      | -CONTACTS WITH WD- |           |            | -FIRST WD CONTACT-   |                  |                       |  |
|-------------------------------|---------------|-----|------|-------|------|--------------|----------------|---------------|------|-------|------|---------------|------|-------|------|--------------------|-----------|------------|----------------------|------------------|-----------------------|--|
|                               | TOTAL         | BC  | Alta | Sask. | Man. | Com-mer-cial | Not for profit | BC            | Alta | Sask. | Man. | BC            | Alta | Sask. | Man. | Once               | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |  |
| Q7                            |               |     |      |       |      |              |                |               |      |       |      |               |      |       |      |                    |           |            |                      |                  |                       |  |
| weightd # of participants:    | 348           | 91  | 88   | 105   | 64   | 292          | 50             | 79            | 78   | 81    | 54   | 11            | 10   | 20    | 9    | 73                 | 147       | 124        | 176                  | 85               | 81                    |  |
| real # of participants:       | 100%          | 26% | 25%  | 30%   | 19%  | 84%          | 14%            | 23%           | 22%  | 23%   | 15%  | 3%            | 3%   | 6%    | 3%   | 21%                | 42%       | 36%        | 51%                  | 25%              | 23%                   |  |
| A WD program                  | 356           | 107 | 98   | 74    | 77   | 299          | 50             | 93            | 87   | 55    | 64   | 13            | 11   | 15    | 11   | 70                 | 150       | 132        | 192                  | 81               | 78                    |  |
| Another government department | 71%           | 74% | 79%  | 60%   | 74%  | 69%          | 84%            | 73%           | 79%  | 57%   | 70%  | 84%           | 82%  | 78%   | 100% | 54%                | 69%       | 84%        | 65%                  | 75%              | 82%                   |  |
| DK/NR                         | 13%           | 6%  | 9%   | 20%   | 16%  | 15%          | 2%             | 7%            | 9%   | 26%   | 18%  | 0%            | 9%   | 0%    | 0%   | 23%                | 14%       | 6%         | 14%                  | 14%              | 8%                    |  |
| chi <sup>2</sup> :            | 16%           | 19% | 12%  | 20%   | 11%  | 16%          | 14%            | 20%           | 12%  | 17%   | 13%  | 16%           | 9%   | 22%   | 0%   | 23%                | 17%       | 11%        | 21%                  | 12%              | 10%                   |  |
| ± ... at 50%:                 | 6             | 10  | 11   | 12    | 12   | 6            | 15             | 11            | 11   | 14    | 13   | 29            | 31   | 27    | 31   | 12                 | 9         | 9          | 8                    | 12               | 12                    |  |

|                               | -DEPTH OF RELATIONSHIP- |           |            |                  |              |               |                   | -YEARS OF EXISTENCE- |       |          |     |     | -CLIENT LOCATIONS- |         |              |            |       | -GROSS REVENUES- |     |       |     | -EMPLOYMENT- |  |  |  |
|-------------------------------|-------------------------|-----------|------------|------------------|--------------|---------------|-------------------|----------------------|-------|----------|-----|-----|--------------------|---------|--------------|------------|-------|------------------|-----|-------|-----|--------------|--|--|--|
|                               | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba            | Sask. | Alber-ta | BC  | USA | Other              | <\$250k | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9 | 10-49 | 50+ |              |  |  |  |
| Q7                            |                         |           |            |                  |              |               |                   |                      |       |          |     |     |                    |         |              |            |       |                  |     |       |     |              |  |  |  |
| weightd # of participants:    | 348                     | 195       | 152        | 57               | 67           | 120           | 98                | 57                   | 97    | 80       | 82  | 47  | 77                 | 136     | 76           | 51         | 30    | 164              | 53  | 72    | 37  |              |  |  |  |
| real # of participants:       | 100%                    | 56%       | 44%        | 16%              | 19%          | 35%           | 28%               | 16%                  | 28%   | 23%      | 23% | 13% | 22%                | 39%     | 22%          | 15%        | 9%    | 47%              | 15% | 21%   | 11% |              |  |  |  |
| A WD program                  | 356                     | 173       | 183        | 58               | 70           | 121           | 102               | 62                   | 76    | 83       | 91  | 48  | 84                 | 135     | 74           | 55         | 34    | 163              | 55  | 78    | 38  |              |  |  |  |
| Another government department | 71%                     | 67%       | 76%        | 57%              | 73%          | 75%           | 74%               | 85%                  | 67%   | 80%      | 78% | 76% | 72%                | 67%     | 79%          | 76%        | 80%   | 66%              | 78% | 84%   | 74% |              |  |  |  |
| DK/NR                         | 13%                     | 15%       | 10%        | 34%              | 7%           | 12%           | 6%                | 11%                  | 17%   | 12%      | 6%  | 10% | 12%                | 17%     | 6%           | 9%         | 3%    | 19%              | 5%  | 4%    | 3%  |              |  |  |  |
| chi <sup>2</sup> :            | 16%                     | 17%       | 14%        | 8%               | 20%          | 13%           | 21%               | 4%                   | 17%   | 7%       | 16% | 14% | 16%                | 15%     | 16%          | 15%        | 17%   | 15%              | 18% | 12%   | 24% |              |  |  |  |
| ± ... at 50%:                 | 6                       | 8         | 8          | 14               | 12           | 9             | 10                | 13                   | 12    | 11       | 11  | 15  | 11                 | 9       | 12           | 14         | 18    | 8                | 14  | 12    | 17  |              |  |  |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|  | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |  |
|--|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q8A the speed of the service                                     |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 75.22       | 69.30 | 75.86 | 79.50 | 73.42 | 74.70                | 76.20                | 69.93       | 76.49 | 79.00 | 70.98 | 61.32       | 72.13 | 78.70 | 86.17 | 78.80            | 72.44        | 76.61         | 75.38                         | 74.03                  | 77.10                          |  |
| sig. test for means:   |             | **    |       | **    |       |                      |                      | *           |       | *     |       |             |       |       | *     |                  | *            |               |                               |                        |                                |  |
| Q8B the flexibility of the service                               |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 66.92       | 56.92 | 69.43 | 69.96 | 69.93 | 65.70                | 71.93                | 55.63       | 69.17 | 68.88 | 68.27 | 63.00       | 72.33 | 71.20 | 80.82 | 64.55            | 63.09        | 72.58         | 65.80                         | 69.22                  | 67.64                          |  |
| sig. test for means:   |             | ***   |       |       |       | *                    | *                    | ***         |       |       |       |             |       |       | *     |                  | *            | ***           |                               |                        |                                |  |
| Q8C the amount of bureaucratic requirements                      |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 62.68       | 56.44 | 64.19 | 65.04 | 63.62 | 61.81                | 63.69                | 57.24       | 64.26 | 63.66 | 61.03 | 45.75       | 65.16 | 64.20 | 76.32 | 60.96            | 62.71        | 63.77         | 63.17                         | 63.43                  | 61.47                          |  |
| sig. test for means:   |             | *     |       |       |       |                      |                      |             |       |       |       | *           |       |       | **    |                  |              |               |                               |                        |                                |  |
| Q8D the number of contacts before getting an answer              |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 73.74       | 68.52 | 72.97 | 78.12 | 73.15 | 72.70                | 78.02                | 68.95       | 73.53 | 76.11 | 70.92 | 62.27       | 68.19 | 83.44 | 88.87 | 73.96            | 70.68        | 77.34         | 75.04                         | 70.99                  | 73.78                          |  |
| sig. test for means:   |             | *     |       | *     |       |                      |                      |             |       |       |       | *           |       |       | *     |                  | *            | *             | *                             |                        |                                |  |
| Q8E the efforts made by officers to assess your needs            |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 74.47       | 65.62 | 80.53 | 77.43 | 71.35 | 72.37                | 86.34                | 64.56       | 79.82 | 74.28 | 68.92 | 70.75       | 88.23 | 89.43 | 90.35 | 70.22            | 71.54        | 80.82         | 75.58                         | 73.53                  | 73.21                          |  |
| sig. test for means:   |             | ***   | **    |       |       | ***                  | ***                  | **          | ***   |       |       | *           |       |       |       |                  | *            | *             | ***                           |                        |                                |  |
| Q8F the helpfulness of officers                                  |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 79.68       | 74.68 | 85.25 | 80.49 | 76.77 | 78.01                | 87.39                | 74.04       | 84.88 | 78.01 | 73.87 | 77.35       | 87.50 | 87.67 | 94.69 | 76.50            | 77.46        | 84.70         | 80.99                         | 76.78                  | 79.23                          |  |
| sig. test for means:   |             | *     | ***   |       |       | ***                  | ***                  |             | ***   |       |       |             |       |       | *     |                  |              |               | ***                           |                        |                                |  |
| Q8G the way you were kept informed of the status of your request |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 71.01       | 62.16 | 75.20 | 74.52 | 69.58 | 69.88                | 76.08                | 61.65       | 75.95 | 73.01 | 66.61 | 61.23       | 69.55 | 80.93 | 85.77 | 66.96            | 67.96        | 76.33         | 71.23                         | 71.17                  | 71.31                          |  |
| sig. test for means:   |             | ***   | *     |       |       |                      |                      | **          | **    |       |       | *           |       |       | *     |                  | *            | ***           |                               |                        |                                |  |

|  | --DEPTH OF RELATIONSHIP-- |           |            | --YEARS OF EXISTENCE-- |              |               |                   | --CLIENT LOCATIONS-- |       |          |       |       |       | --GROSS REVENUES-- |              |            |       | --EMPLOYMENT-- |       |       |       |
|--|---------------------------|-----------|------------|------------------------|--------------|---------------|-------------------|----------------------|-------|----------|-------|-------|-------|--------------------|--------------|------------|-------|----------------|-------|-------|-------|
|  | TOTAL                     | Long term | Short term | Less than 1 year       | 1 to 3 years | 4 to 10 years | 11 years and more | Manitoba             | Sask. | Alber-ta | BC    | USA   | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5             | 5-9   | 10-49 | 50+   |
| Q8A the speed of the service                                     | 75.22                     | 78.07     | 71.05      | 80.46                  | 71.65        | 73.34         | 73.99             | 78.06                | 78.70 | 78.31    | 74.76 | 72.80 | 73.70 | 75.24              | 72.49        | 76.01      | 77.36 | 75.35          | 71.13 | 75.78 | 72.92 |
| mean for these data:   |                           | **        | **         | **                     |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |
| sig. test for means:   |                           |           |            |                        |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |
| Q8B the flexibility of the service                               | 66.92                     | 67.36     | 66.26      | 71.61                  | 61.48        | 65.32         | 67.11             | 72.19                | 69.83 | 70.49    | 61.78 | 54.17 | 67.15 | 64.26              | 66.64        | 66.41      | 75.92 | 64.55          | 63.91 | 68.28 | 71.91 |
| mean for these data:   |                           |           |            | *                      | *            |               |                   | *                    |       |          |       | ***   |       |                    |              |            | *     |                |       |       |       |
| sig. test for means:   |                           |           |            |                        |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |
| Q8C the amount of bureaucratic requirements                      | 62.68                     | 63.02     | 62.19      | 69.49                  | 57.06        | 58.19         | 64.35             | 66.11                | 65.39 | 65.52    | 59.86 | 53.94 | 63.33 | 60.84              | 56.34        | 62.93      | 68.62 | 61.58          | 54.89 | 64.13 | 64.96 |
| mean for these data:   |                           |           |            | **                     | *            |               |                   |                      |       |          |       | *     |       |                    |              |            | *     |                |       |       |       |
| sig. test for means:   |                           |           |            |                        |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |
| Q8D the number of contacts before getting an answer              | 73.74                     | 75.84     | 70.80      | 76.38                  | 71.56        | 73.00         | 72.55             | 78.08                | 78.67 | 71.65    | 71.76 | 68.30 | 76.48 | 72.99              | 74.43        | 73.38      | 75.31 | 73.62          | 66.44 | 74.59 | 75.16 |
| mean for these data:   |                           | *         | *          |                        |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |
| sig. test for means:   |                           |           |            |                        |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |
| Q8E the efforts made by officers to assess your needs            | 74.47                     | 75.35     | 73.16      | 77.33                  | 72.14        | 72.30         | 75.03             | 75.08                | 77.54 | 80.15    | 71.20 | 63.67 | 72.83 | 73.58              | 74.80        | 73.35      | 79.61 | 72.80          | 73.09 | 76.02 | 79.34 |
| mean for these data:   |                           |           |            |                        |              |               |                   |                      |       | **       |       | **    |       |                    |              |            |       |                |       |       |       |
| sig. test for means:   |                           |           |            |                        |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |
| Q8F the helpfulness of officers                                  | 79.68                     | 79.97     | 79.23      | 81.49                  | 79.07        | 77.73         | 78.78             | 78.65                | 80.85 | 84.20    | 78.40 | 69.24 | 79.20 | 78.80              | 77.54        | 82.65      | 79.76 | 77.94          | 78.16 | 82.47 | 80.75 |
| mean for these data:   |                           |           |            |                        |              |               |                   |                      |       | **       |       | **    |       |                    |              |            |       |                |       |       |       |
| sig. test for means:   |                           |           |            |                        |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |
| Q8G the way you were kept informed of the status of your request | 71.01                     | 71.70     | 70.04      | 76.51                  | 66.89        | 68.12         | 71.52             | 77.30                | 74.66 | 76.10    | 67.98 | 58.86 | 69.93 | 71.20              | 66.32        | 72.93      | 75.53 | 70.07          | 65.30 | 73.37 | 74.35 |
| mean for these data:   |                           |           |            | **                     |              |               |                   | *                    |       | *        |       | ***   |       |                    |              |            |       |                |       |       |       |
| sig. test for means:   |                           |           |            |                        |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|  | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|--|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|  | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q8A the speed of the service<br>weightd # of participants: | 620             | 135   | 150   | 215   | 120   | 516                  | 82                   | 120             | 130   | 166   | 100   | 13              | 16    | 36    | 17    | 145                  | 256          | 205           | 333                           | 139                       | 137                            |
| real # of participants:                                    | 100%            | 22%   | 24%   | 35%   | 19%   | 83%                  | 13%                  | 19%             | 21%   | 27%   | 16%   | 2%              | 3%    | 6%    | 3%    | 23%                  | 41%          | 33%           | 54%                           | 22%                       | 22%                            |
| DISSATISFIED (very and smwhat)                             | 626             | 156   | 168   | 158   | 144   | 523                  | 83                   | 138             | 146   | 119   | 120   | 16              | 18    | 29    | 20    | 128                  | 270          | 213           | 355                           | 131                       | 130                            |
|  | 10%             | 12%   | 8%    | 9%    | 10%   | 10%                  | 10%                  | 10%             | 7%    | 9%    | 13%   | 32%             | 11%   | 7%    | 0%    | 5%                   | 12%          | 9%            | 9%                            | 12%                       | 9%                             |
| SATISFIED (very and smwhat)                                | 76%             | 66%   | 77%   | 85%   | 72%   | 76%                  | 78%                  | 67%             | 77%   | 86%   | 68%   | 51%             | 77%   | 81%   | 90%   | 83%                  | 73%          | 75%           | 77%                           | 72%                       | 81%                            |
| Very dissatisfied (0)                                      | 5%              | 5%    | 2%    | 5%    | 6%    | 5%                   | 3%                   | 5%              | 2%    | 5%    | 7%    | 6%              | 0%    | 4%    | 0%    | 3%                   | 6%           | 4%            | 5%                            | 5%                        | 4%                             |
| Dissatisfied (25)  | 5%              | 7%    | 5%    | 4%    | 4%    | 5%                   | 7%                   | 5%              | 5%    | 4%    | 5%    | 26%             | 11%   | 2%    | 0%    | 2%                   | 7%           | 5%            | 4%                            | 7%                        | 5%                             |
| Neutral (50)   | 14%             | 22%   | 15%   | 6%    | 18%   | 15%                  | 12%                  | 23%             | 16%   | 5%    | 19%   | 17%             | 11%   | 12%   | 10%   | 12%                  | 14%          | 16%           | 14%                           | 16%                       | 10%                            |
| Satisfied (75)   | 37%             | 37%   | 40%   | 39%   | 33%   | 38%                  | 37%                  | 39%             | 38%   | 42%   | 33%   | 19%             | 55%   | 37%   | 35%   | 43%                  | 39%          | 32%           | 38%                           | 31%                       | 41%                            |
| Very satisfied (100)                                       | 39%             | 29%   | 37%   | 47%   | 39%   | 37%                  | 40%                  | 28%             | 38%   | 44%   | 36%   | 32%             | 22%   | 44%   | 55%   | 41%                  | 34%          | 43%           | 39%                           | 41%                       | 40%                            |
| Don't know   | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :   |                 | **    |       |       |       |                      |                      | (*)             |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |
| ± ... at 50%:  | 4               | 8     | 8     | 8     | 9     | 5                    | 11                   | 9               | 9     | 10    | 10    | 26              | 25    | 19    | 23    | 9                    | 6            | 7             | 6                             | 9                         | 9                              |
| mean for these data:                                       | 75.22           | 69.30 | 75.86 | 79.50 | 73.42 | 74.70                | 76.20                | 69.93           | 76.49 | 79.00 | 70.98 | 61.32           | 72.13 | 78.70 | 86.17 | 78.80                | 72.44        | 76.61         | 75.38                         | 74.03                     | 77.10                          |
| standard error:  | 1.07            | 2.20  | 1.89  | 2.08  | 2.38  | 1.17                 | 2.86                 | 2.28            | 2.00  | 2.40  | 2.71  | 8.62            | 5.32  | 4.78  | 3.88  | 2.06                 | 1.70         | 1.81          | 1.41                          | 2.51                      | 2.22                           |
| sig. test for means:                                       |                 | **    |       | **    |       |                      |                      | *               |       | *     |       |                 |       |       |       |                      | *            |               |                               |                           |                                |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|  | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |          | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|--|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|  | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Manitoba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q8A the speed of the service<br>weightd # of participants: | 620                     | 368       | 251        | 137              | 126                  | 178           | 153               | 102      | 184                | 132      | 121   | 77    | 138   | 255              | 108          | 65         | 47    | 313          | 71    | 118   | 55    |
| real # of participants:                                    | 100%                    | 59%       | 41%        | 22%              | 20%                  | 29%           | 25%               | 16%      | 30%                | 21%      | 19%   | 12%   | 22%   | 41%              | 17%          | 11%        | 8%    | 51%          | 11%   | 19%   | 9%    |
| DISSATISFIED (very and smwhat)                             | 626                     | 325       | 301        | 134              | 126                  | 187           | 158               | 114      | 149                | 137      | 133   | 77    | 146   | 252              | 109          | 69         | 51    | 310          | 78    | 124   | 58    |
|  | 10%                     | 8%        | 13%        | 5%               | 14%                  | 8%            | 13%               | 7%       | 10%                | 5%       | 8%    | 13%   | 10%   | 10%              | 11%          | 6%         | 12%   | 10%          | 12%   | 9%    | 13%   |
| SATISFIED (very and smwhat)                                | 76%                     | 81%       | 70%        | 85%              | 72%                  | 73%           | 75%               | 77%      | 82%                | 79%      | 74%   | 74%   | 75%   | 77%              | 72%          | 76%        | 81%   | 75%          | 70%   | 78%   | 74%   |
| Very dissatisfied (0)                                      | 5%                      | 3%        | 7%         | 4%               | 3%                   | 5%            | 7%                | 2%       | 5%                 | 3%       | 3%    | 7%    | 6%    | 4%               | 6%           | 5%         | 2%    | 4%           | 7%    | 5%    | 6%    |
| Dissatisfied (25)  | 5%                      | 5%        | 6%         | 2%               | 11%                  | 3%            | 6%                | 5%       | 4%                 | 2%       | 5%    | 6%    | 4%    | 6%               | 6%           | 1%         | 10%   | 6%           | 5%    | 4%    | 7%    |
| Neutral (50)   | 14%                     | 12%       | 17%        | 9%               | 14%                  | 20%           | 13%               | 16%      | 8%                 | 15%      | 17%   | 13%   | 15%   | 14%              | 17%          | 19%        | 7%    | 15%          | 18%   | 13%   | 13%   |
| Satisfied (75)   | 37%                     | 39%       | 35%        | 40%              | 39%                  | 39%           | 34%               | 32%      | 35%                | 37%      | 39%   | 38%   | 40%   | 39%              | 36%          | 37%        | 39%   | 35%          | 37%   | 40%   | 38%   |
| Very satisfied (100)                                       | 39%                     | 42%       | 35%        | 45%              | 32%                  | 33%           | 40%               | 45%      | 47%                | 43%      | 36%   | 36%   | 35%   | 37%              | 35%          | 39%        | 42%   | 40%          | 33%   | 38%   | 36%   |
| Don't know   | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response  | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :   |                         | **        |            | **               |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:  | 4                       | 6         | 6          | 9                | 9                    | 8             | 8                 | 10       | 9                  | 9        | 9     | 12    | 9     | 7                | 10           | 13         | 15    | 6            | 12    | 9     | 14    |
| mean for these data:                                       | 75.22                   | 78.07     | 71.05      | 80.46            | 71.65                | 73.34         | 73.99             | 78.06    | 78.70              | 78.31    | 74.76 | 72.80 | 73.70 | 75.24            | 72.49        | 76.01      | 77.36 | 75.35        | 71.13 | 75.78 | 72.92 |
| standard error:  | 1.07                    | 1.36      | 1.69       | 2.05             | 2.44                 | 1.90          | 2.33              | 2.36     | 2.23               | 2.08     | 2.19  | 3.31  | 2.26  | 1.63             | 2.69         | 3.08       | 3.62  | 1.52         | 3.22  | 2.38  | 3.79  |
| sig. test for means:                                       |                         | **        | **         | **               |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|                                    | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |  |
|------------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|--|
|                                    | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q8B the flexibility of the service |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |  |
| weightd # of participants:         | 579             | 129   | 136   | 197   | 116   | 488                  | 74                   | 115             | 120   | 153   | 100   | 12              | 14    | 33    | 14    | 126                  | 243          | 197           | 296                           | 138                       | 136                            |  |
| real # of participants:            | 100%            | 22%   | 24%   | 34%   | 20%   | 84%                  | 13%                  | 20%             | 21%   | 26%   | 17%   | 2%              | 2%    | 6%    | 2%    | 22%                  | 42%          | 34%           | 51%                           | 24%                       | 23%                            |  |
| DISSATISFIED (very and smwhat)     | 16%             | 30%   | 12%   | 13%   | 13%   | 18%                  | 10%                  | 31%             | 11%   | 14%   | 15%   | 20%             | 12%   | 10%   | 0%    | 20%                  | 19%          | 12%           | 18%                           | 13%                       | 15%                            |  |
| SATISFIED (very and smwhat)        | 65%             | 49%   | 68%   | 71%   | 69%   | 63%                  | 74%                  | 47%             | 67%   | 70%   | 66%   | 54%             | 82%   | 71%   | 88%   | 64%                  | 59%          | 70%           | 65%                           | 66%                       | 65%                            |  |
| Very dissatisfied (0)              | 9%              | 13%   | 6%    | 8%    | 7%    | 10%                  | 2%                   | 15%             | 6%    | 10%   | 8%    | 0%              | 6%    | 2%    | 0%    | 12%                  | 10%          | 5%            | 9%                            | 9%                        | 7%                             |  |
| Dissatisfied (25)                  | 8%              | 17%   | 6%    | 5%    | 6%    | 8%                   | 8%                   | 16%             | 5%    | 4%    | 7%    | 20%             | 6%    | 8%    | 0%    | 8%                   | 8%           | 7%            | 9%                            | 4%                        | 8%                             |  |
| Neutral (50)                       | 19%             | 21%   | 20%   | 16%   | 19%   | 19%                  | 16%                  | 21%             | 22%   | 16%   | 19%   | 26%             | 6%    | 18%   | 12%   | 16%                  | 22%          | 18%           | 17%                           | 21%                       | 20%                            |  |
| Satisfied (75)                     | 37%             | 26%   | 40%   | 41%   | 38%   | 36%                  | 47%                  | 26%             | 39%   | 41%   | 36%   | 36%             | 56%   | 45%   | 53%   | 38%                  | 37%          | 34%           | 39%                           | 32%                       | 37%                            |  |
| Very satisfied (100)               | 28%             | 22%   | 28%   | 30%   | 31%   | 27%                  | 27%                  | 22%             | 27%   | 29%   | 30%   | 18%             | 26%   | 26%   | 35%   | 26%                  | 22%          | 37%           | 26%                           | 34%                       | 28%                            |  |
| Don't know                         | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |  |
| No response                        | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |  |
| chi <sup>2</sup> :                 |                 | ***   |       |       |       |                      |                      | ***             |       |       |       |                 |       |       | *     |                      |              |               |                               |                           |                                |  |
| ± ... at 50%:                      | 4               | 9     | 8     | 9     | 9     | 5                    | 12                   | 9               | 9     | 10    | 10    | 27              | 26    | 20    | 25    | 10                   | 6            | 7             | 6                             | 9                         | 9                              |  |
| mean for these data:               | 66.92           | 56.92 | 69.43 | 69.96 | 69.93 | 65.70                | 71.93                | 55.63           | 69.17 | 68.88 | 68.27 | 63.00           | 72.33 | 71.20 | 80.82 | 64.55                | 63.09        | 72.58         | 65.80                         | 69.22                     | 67.64                          |  |
| standard error:                    | 1.25            | 2.75  | 2.22  | 2.42  | 2.44  | 1.39                 | 2.81                 | 2.97            | 2.36  | 2.90  | 2.73  | 6.77            | 6.77  | 4.79  | 4.03  | 3.08                 | 1.91         | 1.96          | 1.71                          | 2.68                      | 2.57                           |  |
| sig. test for means:               |                 | ***   |       |       |       | *                    | *                    | ***             |       |       |       |                 |       |       | *     |                      | *            | ***           |                               |                           |                                |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|                                    | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|------------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                    | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q8B the flexibility of the service | 579                     | 349       | 231        | 126              | 120                  | 174           | 139               | 98        | 164                | 122      | 113   | 79    | 129   | 240              | 102          | 64         | 40    | 299          | 69    | 108   | 46    |
| weightd # of participants:         | 100%                    | 60%       | 40%        | 22%              | 21%                  | 30%           | 24%               | 17%       | 28%                | 21%      | 20%   | 14%   | 22%   | 42%              | 18%          | 11%        | 7%    | 52%          | 12%   | 19%   | 8%    |
| real # of participants:            | 585                     | 309       | 276        | 121              | 121                  | 182           | 144               | 110       | 132                | 126      | 124   | 78    | 137   | 239              | 103          | 67         | 44    | 296          | 76    | 114   | 50    |
| DISSATISFIED (very and smwhat)     | 16%                     | 16%       | 17%        | 14%              | 21%                  | 19%           | 14%               | 12%       | 15%                | 12%      | 25%   | 26%   | 17%   | 20%              | 17%          | 11%        | 6%    | 20%          | 20%   | 12%   | 11%   |
| SATISFIED (very and smwhat)        | 65%                     | 66%       | 63%        | 74%              | 55%                  | 63%           | 64%               | 71%       | 70%                | 68%      | 54%   | 47%   | 65%   | 63%              | 63%          | 61%        | 70%   | 62%          | 56%   | 68%   | 66%   |
| Very dissatisfied (0)              | 9%                      | 8%        | 9%         | 7%               | 8%                   | 10%           | 9%                | 8%        | 9%                 | 7%       | 9%    | 18%   | 8%    | 11%              | 6%           | 6%         | 2%    | 10%          | 8%    | 8%    | 5%    |
| Dissatisfied (25)                  | 8%                      | 8%        | 8%         | 7%               | 13%                  | 9%            | 4%                | 3%        | 6%                 | 5%       | 15%   | 8%    | 9%    | 9%               | 11%          | 5%         | 4%    | 10%          | 11%   | 5%    | 6%    |
| Neutral (50)                       | 19%                     | 18%       | 20%        | 12%              | 24%                  | 18%           | 22%               | 17%       | 16%                | 21%      | 21%   | 27%   | 19%   | 17%              | 20%          | 27%        | 24%   | 18%          | 25%   | 19%   | 23%   |
| Satisfied (75)                     | 37%                     | 38%       | 34%        | 41%              | 35%                  | 37%           | 37%               | 33%       | 37%                | 36%      | 27%   | 33%   | 36%   | 37%              | 37%          | 39%        | 29%   | 37%          | 28%   | 43%   | 28%   |
| Very satisfied (100)               | 28%                     | 28%       | 29%        | 33%              | 20%                  | 27%           | 27%               | 38%       | 33%                | 32%      | 27%   | 14%   | 29%   | 26%              | 26%          | 22%        | 41%   | 26%          | 28%   | 25%   | 38%   |
| Don't know                         | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                        | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                 |                         |           |            |                  |                      |               |                   | **        |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                      | 4                       | 6         | 6          | 9                | 9                    | 8             | 9                 | 10        | 9                  | 9        | 9     | 12    | 9     | 7                | 10           | 13         | 16    | 6            | 12    | 10    | 15    |
| mean for these data:               | 66.92                   | 67.36     | 66.26      | 71.61            | 61.48                | 65.32         | 67.11             | 72.19     | 69.83              | 70.49    | 61.78 | 54.17 | 67.15 | 64.26            | 66.64        | 66.41      | 75.92 | 64.55        | 63.91 | 68.28 | 71.91 |
| standard error:                    | 1.25                    | 1.69      | 1.85       | 2.65             | 2.71                 | 2.31          | 2.49              | 2.87      | 2.65               | 2.53     | 2.91  | 3.68  | 2.57  | 2.06             | 2.83         | 3.29       | 3.78  | 1.82         | 3.56  | 2.63  | 4.08  |
| sig. test for means:               |                         |           |            | *                | *                    |               |                   | *         |                    |          |       | ***   |       |                  |              |            | *     |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|   | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|---|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|   | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q8C the amount of bureaucratic requirements | 570             | 125   | 139   | 197   | 109   | 471                  | 78                   | 110             | 120   | 152   | 90    | 13              | 16    | 33    | 15    | 124                  | 227          | 204           | 291                           | 135                       | 135                            |
| weightd # of participants:                  | 100%            | 22%   | 24%   | 35%   | 19%   | 83%                  | 14%                  | 19%             | 21%   | 27%   | 16%   | 2%              | 3%    | 6%    | 3%    | 22%                  | 40%          | 36%           | 51%                           | 24%                       | 24%                            |
| real # of participants:                     | 572             | 145   | 156   | 141   | 130   | 474                  | 79                   | 127             | 134   | 105   | 108   | 16              | 18    | 27    | 18    | 108                  | 238          | 210           | 310                           | 125                       | 129                            |
| DISSATISFIED (very and smwhat)              | 19%             | 25%   | 18%   | 18%   | 17%   | 21%                  | 15%                  | 25%             | 19%   | 20%   | 20%   | 36%             | 11%   | 16%   | 0%    | 21%                  | 20%          | 18%           | 19%                           | 18%                       | 21%                            |
| SATISFIED (very and smwhat)                 | 56%             | 45%   | 59%   | 60%   | 58%   | 54%                  | 61%                  | 46%             | 59%   | 57%   | 54%   | 32%             | 61%   | 63%   | 83%   | 53%                  | 58%          | 55%           | 57%                           | 57%                       | 55%                            |
| Very dissatisfied (0)                       | 10%             | 15%   | 6%    | 10%   | 10%   | 11%                  | 9%                   | 15%             | 7%    | 10%   | 12%   | 19%             | 0%    | 14%   | 0%    | 15%                  | 9%           | 9%            | 10%                           | 14%                       | 8%                             |
| Dissatisfied (25)                           | 9%              | 11%   | 12%   | 8%    | 7%    | 10%                  | 6%                   | 10%             | 12%   | 9%    | 8%    | 17%             | 11%   | 2%    | 0%    | 6%                   | 11%          | 9%            | 9%                            | 4%                        | 13%                            |
| Neutral (50)                                | 25%             | 30%   | 23%   | 22%   | 26%   | 25%                  | 24%                  | 30%             | 22%   | 23%   | 26%   | 32%             | 28%   | 21%   | 17%   | 26%                  | 23%          | 26%           | 24%                           | 25%                       | 24%                            |
| Satisfied (75)                              | 32%             | 24%   | 37%   | 31%   | 34%   | 30%                  | 44%                  | 23%             | 36%   | 30%   | 31%   | 26%             | 50%   | 40%   | 60%   | 26%                  | 36%          | 29%           | 32%                           | 28%                       | 36%                            |
| Very satisfied (100)                        | 24%             | 21%   | 22%   | 28%   | 24%   | 24%                  | 18%                  | 23%             | 23%   | 27%   | 23%   | 6%              | 11%   | 23%   | 22%   | 27%                  | 21%          | 27%           | 25%                           | 29%                       | 19%                            |
| Don't know                                  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                                 | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :                          |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |
| ± ... at 50%:                               | 4               | 9     | 8     | 9     | 9     | 5                    | 12                   | 9               | 9     | 10    | 10    | 26              | 25    | 20    | 25    | 10                   | 7            | 7             | 6                             | 9                         | 9                              |
| mean for these data:                        | 62.68           | 56.44 | 64.19 | 65.04 | 63.62 | 61.81                | 63.69                | 57.24           | 64.26 | 63.66 | 61.03 | 45.75           | 65.16 | 64.20 | 76.32 | 60.96                | 62.71        | 63.77         | 63.17                         | 63.43                     | 61.47                          |
| standard error:                             | 1.29            | 2.73  | 2.29  | 2.64  | 2.66  | 1.44                 | 3.18                 | 2.93            | 2.52  | 3.08  | 3.05  | 7.66            | 5.02  | 6.13  | 3.82  | 3.25                 | 1.93         | 2.13          | 1.76                          | 2.95                      | 2.57                           |
| sig. test for means:                        |                 | *     |       |       |       |                      |                      |                 |       |       |       | *               |       |       |       |                      |              |               |                               |                           |                                |



Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|   | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|---|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|   | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q8C the amount of bureaucratic requirements | 570                     | 337       | 233        | 122              | 118                  | 165           | 140               | 91        | 162                | 124      | 112   | 73    | 121   | 233              | 99           | 64         | 41    | 291          | 68    | 108   | 46    |
| weightd # of participants:                  | 100%                    | 59%       | 41%        | 21%              | 21%                  | 29%           | 25%               | 16%       | 28%                | 22%      | 20%   | 13%   | 21%   | 41%              | 17%          | 11%        | 7%    | 51%          | 12%   | 19%   | 8%    |
| real # of participants:                     | 572                     | 294       | 278        | 116              | 118                  | 172           | 146               | 102       | 130                | 129      | 124   | 71    | 129   | 228              | 99           | 67         | 46    | 285          | 74    | 114   | 50    |
| DISSATISFIED (very and smwhat)              | 19%                     | 18%       | 21%        | 14%              | 24%                  | 25%           | 16%               | 12%       | 16%                | 17%      | 23%   | 33%   | 21%   | 20%              | 26%          | 20%        | 11%   | 20%          | 28%   | 16%   | 13%   |
| SATISFIED (very and smwhat)                 | 56%                     | 55%       | 57%        | 65%              | 49%                  | 52%           | 57%               | 61%       | 59%                | 60%      | 50%   | 48%   | 59%   | 51%              | 54%          | 54%        | 63%   | 54%          | 49%   | 58%   | 57%   |
| Very dissatisfied (0)                       | 10%                     | 10%       | 11%        | 8%               | 13%                  | 12%           | 8%                | 5%        | 10%                | 6%       | 12%   | 17%   | 10%   | 10%              | 15%          | 7%         | 4%    | 12%          | 14%   | 7%    | 5%    |
| Dissatisfied (25)                           | 9%                      | 8%        | 11%        | 5%               | 11%                  | 13%           | 8%                | 8%        | 6%                 | 11%      | 10%   | 17%   | 11%   | 10%              | 11%          | 13%        | 6%    | 9%           | 14%   | 9%    | 8%    |
| Neutral (50)                                | 25%                     | 27%       | 22%        | 21%              | 27%                  | 23%           | 27%               | 27%       | 25%                | 24%      | 27%   | 19%   | 20%   | 29%              | 20%          | 26%        | 27%   | 26%          | 22%   | 26%   | 30%   |
| Satisfied (75)                              | 32%                     | 30%       | 33%        | 31%              | 31%                  | 33%           | 34%               | 40%       | 30%                | 35%      | 25%   | 30%   | 33%   | 27%              | 42%          | 30%        | 36%   | 29%          | 37%   | 37%   | 37%   |
| Very satisfied (100)                        | 24%                     | 25%       | 24%        | 35%              | 17%                  | 18%           | 24%               | 21%       | 28%                | 25%      | 25%   | 18%   | 26%   | 23%              | 12%          | 25%        | 26%   | 25%          | 13%   | 21%   | 21%   |
| Don't know                                  | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                                 | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                          |                         |           |            | *                |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                               | 4                       | 6         | 6          | 10               | 10                   | 8             | 9                 | 10        | 9                  | 9        | 9     | 12    | 9     | 7                | 10           | 13         | 15    | 6            | 12    | 10    | 15    |
| mean for these data:                        | 62.68                   | 63.02     | 62.19      | 69.49            | 57.06                | 58.19         | 64.35             | 66.11     | 65.39              | 65.52    | 59.86 | 53.94 | 63.33 | 60.84            | 56.34        | 62.93      | 68.62 | 61.58        | 54.89 | 64.13 | 64.96 |
| standard error:                             | 1.29                    | 1.79      | 1.89       | 2.83             | 2.90                 | 2.41          | 2.42              | 2.57      | 2.71               | 2.51     | 2.93  | 4.04  | 2.80  | 2.05             | 3.15         | 3.67       | 3.90  | 1.89         | 3.65  | 2.64  | 3.79  |
| sig. test for means:                        |                         |           |            | **               | *                    |               |                   |           |                    |          |       | *     |       |                  |              |            | *     |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|   | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|---|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|   | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q8D the number of contacts before getting an answer |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                        |                                |  |
| weightd # of participants:                          | 608             | 135   | 148   | 204   | 121   | 505                  | 83                   | 121             | 127   | 155   | 102   | 13              | 17    | 38    | 15    | 138                  | 248          | 208           | 321                           | 140                    | 137                            |  |
| real # of participants:                             | 618             | 157   | 166   | 151   | 144   | 516                  | 83                   | 139             | 143   | 112   | 122   | 16              | 19    | 30    | 18    | 123                  | 265          | 215           | 344                           | 132                    | 132                            |  |
| DISSATISFIED (very and smwhat)                      | 14%             | 14%   | 15%   | 12%   | 18%   | 15%                  | 9%                   | 13%             | 14%   | 14%   | 20%   | 19%             | 16%   | 4%    | 6%    | 12%                  | 17%          | 12%           | 13%                           | 18%                    | 14%                            |  |
| SATISFIED (very and smwhat)                         | 74%             | 66%   | 73%   | 80%   | 73%   | 73%                  | 78%                  | 66%             | 74%   | 79%   | 70%   | 57%             | 68%   | 82%   | 94%   | 76%                  | 70%          | 77%           | 75%                           | 71%                    | 74%                            |  |
| Very dissatisfied (0)                               | 7%              | 7%    | 5%    | 7%    | 10%   | 8%                   | 3%                   | 7%              | 6%    | 8%    | 11%   | 6%              | 0%    | 4%    | 0%    | 10%                  | 6%           | 6%            | 6%                            | 11%                    | 6%                             |  |
| Dissatisfied (25)                                   | 7%              | 7%    | 9%    | 5%    | 8%    | 7%                   | 6%                   | 6%              | 9%    | 6%    | 9%    | 13%             | 16%   | 0%    | 6%    | 2%                   | 11%          | 6%            | 7%                            | 7%                     | 8%                             |  |
| Neutral (50)  | 12%             | 21%   | 12%   | 8%    | 9%    | 12%                  | 13%                  | 21%             | 12%   | 7%    | 11%   | 25%             | 16%   | 13%   | 0%    | --                   | ++           | 12%           | 12%                           | 11%                    | 12%                            |  |
| Satisfied (75)                                      | 31%             | 36%   | 35%   | 29%   | 26%   | 32%                  | 31%                  | 36%             | 34%   | 32%   | 26%   | 40%             | 47%   | 23%   | 28%   | 33%                  | 33%          | 27%           | 31%                           | 30%                    | 33%                            |  |
| Very satisfied (100)                                | 42%             | 29%   | 39%   | 51%   | 47%   | 41%                  | 46%                  | 30%             | 40%   | 48%   | 44%   | 17%             | 21%   | 60%   | 67%   | 43%                  | 37%          | 50%           | 44%                           | 41%                    | 41%                            |  |
| Don't know  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| No response   | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :                                  |                 | *     |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       | *                    |              |               |                               |                        |                                |  |
| ± ... at 50%:                                       | 4               | 8     | 8     | 8     | 9     | 5                    | 11                   | 9               | 9     | 10    | 9     | 26              | 24    | 19    | 25    | 9                    | 6            | 7             | 6                             | 9                      | 9                              |  |
| mean for these data:                                | 73.74           | 68.52 | 72.97 | 78.12 | 73.15 | 72.70                | 78.02                | 68.95           | 73.53 | 76.11 | 70.92 | 62.27           | 68.19 | 83.44 | 88.87 | 73.96                | 70.68        | 77.34         | 75.04                         | 70.99                  | 73.78                          |  |
| standard error:                                     | 1.22            | 2.31  | 2.27  | 2.40  | 2.77  | 1.35                 | 2.88                 | 2.47            | 2.45  | 2.91  | 3.08  | 7.11            | 5.70  | 4.62  | 4.67  | 2.82                 | 1.87         | 1.98          | 1.59                          | 2.90                   | 2.58                           |  |
| sig. test for means:                                |                 | *     |       | *     |       |                      |                      |                 |       |       |       | *               |       |       | *     |                      | *            | *             |                               |                        |                                |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|   | --DEPTH OF RELATIONSHIP-- |           |            |                  | --YEARS OF EXISTENCE-- |               |             |           | --CLIENT LOCATIONS-- |          |       |       |       | --GROSS REVENUES-- |              |            |       | --EMPLOYMENT-- |       |       |       |  |
|---|---------------------------|-----------|------------|------------------|------------------------|---------------|-------------|-----------|----------------------|----------|-------|-------|-------|--------------------|--------------|------------|-------|----------------|-------|-------|-------|--|
|   | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years           | 4 to 10 years | 11 and more | Mani-toba | Sask.                | Alber-ta | BC    | USA   | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5             | 5-9   | 10-49 | 50+   |  |
| Q8D the number of contacts before getting an answer |                           |           |            |                  |                        |               |             |           |                      |          |       |       |       |                    |              |            |       |                |       |       |       |  |
| weightd # of participants:                          | 608                       | 355       | 253        | 129              | 127                    | 179           | 151         | 99        | 172                  | 128      | 121   | 81    | 136   | 253                | 105          | 67         | 45    | 310            | 73    | 114   | 53    |  |
| real # of participants:                             | 100%                      | 58%       | 42%        | 21%              | 21%                    | 29%           | 25%         | 16%       | 28%                  | 21%      | 20%   | 13%   | 22%   | 42%                | 17%          | 11%        | 7%    | 51%            | 12%   | 19%   | 9%    |  |
| DISSATISFIED (very and smwhat)                      | 618                       | 315       | 303        | 127              | 127                    | 188           | 157         | 112       | 141                  | 134      | 133   | 80    | 147   | 250                | 107          | 71         | 50    | 308            | 80    | 121   | 57    |  |
|   | 14%                       | 11%       | 18%        | 12%              | 17%                    | 15%           | 14%         | 14%       | 12%                  | 17%      | 13%   | 20%   | 12%   | 14%                | 14%          | 12%        | 12%   | 14%            | 20%   | 15%   | 12%   |  |
| SATISFIED (very and smwhat)                         | 74%                       | 77%       | 70%        | 76%              | 71%                    | 74%           | 73%         | 80%       | 81%                  | 72%      | 70%   | 66%   | 77%   | 73%                | 75%          | 71%        | 75%   | 74%            | 65%   | 75%   | 76%   |  |
| Very dissatisfied (0)                               | 7%                        | 6%        | 8%         | 5%               | 9%                     | 8%            | 8%          | 6%        | 6%                   | 9%       | 6%    | 11%   | 5%    | 7%                 | 7%           | 5%         | 4%    | 8%             | 13%   | 5%    | 5%    |  |
| Dissatisfied (25)                                   | 7%                        | 5%        | 10%        | 7%               | 9%                     | 7%            | 6%          | 9%        | 6%                   | 8%       | 7%    | 9%    | 6%    | 7%                 | 7%           | 7%         | 8%    | 7%             | 7%    | 10%   | 7%    |  |
| Neutral (50)  | 12%                       | 12%       | 12%        | 12%              | 12%                    | 12%           | 12%         | 5%        | 8%                   | 10%      | 17%   | 15%   | 11%   | 13%                | 11%          | 17%        | 13%   | 12%            | 15%   | 10%   | 13%   |  |
| Satisfied (75)                                      | 31%                       | 33%       | 30%        | 29%              | 31%                    | 33%           | 34%         | 28%       | 29%                  | 31%      | 34%   | 27%   | 31%   | 32%                | 32%          | 33%        | 33%   | 31%            | 31%   | 32%   | 34%   |  |
| Very satisfied (100)                                | 42%                       | 44%       | 40%        | 47%              | 41%                    | 41%           | 39%         | 52%       | 51%                  | 41%      | 36%   | 38%   | 46%   | 41%                | 43%          | 39%        | 42%   | 43%            | 33%   | 43%   | 41%   |  |
| Don't know  | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%        | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |  |
| No response   | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%        | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :                                  |                           | *         |            |                  |                        |               |             |           |                      |          |       |       |       |                    |              |            |       |                |       |       |       |  |
| ± ... at 50%:                                       | 4                         | 6         | 6          | 9                | 9                      | 8             | 8           | 10        | 9                    | 9        | 9     | 12    | 9     | 7                  | 10           | 12         | 15    | 6              | 12    | 9     | 14    |  |
| mean for these data:                                | 73.74                     | 75.84     | 70.80      | 76.38            | 71.56                  | 73.00         | 72.55       | 78.08     | 78.67                | 71.65    | 71.76 | 68.30 | 76.48 | 72.99              | 74.43        | 73.38      | 75.31 | 73.62          | 66.44 | 74.59 | 75.16 |  |
| standard error:                                     | 1.22                      | 1.62      | 1.84       | 2.57             | 2.83                   | 2.24          | 2.43        | 2.84      | 2.42                 | 2.78     | 2.50  | 3.77  | 2.37  | 1.92               | 2.90         | 3.36       | 3.96  | 1.74           | 3.78  | 2.68  | 3.74  |  |
| sig. test for means:                                |                           | *         | *          |                  |                        |               |             |           |                      |          |       |       |       |                    |              |            |       |                |       |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|   | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |  |
|---|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|   | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q8E the efforts made by officers to assess your needs |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |  |
| weightd # of participants:                            | 616           | 133   | 150   | 216   | 117   | 514                  | 81                   | 119           | 129   | 165   | 101   | 13            | 17    | 38    | 14    | 150                | 247          | 206           | 329                           | 140                    | 136                            |  |
| real # of participants:                               | 100%          | 22%   | 24%   | 35%   | 19%   | 83%                  | 13%                  | 19%           | 21%   | 27%   | 16%   | 2%            | 3%    | 6%    | 2%    | 24%                | 40%          | 33%           | 53%                           | 23%                    | 22%                            |  |
| DISSATISFIED (very and smwhat)                        | 621           | 155   | 168   | 158   | 140   | 521                  | 81                   | 137           | 145   | 118   | 121   | 16            | 19    | 30    | 16    | 133                | 262          | 213           | 352                           | 130                    | 129                            |  |
|   | 13%           | 20%   | 7%    | 12%   | 14%   | 14%                  | 4%                   | 20%           | 8%    | 14%   | 16%   | 19%           | 0%    | 2%    | 0%    | 14%                | 15%          | 10%           | 11%                           | 16%                    | 15%                            |  |
| SATISFIED (very and smwhat)                           | 75%           | 64%   | 83%   | 80%   | 72%   | 73%                  | 89%                  | 63%           | 81%   | 76%   | 69%   | 64%           | 95%   | 94%   | 94%   | 74%                | 72%          | 81%           | 77%                           | 72%                    | 77%                            |  |
| Very dissatisfied (0)                                 | 6%            | 9%    | 3%    | 4%    | 8%    | 7%                   | 1%                   | 11%           | 3%    | 5%    | 10%   | 0%            | 0%    | 2%    | 0%    | 8%                 | 5%           | 5%            | 6%                            | 6%                     | 6%                             |  |
| Dissatisfied (25)                                     | 7%            | 11%   | 4%    | 8%    | 6%    | 8%                   | 3%                   | 10%           | 5%    | 9%    | 6%    | 19%           | 0%    | 0%    | 0%    | 7%                 | 10%          | 5%            | 5%                            | 10%                    | 9%                             |  |
| Neutral (50)  | 12%           | 16%   | 10%   | 8%    | 14%   | 13%                  | 7%                   | 17%           | 11%   | 10%   | 16%   | 17%           | 5%    | 4%    | 6%    | 12%                | 13%          | 9%            | 12%                           | 12%                    | 9%                             |  |
| Satisfied (75)  | 34%           | 35%   | 33%   | 34%   | 35%   | 36%                  | 28%                  | 37%           | 33%   | 37%   | 37%   | 26%           | 37%   | 25%   | 26%   | 45%                | 37%          | 23%           | 35%                           | 28%                    | 40%                            |  |
| Very satisfied (100)                                  | 41%           | 28%   | 50%   | 46%   | 36%   | 37%                  | 61%                  | 26%           | 49%   | 40%   | 32%   | 38%           | 58%   | 68%   | 68%   | 29%                | 35%          | 57%           | 42%                           | 44%                    | 37%                            |  |
| Don't know  | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| No response   | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :                                    |               | **    |       |       |       | (***)                |                      | *             |       |       |       |               |       |       |       | ***                |              |               |                               |                        |                                |  |
| ± ... at 50%:   | 4             | 8     | 8     | 8     | 9     | 5                    | 12                   | 9             | 9     | 10    | 9     | 26            | 24    | 19    | 26    | 9                  | 6            | 7             | 6                             | 9                      | 9                              |  |
| mean for these data:                                  | 74.47         | 65.62 | 80.53 | 77.43 | 71.35 | 72.37                | 86.34                | 64.56         | 79.82 | 74.28 | 68.92 | 70.75         | 88.23 | 89.43 | 90.35 | 70.22              | 71.54        | 80.82         | 75.58                         | 73.53                  | 73.21                          |  |
| standard error:                                       | 1.16          | 2.53  | 1.92  | 2.19  | 2.57  | 1.29                 | 2.31                 | 2.71          | 2.09  | 2.62  | 2.82  | 7.34          | 3.50  | 3.53  | 3.93  | 2.51               | 1.79         | 1.94          | 1.51                          | 2.69                   | 2.54                           |  |
| sig. test for means:                                  |               | ***   | **    |       |       | ***                  | ***                  | **            | ***   |       |       | *             |       |       |       | *                  | *            | ***           |                               |                        |                                |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|   | --DEPTH OF RELATIONSHIP-- |           |            |                  | --YEARS OF EXISTENCE-- |               |             |          | --CLIENT LOCATIONS-- |          |       |       |       |         | --GROSS REVENUES-- |            |       |       | --EMPLOYMENT-- |       |       |  |
|---|---------------------------|-----------|------------|------------------|------------------------|---------------|-------------|----------|----------------------|----------|-------|-------|-------|---------|--------------------|------------|-------|-------|----------------|-------|-------|--|
|   | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years           | 4 to 10 years | 11 and more | Manitoba | Sask.                | Alber-ta | BC    | USA   | Other | <\$250k | \$250k-<\$1M       | \$1M-<\$5M | \$5M+ | <5    | 5-9            | 10-49 | 50+   |  |
| Q8E the efforts made by officers to assess your needs |                           |           |            |                  |                        |               |             |          |                      |          |       |       |       |         |                    |            |       |       |                |       |       |  |
| weightd # of participants:                            | 616                       | 368       | 249        | 138              | 126                    | 179           | 150         | 101      | 179                  | 130      | 118   | 79    | 134   | 255     | 103                | 67         | 45    | 310   | 70             | 117   | 54    |  |
| real # of participants:                               | 100%                      | 60%       | 40%        | 22%              | 20%                    | 29%           | 24%         | 16%      | 29%                  | 21%      | 19%   | 13%   | 22%   | 41%     | 17%                | 11%        | 7%    | 50%   | 11%            | 19%   | 9%    |  |
| DISSATISFIED (very and smwhat)                        | 621                       | 323       | 298        | 134              | 125                    | 188           | 155         | 113      | 144                  | 135      | 131   | 78    | 142   | 252     | 104                | 71         | 49    | 307   | 77             | 124   | 57    |  |
|   | 13%                       | 11%       | 15%        | 11%              | 14%                    | 15%           | 12%         | 12%      | 13%                  | 11%      | 16%   | 20%   | 12%   | 12%     | 12%                | 12%        | 8%    | 13%   | 16%            | 13%   | 7%    |  |
| SATISFIED (very and smwhat)                           | 75%                       | 77%       | 73%        | 82%              | 70%                    | 74%           | 74%         | 75%      | 80%                  | 83%      | 70%   | 59%   | 70%   | 74%     | 77%                | 71%        | 80%   | 73%   | 74%            | 76%   | 82%   |  |
| Very dissatisfied (0)                                 | 6%                        | 5%        | 7%         | 7%               | 3%                     | 9%            | 5%          | 5%       | 6%                   | 5%       | 7%    | 11%   | 6%    | 4%      | 7%                 | 7%         | 0%    | 5%    | 9%             | 5%    | 3%    |  |
| Dissatisfied (25)                                     | 7%                        | 6%        | 9%         | 4%               | 12%                    | 6%            | 7%          | 8%       | 7%                   | 6%       | 9%    | 9%    | 6%    | 8%      | 4%                 | 5%         | 8%    | 8%    | 7%             | 7%    | 3%    |  |
| Neutral (50)  | 12%                       | 11%       | 12%        | 8%               | 15%                    | 11%           | 14%         | 12%      | 7%                   | 6%       | 15%   | 21%   | 18%   | 14%     | 11%                | 17%        | 12%   | 14%   | 10%            | 12%   | 11%   |  |
| Satisfied (75)  | 34%                       | 36%       | 31%        | 36%              | 35%                    | 36%           | 31%         | 33%      | 31%                  | 29%      | 32%   | 33%   | 32%   | 37%     | 37%                | 30%        | 34%   | 36%   | 31%            | 29%   | 37%   |  |
| Very satisfied (100)                                  | 41%                       | 41%       | 41%        | 45%              | 35%                    | 38%           | 43%         | 42%      | 49%                  | 54%      | 38%   | 27%   | 39%   | 37%     | 41%                | 41%        | 46%   | 37%   | 43%            | 47%   | 45%   |  |
| Don't know  | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%       | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%      | 0%                 | 0%         | 0%    | 0%    | 0%             | 0%    | 0%    |  |
| No response   | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%       | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%      | 0%                 | 0%         | 0%    | 0%    | 0%             | 0%    | 0%    |  |
| chi <sup>2</sup> :                                    |                           |           |            |                  |                        |               |             |          |                      |          |       |       |       |         |                    |            |       |       |                |       |       |  |
| ± ... at 50%:   | 4                         | 6         | 6          | 9                | 9                      | 8             | 8           | 10       | 9                    | 9        | 9     | 12    | 9     | 7       | 10                 | 12         | 15    | 6     | 12             | 9     | 14    |  |
| mean for these data:                                  | 74.47                     | 75.35     | 73.16      | 77.33            | 72.14                  | 72.30         | 75.03       | 75.08    | 77.54                | 80.15    | 71.20 | 63.67 | 72.83 | 73.58   | 74.80              | 73.35      | 79.61 | 72.80 | 73.09          | 76.02 | 79.34 |  |
| standard error:                                       | 1.16                      | 1.55      | 1.76       | 2.46             | 2.45                   | 2.24          | 2.29        | 2.67     | 2.43                 | 2.42     | 2.67  | 3.63  | 2.43  | 1.75    | 2.87               | 3.55       | 3.36  | 1.63  | 3.65           | 2.64  | 3.28  |  |
| sig. test for means:                                  |                           |           |            |                  |                        |               |             |          |                      | **       |       | **    |       |         |                    |            |       |       |                |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|   | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|---|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|   | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q8F the helpfulness of officers<br>weightd # of participants: | 636             | 137   | 156   | 219   | 125   | 530                  | 85                   | 122             | 134   | 168   | 106   | 13              | 18    | 38    | 16    | 153                  | 260          | 207           | 340                           | 146                       | 139                            |
| real # of participants:                                       | 100%            | 22%   | 24%   | 34%   | 20%   | 83%                  | 13%                  | 19%             | 21%   | 26%   | 17%   | 2%              | 3%    | 6%    | 3%    | 24%                  | 41%          | 33%           | 54%                           | 23%                       | 22%                            |
| DISSATISFIED (very and smwhat)                                | 9%              | 11%   | 3%    | 10%   | 13%   | 10%                  | 4%                   | 11%             | 3%    | 12%   | 16%   | 6%              | 5%    | 4%    | 0%    | 13%                  | 9%           | 7%            | 8%                            | 11%                       | 11%                            |
| SATISFIED (very and smwhat)                                   | 82%             | 74%   | 91%   | 82%   | 78%   | 80%                  | 90%                  | 73%             | 91%   | 79%   | 75%   | 83%             | 90%   | 89%   | 100%  | 79%                  | 77%          | 88%           | 85%                           | 74%                       | 82%                            |
| Very dissatisfied (0)   | 4%              | 5%    | 1%    | 4%    | 5%    | 4%                   | 1%                   | 5%              | 1%    | 5%    | 6%    | 0%              | 0%    | 2%    | 0%    | 4%                   | 3%           | 4%            | 3%                            | 5%                        | 5%                             |
| Dissatisfied (25)   | 5%              | 6%    | 2%    | 6%    | 8%    | 6%                   | 3%                   | 6%              | 2%    | 7%    | 9%    | 6%              | 5%    | 2%    | 0%    | 9%                   | 6%           | 2%            | 5%                            | 7%                        | 6%                             |
| Neutral (50)  | 9%              | 15%   | 6%    | 8%    | 9%    | 10%                  | 6%                   | 15%             | 5%    | 9%    | 9%    | 11%             | 5%    | 7%    | 0%    | 7%                   | 14%          | 6%            | 8%                            | 15%                       | 7%                             |
| Satisfied (75)  | 32%             | 34%   | 36%   | 28%   | 30%   | 33%                  | 26%                  | 33%             | 38%   | 29%   | 33%   | 51%             | 25%   | 20%   | 21%   | 35%                  | 33%          | 26%           | 35%                           | 25%                       | 30%                            |
| Very satisfied (100)  | 50%             | 40%   | 55%   | 54%   | 48%   | 47%                  | 64%                  | 40%             | 53%   | 50%   | 42%   | 32%             | 65%   | 68%   | 79%   | 44%                  | 44%          | 62%           | 50%                           | 49%                       | 51%                            |
| Don't know  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response   | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :  |                 | (*)   |       |       |       | (*)                  |                      | (*)             |       |       |       |                 |       |       |       | ***                  |              |               |                               |                           |                                |
| ± ... at 50%:   | 4               | 8     | 8     | 8     | 9     | 4                    | 11                   | 9               | 8     | 10    | 9     | 26              | 23    | 19    | 24    | 9                    | 6            | 7             | 5                             | 9                         | 9                              |
| mean for these data:  | 79.68           | 74.68 | 85.25 | 80.49 | 76.77 | 78.01                | 87.39                | 74.04           | 84.88 | 78.01 | 73.87 | 77.35           | 87.50 | 87.67 | 94.69 | 76.50                | 77.46        | 84.70         | 80.99                         | 76.78                     | 79.23                          |
| standard error:   | 1.04            | 2.20  | 1.51  | 2.14  | 2.39  | 1.17                 | 2.20                 | 2.39            | 1.62  | 2.59  | 2.68  | 5.25            | 4.61  | 4.06  | 2.42  | 2.42                 | 1.57         | 1.71          | 1.29                          | 2.45                      | 2.45                           |
| sig. test for means:  |                 | *     | ***   |       |       | ***                  | ***                  |                 | ***   |       |       |                 |       |       | *     |                      |              | ***           |                               |                           |                                |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|   | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|---|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|   | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q8F the helpfulness of officers<br>weightd # of participants: | 636                     | 380       | 255        | 138              | 131                  | 184           | 157               | 108       | 185                | 136      | 124   | 82    | 140   | 260              | 111          | 67         | 48    | 320          | 75    | 119   | 56    |
| real # of participants:                                       | 643                     | 337       | 306        | 135              | 131                  | 193           | 163               | 121       | 150                | 142      | 137   | 81    | 149   | 258              | 112          | 71         | 52    | 319          | 83    | 125   | 59    |
| DISSATISFIED (very and smwhat)                                | 9%                      | 9%        | 9%         | 7%               | 7%                   | 12%           | 11%               | 13%       | 11%                | 7%       | 8%    | 14%   | 9%    | 9%               | 12%          | 6%         | 8%    | 10%          | 12%   | 9%    | 8%    |
| SATISFIED (very and smwhat)                                   | 82%                     | 83%       | 80%        | 84%              | 79%                  | 80%           | 81%               | 79%       | 82%                | 85%      | 77%   | 65%   | 82%   | 80%              | 81%          | 87%        | 81%   | 79%          | 78%   | 86%   | 84%   |
| Very dissatisfied (0)   | 4%                      | 4%        | 3%         | 4%               | 3%                   | 5%            | 3%                | 5%        | 4%                 | 2%       | 3%    | 6%    | 3%    | 5%               | 5%           | 3%         | 0%    | 4%           | 4%    | 3%    | 3%    |
| Dissatisfied (25)   | 5%                      | 5%        | 6%         | 4%               | 4%                   | 7%            | 7%                | 8%        | 7%                 | 5%       | 5%    | 9%    | 6%    | 5%               | 6%           | 4%         | 8%    | 5%           | 8%    | 5%    | 5%    |
| Neutral (50)  | 9%                      | 8%        | 11%        | 8%               | 14%                  | 8%            | 8%                | 8%        | 6%                 | 8%       | 15%   | 21%   | 10%   | 11%              | 7%           | 6%         | 11%   | 11%          | 10%   | 5%    | 8%    |
| Satisfied (75)  | 32%                     | 33%       | 30%        | 32%              | 33%                  | 31%           | 33%               | 26%       | 26%                | 24%      | 28%   | 33%   | 35%   | 31%              | 35%          | 36%        | 36%   | 33%          | 28%   | 31%   | 33%   |
| Very satisfied (100)  | 50%                     | 50%       | 50%        | 53%              | 46%                  | 49%           | 48%               | 53%       | 57%                | 61%      | 49%   | 32%   | 47%   | 49%              | 46%          | 52%        | 45%   | 47%          | 50%   | 56%   | 50%   |
| Don't know  | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response   | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :  |                         |           |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:   | 4                       | 6         | 6          | 9                | 9                    | 7             | 8                 | 9         | 9                  | 9        | 9     | 12    | 9     | 6                | 10           | 12         | 14    | 6            | 11    | 9     | 14    |
| mean for these data:  | 79.68                   | 79.97     | 79.23      | 81.49            | 79.07                | 77.73         | 78.78             | 78.65     | 80.85              | 84.20    | 78.40 | 69.24 | 79.20 | 78.80            | 77.54        | 82.65      | 79.76 | 77.94        | 78.16 | 82.47 | 80.75 |
| standard error:   | 1.04                    | 1.43      | 1.52       | 2.18             | 2.17                 | 2.07          | 2.08              | 2.63      | 2.28               | 2.03     | 2.26  | 3.22  | 2.08  | 1.69             | 2.67         | 2.77       | 3.20  | 1.51         | 3.12  | 2.28  | 3.31  |
| sig. test for means:  |                         |           |            |                  |                      |               |                   |           |                    | **       |       | **    |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the sensitivity of WD to your needs?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-       |                | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |           |            | -FIRST WD CONTACT-   |                  |                       |  |
|--|---------------|-------|-------|-------|-------|--------------|----------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-----------|------------|----------------------|------------------|-----------------------|--|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |  |
| Q8G the way you were kept informed of the status of your request |               |       |       |       |       |              |                |               |       |       |       |               |       |       |       |                    |           |            |                      |                  |                       |  |
| weightd # of participants:                                       | 547           | 120   | 138   | 181   | 107   | 461          | 73             | 106           | 120   | 143   | 92    | 12            | 16    | 31    | 14    | 103                | 227       | 204        | 283                  | 131              | 123                   |  |
| real # of participants:  | 555           | 139   | 155   | 133   | 128   | 467          | 75             | 122           | 134   | 101   | 110   | 15            | 18    | 26    | 16    | 91                 | 240       | 211        | 305                  | 124              | 117                   |  |
| DISSATISFIED (very and smwhat)                                   | 16%           | 20%   | 10%   | 16%   | 18%   | 17%          | 7%             | 20%           | 10%   | 17%   | 21%   | 20%           | 6%    | 5%    | 0%    | 19%                | 18%       | 12%        | 16%                  | 18%              | 13%                   |  |
| SATISFIED (very and smwhat)                                      | 68%           | 54%   | 74%   | 74%   | 66%   | 67%          | 73%            | 54%           | 75%   | 72%   | 63%   | 45%           | 62%   | 84%   | 87%   | 63%                | 63%       | 76%        | 68%                  | 68%              | 70%                   |  |
| Very dissatisfied (0)  | 6%            | 8%    | 3%    | 4%    | 8%    | 6%           | 2%             | 9%            | 4%    | 4%    | 10%   | 0%            | 0%    | 5%    | 0%    | 9%                 | 5%        | 5%         | 6%                   | 6%               | 5%                    |  |
| Dissatisfied (25)  | 10%           | 12%   | 6%    | 11%   | 9%    | 10%          | 5%             | 11%           | 6%    | 13%   | 11%   | 20%           | 6%    | 0%    | 0%    | 9%                 | 13%       | 7%         | 10%                  | 12%              | 7%                    |  |
| Neutral (50)   | 16%           | 26%   | 17%   | 10%   | 16%   | 16%          | 20%            | 25%           | 15%   | 10%   | 16%   | 35%           | 33%   | 11%   | 13%   | 18%                | 19%       | 12%        | 16%                  | 14%              | 17%                   |  |
| Satisfied (75)   | 31%           | 31%   | 34%   | 31%   | 28%   | 31%          | 33%            | 33%           | 33%   | 31%   | 28%   | 25%           | 40%   | 34%   | 31%   | 30%                | 32%       | 31%        | 30%                  | 27%              | 37%                   |  |
| Very satisfied (100)   | 37%           | 23%   | 40%   | 44%   | 38%   | 36%          | 40%            | 22%           | 42%   | 41%   | 34%   | 20%           | 22%   | 50%   | 56%   | 33%                | 31%       | 45%        | 38%                  | 41%              | 33%                   |  |
| Don't know   | 0%            | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%        | 0%         | 0%                   | 0%               | 0%                    |  |
| No response  | 0%            | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%        | 0%         | 0%                   | 0%               | 0%                    |  |
| chi <sup>2</sup> :   |               | **    |       |       |       |              |                | **            |       |       |       |               |       |       | *     |                    | 7         | 7          | 6                    | 9                | 10                    |  |
| ± ... at 50%:  | 4             | 9     | 8     | 9     | 9     | 5            | 12             | 9             | 9     | 10    | 10    | 27            | 25    | 20    | 26    | 11                 | 7         | 7          | 6                    | 9                | 10                    |  |
| mean for these data:   | 71.01         | 62.16 | 75.20 | 74.52 | 69.58 | 69.88        | 76.08          | 61.65         | 75.95 | 73.01 | 66.61 | 61.23         | 69.55 | 80.93 | 85.77 | 66.96              | 67.96     | 76.33      | 71.23                | 71.17            | 71.31                 |  |
| standard error:  | 1.26          | 2.56  | 2.13  | 2.55  | 2.83  | 1.40         | 2.88           | 2.76          | 2.32  | 2.98  | 3.15  | 6.95          | 5.20  | 5.01  | 4.60  | 3.34               | 1.88      | 1.95       | 1.72                 | 2.82             | 2.60                  |  |
| sig. test for means:   |               | ***   | *     |       |       |              |                | **            | **    |       |       | *             |       |       | *     |                    | *         | ***        |                      |                  |                       |  |





Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |  |
|--|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q9A the speed of the service                                     |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 79.65       | 76.56 | 83.25 | 77.81 | 82.10 | 80.55                | 73.23                | 77.06       | 87.35 | 78.75 | 80.16 | 72.20       | 69.29 | 71.28 | 85.68 | 76.23            | 83.71        | 77.39         | 81.76                         | 80.34                  | 75.66                          |  |
| sig. test for means:   |             |       |       |       |       |                      |                      |             | **    |       |       |             |       |       |       |                  | *            |               |                               |                        |                                |  |
| Q9B the flexibility of the service                               |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 77.26       | 76.29 | 74.21 | 77.90 | 80.69 | 76.85                | 75.14                | 74.68       | 75.60 | 77.22 | 80.21 | 90.28       | 69.57 | 75.00 | 75.00 | 73.08            | 80.09        | 77.63         | 77.61                         | 76.34                  | 77.51                          |  |
| sig. test for means:   |             |       |       |       |       |                      |                      |             |       |       |       | *           |       |       |       |                  |              |               |                               |                        |                                |  |
| Q9C the amount of bureaucratic requirements                      |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 66.49       | 67.43 | 69.87 | 61.65 | 70.69 | 67.06                | 64.17                | 66.66       | 71.68 | 61.63 | 72.22 | 75.00       | 63.72 | 57.97 | 71.35 | 64.52            | 63.32        | 71.64         | 65.22                         | 66.45                  | 68.65                          |  |
| sig. test for means:   |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| Q9D the number of contacts before getting an answer              |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 76.34       | 78.78 | 74.97 | 73.03 | 82.37 | 77.96                | 66.69                | 78.19       | 78.23 | 74.04 | 84.96 | 84.97       | 63.86 | 62.00 | 71.35 | 76.48            | 78.27        | 74.08         | 76.20                         | 83.96                  | 70.69                          |  |
| sig. test for means:   |             |       |       |       | *     | *                    | *                    |             |       |       | *     |             |       |       |       |                  |              |               |                               | *                      |                                |  |
| Q9E the efforts made by officers to assess your needs            |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 85.66       | 85.96 | 85.88 | 83.67 | 89.21 | 85.85                | 82.77                | 87.58       | 86.66 | 83.02 | 88.40 | 72.20       | 83.29 | 83.00 | 89.05 | 80.87            | 87.73        | 87.35         | 84.69                         | 87.13                  | 85.64                          |  |
| sig. test for means:   |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       | *                |              |               |                               |                        |                                |  |
| Q9F the helpfulness of officers                                  |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 89.17       | 86.17 | 90.50 | 86.77 | 95.54 | 89.13                | 87.57                | 85.56       | 91.58 | 86.44 | 95.66 | 91.65       | 86.72 | 83.00 | 96.35 | 86.70            | 89.67        | 90.78         | 89.18                         | 91.39                  | 87.01                          |  |
| sig. test for means:   |             |       |       |       | ***   |                      |                      |             |       |       | ***   |             |       |       | *     |                  |              |               |                               |                        |                                |  |
| Q9G the way you were kept informed of the status of your request |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| mean for these data:   | 78.64       | 76.51 | 81.94 | 75.51 | 83.29 | 79.50                | 74.39                | 74.66       | 83.71 | 78.08 | 83.46 | 94.99       | 76.86 | 62.24 | 82.30 | 74.47            | 77.46        | 82.67         | 76.03                         | 84.10                  | 78.13                          |  |
| sig. test for means:   |             |       |       |       |       |                      |                      |             |       |       |       | *           |       |       |       |                  |              |               |                               |                        |                                |  |

|  | DEPTH OF RELATIONSHIP |           |            | YEARS OF EXISTENCE |              |               |                   | CLIENT LOCATIONS |       |          |       |       |       | GROSS REVENUES |              |            |       | EMPLOYMENT |       |       |       |  |
|--|-----------------------|-----------|------------|--------------------|--------------|---------------|-------------------|------------------|-------|----------|-------|-------|-------|----------------|--------------|------------|-------|------------|-------|-------|-------|--|
|  | TOTAL                 | Long term | Short term | Less than 1 year   | 1 to 3 years | 4 to 10 years | 11 years and more | Manitoba         | Sask. | Alber-ta | BC    | USA   | Other | <\$250k        | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5         | 5-9   | 10-49 | 50+   |  |
| Q9A the speed of the service                                     |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| mean for these data:   | 79.65                 | 79.30     | 80.21      | 82.67              | 79.38        | 80.02         | 76.73             | 80.50            | 76.77 | 79.93    | 76.11 | 68.23 | 85.38 | 80.38          | 82.00        | 77.45      | 76.58 | 81.78      | 77.95 | 74.18 | 81.38 |  |
| sig. test for means:   |                       |           |            |                    |              |               |                   |                  |       |          |       |       | *     |                |              |            |       |            |       |       |       |  |
| Q9B the flexibility of the service                               |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| mean for these data:   | 77.26                 | 76.93     | 77.83      | 88.70              | 76.24        | 76.82         | 71.48             | 80.48            | 79.10 | 80.75    | 81.05 | 63.54 | 74.71 | 80.08          | 80.39        | 70.97      | 61.09 | 81.56      | 72.41 | 69.69 | 73.14 |  |
| sig. test for means:   |                       |           |            | ***                |              |               | *                 |                  |       |          |       | *     |       | *              |              |            | **    |            | **    |       | *     |  |
| Q9C the amount of bureaucratic requirements                      |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| mean for these data:   | 66.49                 | 66.49     | 66.48      | 74.05              | 61.02        | 66.77         | 67.21             | 66.75            | 59.05 | 67.38    | 64.65 | 68.65 | 65.00 | 65.17          | 71.80        | 61.52      | 69.18 | 67.70      | 68.31 | 60.32 | 72.02 |  |
| sig. test for means:   |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| Q9D the number of contacts before getting an answer              |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| mean for these data:   | 76.34                 | 76.32     | 76.36      | 83.42              | 74.00        | 75.27         | 75.03             | 79.17            | 72.66 | 77.52    | 78.29 | 72.49 | 78.04 | 75.55          | 77.32        | 79.33      | 70.96 | 78.63      | 77.70 | 71.67 | 75.94 |  |
| sig. test for means:   |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| Q9E the efforts made by officers to assess your needs            |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| mean for these data:   | 85.66                 | 84.85     | 86.96      | 88.28              | 89.40        | 86.52         | 80.98             | 88.30            | 84.34 | 88.24    | 89.58 | 79.57 | 84.80 | 87.69          | 86.10        | 82.32      | 85.51 | 87.66      | 81.60 | 83.23 | 86.29 |  |
| sig. test for means:   |                       |           |            |                    |              |               | *                 |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| Q9F the helpfulness of officers                                  |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| mean for these data:   | 89.17                 | 88.50     | 90.24      | 92.01              | 91.61        | 91.84         | 82.36             | 91.21            | 86.59 | 91.32    | 91.06 | 86.59 | 85.17 | 90.48          | 92.25        | 86.06      | 81.89 | 90.86      | 91.67 | 86.18 | 84.09 |  |
| sig. test for means:   |                       |           |            |                    |              |               | **                |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| Q9G the way you were kept informed of the status of your request |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |
| mean for these data:   | 78.64                 | 77.71     | 80.06      | 84.64              | 76.43        | 82.54         | 72.15             | 76.41            | 75.29 | 79.38    | 75.25 | 75.85 | 77.47 | 81.39          | 78.91        | 76.61      | 69.71 | 81.03      | 80.58 | 76.45 | 77.64 |  |
| sig. test for means:   |                       |           |            |                    |              |               | *                 |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |  |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | WD PROVINCE |       |       |       | -TYPE- |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |    |
|--|-------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|----|
|  | TOTAL       | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |    |
| Q9A the speed of the service<br>weightd # of participants: | 227         | 44    | 52    | 88    | 43     | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82           | 72               | 110                           | 52                     | 63                             |    |
| real # of participants:                                    | 100%        | 19%   | 23%   | 39%   | 19%    | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%          | 32%              | 48%                           | 23%                    | 28%                            |    |
| Very unimportant (0)                                       | 219         | 51    | 58    | 59    | 51     | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81           | 74               | 117                           | 42                     | 58                             |    |
| Unimportant (25)   | 1           | 3%    | 2%    | 0%    | 2%     | 1%                   | 2%                   | 4%    | 0%    | 0%    | 2%          | 0%    | 7%    | 0%    | 0%               | 2%    | 1%           | 1%               | 1%                            | 2%                     | 1%                             |    |
| Neutral (50)   | 3%          | 2%    | 3%    | 3%    | 4%     | 2%                   | 8%                   | 2%    | 2%    | 1%    | 5%          | 0%    | 7%    | 14%   | 0%               | 1%    | 5%           | 2%               | 2%                            | 2%                     | 7%                             |    |
| Important (75)   | 14%         | 15%   | 4%    | 20%   | 12%    | 15%                  | 12%                  | 12%   | 2%    | 25%   | 12%         | 33%   | 8%    | 6%    | 15%              | 16%   | 5%           | 22%              | 10%                           | 14%                    | 18%                            |    |
| Very important (100)                                       | 38%         | 44%   | 42%   | 37%   | 29%    | 35%                  | 49%                  | 44%   | 38%   | 30%   | 32%         | 44%   | 55%   | 54%   | 28%              | 45%   | 35%          | 35%              | 40%                           | 40%                    | 34%                            |    |
| DK/NR  | 42%         | 34%   | 48%   | 37%   | 53%    | 45%                  | 27%                  | 35%   | 55%   | 42%   | 49%         | 22%   | 22%   | 20%   | 57%              | 29%   | 53%          | 39%              | 43%                           | 43%                    | 38%                            |    |
| chi <sup>2</sup> :   | 2%          | 2%    | 2%    | 4%    | 0%     | 1%                   | 2%                   | 2%    | 2%    | 1%    | 0%          | 0%    | 0%    | 6%    | 0%               | 6%    | 0%           | 1%               | 4%                            | 0%                     | 1%                             |    |
| ± ... at 50%:  | 7           | 15    | 14    | 14    | 15     | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | (**)  | 13           | 12               | 12                            | 10                     | 16                             | 14 |
| mean for these data:                                       | 79.65       | 76.56 | 83.25 | 77.81 | 82.10  | 80.55                | 73.23                | 77.06 | 87.35 | 78.75 | 80.16       | 72.20 | 69.29 | 71.28 | 85.68            | 76.23 | 83.71        | 77.39            | 81.76                         | 80.34                  | 75.66                          |    |
| standard error:  | 1.52        | 3.34  | 2.81  | 2.81  | 3.34   | 1.68                 | 4.20                 | 3.59  | 2.53  | 3.32  | 3.90        | 9.37  | 8.00  | 8.01  | 7.59             | 2.86  | 2.43         | 2.64             | 1.94                          | 3.32                   | 3.29                           |    |
| sig. test for means:                                       |             |       |       |       |        |                      |                      |       | **    |       |             |       |       |       |                  |       | *            |                  |                               |                        |                                |    |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                              | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|------------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|                              | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q9A the speed of the service | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| weightd # of participants:   | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |  |
| real # of participants:      | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)         | 1%                          | 1%        | 2%         | 0%                       | 2%           | 2%            | 1%                | 2%                     | 0%    | 2%       | 2%    | 3%    | 0%    | 1%                   | 4%           | 0%         | 4%    | 1%               | 3%    | 2%    | 0%    |  |
| Unimportant (25)             | 3%                          | 3%        | 3%         | 10%                      | 0%           | 0%            | 5%                | 9%                     | 4%    | 4%       | 4%    | 8%    | 2%    | 3%                   | 0%           | 5%         | 0%    | 2%               | 3%    | 6%    | 0%    |  |
| Neutral (50)                 | 14%                         | 15%       | 11%        | 3%                       | 19%          | 16%           | 14%               | 7%                     | 19%   | 10%      | 19%   | 35%   | 9%    | 13%                  | 19%          | 17%        | 20%   | 10%              | 23%   | 19%   | 18%   |  |
| Important (75)               | 38%                         | 37%       | 39%        | -                        | 37%          | 36%           | 43%               | 28%                    | 39%   | 40%      | 39%   | 16%   | 35%   | 37%                  | 17%          | 37%        | 36%   | -                | 19%   | 39%   | 39%   |  |
| Very important (100)         | 42%                         | 42%       | 42%        | 52%                      | 42%          | 42%           | 35%               | 52%                    | 33%   | 42%      | 37%   | 34%   | 54%   | 43%                  | 60%          | 38%        | 39%   | 44%              | 48%   | 34%   | 43%   |  |
| DK/NR                        | 2%                          | 2%        | 3%         | 6%                       | 0%           | 4%            | 1%                | 2%                     | 5%    | 2%       | 0%    | 4%    | 0%    | 3%                   | 0%           | 3%         | 0%    | 3%               | 6%    | 0%    | 0%    |  |
| chi <sup>2</sup> :           | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| ± ... at 50%:                | 79.65                       | 79.30     | 80.21      | 82.67                    | 79.38        | 80.02         | 76.73             | 80.50                  | 76.77 | 79.93    | 76.11 | 68.23 | 85.38 | 80.38                | 82.00        | 77.45      | 76.58 | 81.78            | 77.95 | 74.18 | 81.38 |  |
| standard error:              | 1.52                        | 2.08      | 2.22       | 4.15                     | 3.28         | 2.68          | 2.99              | 3.68                   | 2.95  | 3.30     | 3.57  | 6.32  | 2.69  | 2.24                 | 4.56         | 4.00       | 5.95  | 1.92             | 5.06  | 3.72  | 4.75  |  |
| sig. test for means:         |                             |           |            |                          |              |               |                   |                        |       |          |       |       | *     |                      |              |            |       |                  |       |       |       |  |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                    | WD PROVINCE |       |       |       | TYPE  |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |
|------------------------------------|-------------|-------|-------|-------|-------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                                    | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q9B the flexibility of the service | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82           | 72               | 110                           | 52                     | 63                             |
| weightd # of participants:         | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%          | 32%              | 48%                           | 23%                    | 28%                            |
| real # of participants:            | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81           | 74               | 117                           | 42                     | 58                             |
| Very unimportant (0)               | 0%          | 2%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 2%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 1%    | 0%           | 0%               | 1%                            | 0%                     | 0%                             |
| Unimportant (25)                   | 5%          | 2%    | 9%    | 4%    | 4%    | 5%                   | 5%                   | 2%    | 7%    | 5%    | 5%          | 0%    | 15%   | 0%    | 0%               | 4%    | 4%           | 6%               | 4%                            | 7%                     | 4%                             |
| Neutral (50)                       | 19%         | 23%   | 19%   | 17%   | 16%   | 20%                  | 18%                  | 25%   | 20%   | 19%   | 15%         | 0%    | 15%   | 20%   | 29%              | 23%   | 17%          | 16%              | 18%                           | 19%                    | 20%                            |
| Important (75)                     | 36%         | 35%   | 36%   | 40%   | 29%   | 34%                  | 47%                  | 35%   | 33%   | 36%   | 29%         | 39%   | 46%   | 54%   | 42%              | 38%   | 32%          | 38%              | 36%                           | 34%                    | 37%                            |
| Very important (100)               | 37%         | 36%   | 33%   | 37%   | 45%   | 38%                  | 28%                  | 34%   | 36%   | 38%   | 44%         | 61%   | 23%   | 20%   | 29%              | 26%   | 45%          | 39%              | 37%                           | 38%                    | 38%                            |
| DK/NR                              | 3%          | 2%    | 4%    | 2%    | 6%    | 3%                   | 2%                   | 2%    | 5%    | 1%    | 7%          | 0%    | 0%    | 6%    | 0%               | 8%    | 1%           | 1%               | 5%                            | 2%                     | 1%                             |
| chi <sup>2</sup> :                 |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  | +     |              |                  |                               |                        |                                |
| ± ... at 50%:                      | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12           | 12               | 10                            | 16                     | 14                             |
| mean for these data:               | 77.26       | 76.29 | 74.21 | 77.90 | 80.69 | 76.85                | 75.14                | 74.68 | 75.60 | 77.22 | 80.21       | 90.28 | 69.57 | 75.00 | 75.00            | 73.08 | 80.09        | 77.63            | 77.61                         | 76.34                  | 77.51                          |
| standard error:                    | 1.53        | 3.25  | 3.19  | 2.78  | 3.19  | 1.76                 | 3.54                 | 3.49  | 3.60  | 3.49  | 3.68        | 6.20  | 7.02  | 5.67  | 7.91             | 3.02  | 2.44         | 2.63             | 2.12                          | 3.66                   | 2.86                           |
| sig. test for means:               |             |       |       |       |       |                      |                      |       |       |       |             | *     |       |       |                  |       |              |                  |                               |                        |                                |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                    | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |    |
|------------------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|----|
|                                    | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |    |
| Q9B the flexibility of the service | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |    |
| weightd # of participants:         | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |    |
| real # of participants:            | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |    |
| Very unimportant (0)               | 0%                          | 0%        | 1%         | 0%                       | 0%           | 0%            | 1%                | 0%                     | 0%    | 0%       | 0%    | 3%    | 0%    | 0%                   | 0%           | 0%         | 4%    | 0%               | 0%    | 2%    | 0%    |    |
| Unimportant (25)                   | 5%                          | 4%        | 6%         | 2%                       | 4%           | 5%            | 5%                | 3%                     | 1%    | 2%       | 0%    | 16%   | 5%    | 2%                   | 10%          | 5%         | 0%    | 3%               | 12%   | 6%    | 0%    |    |
| Neutral (50)                       | 19%                         | 20%       | 17%        | 5%                       | 22%          | 17%           | 28%               | 16%                    | 17%   | 15%      | 19%   | 24%   | 26%   | 19%                  | 9%           | 25%        | 47%   | 14%              | 26%   | 22%   | 40%   |    |
| Important (75)                     | 36%                         | 41%       | 29%        | -                        | 39%          | 40%           | 33%               | 30%                    | 46%   | 38%      | 37%   | 30%   | 34%   | 31%                  | 31%          | 47%        | 29%   | -                | 16%   | 51%   | 21%   |    |
| Very important (100)               | 37%                         | 35%       | 42%        | 65%                      | 34%          | 33%           | 29%               | 43%                    | 35%   | 41%      | 43%   | 22%   | 35%   | 44%                  | 50%          | 20%        | 9%    | 44%              | 40%   | 17%   | 33%   |    |
| DK/NR                              | 3%                          | 1%        | 6%         | +++                      | 2%           | 5%            | 4%                | 7%                     | 2%    | 4%       | 0%    | 4%    | 0%    | 4%                   | 0%           | 3%         | 10%   | +                | 3%    | 6%    | 2%    | 5% |
| chi <sup>2</sup> :                 |                             |           |            |                          |              |               |                   | +                      |       |          |       |       |       | (**)                 |              |            |       | (*)              |       |       |       |    |
| ± ... at 50%:                      | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |    |
| mean for these data:               | 77.26                       | 76.93     | 77.83      | 88.70                    | 76.24        | 76.82         | 71.48             | 80.48                  | 79.10 | 80.75    | 81.05 | 63.54 | 74.71 | 80.08                | 80.39        | 70.97      | 61.09 | 81.56            | 72.41 | 69.69 | 73.14 |    |
| standard error:                    | 1.53                        | 1.96      | 2.47       | 3.03                     | 3.25         | 2.61          | 3.19              | 3.13                   | 2.57  | 2.88     | 2.88  | 6.22  | 3.34  | 2.20                 | 4.20         | 3.65       | 5.52  | 1.87             | 5.27  | 3.37  | 5.87  |    |
| sig. test for means:               |                             |           |            | ***                      |              |               | *                 |                        |       |          |       | *     |       | *                    |              |            | **    | **               | **    | *     |       |    |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | WD PROVINCE |       |       |       | TYPE  |              | WD PROVINCE    |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |           | FIRST WD CONTACT |                      |                  |                       |
|---|-------------|-------|-------|-------|-------|--------------|----------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|-----------|------------------|----------------------|------------------|-----------------------|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5 times | 6 and more       | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q9C the amount of bureaucratic requirements | 227         | 44    | 52    | 88    | 43    | 180          | 35             | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82        | 72               | 110                  | 52               | 63                    |
| weightd # of participants:                  | 100%        | 19%   | 23%   | 39%   | 19%   | 80%          | 16%            | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%       | 32%              | 48%                  | 23%              | 28%                   |
| real # of participants:                     | 219         | 51    | 58    | 59    | 51    | 174          | 35             | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81        | 74               | 117                  | 42               | 58                    |
| Very unimportant (0)                        | 6%          | 3%    | 5%    | 8%    | 6%    | 7%           | 2%             | 4%    | 7%    | 11%   | 5%          | 0%    | 0%    | 0%    | 15%              | 5%    | 11%       | 2%               | 6%                   | 5%               | 7%                    |
| Unimportant (25)                            | 10%         | 7%    | 10%   | 10%   | 14%   | 10%          | 12%            | 8%    | 9%    | 9%    | 15%         | 0%    | 15%   | 18%   | 0%               | 10%   | 8%        | 12%              | 13%                  | 9%               | 7%                    |
| Neutral (50)                                | 20%         | 26%   | 17%   | 23%   | 14%   | 18%          | 31%            | 27%   | 13%   | 19%   | 12%         | 22%   | 30%   | 42%   | 14%              | 19%   | 22%       | 20%              | 17%                  | 23%              | 23%                   |
| Important (75)                              | 28%         | 30%   | 33%   | 29%   | 18%   | 27%          | 30%            | 29%   | 31%   | 30%   | 14%         | 39%   | 39%   | 20%   | 29%              | 28%   | 29%       | 26%              | 25%                  | 36%              | 26%                   |
| Very important (100)                        | 28%         | 23%   | 33%   | 20%   | 43%   | 31%          | 20%            | 24%   | 38%   | 22%   | 46%         | 22%   | 15%   | 14%   | 43%              | 20%   | 26%       | 38%              | 27%                  | 22%              | 34%                   |
| DK/NR                                       | 8%          | 10%   | 2%    | 11%   | 6%    | 7%           | 4%             | 9%    | 2%    | 8%    | 7%          | 17%   | 0%    | 6%    | 0%               | 18%   | 4%        | 2%               | 12%                  | 5%               | 2%                    |
| chi <sup>2</sup> :                          |             |       |       |       |       |              |                |       |       |       |             |       |       |       |                  | +++   |           |                  | +                    |                  |                       |
| ± ... at 50%:                               | 7           | 15    | 14    | 14    | 15    | 8            | 18             | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12        | 12               | 10                   | 16               | 14                    |
| mean for these data:                        | 66.49       | 67.43 | 69.87 | 61.65 | 70.69 | 67.06        | 64.17          | 66.66 | 71.68 | 61.63 | 72.22       | 75.00 | 63.72 | 57.97 | 71.35            | 64.52 | 63.32     | 71.64            | 65.22                | 66.45            | 68.65                 |
| standard error:                             | 2.12        | 3.94  | 3.91  | 4.23  | 4.82  | 2.46         | 4.58           | 4.22  | 4.66  | 5.26  | 5.44        | 10.70 | 6.75  | 8.24  | 14.10            | 4.15  | 3.63      | 3.36             | 3.09                 | 4.36             | 4.10                  |
| sig. test for means:                        |             |       |       |       |       |              |                |       |       |       |             |       |       |       |                  |       |           |                  |                      |                  |                       |



Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q9C the amount of bureaucratic requirements | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                  | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                     | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                        | 6%                          | 6%        | 7%         | 0%                       | 14%          | 6%            | 5%                | 9%                     | 8%    | 10%      | 8%    | 3%    | 8%    | 7%                   | 5%           | 10%        | 0%    | 8%               | 6%    | 6%    | 0%    |
| Unimportant (25)                            | 10%                         | 7%        | 15%        | 11%                      | 12%          | 12%           | 6%                | 14%                    | 14%   | 11%      | 11%   | 6%    | 11%   | 14%                  | 5%           | 9%         | 14%   | 10%              | 8%    | 15%   | 5%    |
| Neutral (50)                                | 20%                         | 25%       | 13%        | 16%                      | 22%          | 15%           | 27%               | 14%                    | 23%   | 17%      | 22%   | 32%   | 20%   | 16%                  | 20%          | 22%        | 20%   | 16%              | 15%   | 26%   | 29%   |
| Important (75)                              | 28%                         | 30%       | 25%        | 27%                      | 20%          | 32%           | 29%               | 16%                    | 30%   | 21%      | 26%   | 24%   | 29%   | 23%                  | 37%          | 30%        | 41%   | 26%              | 31%   | 31%   | 38%   |
| Very important (100)                        | 28%                         | 25%       | 33%        | 33%                      | 32%          | 27%           | 25%               | 39%                    | 17%   | 39%      | 28%   | 30%   | 27%   | 31%                  | 31%          | 20%        | 25%   | 33%              | 26%   | 17%   | 28%   |
| DK/NR                                       | 8%                          | 8%        | 7%         | 13%                      | 0%           | 8%            | 8%                | 7%                     | 8%    | 2%       | 5%    | 4%    | 6%    | 9%                   | 3%           | 8%         | 0%    | 8%               | 14%   | 4%    | 0%    |
| chi <sup>2</sup> :                          |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:                               | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                        | 66.49                       | 66.49     | 66.48      | 74.05                    | 61.02        | 66.77         | 67.21             | 66.75                  | 59.05 | 67.38    | 64.65 | 68.65 | 65.00 | 65.17                | 71.80        | 61.52      | 69.18 | 67.70            | 68.31 | 60.32 | 72.02 |
| standard error:                             | 2.12                        | 2.75      | 3.37       | 4.68                     | 5.35         | 3.82          | 3.74              | 5.12                   | 4.33  | 4.94     | 4.97  | 5.98  | 4.67  | 3.50                 | 4.76         | 5.73       | 5.97  | 3.07             | 6.06  | 4.41  | 5.64  |
| sig. test for means:                        |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |  |
|---|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q9D the number of contacts before getting an answer |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| weightd # of participants:                          | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |  |
| real # of participants:                             | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |  |
| Very unimportant (0)                                | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |  |
| Unimportant (25)                                    | 3%          | 0%    | 5%    | 5%    | 0%    | 4%                   | 2%                   | 0%          | 5%    | 7%    | 0%    | 0%          | 7%    | 0%    | 0%    | 2%               | 2%           | 5%            | 3%                            | 0%                     | 6%                             |  |
| Neutral (50)  | 5%          | 5%    | 7%    | 5%    | 2%    | 3%                   | 14%                  | 4%          | 2%    | 5%    | 0%    | 17%         | 23%   | 6%    | 15%   | 6%               | 6%           | 2%            | 5%                            | 1%                     | 7%                             |  |
| Important (75)                                      | 17%         | 16%   | 15%   | 20%   | 15%   | 17%                  | 20%                  | 18%         | 18%   | 17%   | 14%   | 0%          | 7%    | 40%   | 15%   | 14%              | 19%          | 17%           | 16%                           | 15%                    | 21%                            |  |
| Very important (100)                                | 29%         | 34%   | 26%   | 29%   | 30%   | 27%                  | 38%                  | 38%         | 25%   | 21%   | 27%   | 0%          | 31%   | 54%   | 42%   | 33%              | 17%          | 40%           | 31%                           | 25%                    | 28%                            |  |
| DK/NR   | 41%         | 41%   | 45%   | 37%   | 47%   | 45%                  | 23%                  | 38%         | 49%   | 44%   | 51%   | 67%         | 31%   | 0%    | 29%   | 39%              | 51%          | 33%           | 41%                           | 51%                    | 35%                            |  |
| chi <sup>2</sup> :                                  | 4%          | 4%    | 2%    | 5%    | 6%    | 5%                   | 2%                   | 2%          | 2%    | 6%    | 7%    | 17%         | 0%    | 0%    | 0%    | 5%               | 4%           | 3%            | 3%                            | 8%                     | 2%                             |  |
| ± ... at 50%:                                       | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |  |
| mean for these data:                                | 76.34       | 78.78 | 74.97 | 73.03 | 82.37 | 77.96                | 66.69                | 78.19       | 78.23 | 74.04 | 84.96 | 84.97       | 63.86 | 62.00 | 71.35 | 76.48            | 78.27        | 74.08         | 76.20                         | 83.96                  | 70.69                          |  |
| standard error:                                     | 1.82        | 3.19  | 3.91  | 3.82  | 2.98  | 2.05                 | 4.65                 | 3.18        | 4.14  | 5.05  | 3.06  | 17.60       | 9.64  | 5.00  | 10.36 | 3.41             | 3.10         | 3.10          | 2.49                          | 3.30                   | 3.94                           |  |
| sig. test for means:                                |             |       |       |       | *     | *                    | *                    |             |       |       | *     |             |       |       |       |                  |              |               | *                             | *                      | *                              |  |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q9D the number of contacts before getting an answer |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants:                          | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| real # of participants:                             | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)                                | 3%                          | 3%        | 3%         | 0%                       | 6%           | 6%            | 0%                | 0%                     | 6%    | 4%       | 0%    | 0%    | 2%    | 6%                   | 5%           | 0%         | 0%    | 4%               | 6%    | 0%    | 0%    |  |
| Unimportant (25)                                    | 5%                          | 3%        | 8%         | 8%                       | 7%           | 5%            | 1%                | 5%                     | 6%    | 8%       | 8%    | 0%    | 3%    | 8%                   | 2%           | 0%         | 0%    | 5%               | 0%    | 6%    | 0%    |  |
| Neutral (50)  | 17%                         | 21%       | 12%        | 7%                       | 14%          | 14%           | 29%               | 18%                    | 17%   | 13%      | 13%   | 36%   | 20%   | 11%                  | 17%          | 28%        | 36%   | 10%              | 20%   | 32%   | 29%   |  |
| Important (75)                                      | 29%                         | 29%       | 29%        | 22%                      | 25%          | 29%           | 36%               | 27%                    | 31%   | 23%      | 36%   | 33%   | 24%   | 25%                  | 32%          | 25%        | 45%   | 29%              | 17%   | 33%   | 38%   |  |
| Very important (100)                                | 41%                         | 41%       | 43%        | 52%                      | 44%          | 42%           | 32%               | 44%                    | 37%   | 50%      | 42%   | 26%   | 44%   | 46%                  | 45%          | 45%        | 19%   | 48%              | 47%   | 30%   | 33%   |  |
| DK/NR   | 4%                          | 4%        | 5%         | 11%                      | 4%           | 5%            | 1%                | 5%                     | 3%    | 2%       | 2%    | 4%    | 6%    | 5%                   | 0%           | 3%         | 0%    | 3%               | 11%   | 0%    | 0%    |  |
| chi <sup>2</sup> :                                  |                             |           |            | +                        |              |               |                   |                        |       |          |       |       |       |                      |              |            |       | +                |       |       |       |  |
| ± ... at 50%:                                       | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| mean for these data:                                | 76.34                       | 76.32     | 76.36      | 83.42                    | 74.00        | 75.27         | 75.03             | 79.17                  | 72.66 | 77.52    | 78.29 | 72.49 | 78.04 | 75.55                | 77.32        | 79.33      | 70.96 | 78.63            | 77.70 | 71.67 | 75.94 |  |
| standard error:                                     | 1.82                        | 2.43      | 2.80       | 4.25                     | 4.76         | 3.56          | 2.72              | 3.35                   | 4.08  | 4.15     | 3.57  | 4.47  | 3.78  | 3.19                 | 4.61         | 3.85       | 4.39  | 2.59             | 5.72  | 3.50  | 5.07  |  |
| sig. test for means:                                |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |
|---|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q9E the efforts made by officers to assess your needs | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:                            | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:                               | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)                                  | 0%          | 0%    | 0%    | 1%    | 0%    | 0%                   | 0%                   | 0%          | 0%    | 1%    | 0%    | 0%          | 0%    | 0%    | 0%    | 1%               | 0%           | 0%            | 1%                            | 0%                     | 0%                             |
| Unimportant (25)                                      | 2%          | 0%    | 3%    | 2%    | 2%    | 1%                   | 5%                   | 0%          | 0%    | 3%    | 2%    | 0%          | 15%   | 0%    | 0%    | 1%               | 2%           | 2%            | 3%                            | 0%                     | 1%                             |
| Neutral (50)  | 9%          | 13%   | 10%   | 5%    | 10%   | 9%                   | 9%                   | 11%         | 11%   | 7%    | 10%   | 33%         | 7%    | 0%    | 15%   | 10%              | 9%           | 7%            | 8%                            | 9%                     | 11%                            |
| Important (75)  | 31%         | 28%   | 24%   | 43%   | 16%   | 29%                  | 36%                  | 26%         | 29%   | 38%   | 17%   | 44%         | 7%    | 68%   | 15%   | 44%              | 22%          | 29%           | 30%                           | 33%                    | 31%                            |
| Very important (100)                                  | 55%         | 55%   | 59%   | 46%   | 68%   | 55%                  | 50%                  | 58%         | 56%   | 47%   | 66%   | 22%         | 70%   | 32%   | 71%   | 38%              | 62%          | 61%           | 53%                           | 56%                    | 55%                            |
| DK/NR   | 4%          | 4%    | 4%    | 3%    | 4%    | 4%                   | 0%                   | 5%          | 5%    | 4%    | 5%    | 0%          | 0%    | 0%    | 0%    | 5%               | 5%           | 1%            | 6%                            | 2%                     | 1%                             |
| chi <sup>2</sup> :                                    |             |       |       |       |       |                      |                      |             |       |       |       | (*)         |       |       |       |                  |              |               |                               |                        |                                |
| ± ... at 50%:   | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:                                  | 85.66       | 85.96 | 85.88 | 83.67 | 89.21 | 85.85                | 82.77                | 87.58       | 86.66 | 83.02 | 88.40 | 72.20       | 83.29 | 83.00 | 89.05 | 80.87            | 87.73        | 87.35         | 84.69                         | 87.13                  | 85.64                          |
| standard error:                                       | 1.32        | 2.60  | 2.75  | 2.52  | 2.73  | 1.49                 | 3.56                 | 2.63        | 2.68  | 3.30  | 3.16  | 9.37        | 8.15  | 3.84  | 7.60  | 2.61             | 2.18         | 2.15          | 2.00                          | 2.57                   | 2.45                           |
| sig. test for means:                                  |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       | *                |              |               |                               |                        |                                |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q9E the efforts made by officers to assess your needs | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                            | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                               | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                                  | 0%                          | 0%        | 1%         | 0%                       | 0%           | 1%            | 0%                | 0%                     | 1%    | 0%       | 0%    | 0%    | 0%    | 1%                   | 0%           | 0%         | 0%    | 1%               | 0%    | 0%    | 0%    |
| Unimportant (25)                                      | 2%                          | 3%        | 0%         | 0%                       | 0%           | 1%            | 3%                | 0%                     | 0%    | 2%       | 0%    | 3%    | 4%    | 0%                   | 5%           | 5%         | 0%    | 1%               | 3%    | 4%    | 0%    |
| Neutral (50)  | 9%                          | 6%        | 12%        | 13%                      | 5%           | 6%            | 13%               | 11%                    | 7%    | 9%       | 12%   | 7%    | 11%   | 9%                   | 4%           | 10%        | 0%    | 7%               | 20%   | 10%   | 0%    |
| Important (75)  | 31%                         | 36%       | 22%        | 19%                      | 32%          | 32%           | 36%               | 23%                    | 42%   | 21%      | 17%   | 50%   | 24%   | 26%                  | 32%          | 33%        | 55%   | 30%              | 22%   | 35%   | 45%   |
| Very important (100)                                  | 55%                         | 51%       | 62%        | 65%                      | 63%          | 55%           | 42%               | 62%                    | 46%   | 64%      | 69%   | 31%   | 57%   | 60%                  | 57%          | 49%        | 40%   | 59%              | 50%   | 51%   | 37%   |
| DK/NR   | 4%                          | 4%        | 3%         | 2%                       | 0%           | 5%            | 6%                | 4%                     | 3%    | 4%       | 2%    | 8%    | 4%    | 4%                   | 3%           | 3%         | 5%    | 3%               | 6%    | 0%    | 17%   |
| chi <sup>2</sup> :                                    |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:   | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                                  | 85.66                       | 84.85     | 86.96      | 88.28                    | 89.40        | 86.52         | 80.98             | 88.30                  | 84.34 | 88.24    | 89.58 | 79.57 | 84.80 | 87.69                | 86.10        | 82.32      | 85.51 | 87.66            | 81.60 | 83.23 | 86.29 |
| standard error:                                       | 1.32                        | 1.79      | 1.98       | 3.15                     | 2.25         | 2.34          | 2.71              | 2.46                   | 2.50  | 2.76     | 2.69  | 4.19  | 3.22  | 1.91                 | 3.47         | 3.91       | 3.09  | 1.68             | 4.24  | 3.17  | 3.46  |
| sig. test for means:                                  |                             |           |            |                          |              |               | *                 |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | --WD PROVINCE-- |       |       |       | --TYPE-- |                      | --WD PROVINCE--      |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |       |              | --FIRST WD CONTACT-- |                               |                        |                                |
|---|-----------------|-------|-------|-------|----------|----------------------|----------------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-------|--------------|----------------------|-------------------------------|------------------------|--------------------------------|
|   | TOTAL           | BC    | Alta  | Sask. | Man.     | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.            | BC    | Alta  | Sask. | Man.                 | Once  | 2-5<br>times | 6 and<br>more        | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q9F the helpfulness of officers<br>weightd # of participants: | 227             | 44    | 52    | 88    | 43       | 180                  | 35                   | 39    | 40    | 66    | 34              | 4     | 12    | 13    | 6                    | 70    | 82           | 72                   | 110                           | 52                     | 63                             |
| real # of participants:                                       | 100%            | 19%   | 23%   | 39%   | 19%      | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%             | 2%    | 5%    | 6%    | 3%                   | 31%   | 36%          | 32%                  | 48%                           | 23%                    | 28%                            |
| Very unimportant (0)  | 219             | 51    | 58    | 59    | 51       | 174                  | 35                   | 46    | 45    | 42    | 41              | 5     | 13    | 10    | 7                    | 61    | 81           | 74                   | 117                           | 42                     | 58                             |
| Unimportant (25)  | 0%              | 2%    | 0%    | 0%    | 0%       | 0%                   | 0%                   | 2%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 1%    | 0%           | 0%                   | 1%                            | 0%                     | 0%                             |
| Neutral (50)  | 2%              | 2%    | 0%    | 3%    | 0%       | 2%                   | 0%                   | 2%    | 0%    | 4%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 1%    | 3%           | 0%                   | 2%                            | 0%                     | 3%                             |
| Important (75)  | 5%              | 6%    | 5%    | 6%    | 0%       | 5%                   | 8%                   | 7%    | 5%    | 6%    | 0%              | 0%    | 7%    | 14%   | 0%                   | 4%    | 5%           | 6%                   | 4%                            | 4%                     | 7%                             |
| Very important (100)  | 27%             | 30%   | 28%   | 30%   | 18%      | 26%                  | 34%                  | 29%   | 24%   | 30%   | 17%             | 33%   | 38%   | 40%   | 15%                  | 35%   | 22%          | 24%                  | 26%                           | 27%                    | 30%                            |
| DK/NR   | 65%             | 60%   | 67%   | 58%   | 81%      | 66%                  | 58%                  | 60%   | 71%   | 59%   | 81%             | 67%   | 54%   | 46%   | 85%                  | 54%   | 70%          | 70%                  | 65%                           | 69%                    | 61%                            |
|   | 2%              | 0%    | 0%    | 3%    | 2%       | 1%                   | 0%                   | 0%    | 0%    | 1%    | 2%              | 0%    | 0%    | 0%    | 0%                   | 5%    | 0%           | 0%                   | 3%                            | 0%                     | 0%                             |
| chi <sup>2</sup> :  |                 |       |       |       |          |                      |                      |       |       |       |                 |       |       |       |                      | ++    |              |                      |                               |                        |                                |
| ± ... at 50%:   | 7               | 15    | 14    | 14    | 15       | 8                    | 18                   | 15    | 16    | 16    | 16              | 47    | 29    | 33    | 39                   | 13    | 12           | 12                   | 10                            | 16                     | 14                             |
| mean for these data:  | 89.17           | 86.17 | 90.50 | 86.77 | 95.54    | 89.13                | 87.57                | 85.56 | 91.58 | 86.44 | 95.66           | 91.65 | 86.72 | 83.00 | 96.35                | 86.70 | 89.67        | 90.78                | 89.18                         | 91.39                  | 87.01                          |
| standard error:   | 1.18            | 2.97  | 1.93  | 2.50  | 1.37     | 1.36                 | 2.73                 | 3.24  | 2.12  | 3.06  | 1.52            | 6.00  | 4.57  | 5.80  | 3.66                 | 2.45  | 2.03         | 1.76                 | 1.70                          | 2.12                   | 2.47                           |
| sig. test for means:  |                 |       |       |       | ***      |                      |                      |       |       |       | ***             |       |       |       | *                    |       |              |                      |                               |                        |                                |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                 | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|---------------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|                                 | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q9F the helpfulness of officers | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:      | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:         | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)            | 0%                          | 0%        | 1%         | 0%                       | 0%           | 0%            | 1%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 2%    | 1%                   | 0%           | 0%         | 0%    | 1%               | 0%    | 0%    | 0%    |
| Unimportant (25)                | 2%                          | 2%        | 1%         | 2%                       | 0%           | 0%            | 4%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 8%    | 1%                   | 0%           | 5%         | 6%    | 1%               | 0%    | 4%    | 0%    |
| Neutral (50)                    | 5%                          | 6%        | 3%         | 3%                       | 4%           | 2%            | 10%               | 6%                     | 9%    | 8%       | 7%    | 4%    | 6%    | 3%                   | 7%           | 5%         | 6%    | 4%               | 3%    | 4%    | 18%   |
| Important (75)                  | 27%                         | 27%       | 27%        | 16%                      | 25%          | 27%           | 33%               | 23%                    | 35%   | 19%      | 22%   | 45%   | 17%   | 26%                  | 16%          | 29%        | 45%   | 24%              | 27%   | 34%   | 29%   |
| Very important (100)            | 65%                         | 63%       | 68%        | 70%                      | 71%          | 69%           | 51%               | 70%                    | 53%   | 73%      | 71%   | 51%   | 67%   | 68%                  | 76%          | 60%        | 44%   | 69%              | 68%   | 57%   | 54%   |
| DK/NR                           | 2%                          | 2%        | 1%         | 8%                       | 0%           | 1%            | 0%                | 2%                     | 3%    | 0%       | 0%    | 0%    | 0%    | 2%                   | 0%           | 0%         | 0%    | 2%               | 3%    | 0%    | 0%    |
| chi <sup>2</sup> :              |                             |           |            | ++                       |              |               |                   | (*)                    | +     |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:                   | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:            | 89.17                       | 88.50     | 90.24      | 92.01                    | 91.61        | 91.84         | 82.36             | 91.21                  | 86.59 | 91.32    | 91.06 | 86.59 | 85.17 | 90.48                | 92.25        | 86.06      | 81.89 | 90.86            | 91.67 | 86.18 | 84.09 |
| standard error:                 | 1.18                        | 1.65      | 1.68       | 2.93                     | 2.11         | 1.56          | 2.94              | 2.08                   | 2.28  | 2.24     | 2.32  | 3.15  | 3.74  | 1.70                 | 2.62         | 3.66       | 4.85  | 1.50             | 2.49  | 2.96  | 4.92  |
| sig. test for means:            |                             |           |            |                          |              |               | **                |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |

Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |  |
|--|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q9G the way you were kept informed of the status of your request |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| weightd # of participants:                                       | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |  |
| real # of participants:  | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |  |
| Very unimportant (0)   | 3%          | 2%    | 3%    | 4%    | 2%    | 3%                   | 2%                   | 2%          | 2%    | 6%    | 2%    | 0%          | 7%    | 0%    | 0%    | 2%               | 7%           | 0%            | 6%                            | 0%                     | 1%                             |  |
| Unimportant (25)   | 2%          | 0%    | 2%    | 3%    | 0%    | 1%                   | 8%                   | 0%          | 2%    | 0%    | 0%    | 0%          | 0%    | 20%   | 0%    | 0%               | 0%           | 5%            | 1%                            | 2%                     | 3%                             |  |
| Neutral (50)   | 15%         | 23%   | 12%   | 14%   | 10%   | 15%                  | 13%                  | 25%         | 11%   | 15%   | 10%   | 0%          | 16%   | 14%   | 14%   | 19%              | 15%          | 11%           | 14%                           | 12%                    | 18%                            |  |
| Important (75)   | 30%         | 34%   | 19%   | 32%   | 34%   | 26%                  | 40%                  | 36%         | 16%   | 25%   | 29%   | 17%         | 31%   | 54%   | 44%   | 32%              | 26%          | 31%           | 28%                           | 27%                    | 34%                            |  |
| Very important (100)   | 40%         | 34%   | 50%   | 35%   | 45%   | 42%                  | 33%                  | 30%         | 51%   | 42%   | 47%   | 67%         | 46%   | 6%    | 43%   | 24%              | 44%          | 50%           | 36%                           | 49%                    | 40%                            |  |
| DK/NR  | 11%         | 8%    | 14%   | 12%   | 10%   | 12%                  | 4%                   | 7%          | 18%   | 12%   | 12%   | 17%         | 0%    | 6%    | 0%    | 23%              | 9%           | 3%            | 16%                           | 10%                    | 4%                             |  |
| chi <sup>2</sup> :   |             |       |       |       |       | (*)                  |                      |             |       |       |       |             |       |       |       | (***)            |              |               |                               |                        |                                |  |
| ± ... at 50%:  | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |  |
| mean for these data:   | 78.64       | 76.51 | 81.94 | 75.51 | 83.29 | 79.50                | 74.39                | 74.66       | 83.71 | 78.08 | 83.46 | 94.99       | 76.86 | 62.24 | 82.30 | 74.47            | 77.46        | 82.67         | 76.03                         | 84.10                  | 78.13                          |  |
| standard error:  | 1.77        | 3.25  | 3.72  | 3.70  | 3.09  | 2.03                 | 4.46                 | 3.40        | 4.17  | 4.57  | 3.70  | 5.87        | 8.21  | 7.79  | 7.15  | 3.33             | 3.32         | 2.57          | 2.78                          | 3.28                   | 3.10                           |  |
| sig. test for means:   |             |       |       |       |       |                      |                      |             |       |       |       | *           |       |       |       |                  |              |               |                               |                        |                                |  |



Do you find each of the following aspects of sensitivity to your needs to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q9G the way you were kept informed of your request |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants:                         | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| real # of participants:                            | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)                               | 3%                          | 4%        | 2%         | 3%                       | 4%           | 1%            | 4%                | 4%                     | 4%    | 2%       | 4%    | 0%    | 4%    | 2%                   | 5%           | 5%         | 0%    | 2%               | 2%    | 4%    | 0%    |  |
| Unimportant (25)                                   | 2%                          | 1%        | 2%         | 0%                       | 6%           | 1%            | 0%                | 6%                     | 5%    | 6%       | 2%    | 0%    | 0%    | 1%                   | 5%           | 0%         | 4%    | 2%               | 0%    | 2%    | 0%    |  |
| Neutral (50)                                       | 15%                         | 14%       | 16%        | 7%                       | 9%           | 14%           | 25%               | 12%                    | 13%   | 11%      | 17%   | 32%   | 22%   | 12%                  | 12%          | 23%        | 35%   | 11%              | 17%   | 19%   | 23%   |  |
| Important (75)                                     | 30%                         | 31%       | 28%        | 25%                      | 28%          | 31%           | 28%               | 27%                    | 31%   | 23%      | 34%   | 29%   | 26%   | 29%                  | 23%          | 25%        | 31%   | 27%              | 27%   | 31%   | 28%   |  |
| Very important (100)                               | 40%                         | 37%       | 44%        | 47%                      | 39%          | 48%           | 28%               | 39%                    | 35%   | 44%      | 34%   | 35%   | 44%   | 41%                  | 52%          | 45%        | 24%   | 43%              | 45%   | 41%   | 32%   |  |
| DK/NR  | 11%                         | 13%       | 8%         | 18%                      | 14%          | 5%            | 15%               | 12%                    | 13%   | 13%      | 8%    | 4%    | 4%    | 15%                  | 3%           | 3%         | 5%    | 15%              | 8%    | 2%    | 17%   |  |
| chi <sup>2</sup> :                                 |                             |           |            | (*)                      |              |               |                   |                        |       |          |       |       |       | ++                   |              |            |       |                  |       |       |       |  |
| ± ... at 50%:                                      | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| mean for these data:                               | 78.64                       | 77.71     | 80.06      | 84.64                    | 76.43        | 82.54         | 72.15             | 76.41                  | 75.29 | 79.38    | 75.25 | 75.85 | 77.47 | 81.39                | 78.91        | 76.61      | 69.71 | 81.03            | 80.58 | 76.45 | 77.64 |  |
| standard error:                                    | 1.77                        | 2.55      | 2.43       | 4.30                     | 4.63         | 2.57          | 3.62              | 4.16                   | 3.93  | 4.08     | 4.11  | 4.65  | 3.85  | 2.43                 | 5.06         | 4.93       | 5.49  | 2.36             | 4.55  | 4.06  | 5.59  |  |
| sig. test for means:                               |                             |           |            |                          |              |               | *                 |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD sensitivity to your needs as defined in the previous prompts, that is speed, flexibility, etc.?

|                                | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                           |                                |
|--------------------------------|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|                                | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q10                            |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| weightd # of participants:     | 858           | 181   | 205   | 305   | 168   | 707                  | 118                  | 162           | 172   | 234   | 140   | 17            | 29    | 49    | 22    | 218                | 344          | 278           | 446                           | 198                       | 202                            |
| real # of participants:        | 100%          | 21%   | 24%   | 36%   | 20%   | 82%                  | 14%                  | 19%           | 20%   | 27%   | 16%   | 2%            | 3%    | 6%    | 3%    | 25%                | 40%          | 32%           | 52%                           | 23%                       | 23%                            |
| DISSATISFIED (very and smwhat) | 15%           | 19%   | 11%   | 16%   | 15%   | 16%                  | 6%                   | 21%           | 11%   | 18%   | 16%   | 4%            | 12%   | 5%    | 4%    | 18%                | 18%          | 10%           | 15%                           | 19%                       | 12%                            |
| SATISFIED (very and smwhat)    | 72%           | 60%   | 79%   | 75%   | 72%   | 71%                  | 78%                  | 58%           | 80%   | 73%   | 70%   | 68%           | 73%   | 81%   | 85%   | 68%                | 67%          | 81%           | 71%                           | 73%                       | 74%                            |
| Very dissatisfied (0)          | 6%            | 8%    | 3%    | 6%    | 8%    | 7%                   | 3%                   | 9%            | 3%    | 7%    | 8%    | 0%            | 3%    | 3%    | 4%    | 6%                 | 8%           | 4%            | 7%                            | 8%                        | 4%                             |
| Dissatisfied (25)              | 9%            | 11%   | 8%    | 9%    | 7%    | 10%                  | 4%                   | 11%           | 7%    | 11%   | 8%    | 4%            | 9%    | 2%    | 0%    | 12%                | 10%          | 5%            | 9%                            | 10%                       | 8%                             |
| Neutral (50)                   | 13%           | 22%   | 10%   | 9%    | 13%   | 13%                  | 16%                  | 21%           | 9%    | 9%    | 14%   | 28%           | 15%   | 14%   | 11%   | 14%                | 15%          | 9%            | 14%                           | 9%                        | 14%                            |
| Satisfied (75)                 | 38%           | 32%   | 39%   | 43%   | 36%   | 38%                  | 41%                  | 32%           | 38%   | 44%   | 37%   | 38%           | 45%   | 39%   | 39%   | 44%                | 39%          | 32%           | 37%                           | 39%                       | 40%                            |
| Very satisfied (100)           | 34%           | 27%   | 41%   | 33%   | 36%   | 33%                  | 37%                  | 27%           | 43%   | 29%   | 33%   | 30%           | 28%   | 42%   | 46%   | 24%                | 28%          | 49%           | 34%                           | 34%                       | 34%                            |
| Don't know                     | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                    | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :             |               | **    |       |       |       | *                    |                      | ***           |       |       |       |               |       |       |       | ***                |              |               |                               |                           |                                |
| ± ... at 50%:                  | 4             | 7     | 7     | 7     | 7     | 4                    | 10                   | 8             | 7     | 8     | 8     | 23            | 18    | 17    | 20    | 8                  | 6            | 6             | 5                             | 8                         | 8                              |
| mean for these data:           | 71.23         | 65.00 | 76.43 | 71.48 | 71.15 | 70.16                | 76.49                | 63.74         | 77.31 | 69.52 | 69.86 | 73.23         | 71.41 | 78.64 | 81.00 | 66.84              | 67.52        | 79.00         | 70.84                         | 69.92                     | 73.00                          |
| standard error:                | 1.00          | 2.12  | 1.73  | 1.95  | 2.15  | 1.11                 | 2.21                 | 2.29          | 1.88  | 2.30  | 2.36  | 4.84          | 4.51  | 3.82  | 4.61  | 2.06               | 1.59         | 1.59          | 1.35                          | 2.33                      | 1.94                           |
| sig. test for means:           |               | **    | **    |       |       | *                    |                      | **            | ***   |       |       |               |       |       | *     | **                 | ***          |               |                               |                           |                                |

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD sensitivity to your needs as defined in the previous prompts, that is speed, flexibility, etc.?

|                                | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|--------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q10                            |                         |           |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| weightd # of participants:     | 858                     | 516       | 343        | 170              | 176                  | 254           | 222               | 153       | 257                | 178      | 163   | 105   | 187   | 358              | 144          | 102        | 66    | 445          | 104   | 162   | 70    |
| real # of participants:        | 100%                    | 60%       | 40%        | 20%              | 20%                  | 30%           | 26%               | 18%       | 30%                | 21%      | 19%   | 12%   | 22%   | 42%              | 17%          | 12%        | 8%    | 52%          | 12%   | 19%   | 8%    |
| DISSATISFIED (very and smwhat) | 859                     | 449       | 410        | 170              | 175                  | 260           | 223               | 170       | 202                | 186      | 178   | 103   | 197   | 358              | 142          | 103        | 70    | 439          | 110   | 168   | 74    |
|                                | 15%                     | 15%       | 15%        | 13%              | 18%                  | 14%           | 17%               | 14%       | 17%                | 13%      | 18%   | 24%   | 17%   | 16%              | 17%          | 16%        | 7%    | 18%          | 20%   | 11%   | 9%    |
| SATISFIED (very and smwhat)    | 72%                     | 72%       | 72%        | 77%              | 67%                  | 75%           | 68%               | 72%       | 73%                | 78%      | 65%   | 63%   | 73%   | 71%              | 73%          | 73%        | 77%   | 67%          | 73%   | 79%   | 75%   |
| Very dissatisfied (0)          | 6%                      | 7%        | 5%         | 7%               | 5%                   | 6%            | 8%                | 6%        | 6%                 | 4%       | 6%    | 11%   | 7%    | 5%               | 6%           | 9%         | 3%    | 6%           | 7%    | 7%    | 6%    |
| Dissatisfied (25)              | 9%                      | 8%        | 10%        | 6%               | 13%                  | 8%            | 9%                | 8%        | 11%                | 9%       | 12%   | 13%   | 10%   | 11%              | 11%          | 7%         | 4%    | 11%          | 13%   | 4%    | 2%    |
| Neutral (50)                   | 13%                     | 13%       | 13%        | 10%              | 15%                  | 11%           | 15%               | 13%       | 10%                | 10%      | 17%   | 13%   | 11%   | 13%              | 10%          | 10%        | 16%   | 15%          | 7%    | 10%   | 16%   |
| Satisfied (75)                 | 38%                     | 39%       | 37%        | 41%              | 39%                  | 40%           | 34%               | 35%       | 39%                | 37%      | 32%   | 40%   | 39%   | 39%              | 37%          | 40%        | 43%   | 36%          | 43%   | 40%   | 36%   |
| Very satisfied (100)           | 34%                     | 33%       | 36%        | 36%              | 29%                  | 35%           | 34%               | 38%       | 34%                | 41%      | 33%   | 24%   | 34%   | 31%              | 36%          | 33%        | 35%   | 32%          | 30%   | 39%   | 39%   |
| Don't know                     | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                    | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :             |                         |           |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       | (*)          |       |       |       |
| ± ... at 50%:                  | 4                       | 5         | 5          | 8                | 8                    | 6             | 7                 | 8         | 7                  | 8        | 8     | 10    | 7     | 6                | 9            | 10         | 12    | 5            | 10    | 8     | 12    |
| mean for these data:           | 71.23                   | 70.69     | 72.03      | 73.48            | 68.37                | 72.44         | 69.54             | 72.37     | 71.01              | 75.45    | 68.81 | 63.04 | 70.82 | 70.05            | 71.40        | 70.25      | 75.65 | 68.80        | 68.75 | 74.69 | 74.84 |
| standard error:                | 1.00                    | 1.39      | 1.42       | 2.20             | 2.17                 | 1.78          | 2.05              | 2.27      | 2.08               | 2.02     | 2.24  | 3.16  | 2.13  | 1.52             | 2.51         | 3.05       | 2.87  | 1.42         | 2.91  | 2.21  | 3.21  |
| sig. test for means:           |                         |           |            |                  |                      |               |                   |           |                    | *        |       | *     |       |                  |              |            |       | *            |       | *     | *     |

In general, if only one area of WD's sensitivity to your needs could be improved, which one should be focussed on?

|                              | --WD PROVINCE-- |      |      |       |      | --TYPE--             |                      | --WD PROVINCE-- |      |       |      | --WD PROVINCE-- |      |       |      | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |  |
|------------------------------|-----------------|------|------|-------|------|----------------------|----------------------|-----------------|------|-------|------|-----------------|------|-------|------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|--|
|                              | TOTAL           | BC   | Alta | Sask. | Man. | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta | Sask. | Man. | BC              | Alta | Sask. | Man. | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q11                          |                 |      |      |       |      |                      |                      |                 |      |       |      |                 |      |       |      |                      |              |               |                               |                           |                                |  |
| weightd # of participants:   | 875             | 185  | 207  | 311   | 171  | 721                  | 121                  | 166             | 174  | 238   | 142  | 17              | 29   | 51    | 23   | 225                  | 348          | 282           | 460                           | 198                       | 204                            |  |
| real # of participants:      | 100%            | 21%  | 24%  | 36%   | 20%  | 82%                  | 14%                  | 19%             | 20%  | 27%   | 16%  | 2%              | 3%   | 6%    | 3%   | 26%                  | 40%          | 32%           | 53%                           | 23%                       | 23%                            |  |
| DK/NR                        | 875             | 215  | 233  | 223   | 204  | 724                  | 121                  | 192             | 196  | 166   | 170  | 21              | 33   | 40    | 27   | 200                  | 362          | 292           | 491                           | 179                       | 193                            |  |
|                              | 38%             | 31%  | 45%  | 38%   | 39%  | 39%                  | 34%                  | 32%             | 46%  | 39%   | 38%  | 20%             | 39%  | 31%   | 45%  | 43%                  | 37%          | 35%           | 44%                           | 28%                       | 35%                            |  |
| others                       | 19%             | -    | +    | 21%   | 18%  | 18%                  | 18%                  | -               | +    | 20%   | 19%  | 14%             | 15%  | 20%   | 18%  | 20%                  | 20%          | 16%           | 19%                           | 23%                       | 15%                            |  |
| bureaucratic requirements    | 10%             | 8%   | 10%  | 10%   | 12%  | 9%                   | 18%                  | 5%              | 10%  | 9%    | 11%  | 35%             | 9%   | 18%   | 18%  | 7%                   | 8%           | 14%           | 7%                            | 14%                       | 12%                            |  |
| flexibility of the service   | 8%              | 8%   | 6%   | 8%    | 9%   | 8%                   | 9%                   | --              | ++   | -     | -    | 4%              | 6%   | 10%   | 11%  | 7%                   | 8%           | 8%            | 6%                            | 10%                       | 8%                             |  |
| efforts to assess your needs | 7%              | 12%  | 5%   | 4%    | 10%  | 7%                   | 4%                   | 12%             | 5%   | 5%    | 9%   | 8%              | 6%   | 0%    | 7%   | 5%                   | 8%           | 7%            | 7%                            | 8%                        | 6%                             |  |
| info. on status of request   | 6%              | 8%   | 4%   | 8%    | 3%   | 6%                   | 4%                   | 8%              | 4%   | 8%    | 4%   | 0%              | 0%   | 9%    | 0%   | 4%                   | 6%           | 7%            | 5%                            | 6%                        | 8%                             |  |
| speed of the service         | 6%              | 10%  | 7%   | 4%    | 2%   | 5%                   | 8%                   | 8%              | 8%   | 2%    | 3%   | 18%             | 6%   | 10%   | 0%   | 4%                   | 5%           | 7%            | 6%                            | 4%                        | 5%                             |  |
| helpfulness of officers      | 5%              | 5%   | 3%   | 6%    | 3%   | 5%                   | 3%                   | 5%              | 3%   | 8%    | 4%   | 0%              | 9%   | 2%    | 0%   | 9%                   | 4%           | 2%            | 3%                            | 5%                        | 9%                             |  |
| # of contacts before answer  | 2%              | 3%   | 4%   | 1%    | 2%   | 2%                   | 2%                   | 3%              | 3%   | 1%    | 2%   | 0%              | 9%   | 0%    | 0%   | 1%                   | 3%           | 3%            | 2%                            | 2%                        | 2%                             |  |
| chi <sup>2</sup> :           |                 | (**) |      |       |      | (*)                  |                      | (*)             |      |       |      |                 | ++   |       | **   |                      |              |               | (**)                          |                           |                                |  |
| ± ... at 50%:                | 4               | 7    | 7    | 7     | 7    | 4                    | 9                    | 8               | 7    | 8     | 8    | 23              | 18   | 16    | 20   | 7                    | 5            | 6             | 5                             | 8                         | 7                              |  |

In general, if only one area of WD's sensitivity to your needs could be improved, which one should be focussed on?

|                              | DEPTH OF RELATIONSHIP |           |            | YEARS OF EXISTENCE |              |               |                   | CLIENT LOCATIONS |       |          |     |     |       | GROSS REVENUES |              |            |       | EMPLOYMENT |     |       |     |  |
|------------------------------|-----------------------|-----------|------------|--------------------|--------------|---------------|-------------------|------------------|-------|----------|-----|-----|-------|----------------|--------------|------------|-------|------------|-----|-------|-----|--|
|                              | TOTAL                 | Long term | Short term | Less than 1 year   | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba        | Sask. | Alber-ta | BC  | USA | Other | <\$250k        | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5         | 5-9 | 10-49 | 50+ |  |
| Q11                          |                       |           |            |                    |              |               |                   |                  |       |          |     |     |       |                |              |            |       |            |     |       |     |  |
| weightd # of participants:   | 875                   | 528       | 347        | 175                | 177          | 261           | 226               | 157              | 265   | 182      | 167 | 108 | 188   | 366            | 147          | 103        | 66    | 453        | 106 | 164   | 73  |  |
| real # of participants:      | 100%                  | 60%       | 40%        | 20%                | 20%          | 30%           | 26%               | 18%              | 30%   | 21%      | 19% | 12% | 22%   | 42%            | 17%          | 12%        | 8%    | 52%        | 12% | 19%   | 8%  |  |
| DK/NR                        | 875                   | 460       | 415        | 173                | 176          | 268           | 227               | 174              | 208   | 191      | 183 | 106 | 199   | 365            | 146          | 104        | 71    | 447        | 113 | 170   | 76  |  |
|                              | 38%                   | 37%       | 41%        | 42%                | 35%          | 34%           | 41%               | 39%              | 41%   | 41%      | 33% | 31% | 39%   | 37%            | 32%          | 33%        | 45%   | 37%        | 30% | 38%   | 49% |  |
| others                       | 19%                   | 20%       | 17%        | 27%                | 14%          | 17%           | 19%               | 18%              | 22%   | 15%      | 18% | 13% | 17%   | 22%            | 22%          | 12%        | 11%   | 21%        | 20% | 15%   | 14% |  |
| bureaucratic requirements    | 10%                   | 10%       | 9%         | 4%                 | 8%           | 15%           | 9%                | 11%              | 9%    | 8%       | 9%  | 10% | 11%   | 7%             | 13%          | 13%        | 12%   | 9%         | 13% | 13%   | 9%  |  |
| flexibility of the service   | 8%                    | 8%        | 7%         | 4%                 | 11%          | 10%           | 5%                | 8%               | 7%    | 9%       | 8%  | 13% | 9%    | 7%             | 11%          | 10%        | 5%    | 7%         | 9%  | 10%   | 5%  |  |
| efforts to assess your needs | 7%                    | 7%        | 7%         | 7%                 | 11%          | 5%            | 6%                | 8%               | 3%    | 3%       | 11% | 9%  | 8%    | 7%             | 5%           | 9%         | 4%    | 7%         | 6%  | 7%    | 5%  |  |
| info. on status of request   | 6%                    | 6%        | 6%         | 5%                 | 8%           | 4%            | 6%                | 5%               | 6%    | 7%       | 6%  | 6%  | 7%    | 7%             | 4%           | 6%         | 9%    | 7%         | 3%  | 5%    | 6%  |  |
| speed of the service         | 6%                    | 6%        | 5%         | 3%                 | 7%           | 5%            | 6%                | 6%               | 4%    | 9%       | 10% | 7%  | 4%    | 6%             | 4%           | 11%        | 6%    | 4%         | 7%  | 8%    | 8%  |  |
| helpfulness of officers      | 5%                    | 5%        | 4%         | 6%                 | 4%           | 5%            | 5%                | 3%               | 6%    | 3%       | 3%  | 8%  | 3%    | 5%             | 7%           | 3%         | 4%    | 6%         | 6%  | 2%    | 3%  |  |
| # of contacts before answer  | 2%                    | 2%        | 3%         | 2%                 | 1%           | 3%            | 3%                | 2%               | 1%    | 4%       | 2%  | 4%  | 2%    | 3%             | 3%           | 2%         | 3%    | 2%         | 5%  | 3%    | 2%  |  |
| chi <sup>2</sup> :           |                       |           |            | (**)               |              |               |                   |                  |       |          |     |     |       |                |              |            |       |            |     |       |     |  |
| ± ... at 50%:                | 4                     | 5         | 5          | 8                  | 8            | 6             | 7                 | 8                | 7     | 8        | 8   | 10  | 7     | 5              | 9            | 10         | 12    | 5          | 10  | 8     | 12  |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|  | --WD PROVINCE-- |       |       |       |       |              |                |       |       |       |       | --TYPE-- |       |       |       | --WD PROVINCE-- |           |            | --CONTACTS WITH WD-- |                  |                       | --FIRST WD CONTACT-- |  |  |
|--|-----------------|-------|-------|-------|-------|--------------|----------------|-------|-------|-------|-------|----------|-------|-------|-------|-----------------|-----------|------------|----------------------|------------------|-----------------------|----------------------|--|--|
|  | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC    | Alta  | Sask. | Man.  | BC       | Alta  | Sask. | Man.  | Once            | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |                      |  |  |
| Q12A delivering on promises made                                   | 76.19           | 71.70 | 82.05 | 75.35 | 74.67 | 75.85        | 75.82          | 71.77 | 84.16 | 74.11 | 71.88 | 68.88    | 68.05 | 76.26 | 89.04 | 76.21           | 72.76     | 80.55      | 77.71                | 72.28            | 77.28                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 |       | **    |       |       |              |                |       | ***   |       |       |          |       |       |       |                 | *         | **         |                      |                  |                       |                      |  |  |
| Q12B the business knowledge of the officers                        | 75.30           | 70.08 | 77.10 | 76.31 | 76.98 | 74.41        | 80.96          | 69.23 | 77.97 | 74.88 | 75.25 | 76.75    | 72.11 | 82.76 | 88.92 | 72.95           | 72.28     | 80.51      | 77.35                | 72.74            | 73.61                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | *     |       |       |       | *            | *              | *     |       |       |       |          |       |       | *     |                 | *         | ***        |                      |                  |                       |                      |  |  |
| Q12C the competence of the officers                                | 78.81           | 72.73 | 82.47 | 80.06 | 78.56 | 77.64        | 84.81          | 72.12 | 82.94 | 77.38 | 77.42 | 76.42    | 80.18 | 89.02 | 86.77 | 78.35           | 75.17     | 83.24      | 80.00                | 77.75            | 77.54                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | **    | *     |       |       | ***          | ***            | *     | **    |       |       | *        |       | *     |       |                 | **        | ***        |                      |                  |                       |                      |  |  |
| Q12D the courtesy of the officers                                  | 87.60           | 83.73 | 90.45 | 87.70 | 88.12 | 86.85        | 91.16          | 83.08 | 90.89 | 86.30 | 86.95 | 87.73    | 90.00 | 90.84 | 95.94 | 87.39           | 85.73     | 90.43      | 87.77                | 86.61            | 88.56                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | *     | *     |       |       | *            | *              | *     | **    |       |       | *        |       | *     | *     |                 | *         | **         |                      |                  |                       |                      |  |  |
| Q12E the fairness of the service process                           | 75.59           | 70.24 | 78.69 | 77.74 | 73.84 | 74.84        | 77.59          | 70.71 | 79.68 | 76.13 | 71.58 | 64.15    | 73.83 | 80.79 | 86.23 | 74.88           | 71.05     | 81.23      | 75.50                | 73.85            | 78.15                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | *     |       |       |       |              |                |       | *     |       |       | *        |       | *     | *     |                 | ***       | ***        |                      |                  |                       |                      |  |  |
| Q12F keeping information confidential                              | 87.98           | 84.45 | 88.98 | 88.07 | 90.09 | 87.72        | 89.07          | 84.45 | 89.86 | 87.28 | 89.14 | 81.96    | 82.53 | 91.81 | 94.66 | 88.05           | 85.14     | 90.87      | 88.17                | 87.53            | 88.31                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | *     |       |       |       |              |                |       |       |       |       |          |       |       |       |                 | **        | **         |                      |                  |                       |                      |  |  |
| Q12G making corrections if there is a problem                      | 72.29           | 66.49 | 77.04 | 71.60 | 75.46 | 71.75        | 74.06          | 65.87 | 80.16 | 69.71 | 73.04 | 67.96    | 60.37 | 74.99 | 89.41 | 65.52           | 68.26     | 80.21      | 72.98                | 69.35            | 75.23                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | *     |       |       |       |              |                | *     | **    |       |       |          |       | **    | **    |                 | *         | ***        |                      |                  |                       |                      |  |  |
| Q12H the guidance provided by officers                             | 72.33           | 65.53 | 77.72 | 73.81 | 70.69 | 70.73        | 79.63          | 64.93 | 77.95 | 70.69 | 68.46 | 68.50    | 76.37 | 83.13 | 84.03 | 69.17           | 68.64     | 78.53      | 73.33                | 71.84            | 70.74                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | **    | **    |       |       | **           | **             | *     | ***   |       |       |          |       |       |       |                 | *         | ***        |                      |                  |                       |                      |  |  |
| Q12I the identification of services offered by other organizations | 61.49           | 55.47 | 65.86 | 61.61 | 63.31 | 60.39        | 65.66          | 55.01 | 65.02 | 60.11 | 62.00 | 57.07    | 75.00 | 63.45 | 70.70 | 60.81           | 58.46     | 66.17      | 64.54                | 58.24            | 57.77                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | *     |       |       |       |              |                | *     |       |       |       |          |       |       |       |                 | *         | *          | *                    | *                |                       |                      |  |  |
| Q12J the follow-through to see if you got what you needed          | 60.63           | 52.38 | 66.44 | 62.11 | 59.80 | 58.24        | 71.66          | 52.15 | 66.46 | 57.21 | 56.49 | 52.56    | 64.20 | 77.27 | 82.92 | 53.45           | 54.57     | 71.84      | 60.11                | 59.04            | 63.11                 |                      |  |  |
| mean for these data:   |                 |       |       |       |       |              |                |       |       |       |       |          |       |       |       |                 |           |            |                      |                  |                       |                      |  |  |
| sig. test for means:   |                 | **    | *     |       |       | ***          | ***            | *     | **    |       |       | *        |       | *     | *     | *               | ***       | ***        |                      |                  |                       |                      |  |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|  | ---DEPTH OF RELATIONSHIP--- |           |            |                  |              |               |                   | ---YEARS OF EXISTENCE--- |       |          |       |       |       | ---CLIENT LOCATIONS--- |              |            |       |       | ---GROSS REVENUES--- |       |       |  | ---EMPLOYMENT--- |  |  |  |
|--|-----------------------------|-----------|------------|------------------|--------------|---------------|-------------------|--------------------------|-------|----------|-------|-------|-------|------------------------|--------------|------------|-------|-------|----------------------|-------|-------|--|------------------|--|--|--|
|  | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Manitoba                 | Sask. | Alber-ta | BC    | USA   | Other | <\$250k                | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5    | 5-9                  | 10-49 | 50+   |  |                  |  |  |  |
| Q12A delivering on promises made                                   | 76.19                       | 77.95     | 73.86      | 80.07            | 72.77        | 76.85         | 73.58             | 81.00                    | 76.23 | 81.60    | 76.48 | 73.11 | 76.34 | 72.82                  | 78.69        | 79.20      | 75.38 | 73.05 | 75.94                | 80.41 | 73.49 |  |                  |  |  |  |
| mean for these data:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       | *     |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12B the business knowledge of the officers                        | 75.30                       | 76.82     | 72.95      | 77.66            | 73.66        | 73.62         | 75.85             | 81.16                    | 77.23 | 77.30    | 72.61 | 67.46 | 74.16 | 74.20                  | 74.20        | 80.72      | 74.85 | 73.32 | 75.43                | 78.33 | 76.81 |  |                  |  |  |  |
| mean for these data:   |                             |           |            |                  |              |               |                   | *                        |       |          |       | *     |       |                        |              | *          |       |       |                      |       |       |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12C the competence of the officers                                | 78.81                       | 79.63     | 77.58      | 78.35            | 78.64        | 77.92         | 79.13             | 81.03                    | 80.56 | 82.23    | 77.15 | 70.50 | 78.28 | 77.83                  | 79.57        | 81.45      | 80.18 | 77.75 | 78.82                | 79.95 | 81.73 |  |                  |  |  |  |
| mean for these data:   |                             |           |            |                  |              |               |                   |                          |       |          |       | **    |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12D the courtesy of the officers                                  | 87.60                       | 88.03     | 86.97      | 85.00            | 87.95        | 87.34         | 88.96             | 90.21                    | 87.99 | 91.11    | 86.57 | 84.55 | 87.16 | 86.69                  | 86.47        | 90.35      | 88.04 | 86.11 | 87.67                | 89.61 | 87.70 |  |                  |  |  |  |
| mean for these data:   |                             |           |            |                  |              |               |                   |                          |       | *        |       |       |       |                        |              | *          |       |       |                      |       |       |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12E the fairness of the service process                           | 75.59                       | 76.64     | 73.95      | 76.48            | 71.46        | 75.12         | 76.30             | 78.39                    | 79.18 | 79.86    | 73.62 | 66.25 | 74.16 | 73.04                  | 76.46        | 75.68      | 81.04 | 73.31 | 74.76                | 77.93 | 81.83 |  |                  |  |  |  |
| mean for these data:   |                             |           |            |                  |              |               |                   |                          |       |          |       | **    |       |                        |              |            | *     | *     |                      |       | *     |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12F keeping information confidential                              | 87.98                       | 89.78     | 85.30      | 88.42            | 87.09        | 89.24         | 86.06             | 92.28                    | 88.68 | 89.79    | 88.52 | 87.07 | 87.83 | 87.61                  | 87.99        | 88.17      | 87.39 | 87.27 | 88.00                | 89.98 | 86.83 |  |                  |  |  |  |
| mean for these data:   |                             | **        | **         |                  |              |               |                   | *                        |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12G making corrections if there is a problem                      | 72.29                       | 73.30     | 70.59      | 72.38            | 69.31        | 70.58         | 75.30             | 79.02                    | 70.48 | 76.44    | 70.14 | 66.68 | 72.25 | 69.85                  | 74.34        | 74.20      | 80.50 | 68.54 | 71.82                | 78.77 | 78.05 |  |                  |  |  |  |
| mean for these data:   |                             |           |            |                  |              |               |                   | *                        |       |          |       |       |       |                        |              |            |       | **    |                      | *     |       |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12H the guidance provided by officers                             | 72.33                       | 72.93     | 71.45      | 73.71            | 70.56        | 68.73         | 74.23             | 73.44                    | 73.37 | 77.35    | 69.22 | 66.47 | 73.50 | 71.20                  | 71.69        | 72.57      | 78.42 | 71.20 | 68.12                | 75.00 | 75.13 |  |                  |  |  |  |
| mean for these data:   |                             |           |            |                  |              |               |                   |                          |       | *        |       | *     |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12I the identification of services offered by other organizations | 61.49                       | 61.62     | 61.30      | 70.21            | 53.23        | 61.01         | 59.63             | 67.92                    | 62.56 | 66.15    | 58.50 | 53.35 | 61.56 | 61.46                  | 56.63        | 62.76      | 58.28 | 61.48 | 53.14                | 63.72 | 60.13 |  |                  |  |  |  |
| mean for these data:   |                             |           |            | ***              | **           |               |                   | *                        |       |          |       | *     |       |                        |              |            |       |       | *                    |       |       |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |
| Q12J the follow-through to see if you got what you needed          | 60.63                       | 60.02     | 61.50      | 60.98            | 55.46        | 60.20         | 61.91             | 65.87                    | 61.37 | 64.56    | 59.57 | 51.39 | 58.13 | 58.00                  | 62.45        | 62.87      | 64.67 | 57.03 | 59.85                | 65.57 | 65.58 |  |                  |  |  |  |
| mean for these data:   |                             |           |            |                  |              |               |                   |                          |       |          |       | *     |       |                        |              |            |       | *     |                      | *     |       |  |                  |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                          |       |          |       |       |       |                        |              |            |       |       |                      |       |       |  |                  |  |  |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|                                  | --WD PROVINCE-- |       |       |       |       | --TYPE--     |                | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |           |            | --FIRST WD CONTACT-- |                  |                       |
|----------------------------------|-----------------|-------|-------|-------|-------|--------------|----------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-----------|------------|----------------------|------------------|-----------------------|
|                                  | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q12A delivering on promises made | 486             | 106   | 129   | 148   | 102   | 402          | 71             | 93              | 111   | 112   | 86    | 11              | 15    | 31    | 14    | 81                   | 203       | 191        | 247                  | 114              | 114                   |
| weightd # of participants:       | 100%            | 22%   | 27%   | 30%   | 21%   | 83%          | 15%            | 19%             | 23%   | 23%   | 18%   | 2%              | 3%    | 6%    | 3%    | 17%                  | 42%       | 39%        | 51%                  | 23%              | 24%                   |
| real # of participants:          | 499             | 122   | 145   | 110   | 122   | 414          | 73             | 106             | 124   | 81    | 103   | 14              | 17    | 26    | 16    | 72                   | 216       | 200        | 269                  | 110              | 110                   |
| DISSATISFIED (very and smwhat)   | 10%             | 12%   | 6%    | 10%   | 13%   | 10%          | 8%             | 12%             | 5%    | 11%   | 15%   | 20%             | 6%    | 8%    | 0%    | 8%                   | 12%       | 8%         | 9%                   | 13%              | 9%                    |
| SATISFIED (very and smwhat)      | 75%             | 69%   | 85%   | 73%   | 74%   | 75%          | 76%            | 68%             | 88%   | 71%   | 70%   | 73%             | 66%   | 75%   | 94%   | 73%                  | 71%       | 82%        | 76%                  | 68%              | 81%                   |
| Very dissatisfied (0)            | 6%              | 5%    | 3%    | 6%    | 9%    | 6%           | 6%             | 5%              | 2%    | 6%    | 10%   | 7%              | 6%    | 8%    | 0%    | 4%                   | 6%        | 5%         | 5%                   | 10%              | 4%                    |
| Dissatisfied (25)                | 4%              | 7%    | 3%    | 4%    | 4%    | 5%           | 2%             | 6%              | 3%    | 5%    | 5%    | 13%             | 0%    | 0%    | 0%    | 4%                   | 6%        | 3%         | 4%                   | 3%               | 5%                    |
| Neutral (50)                     | 15%             | 19%   | 10%   | 17%   | 13%   | 15%          | 16%            | 21%             | 7%    | 18%   | 15%   | 7%              | 29%   | 17%   | 6%    | 19%                  | 17%       | 10%        | 15%                  | 19%              | 10%                   |
| Satisfied (75)                   | 31%             | 33%   | 33%   | 29%   | 27%   | 30%          | 36%            | 31%             | 32%   | 30%   | 26%   | 44%             | 48%   | 31%   | 31%   | 28%                  | 33%       | 28%        | 28%                  | 25%              | 41%                   |
| Very satisfied (100)             | 45%             | 36%   | 52%   | 44%   | 47%   | 45%          | 40%            | 36%             | 56%   | 42%   | 43%   | 29%             | 18%   | 45%   | 63%   | 45%                  | 38%       | 53%        | 48%                  | 43%              | 40%                   |
| Don't know                       | 0%              | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%        | 0%         | 0%                   | 0%               | 0%                    |
| No response                      | 0%              | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%        | 0%         | 0%                   | 0%               | 0%                    |
| chi <sup>2</sup> :               |                 |       |       |       |       |              |                | (*)             |       |       |       |                 |       |       |       |                      |           |            |                      |                  |                       |
| ± ... at 50%:                    | 5               | 9     | 9     | 10    | 9     | 5            | 12             | 10              | 9     | 12    | 10    | 28              | 25    | 20    | 26    | 12                   | 7         | 7          | 6                    | 10               | 10                    |
| mean for these data:             | 76.19           | 71.70 | 82.05 | 75.35 | 74.67 | 75.85        | 75.82          | 71.77           | 84.16 | 74.11 | 71.88 | 68.88           | 68.05 | 76.26 | 89.04 | 76.21                | 72.76     | 80.55      | 77.71                | 72.28            | 77.28                 |
| standard error:                  | 1.26            | 2.58  | 1.97  | 2.73  | 2.84  | 1.40         | 3.15           | 2.76            | 1.99  | 3.20  | 3.24  | 8.38            | 5.94  | 5.69  | 3.97  | 3.21                 | 1.97      | 1.91       | 1.67                 | 3.02             | 2.43                  |
| sig. test for means:             |                 |       | **    |       |       |              |                |                 | ***   |       |       |                 |       |       | **    |                      | *         | **         |                      |                  |                       |



Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|                                  | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |          | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|----------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                  | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Manitoba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q12A delivering on promises made | 486                     | 277       | 209        | 90               | 100                  | 146           | 131               | 84       | 127                | 107      | 95    | 65    | 117   | 192              | 90           | 59         | 37    | 234          | 66    | 100   | 48    |
| weightd # of participants:       | 100%                    | 57%       | 43%        | 18%              | 20%                  | 30%           | 27%               | 17%      | 26%                | 22%      | 19%   | 13%   | 24%   | 40%              | 18%          | 12%        | 8%    | 48%          | 14%   | 21%   | 10%   |
| real # of participants:          | 499                     | 251       | 248        | 91               | 104                  | 152           | 135               | 95       | 105                | 113      | 103   | 65    | 126   | 197              | 91           | 61         | 39    | 237          | 72    | 105   | 51    |
| DISSATISFIED (very and smwhat)   | 10%                     | 8%        | 13%        | 8%               | 9%                   | 9%            | 14%               | 9%       | 10%                | 6%       | 10%   | 13%   | 9%    | 10%              | 7%           | 7%         | 15%   | 10%          | 12%   | 7%    | 17%   |
| SATISFIED (very and smwhat)      | 75%                     | 77%       | 73%        | 82%              | 71%                  | 76%           | 71%               | 83%      | 73%                | 84%      | 75%   | 72%   | 77%   | 71%              | 75%          | 77%        | 78%   | 69%          | 74%   | 85%   | 74%   |
| Very dissatisfied (0)            | 6%                      | 5%        | 7%         | 5%               | 8%                   | 6%            | 6%                | 4%       | 7%                 | 3%       | 3%    | 6%    | 9%    | 7%               | 2%           | 4%         | 2%    | 6%           | 7%    | 4%    | 5%    |
| Dissatisfied (25)                | 4%                      | 3%        | 6%         | 3%               | 2%                   | 3%            | 8%                | 5%       | 3%                 | 3%       | 6%    | 7%    | 1%    | 3%               | 5%           | 3%         | 12%   | 4%           | 5%    | 2%    | 11%   |
| Neutral (50)                     | 15%                     | 15%       | 14%        | 11%              | 20%                  | 15%           | 16%               | 8%       | 17%                | 11%      | 15%   | 15%   | 14%   | 19%              | 18%          | 16%        | 7%    | 21%          | 14%   | 9%    | 9%    |
| Satisfied (75)                   | 31%                     | 30%       | 31%        | 30%              | 33%                  | 31%           | 28%               | 29%      | 24%                | 32%      | 31%   | 32%   | 30%   | 33%              | 27%          | 25%        | 37%   | 30%          | 24%   | 37%   | 32%   |
| Very satisfied (100)             | 45%                     | 47%       | 42%        | 51%              | 37%                  | 45%           | 43%               | 54%      | 49%                | 52%      | 44%   | 40%   | 46%   | 38%              | 48%          | 51%        | 41%   | 39%          | 50%   | 48%   | 42%   |
| Don't know                       | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                      | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :               |                         |           |            |                  |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                    | 5                       | 7         | 7          | 11               | 10                   | 8             | 9                 | 11       | 10                 | 10       | 10    | 13    | 9     | 7                | 11           | 13         | 17    | 7            | 12    | 10    | 15    |
| mean for these data:             | 76.19                   | 77.95     | 73.86      | 80.07            | 72.77                | 76.85         | 73.58             | 81.00    | 76.23              | 81.60    | 76.48 | 73.11 | 76.34 | 72.82            | 78.69        | 79.20      | 75.38 | 73.05        | 75.94 | 80.41 | 73.49 |
| standard error:                  | 1.26                    | 1.69      | 1.90       | 2.79             | 2.83                 | 2.25          | 2.56              | 2.73     | 2.90               | 2.29     | 2.64  | 3.68  | 2.65  | 2.07             | 2.63         | 3.45       | 4.42  | 1.85         | 3.63  | 2.44  | 4.26  |
| sig. test for means:             |                         |           |            |                  |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       | *     |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|   | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|---|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|   | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q12B the business knowledge of the officers | 596             | 127   | 141   | 207   | 120   | 502                  | 77                   | 115             | 122   | 163   | 102   | 11              | 16    | 35    | 15    | 145                  | 245          | 191           | 314                           | 141                       | 133                            |
| weightd # of participants:                  | 100%            | 21%   | 24%   | 35%   | 20%   | 84%                  | 13%                  | 19%             | 20%   | 27%   | 17%   | 2%              | 3%    | 6%    | 3%    | 24%                  | 41%          | 32%           | 53%                           | 24%                       | 22%                            |
| real # of participants:                     | 601             | 147   | 159   | 151   | 144   | 507                  | 77                   | 132             | 137   | 115   | 123   | 13              | 18    | 28    | 18    | 128                  | 258          | 200           | 333                           | 131                       | 128                            |
| DISSATISFIED (very and smwhat)              | 11%             | 17%   | 8%    | 9%    | 8%    | 12%                  | 3%                   | 19%             | 7%    | 11%   | 9%    | 0%              | 11%   | 2%    | 0%    | 13%                  | 12%          | 7%            | 9%                            | 12%                       | 12%                            |
| SATISFIED (very and smwhat)                 | 76%             | 71%   | 78%   | 78%   | 78%   | 75%                  | 85%                  | 69%             | 79%   | 74%   | 76%   | 79%             | 67%   | 88%   | 100%  | 74%                  | 74%          | 80%           | 80%                           | 72%                       | 72%                            |
| Very dissatisfied (0)                       | 4%              | 6%    | 2%    | 3%    | 3%    | 4%                   | 0%                   | 7%              | 2%    | 4%    | 4%    | 0%              | 0%    | 0%    | 0%    | 5%                   | 4%           | 3%            | 3%                            | 6%                        | 3%                             |
| Dissatisfied (25)                           | 7%              | 11%   | 6%    | 6%    | 5%    | 7%                   | 3%                   | 12%             | 6%    | 7%    | 5%    | 0%              | 11%   | 2%    | 0%    | 8%                   | 8%           | 5%            | 7%                            | 5%                        | 9%                             |
| Neutral (50)                                | 13%             | 12%   | 14%   | 13%   | 13%   | 14%                  | 12%                  | 12%             | 13%   | 14%   | 16%   | 21%             | 22%   | 10%   | 0%    | 13%                  | 14%          | 13%           | 10%                           | 16%                       | 16%                            |
| Satisfied (75)                              | 37%             | 38%   | 37%   | 38%   | 37%   | 36%                  | 42%                  | 36%             | 38%   | 34%   | 37%   | 51%             | 33%   | 42%   | 44%   | 39%                  | 43%          | 28%           | 39%                           | 36%                       | 34%                            |
| Very satisfied (100)                        | 39%             | 33%   | 41%   | 40%   | 41%   | 39%                  | 43%                  | 33%             | 41%   | 41%   | 38%   | 28%             | 33%   | 45%   | 56%   | 35%                  | 31%          | 52%           | 41%                           | 37%                       | 38%                            |
| Don't know                                  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                                 | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :                          |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       | *                    |              |               |                               |                           |                                |
| ± ... at 50%:                               | 4               | 9     | 8     | 8     | 9     | 5                    | 12                   | 9               | 9     | 10    | 9     | 29              | 25    | 20    | 25    | 9                    | 6            | 7             | 6                             | 9                         | 9                              |
| mean for these data:                        | 75.30           | 70.08 | 77.10 | 76.31 | 76.98 | 74.41                | 80.96                | 69.23           | 77.97 | 74.88 | 75.25 | 76.75           | 72.11 | 82.76 | 88.92 | 72.95                | 72.28        | 80.51         | 77.35                         | 72.74                     | 73.61                          |
| standard error:                             | 1.08            | 2.47  | 1.95  | 2.11  | 2.13  | 1.22                 | 2.26                 | 2.68            | 2.04  | 2.58  | 2.36  | 5.07            | 6.05  | 3.55  | 3.03  | 2.45                 | 1.66         | 1.78          | 1.39                          | 2.49                      | 2.40                           |
| sig. test for means:                        |                 | *     |       |       |       | *                    | *                    | *               |       |       |       | *               |       |       | *     |                      | *            | ***           |                               |                           |                                |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|   | -DEPTH OF RELATIONSHIP- |           |            | -YEARS OF EXISTENCE- |              |               |                   | -CLIENT LOCATIONS- |       |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|---|-------------------------|-----------|------------|----------------------|--------------|---------------|-------------------|--------------------|-------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|   | TOTAL                   | Long term | Short term | Less than 1 year     | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba          | Sask. | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q12B the business knowledge of the officers | 596                     | 363       | 234        | 129                  | 124          | 178           | 147               | 104                | 178   | 127      | 115   | 80    | 132   | 251              | 105          | 62         | 45    | 307          | 74    | 106   | 53    |
| weightd # of participants:                  | 100%                    | 61%       | 39%        | 22%                  | 21%          | 30%           | 25%               | 17%                | 30%   | 21%      | 19%   | 13%   | 22%   | 42%              | 18%          | 10%        | 8%    | 51%          | 12%   | 18%   | 9%    |
| real # of participants:                     | 601                     | 321       | 280        | 124                  | 122          | 187           | 152               | 117                | 144   | 132      | 126   | 79    | 140   | 247              | 106          | 65         | 49    | 302          | 81    | 112   | 55    |
| DISSATISFIED (very and smwhat)              | 11%                     | 10%       | 12%        | 12%                  | 11%          | 12%           | 8%                | 7%                 | 11%   | 13%      | 19%   | 17%   | 9%    | 13%              | 11%          | 5%         | 4%    | 14%          | 8%    | 6%    | 7%    |
| SATISFIED (very and smwhat)                 | 76%                     | 80%       | 72%        | 81%                  | 72%          | 75%           | 77%               | 83%                | 79%   | 77%      | 72%   | 66%   | 76%   | 74%              | 75%          | 87%        | 67%   | 73%          | 75%   | 86%   | 73%   |
| Very dissatisfied (0)                       | 4%                      | 3%        | 4%         | 4%                   | 1%           | 5%            | 4%                | 3%                 | 5%    | 4%       | 6%    | 10%   | 3%    | 5%               | 2%           | 2%         | 0%    | 4%           | 4%    | 4%    | 2%    |
| Dissatisfied (25)                           | 7%                      | 6%        | 8%         | 8%                   | 9%           | 7%            | 4%                | 3%                 | 7%    | 8%       | 13%   | 7%    | 6%    | 8%               | 9%           | 3%         | 4%    | 10%          | 3%    | 2%    | 5%    |
| Neutral (50)                                | 13%                     | 11%       | 16%        | 7%                   | 17%          | 13%           | 15%               | 11%                | 10%   | 11%      | 9%    | 18%   | 15%   | 13%              | 14%          | 8%         | 29%   | 13%          | 18%   | 8%    | 20%   |
| Satisfied (75)                              | 37%                     | 39%       | 35%        | 36%                  | 37%          | 38%           | 39%               | 31%                | 32%   | 28%      | 29%   | 35%   | 44%   | 34%              | 41%          | 44%        | 30%   | 34%          | 36%   | 49%   | 29%   |
| Very satisfied (100)                        | 39%                     | 40%       | 37%        | 45%                  | 35%          | 37%           | 38%               | 52%                | 46%   | 49%      | 43%   | 31%   | 32%   | 40%              | 34%          | 43%        | 37%   | 39%          | 39%   | 37%   | 43%   |
| Don't know                                  | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                                 | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                          |                         |           |            |                      |              |               |                   | (*)                |       |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                               | 4                       | 6         | 6          | 9                    | 9            | 8             | 8                 | 10                 | 9     | 9        | 9     | 12    | 9     | 7                | 10           | 13         | 15    | 6            | 12    | 10    | 14    |
| mean for these data:                        | 75.30                   | 76.82     | 72.95      | 77.66                | 73.66        | 73.62         | 75.85             | 81.16              | 77.23 | 77.30    | 72.61 | 67.46 | 74.16 | 74.20            | 74.20        | 80.72      | 74.85 | 73.32        | 75.43 | 78.33 | 76.81 |
| standard error:                             | 1.08                    | 1.43      | 1.66       | 2.45                 | 2.28         | 2.06          | 2.06              | 2.31               | 2.33  | 2.48     | 2.78  | 3.51  | 2.07  | 1.80             | 2.42         | 2.75       | 3.28  | 1.63         | 2.91  | 2.20  | 3.43  |
| sig. test for means:                        |                         |           |            |                      |              |               |                   | *                  |       |          |       | *     |       |                  |              | *          |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|                                     | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|-------------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|                                     | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q12C the competence of the officers |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                        |                                |  |
| weightd # of participants:          | 617             | 130   | 153   | 210   | 125   | 514                  | 83                   | 115             | 132   | 161   | 105   | 13              | 17    | 37    | 16    | 142                  | 252          | 207           | 327                           | 145                    | 138                            |  |
| real # of participants:             | 100%            | 21%   | 25%   | 34%   | 20%   | 83%                  | 13%                  | 19%             | 21%   | 26%   | 17%   | 2%              | 3%    | 6%    | 3%    | 23%                  | 41%          | 34%           | 53%                           | 24%                    | 22%                            |  |
| DISSATISFIED (very and smwhat)      | 6%              | 11%   | 5%    | 5%    | 5%    | 7%                   | 0%                   | 13%             | 5%    | 7%    | 6%    | 0%              | 0%    | 0%    | 0%    | 7%                   | 7%           | 5%            | 6%                            | 8%                     | 7%                             |  |
| SATISFIED (very and smwhat)         | 82%             | 75%   | 86%   | 85%   | 79%   | 80%                  | 91%                  | 74%             | 88%   | 81%   | 77%   | 83%             | 79%   | 98%   | 95%   | 85%                  | 78%          | 85%           | 84%                           | 78%                    | 83%                            |  |
| Very dissatisfied (0)               | 3%              | 6%    | 2%    | 2%    | 4%    | 3%                   | 0%                   | 7%              | 1%    | 2%    | 5%    | 0%              | 0%    | 0%    | 0%    | 3%                   | 3%           | 3%            | 2%                            | 4%                     | 3%                             |  |
| Dissatisfied (25)                   | 3%              | 5%    | 3%    | 4%    | 1%    | 4%                   | 0%                   | 6%              | 3%    | 5%    | 1%    | 0%              | 0%    | 0%    | 0%    | 4%                   | 4%           | 2%            | 3%                            | 4%                     | 4%                             |  |
| Neutral (50)                        | 11%             | 14%   | 9%    | 9%    | 15%   | 12%                  | 9%                   | 13%             | 8%    | 12%   | 17%   | 17%             | 21%   | 2%    | 5%    | 8%                   | 15%          | 10%           | 10%                           | 14%                    | 10%                            |  |
| Satisfied (75)                      | 40%             | 43%   | 37%   | 43%   | 35%   | 39%                  | 43%                  | 40%             | 38%   | 43%   | 34%   | 60%             | 37%   | 40%   | 42%   | 46%                  | 46%          | 27%           | 40%                           | 33%                    | 46%                            |  |
| Very satisfied (100)                | 43%             | 33%   | 50%   | 42%   | 44%   | 41%                  | 48%                  | 34%             | 50%   | 38%   | 43%   | 23%             | 42%   | 58%   | 53%   | 39%                  | 33%          | 57%           | 44%                           | 45%                    | 37%                            |  |
| Don't know                          | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| No response                         | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :                  |                 |       |       |       |       | (*)                  |                      | (*)             |       |       |       |                 |       |       | (***) |                      |              |               |                               |                        |                                |  |
| ± ... at 50%:                       | 4               | 9     | 8     | 8     | 9     | 5                    | 11                   | 9               | 9     | 10    | 9     | 26              | 24    | 19    | 24    | 9                    | 6            | 7             | 6                             | 9                      | 9                              |  |
| mean for these data:                | 78.81           | 72.73 | 82.47 | 80.06 | 78.56 | 77.64                | 84.81                | 72.12           | 82.94 | 77.38 | 77.42 | 76.42           | 80.18 | 89.02 | 86.77 | 78.35                | 75.17        | 83.24         | 80.00                         | 77.75                  | 77.54                          |  |
| standard error:                     | 0.96            | 2.24  | 1.68  | 1.78  | 2.04  | 1.09                 | 1.78                 | 2.48            | 1.76  | 2.18  | 2.29  | 4.08            | 4.53  | 2.53  | 3.54  | 2.11                 | 1.46         | 1.66          | 1.24                          | 2.26                   | 2.07                           |  |
| sig. test for means:                |                 | **    | *     |       |       | ***                  | ***                  | *               | **    |       |       | *               |       | *     |       |                      | **           | ***           |                               |                        |                                |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|                                     | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|-------------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                     | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q12C the competence of the officers | 617                     | 371       | 246        | 135              | 127                  | 180           | 151               | 108       | 179                | 132      | 119   | 81    | 140   | 259              | 102          | 67         | 45    | 313          | 75    | 113   | 55    |
| weightd # of participants:          | 100%                    | 60%       | 40%        | 22%              | 21%                  | 29%           | 24%               | 17%       | 29%                | 21%      | 19%   | 13%   | 23%   | 42%              | 17%          | 11%        | 7%    | 51%          | 12%   | 18%   | 9%    |
| real # of participants:             | 625                     | 331       | 294        | 131              | 126                  | 190           | 158               | 121       | 146                | 138      | 131   | 80    | 148   | 255              | 106          | 71         | 49    | 312          | 82    | 119   | 57    |
| DISSATISFIED (very and smwhat)      | 6%                      | 6%        | 7%         | 10%              | 6%                   | 7%            | 5%                | 2%        | 6%                 | 5%       | 6%    | 13%   | 6%    | 7%               | 5%           | 4%         | 2%    | 8%           | 4%    | 5%    | 3%    |
| SATISFIED (very and smwhat)         | 82%                     | 83%       | 81%        | 86%              | 80%                  | 82%           | 80%               | 82%       | 83%                | 84%      | 78%   | 71%   | 85%   | 81%              | 83%          | 88%        | 77%   | 80%          | 79%   | 88%   | 80%   |
| Very dissatisfied (0)               | 3%                      | 3%        | 3%         | 4%               | 1%                   | 5%            | 2%                | 1%        | 2%                 | 3%       | 3%    | 6%    | 4%    | 3%               | 2%           | 4%         | 2%    | 3%           | 3%    | 3%    | 3%    |
| Dissatisfied (25)                   | 3%                      | 3%        | 4%         | 5%               | 5%                   | 1%            | 4%                | 1%        | 4%                 | 2%       | 3%    | 7%    | 2%    | 4%               | 4%           | 0%         | 0%    | 5%           | 1%    | 2%    | 0%    |
| Neutral (50)                        | 11%                     | 11%       | 12%        | 5%               | 14%                  | 12%           | 15%               | 16%       | 10%                | 11%      | 15%   | 16%   | 9%    | 12%              | 12%          | 8%         | 21%   | 12%          | 17%   | 7%    | 16%   |
| Satisfied (75)                      | 40%                     | 39%       | 41%        | 44%              | 40%                  | 40%           | 37%               | 36%       | 36%                | 33%      | 38%   | 40%   | 47%   | 40%              | 41%          | 43%        | 29%   | 38%          | 35%   | 49%   | 27%   |
| Very satisfied (100)                | 43%                     | 44%       | 40%        | 42%              | 41%                  | 42%           | 43%               | 46%       | 47%                | 51%      | 40%   | 31%   | 38%   | 41%              | 42%          | 45%        | 48%   | 42%          | 44%   | 40%   | 53%   |
| Don't know                          | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                         | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                  | 4                       | 6         | 6          | 9                | 9                    | 8             | 8                 | 9         | 9                  | 9        | 9     | 12    | 9     | 7                | 10           | 12         | 15    | 6            | 11    | 10    | 14    |
| ± ... at 50%:                       | 78.81                   | 79.63     | 77.58      | 78.35            | 78.64                | 77.92         | 79.13             | 81.03     | 80.56              | 82.23    | 77.15 | 70.50 | 78.28 | 77.83            | 79.57        | 81.45      | 80.18 | 77.75        | 78.82 | 79.95 | 81.73 |
| standard error:                     | 0.96                    | 1.31      | 1.41       | 2.24             | 1.98                 | 1.85          | 1.84              | 1.93      | 1.96               | 1.97     | 2.16  | 3.18  | 1.96  | 1.55             | 2.18         | 2.66       | 3.28  | 1.41         | 2.66  | 2.03  | 3.22  |
| sig. test for means:                |                         |           |            |                  |                      |               |                   |           |                    |          |       | **    |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|   | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|---|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|   | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q12D the courtesy of the officers<br>weightd # of participants: | 637             | 137   | 156   | 220   | 125   | 531                  | 85                   | 122             | 134   | 169   | 106   | 13              | 18    | 38    | 16    | 153                  | 260          | 209           | 341                           | 146                       | 139                            |
| real # of participants:   | 100%            | 21%   | 24%   | 34%   | 20%   | 83%                  | 13%                  | 19%             | 21%   | 26%   | 17%   | 2%              | 3%    | 6%    | 3%    | 24%                  | 41%          | 33%           | 54%                           | 23%                       | 22%                            |
| DISSATISFIED (very and smwhat)                                  | 3%              | 4%    | 2%    | 3%    | 2%    | 3%                   | 0%                   | 4%              | 2%    | 4%    | 2%    | 0%              | 0%    | 0%    | 0%    | 2%                   | 3%           | 2%            | 2%                            | 3%                        | 3%                             |
| SATISFIED (very and smwhat)                                     | 93%             | 89%   | 97%   | 94%   | 92%   | 93%                  | 97%                  | 89%             | 97%   | 93%   | 90%   | 89%             | 100%  | 98%   | 100%  | 94%                  | 93%          | 94%           | 93%                           | 93%                       | 95%                            |
| Very dissatisfied (0)   | 1%              | 3%    | 1%    | 1%    | 1%    | 1%                   | 0%                   | 3%              | 0%    | 2%    | 1%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 2%           | 1%            | 2%                            | 1%                        | 1%                             |
| Dissatisfied (25)   | 1%              | 1%    | 2%    | 2%    | 1%    | 2%                   | 0%                   | 1%              | 2%    | 2%    | 2%    | 0%              | 0%    | 0%    | 0%    | 2%                   | 1%           | 1%            | 1%                            | 2%                        | 2%                             |
| Neutral (50)  | 4%              | 8%    | 1%    | 3%    | 6%    | 4%                   | 3%                   | 7%              | 1%    | 3%    | 7%    | 11%             | 0%    | 2%    | 0%    | 4%                   | 4%           | 4%            | 5%                            | 4%                        | 2%                             |
| Satisfied (75)  | 32%             | 36%   | 30%   | 34%   | 29%   | 33%                  | 30%                  | 38%             | 29%   | 36%   | 30%   | 26%             | 40%   | 32%   | 16%   | 35%                  | 38%          | 23%           | 31%                           | 36%                       | 31%                            |
| Very satisfied (100)  | 61%             | 53%   | 68%   | 60%   | 63%   | 59%                  | 67%                  | 51%             | 68%   | 57%   | 61%   | 62%             | 60%   | 65%   | 84%   | 58%                  | 55%          | 71%           | 62%                           | 57%                       | 64%                            |
| Don't know  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response   | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :  |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |
| ± ... at 50%:   | 4               | 8     | 8     | 8     | 9     | 4                    | 11                   | 9               | 8     | 9     | 9     | 26              | 23    | 19    | 24    | 9                    | 6            | 7             | 5                             | 9                         | 9                              |
| mean for these data:  | 87.60           | 83.73 | 90.45 | 87.70 | 88.12 | 86.85                | 91.16                | 83.08           | 90.89 | 86.30 | 86.95 | 87.73           | 90.00 | 90.84 | 95.94 | 87.39                | 85.73        | 90.43         | 87.77                         | 86.61                     | 88.56                          |
| standard error:   | 0.74            | 1.75  | 1.23  | 1.46  | 1.49  | 0.84                 | 1.45                 | 1.90            | 1.24  | 1.80  | 1.70  | 4.49            | 2.82  | 2.42  | 2.18  | 1.51                 | 1.20         | 1.20          | 1.01                          | 1.59                      | 1.60                           |
| sig. test for means:  |                 | *     | *     |       |       | *                    | *                    | *               | **    | *     | *     | *               | *     | *     | *     | *                    | *            | **            | *                             | *                         | *                              |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|   | -DEPTH OF RELATIONSHIP- |           |            | -YEARS OF EXISTENCE- |              |               |                   | -CLIENT LOCATIONS- |       |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|---|-------------------------|-----------|------------|----------------------|--------------|---------------|-------------------|--------------------|-------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|   | TOTAL                   | Long term | Short term | Less than 1 year     | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba          | Sask. | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q12D the courtesy of the officers<br>weightd # of participants: | 637                     | 380       | 257        | 140                  | 131          | 183           | 158               | 108                | 185   | 136      | 124   | 82    | 143   | 264              | 108          | 67         | 49    | 323          | 75    | 117   | 57    |
| real # of participants:   | 100%                    | 60%       | 40%        | 22%                  | 21%          | 29%           | 25%               | 17%                | 29%   | 21%      | 19%   | 13%   | 22%   | 41%              | 17%          | 11%        | 8%    | 51%          | 12%   | 18%   | 9%    |
| DISSATISFIED (very and smwhat)                                  | 3%                      | 2%        | 3%         | 6%                   | 1%           | 3%            | 2%                | 2%                 | 2%    | 1%       | 2%    | 5%    | 3%    | 4%               | 3%           | 0%         | 0%    | 4%           | 1%    | 1%    | 2%    |
| SATISFIED (very and smwhat)                                     | 93%                     | 94%       | 92%        | 90%                  | 94%          | 93%           | 96%               | 93%                | 94%   | 94%      | 88%   | 93%   | 93%   | 92%              | 95%          | 99%        | 95%   | 92%          | 96%   | 96%   | 92%   |
| Very dissatisfied (0)   | 1%                      | 1%        | 1%         | 4%                   | 0%           | 1%            | 0%                | 1%                 | 1%    | 1%       | 2%    | 1%    | 1%    | 2%               | 0%           | 0%         | 0%    | 2%           | 0%    | 1%    | 2%    |
| Dissatisfied (25)   | 1%                      | 1%        | 2%         | 2%                   | 1%           | 1%            | 2%                | 1%                 | 1%    | 1%       | 0%    | 3%    | 2%    | 2%               | 3%           | 0%         | 0%    | 2%           | 1%    | 1%    | 0%    |
| Neutral (50)  | 4%                      | 4%        | 4%         | 4%                   | 5%           | 4%            | 3%                | 6%                 | 4%    | 5%       | 10%   | 2%    | 4%    | 4%               | 2%           | 1%         | 5%    | 4%           | 3%    | 2%    | 6%    |
| Satisfied (75)  | 32%                     | 32%       | 32%        | 30%                  | 36%          | 33%           | 33%               | 22%                | 32%   | 22%      | 26%   | 42%   | 33%   | 32%              | 42%          | 36%        | 37%   | 33%          | 39%   | 32%   | 30%   |
| Very satisfied (100)  | 61%                     | 62%       | 60%        | 61%                  | 58%          | 60%           | 62%               | 70%                | 62%   | 72%      | 62%   | 51%   | 60%   | 60%              | 53%          | 63%        | 58%   | 59%          | 56%   | 64%   | 62%   |
| Don't know  | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response   | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :  |                         |           |            |                      |              |               |                   |                    |       |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:   | 4                       | 6         | 6          | 9                    | 9            | 7             | 8                 | 9                  | 8     | 9        | 9     | 12    | 8     | 6                | 10           | 12         | 14    | 6            | 11    | 9     | 13    |
| mean for these data:  | 87.60                   | 88.03     | 86.97      | 85.00                | 87.95        | 87.34         | 88.96             | 90.21              | 87.99 | 91.11    | 86.57 | 84.55 | 87.16 | 86.69            | 86.47        | 90.35      | 88.04 | 86.11        | 87.67 | 89.61 | 87.70 |
| standard error:   | 0.74                    | 1.00      | 1.11       | 2.11                 | 1.37         | 1.36          | 1.24              | 1.60               | 1.52  | 1.39     | 1.77  | 2.22  | 1.55  | 1.26             | 1.60         | 1.52       | 2.07  | 1.15         | 1.70  | 1.44  | 2.49  |
| sig. test for means:  |                         |           |            |                      |              |               |                   |                    |       | *        |       |       |       |                  |              | *          |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|  | --WD PROVINCE-- |       |       |       | --TYPE-- |              | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |       |           | --FIRST WD CONTACT-- |                      |                  |                       |
|--|-----------------|-------|-------|-------|----------|--------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-------|-----------|----------------------|----------------------|------------------|-----------------------|
|  | TOTAL           | BC    | Alta  | Sask. | Man.     | Com-mer-cial | Not for profit  | BC    | Alta  | Sask. | Man.            | BC    | Alta  | Sask. | Man.                 | Once  | 2-5 times | 6 and more           | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q12E the fairness of the service process | 565             | 121   | 133   | 201   | 110      | 473          | 78              | 107   | 113   | 159   | 94              | 13    | 17    | 33    | 15                   | 125   | 235       | 191                  | 292                  | 134              | 131                   |
| weightd # of participants:               | 100%            | 21%   | 23%   | 36%   | 19%      | 84%          | 14%             | 19%   | 20%   | 28%   | 17%             | 2%    | 3%    | 6%    | 3%                   | 22%   | 42%       | 34%                  | 52%                  | 24%              | 23%                   |
| real # of participants:                  | 568             | 141   | 149   | 146   | 132      | 477          | 80              | 124   | 127   | 113   | 113             | 16    | 19    | 27    | 18                   | 108   | 248       | 197                  | 313                  | 125              | 123                   |
| DISSATISFIED (very and smwhat)           | 9%              | 15%   | 5%    | 8%    | 10%      | 10%          | 4%              | 15%   | 6%    | 10%   | 12%             | 13%   | 0%    | 5%    | 0%                   | 9%    | 11%       | 8%                   | 10%                  | 12%              | 5%                    |
| SATISFIED (very and smwhat)              | 79%             | 69%   | 81%   | 85%   | 76%      | 78%          | 80%             | 71%   | 83%   | 83%   | 73%             | 51%   | 69%   | 90%   | 95%                  | 80%   | 73%       | 84%                  | 78%                  | 78%              | 83%                   |
| Very dissatisfied (0)                    | 5%              | 7%    | 4%    | 3%    | 6%       | 5%           | 1%              | 8%    | 4%    | 3%    | 7%              | 0%    | 0%    | 2%    | 0%                   | 3%    | 6%        | 4%                   | 5%                   | 7%               | 2%                    |
| Dissatisfied (25)                        | 5%              | 7%    | 1%    | 6%    | 4%       | 5%           | 3%              | 7%    | 2%    | 7%    | 5%              | 13%   | 0%    | 2%    | 0%                   | 7%    | 5%        | 4%                   | 5%                   | 5%               | 3%                    |
| Neutral (50)                             | 12%             | 17%   | 14%   | 6%    | 14%      | 12%          | 16%             | 15%   | 12%   | 7%    | 15%             | 36%   | 31%   | 5%    | 5%                   | 11%   | 15%       | 8%                   | 13%                  | 10%              | 12%                   |
| Satisfied (75)                           | 41%             | 35%   | 37%   | 48%   | 40%      | 41%          | 44%             | 35%   | 37%   | 49%   | 40%             | 32%   | 42%   | 50%   | 44%                  | 48%   | 45%       | 31%                  | 39%                  | 42%              | 46%                   |
| Very satisfied (100)                     | 38%             | 34%   | 44%   | 37%   | 36%      | 37%          | 36%             | 35%   | 46%   | 34%   | 33%             | 19%   | 26%   | 40%   | 50%                  | 32%   | 28%       | 53%                  | 39%                  | 36%              | 37%                   |
| Don't know                               | 0%              | 0%    | 0%    | 0%    | 0%       | 0%           | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%    | 0%        | 0%                   | 0%                   | 0%               | 0%                    |
| No response                              | 0%              | 0%    | 0%    | 0%    | 0%       | 0%           | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%    | 0%        | 0%                   | 0%                   | 0%               | 0%                    |
| chi <sup>2</sup> :                       |                 | (*)   |       |       |          |              |                 |       |       |       |                 |       |       |       |                      | ***   |           |                      |                      |                  |                       |
| ± ... at 50%:                            | 4               | 9     | 9     | 9     | 9        | 5            | 12              | 9     | 9     | 10    | 10              | 26    | 24    | 20    | 25                   | 10    | 7         | 7                    | 6                    | 9                | 9                     |
| mean for these data:                     | 75.59           | 70.24 | 78.69 | 77.74 | 73.84    | 74.84        | 77.59           | 70.71 | 79.68 | 76.13 | 71.58           | 64.15 | 73.83 | 80.79 | 86.23                | 74.88 | 71.05     | 81.23                | 75.50                | 73.85            | 78.15                 |
| standard error:                          | 1.10            | 2.51  | 2.03  | 1.95  | 2.40     | 1.23         | 2.39            | 2.73  | 2.18  | 2.27  | 2.69            | 6.13  | 4.48  | 4.11  | 3.62                 | 2.33  | 1.72      | 1.85                 | 1.52                 | 2.54             | 1.99                  |
| sig. test for means:                     |                 | *     |       |       |          |              |                 |       | *     |       |                 | *     |       |       | *                    |       | ***       | ***                  |                      |                  |                       |



Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|  | -DEPTH OF RELATIONSHIP- |           |            |                  |              |               |                   | -YEARS OF EXISTENCE- |       |          |       |       |       | -CLIENT LOCATIONS- |              |            |       |       | -GROSS REVENUES- |       |       |  | -EMPLOYMENT- |  |  |  |
|--|-------------------------|-----------|------------|------------------|--------------|---------------|-------------------|----------------------|-------|----------|-------|-------|-------|--------------------|--------------|------------|-------|-------|------------------|-------|-------|--|--------------|--|--|--|
|  | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba            | Sask. | Alber-ta | BC    | USA   | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5    | 5-9              | 10-49 | 50+   |  |              |  |  |  |
| Q12E the fairness of the service process | 565                     | 345       | 221        | 119              | 115          | 168           | 141               | 96                   | 171   | 121      | 111   | 73    | 124   | 233                | 101          | 62         | 41    | 291   | 66               | 106   | 48    |  |              |  |  |  |
| weightd # of participants:               | 100%                    | 61%       | 39%        | 21%              | 20%          | 30%           | 25%               | 17%                  | 30%   | 21%      | 20%   | 13%   | 22%   | 41%                | 18%          | 11%        | 7%    | 52%   | 12%              | 19%   | 9%    |  |              |  |  |  |
| real # of participants:                  | 568                     | 303       | 265        | 115              | 116          | 175           | 145               | 107                  | 138   | 125      | 122   | 72    | 132   | 230                | 102          | 65         | 44    | 288   | 72               | 113   | 50    |  |              |  |  |  |
| DISSATISFIED (very and smwhat)           | 9%                      | 9%        | 10%        | 10%              | 14%          | 9%            | 7%                | 7%                   | 7%    | 6%       | 12%   | 22%   | 9%    | 12%                | 9%           | 8%         | 0%    | 12%   | 10%              | 7%    | 2%    |  |              |  |  |  |
| SATISFIED (very and smwhat)              | 79%                     | 80%       | 76%        | 82%              | 70%          | 80%           | 79%               | 81%                  | 87%   | 83%      | 71%   | 63%   | 78%   | 75%                | 82%          | 75%        | 85%   | 76%   | 76%              | 82%   | 86%   |  |              |  |  |  |
| Very dissatisfied (0)                    | 5%                      | 3%        | 6%         | 6%               | 4%           | 6%            | 2%                | 3%                   | 3%    | 4%       | 7%    | 8%    | 5%    | 5%                 | 4%           | 4%         | 0%    | 4%    | 6%               | 5%    | 2%    |  |              |  |  |  |
| Dissatisfied (25)                        | 5%                      | 6%        | 4%         | 4%               | 10%          | 3%            | 5%                | 3%                   | 4%    | 2%       | 5%    | 14%   | 4%    | 7%                 | 4%           | 4%         | 0%    | 7%    | 4%               | 2%    | 0%    |  |              |  |  |  |
| Neutral (50)                             | 12%                     | 10%       | 14%        | 8%               | 16%          | 11%           | 14%               | 12%                  | 6%    | 11%      | 17%   | 16%   | 13%   | 13%                | 9%           | 17%        | 15%   | 13%   | 14%              | 11%   | 12%   |  |              |  |  |  |
| Satisfied (75)                           | 41%                     | 41%       | 41%        | 43%              | 36%          | 45%           | 42%               | 38%                  | 47%   | 35%      | 30%   | 31%   | 45%   | 42%                | 46%          | 37%        | 46%   | 42%   | 38%              | 40%   | 41%   |  |              |  |  |  |
| Very satisfied (100)                     | 38%                     | 39%       | 35%        | 39%              | 34%          | 36%           | 36%               | 43%                  | 39%   | 47%      | 42%   | 32%   | 33%   | 34%                | 36%          | 39%        | 39%   | 33%   | 39%              | 42%   | 45%   |  |              |  |  |  |
| Don't know                               | 0%                      | 0%        | 0%         | 0%               | 0%           | 0%            | 0%                | 0%                   | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%    | 0%               | 0%    | 0%    |  |              |  |  |  |
| No response                              | 0%                      | 0%        | 0%         | 0%               | 0%           | 0%            | 0%                | 0%                   | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%    | 0%               | 0%    | 0%    |  |              |  |  |  |
| chi <sup>2</sup> :                       |                         |           |            |                  |              |               |                   | (***)                |       |          |       |       |       |                    |              |            |       |       |                  |       |       |  |              |  |  |  |
| ± ... at 50%:                            | 4                       | 6         | 6          | 10               | 10           | 8             | 9                 | 10                   | 9     | 9        | 9     | 12    | 9     | 7                  | 10           | 13         | 16    | 6     | 12               | 10    | 15    |  |              |  |  |  |
| mean for these data:                     | 75.59                   | 76.64     | 73.95      | 76.48            | 71.46        | 75.12         | 76.30             | 78.39                | 79.18 | 79.86    | 73.62 | 66.25 | 74.16 | 73.04              | 76.46        | 75.68      | 81.04 | 73.31 | 74.76            | 77.93 | 81.83 |  |              |  |  |  |
| standard error:                          | 1.10                    | 1.46      | 1.67       | 2.50             | 2.61         | 2.02          | 2.00              | 2.40                 | 1.96  | 2.25     | 2.68  | 3.78  | 2.28  | 1.79               | 2.49         | 3.21       | 2.64  | 1.56  | 3.28             | 2.42  | 2.87  |  |              |  |  |  |
| sig. test for means:                     |                         |           |            |                  |              |               |                   |                      |       |          |       | **    |       |                    |              |            | *     | *     |                  |       | *     |  |              |  |  |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|                                       | --WD PROVINCE-- |       |       |       | --TYPE-- |              | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |       |           | --FIRST WD CONTACT-- |                      |                  |                       |
|---------------------------------------|-----------------|-------|-------|-------|----------|--------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-------|-----------|----------------------|----------------------|------------------|-----------------------|
|                                       | TOTAL           | BC    | Alta  | Sask. | Man.     | Com-mer-cial | Not for profit  | BC    | Alta  | Sask. | Man.            | BC    | Alta  | Sask. | Man.                 | Once  | 2-5 times | 6 and more           | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q12F keeping information confidential | 484             | 97    | 114   | 174   | 100      | 409          | 65              | 84    | 100   | 139   | 85              | 11    | 12    | 31    | 12                   | 97    | 204       | 169                  | 257                  | 108              | 113                   |
| weightd # of participants:            | 100%            | 20%   | 24%   | 36%   | 21%      | 84%          | 13%             | 17%   | 21%   | 29%   | 18%             | 2%    | 2%    | 6%    | 2%                   | 20%   | 42%       | 35%                  | 53%                  | 22%              | 23%                   |
| real # of participants:               | 485             | 112   | 128   | 126   | 119      | 410          | 64              | 97    | 112   | 99    | 102             | 13    | 13    | 24    | 14                   | 85    | 212       | 174                  | 270                  | 100              | 108                   |
| DISSATISFIED (very and smwhat)        | 2%              | 3%    | 2%    | 1%    | 2%       | 2%           | 1%              | 3%    | 2%    | 1%    | 2%              | 7%    | 0%    | 0%    | 0%                   | 2%    | 2%        | 1%                   | 2%                   | 1%               | 2%                    |
| SATISFIED (very and smwhat)           | 92%             | 88%   | 92%   | 93%   | 94%      | 92%          | 93%             | 89%   | 94%   | 92%   | 93%             | 79%   | 84%   | 97%   | 100%                 | 97%   | 87%       | 95%                  | 92%                  | 92%              | 92%                   |
| Very dissatisfied (0)                 | 1%              | 2%    | 0%    | 1%    | 0%       | 1%           | 1%              | 1%    | 0%    | 1%    | 0%              | 7%    | 0%    | 0%    | 0%                   | 1%    | 0%        | 1%                   | 1%                   | 1%               | 1%                    |
| Dissatisfied (25)                     | 1%              | 2%    | 2%    | 0%    | 2%       | 1%           | 0%              | 2%    | 2%    | 0%    | 2%              | 0%    | 0%    | 0%    | 0%                   | 1%    | 2%        | 0%                   | 1%                   | 1%               | 2%                    |
| Neutral (50)                          | 6%              | 9%    | 6%    | 6%    | 4%       | 6%           | 6%              | 8%    | 4%    | 7%    | 5%              | 14%   | 16%   | 3%    | 0%                   | 2%    | 11%       | 4%                   | 6%                   | 6%               | 6%                    |
| Satisfied (75)                        | 30%             | 33%   | 27%   | 32%   | 26%      | 31%          | 26%             | 35%   | 26%   | 33%   | 28%             | 16%   | 38%   | 28%   | 21%                  | -     | ++        | 24%                  | 30%                  | 32%              | 27%                   |
| Very satisfied (100)                  | 62%             | 55%   | 65%   | 61%   | 68%      | 61%          | 66%             | 53%   | 68%   | 59%   | 65%             | 63%   | 46%   | 70%   | 79%                  | +     | 56%       | 71%                  | 62%                  | 60%              | 65%                   |
| Don't know                            | 0%              | 0%    | 0%    | 0%    | 0%       | 0%           | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%    | 0%        | 0%                   | 0%                   | 0%               | 0%                    |
| No response                           | 0%              | 0%    | 0%    | 0%    | 0%       | 0%           | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%    | 0%        | 0%                   | 0%                   | 0%               | 0%                    |
| chi <sup>2</sup> :                    |                 |       |       |       |          |              |                 |       |       |       |                 |       |       |       |                      | (*)   |           |                      |                      |                  |                       |
| ± ... at 50%:                         | 5               | 10    | 9     | 9     | 10       | 5            | 13              | 11    | 10    | 10    | 10              | 29    | 29    | 21    | 28                   | 11    | 7         | 8                    | 6                    | 10               | 10                    |
| mean for these data:                  | 87.98           | 84.45 | 88.98 | 88.07 | 90.09    | 87.72        | 89.07           | 84.45 | 89.86 | 87.28 | 89.14           | 81.96 | 82.53 | 91.81 | 94.66                | 88.05 | 85.14     | 90.87                | 88.17                | 87.53            | 88.31                 |
| standard error:                       | 0.82            | 2.01  | 1.52  | 1.54  | 1.50     | 0.89         | 2.25            | 2.06  | 1.58  | 1.82  | 1.69            | 8.37  | 5.27  | 2.71  | 2.86                 | 1.77  | 1.36      | 1.26                 | 1.08                 | 1.79             | 1.81                  |
| sig. test for means:                  |                 | *     |       |       |          |              |                 |       |       |       |                 |       |       |       |                      |       | **        | **                   |                      |                  |                       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|                                       | -DEPTH OF RELATIONSHIP- |           |            | -YEARS OF EXISTENCE- |              |               |                   | -CLIENT LOCATIONS- |       |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|---------------------------------------|-------------------------|-----------|------------|----------------------|--------------|---------------|-------------------|--------------------|-------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                       | TOTAL                   | Long term | Short term | Less than 1 year     | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba          | Sask. | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q12F keeping information confidential | 484                     | 289       | 195        | 104                  | 103          | 143           | 119               | 85                 | 155   | 106      | 92    | 65    | 110   | 203              | 91           | 51         | 35    | 254          | 58    | 95    | 37    |
| weightd # of participants:            | 100%                    | 60%       | 40%        | 21%                  | 21%          | 30%           | 25%               | 18%                | 32%   | 22%      | 19%   | 13%   | 23%   | 42%              | 19%          | 11%        | 7%    | 52%          | 12%   | 20%   | 8%    |
| real # of participants:               | 485                     | 252       | 233        | 101                  | 100          | 148           | 122               | 95                 | 125   | 110      | 101   | 63    | 115   | 199              | 91           | 52         | 38    | 250          | 62    | 98    | 39    |
| DISSATISFIED (very and smwhat)        | 2%                      | 1%        | 3%         | 1%                   | 2%           | 2%            | 3%                | 2%                 | 1%    | 2%       | 1%    | 4%    | 2%    | 2%               | 1%           | 2%         | 0%    | 2%           | 3%    | 2%    | 0%    |
| SATISFIED (very and smwhat)           | 92%                     | 96%       | 87%        | 96%                  | 89%          | 93%           | 89%               | 96%                | 91%   | 92%      | 90%   | 92%   | 96%   | 93%              | 91%          | 90%        | 95%   | 92%          | 90%   | 93%   | 90%   |
| Very dissatisfied (0)                 | 1%                      | 0%        | 1%         | 0%                   | 0%           | 1%            | 1%                | 0%                 | 1%    | 1%       | 1%    | 1%    | 1%    | 1%               | 1%           | 2%         | 0%    | 1%           | 1%    | 1%    | 0%    |
| Dissatisfied (25)                     | 1%                      | 0%        | 2%         | 1%                   | 2%           | 1%            | 1%                | 2%                 | 0%    | 1%       | 0%    | 3%    | 1%    | 2%               | 0%           | 0%         | 0%    | 1%           | 1%    | 1%    | 0%    |
| Neutral (50)                          | 6%                      | 4%        | 10%        | 3%                   | 10%          | 5%            | 8%                | 2%                 | 8%    | 7%       | 9%    | 4%    | 2%    | 5%               | 8%           | 8%         | 5%    | 6%           | 7%    | 5%    | 10%   |
| Satisfied (75)                        | 30%                     | 31%       | 28%        | 38%                  | 27%          | 27%           | 30%               | 21%                | 25%   | 22%      | 25%   | 31%   | 38%   | 32%              | 28%          | 23%        | 41%   | 32%          | 25%   | 23%   | 33%   |
| Very satisfied (100)                  | 62%                     | 64%       | 59%        | 58%                  | 62%          | 66%           | 59%               | 75%                | 66%   | 70%      | 66%   | 61%   | 58%   | 61%              | 63%          | 67%        | 55%   | 60%          | 66%   | 70%   | 57%   |
| Don't know                            | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                           | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                    |                         | (**)      |            |                      |              |               |                   |                    |       |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                         | 5                       | 7         | 7          | 10                   | 10           | 9             | 9                 | 11                 | 9     | 10       | 10    | 13    | 10    | 7                | 11           | 14         | 17    | 7            | 13    | 11    | 17    |
| mean for these data:                  | 87.98                   | 89.78     | 85.30      | 88.42                | 87.09        | 89.24         | 86.06             | 92.28              | 88.68 | 89.79    | 88.52 | 87.07 | 87.83 | 87.61            | 87.99        | 88.17      | 87.39 | 87.27        | 88.00 | 89.98 | 86.83 |
| standard error:                       | 0.82                    | 0.96      | 1.39       | 1.49                 | 1.86         | 1.47          | 1.86              | 1.57               | 1.64  | 1.72     | 1.81  | 2.53  | 1.60  | 1.30             | 1.91         | 2.82       | 2.43  | 1.15         | 2.55  | 1.84  | 2.71  |
| sig. test for means:                  |                         | **        | **         |                      |              |               |                   | *                  |       |          |       |       |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|   | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|---|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|   | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q12G making corrections if there is a problem | 366             | 86    | 78    | 133   | 69    | 305                  | 55                   | 75              | 69    | 103   | 58    | 10              | 9     | 26    | 10    | 62                   | 154          | 141           | 174                           | 96                        | 90                             |
| weightd # of participants:                    | 100%            | 23%   | 21%   | 36%   | 19%   | 83%                  | 15%                  | 21%             | 19%   | 28%   | 16%   | 3%              | 2%    | 7%    | 3%    | 17%                  | 42%          | 38%           | 47%                           | 26%                       | 25%                            |
| real # of participants:                       | 363             | 98    | 88    | 95    | 82    | 304                  | 55                   | 85              | 77    | 72    | 70    | 12              | 10    | 21    | 12    | 50                   | 163          | 141           | 186                           | 88                        | 83                             |
| DISSATISFIED (very and smwhat)                | 12%             | 19%   | 8%    | 12%   | 8%    | 13%                  | 9%                   | 20%             | 5%    | 14%   | 10%   | 10%             | 19%   | 9%    | 0%    | 14%                  | 14%          | 10%           | 10%                           | 16%                       | 10%                            |
| SATISFIED (very and smwhat)                   | 70%             | 63%   | 76%   | 71%   | 70%   | 70%                  | 71%                  | 64%             | 82%   | 69%   | 64%   | 49%             | 41%   | 78%   | 100%  | 63%                  | 63%          | 83%           | 69%                           | 66%                       | 78%                            |
| Very dissatisfied (0)                         | 5%              | 8%    | 3%    | 6%    | 4%    | 6%                   | 3%                   | 9%              | 3%    | 6%    | 4%    | 0%              | 0%    | 6%    | 0%    | 9%                   | 5%           | 5%            | 4%                            | 9%                        | 5%                             |
| Dissatisfied (25)                             | 7%              | 11%   | 5%    | 7%    | 5%    | 7%                   | 6%                   | 11%             | 3%    | 8%    | 6%    | 10%             | 19%   | 3%    | 0%    | 6%                   | 9%           | 5%            | 6%                            | 7%                        | 5%                             |
| Neutral (50)                                  | 18%             | 18%   | 16%   | 16%   | 22%   | 18%                  | 20%                  | 15%             | 13%   | 18%   | 26%   | 41%             | 40%   | 13%   | 0%    | 23%                  | 23%          | 7%            | 21%                           | 18%                       | 13%                            |
| Satisfied (75)                                | 34%             | 33%   | 33%   | 38%   | 26%   | 34%                  | 33%                  | 36%             | 35%   | 39%   | 23%   | 15%             | 21%   | 40%   | 42%   | 41%                  | 35%          | 30%           | 32%                           | 30%                       | 41%                            |
| Very satisfied (100)                          | 37%             | 30%   | 43%   | 33%   | 44%   | 36%                  | 38%                  | 29%             | 47%   | 30%   | 42%   | 33%             | 20%   | 37%   | 58%   | 22%                  | 28%          | 52%           | 37%                           | 36%                       | 37%                            |
| Don't know                                    | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                                   | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :                            |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       | (***)                |              |               |                               |                           |                                |
| ± ... at 50%:                                 | 5               | 11    | 11    | 11    | 11    | 6                    | 14                   | 11              | 12    | 12    | 12    | 30              | 33    | 23    | 30    | 15                   | 8            | 9             | 8                             | 11                        | 11                             |
| mean for these data:                          | 72.29           | 66.49 | 77.04 | 71.60 | 75.46 | 71.75                | 74.06                | 65.87           | 80.16 | 69.71 | 73.04 | 67.96           | 60.37 | 74.99 | 89.41 | 65.52                | 68.26        | 80.21         | 72.98                         | 69.35                     | 75.23                          |
| standard error:                               | 1.49            | 3.15  | 2.77  | 2.89  | 3.01  | 1.64                 | 3.55                 | 3.44            | 2.71  | 3.34  | 3.39  | 7.90            | 8.51  | 6.02  | 3.76  | 4.06                 | 2.18         | 2.30          | 2.01                          | 3.36                      | 2.91                           |
| sig. test for means:                          |                 | *     |       |       |       |                      |                      | *               | **    |       |       |                 |       |       | **    |                      | *            | ***           |                               |                           |                                |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|   | -DEPTH OF RELATIONSHIP- |           |            |                  |              |               |                   | -YEARS OF EXISTENCE- |       |          |       |       |       | -CLIENT LOCATIONS- |              |            |       |       | -GROSS REVENUES- |       |       |  | -EMPLOYMENT- |  |  |  |
|---|-------------------------|-----------|------------|------------------|--------------|---------------|-------------------|----------------------|-------|----------|-------|-------|-------|--------------------|--------------|------------|-------|-------|------------------|-------|-------|--|--------------|--|--|--|
|   | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba            | Sask. | Alber-ta | BC    | USA   | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5    | 5-9              | 10-49 | 50+   |  |              |  |  |  |
| Q12G making corrections if there is a problem | 366                     | 229       | 137        | 73               | 79           | 106           | 95                | 60                   | 110   | 83       | 74    | 58    | 76    | 154                | 68           | 42         | 21    | 191   | 43               | 70    | 30    |  |              |  |  |  |
| weightd # of participants:                    | 100%                    | 63%       | 37%        | 20%              | 22%          | 29%           | 26%               | 16%                  | 30%   | 23%      | 20%   | 16%   | 21%   | 42%                | 19%          | 11%        | 6%    | 52%   | 12%              | 19%   | 8%    |  |              |  |  |  |
| real # of participants:                       | 363                     | 199       | 164        | 69               | 78           | 110           | 97                | 66                   | 88    | 84       | 80    | 55    | 80    | 150                | 68           | 44         | 22    | 186   | 45               | 75    | 31    |  |              |  |  |  |
| DISSATISFIED (very and smwhat)                | 12%                     | 12%       | 13%        | 14%              | 17%          | 11%           | 8%                | 5%                   | 12%   | 9%       | 14%   | 21%   | 13%   | 14%                | 6%           | 12%        | 0%    | 14%   | 11%              | 7%    | 9%    |  |              |  |  |  |
| SATISFIED (very and smwhat)                   | 70%                     | 71%       | 69%        | 75%              | 65%          | 71%           | 68%               | 78%                  | 70%   | 76%      | 66%   | 62%   | 73%   | 69%                | 71%          | 69%        | 76%   | 65%   | 71%              | 80%   | 74%   |  |              |  |  |  |
| Very dissatisfied (0)                         | 5%                      | 4%        | 7%         | 6%               | 5%           | 8%            | 3%                | 3%                   | 8%    | 4%       | 5%    | 10%   | 5%    | 6%                 | 2%           | 6%         | 0%    | 6%    | 7%               | 3%    | 3%    |  |              |  |  |  |
| Dissatisfied (25)                             | 7%                      | 7%        | 6%         | 8%               | 12%          | 4%            | 5%                | 3%                   | 4%    | 5%       | 8%    | 11%   | 8%    | 8%                 | 4%           | 6%         | 0%    | 8%    | 4%               | 4%    | 6%    |  |              |  |  |  |
| Neutral (50)                                  | 18%                     | 18%       | 18%        | 11%              | 18%          | 17%           | 25%               | 17%                  | 18%   | 15%      | 21%   | 17%   | 14%   | 17%                | 23%          | 18%        | 24%   | 21%   | 18%              | 13%   | 17%   |  |              |  |  |  |
| Satisfied (75)                                | 34%                     | 33%       | 35%        | 39%              | 31%          | 42%           | 23%               | 32%                  | 39%   | 32%      | 32%   | 26%   | 37%   | 38%                | 35%          | 24%        | 29%   | 36%   | 36%              | 34%   | 23%   |  |              |  |  |  |
| Very satisfied (100)                          | 37%                     | 38%       | 34%        | 35%              | 34%          | 30%           | 45%               | 46%                  | 31%   | 43%      | 34%   | 35%   | 35%   | 31%                | 36%          | 45%        | 46%   | 30%   | 35%              | 45%   | 50%   |  |              |  |  |  |
| Don't know                                    | 0%                      | 0%        | 0%         | 0%               | 0%           | 0%            | 0%                | 0%                   | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%    | 0%               | 0%    | 0%    |  |              |  |  |  |
| No response                                   | 0%                      | 0%        | 0%         | 0%               | 0%           | 0%            | 0%                | 0%                   | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%    | 0%               | 0%    | 0%    |  |              |  |  |  |
| chi <sup>2</sup> :                            |                         |           |            |                  |              |               |                   |                      |       |          |       |       |       |                    |              |            |       |       |                  |       |       |  |              |  |  |  |
| ± ... at 50%:                                 | 5                       | 7         | 8          | 13               | 12           | 10            | 11                | 13                   | 11    | 11       | 12    | 14    | 12    | 9                  | 13           | 16         | 22    | 8     | 16               | 12    | 19    |  |              |  |  |  |
| mean for these data:                          | 72.29                   | 73.30     | 70.59      | 72.38            | 69.31        | 70.58         | 75.30             | 79.02                | 70.48 | 76.44    | 70.14 | 66.68 | 72.25 | 69.85              | 74.34        | 74.20      | 80.50 | 68.54 | 71.82            | 78.77 | 78.05 |  |              |  |  |  |
| standard error:                               | 1.49                    | 1.97      | 2.30       | 3.50             | 3.39         | 2.71          | 2.75              | 3.03                 | 3.05  | 2.95     | 3.24  | 4.48  | 3.20  | 2.33               | 2.99         | 4.53       | 4.43  | 2.11  | 4.31             | 2.91  | 4.92  |  |              |  |  |  |
| sig. test for means:                          |                         |           |            |                  |              |               |                   | *                    |       |          |       |       |       |                    |              |            |       | **    |                  | *     |       |  |              |  |  |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|  | --WD PROVINCE-- |       |       |       |       | --TYPE--     |                | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |           |            | --FIRST WD CONTACT-- |                  |                       |
|--|-----------------|-------|-------|-------|-------|--------------|----------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-----------|------------|----------------------|------------------|-----------------------|
|  | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q12H the guidance provided by officers | 612             | 133   | 149   | 206   | 123   | 510          | 80             | 119             | 129   | 159   | 103   | 12              | 17    | 34    | 16    | 143                  | 247       | 207        | 327                  | 141              | 134                   |
| weightd # of participants:             | 100%            | 22%   | 24%   | 34%   | 20%   | 83%          | 13%            | 20%             | 21%   | 26%   | 17%   | 2%              | 3%    | 6%    | 3%    | 23%                  | 40%       | 34%        | 53%                  | 23%              | 22%                   |
| real # of participants:                | 621             | 155   | 168   | 151   | 147   | 521          | 80             | 138             | 145   | 114   | 124   | 15              | 19    | 27    | 19    | 128                  | 263       | 214        | 350                  | 132              | 129                   |
| DISSATISFIED (very and smwhat)         | 13%             | 19%   | 5%    | 11%   | 18%   | 14%          | 3%             | 20%             | 5%    | 13%   | 21%   | 6%              | 5%    | 2%    | 0%    | 16%                  | 15%       | 8%         | 11%                  | 15%              | 15%                   |
| SATISFIED (very and smwhat)            | 72%             | 63%   | 80%   | 74%   | 70%   | 70%          | 81%            | 62%             | 81%   | 69%   | 66%   | 60%             | 74%   | 85%   | 95%   | 69%                  | 66%       | 81%        | 73%                  | 73%              | 70%                   |
| Very dissatisfied (0)                  | 6%              | 10%   | 2%    | 5%    | 8%    | 7%           | 1%             | 11%             | 1%    | 7%    | 9%    | 6%              | 0%    | 0%    | 0%    | 8%                   | 7%        | 4%         | 5%                   | 8%               | 6%                    |
| Dissatisfied (25)                      | 7%              | 8%    | 4%    | 6%    | 10%   | 8%           | 2%             | 9%              | 3%    | 7%    | 12%   | 0%              | 5%    | 2%    | 0%    | 8%                   | 8%        | 4%         | 6%                   | 7%               | 8%                    |
| Neutral (50)                           | 15%             | 19%   | 15%   | 15%   | 12%   | 16%          | 16%            | 17%             | 15%   | 17%   | 13%   | 34%             | 21%   | 12%   | 5%    | 15%                  | 19%       | 11%        | 16%                  | 12%              | 16%                   |
| Satisfied (75)                         | 36%             | 34%   | 42%   | 37%   | 32%   | 36%          | 39%            | 34%             | 43%   | 36%   | 29%   | 34%             | 37%   | 36%   | 53%   | 39%                  | 35%       | 35%        | 37%                  | 36%              | 36%                   |
| Very satisfied (100)                   | 36%             | 28%   | 38%   | 37%   | 39%   | 34%          | 42%            | 29%             | 37%   | 33%   | 37%   | 26%             | 37%   | 50%   | 42%   | 31%                  | 31%       | 46%        | 36%                  | 37%              | 34%                   |
| Don't know                             | 0%              | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%        | 0%         | 0%                   | 0%               | 0%                    |
| No response                            | 0%              | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%        | 0%         | 0%                   | 0%               | 0%                    |
| chi <sup>2</sup> :                     |                 | **    |       |       |       | (*)          |                | **              |       |       |       |                 |       |       | **    |                      |           |            |                      |                  |                       |
| ± ... at 50%:                          | 4               | 8     | 8     | 8     | 9     | 5            | 12             | 9               | 9     | 10    | 9     | 27              | 24    | 20    | 24    | 9                    | 6         | 7          | 6                    | 9                | 9                     |
| mean for these data:                   | 72.33           | 65.53 | 77.72 | 73.81 | 70.69 | 70.73        | 79.63          | 64.93           | 77.95 | 70.69 | 68.46 | 68.50           | 76.37 | 83.13 | 84.03 | 69.17                | 68.64     | 78.53      | 73.33                | 71.84            | 70.74                 |
| standard error:                        | 1.15            | 2.54  | 1.75  | 2.23  | 2.62  | 1.28         | 2.37           | 2.75            | 1.82  | 2.71  | 2.94  | 6.98            | 5.22  | 3.81  | 3.45  | 2.63                 | 1.82      | 1.78       | 1.47                 | 2.65             | 2.59                  |
| sig. test for means:                   |                 | **    | **    |       |       | **           | **             | *               | ***   |       |       |                 |       |       |       |                      | *         | ***        |                      |                  |                       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|  | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|--|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|  | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q12H the guidance provided by officers | 612                     | 364       | 248        | 133              | 127                  | 182           | 145               | 101       | 172                | 128      | 119   | 80    | 137   | 256              | 105          | 66         | 44    | 314          | 74    | 111   | 53    |
| weightd # of participants:             | 100%                    | 60%       | 40%        | 22%              | 21%                  | 30%           | 24%               | 17%       | 28%                | 21%      | 19%   | 13%   | 22%   | 42%              | 17%          | 11%        | 7%    | 51%          | 12%   | 18%   | 9%    |
| real # of participants:                | 621                     | 324       | 297        | 130              | 127                  | 191           | 152               | 116       | 141                | 135      | 132   | 79    | 147   | 253              | 108          | 70         | 49    | 311          | 81    | 118   | 56    |
| DISSATISFIED (very and smwhat)         | 13%                     | 12%       | 13%        | 10%              | 13%                  | 16%           | 12%               | 16%       | 13%                | 8%       | 16%   | 17%   | 10%   | 13%              | 17%          | 9%         | 6%    | 14%          | 20%   | 10%   | 7%    |
| SATISFIED (very and smwhat)            | 72%                     | 73%       | 71%        | 77%              | 68%                  | 70%           | 72%               | 74%       | 75%                | 78%      | 67%   | 65%   | 76%   | 71%              | 73%          | 69%        | 77%   | 71%          | 70%   | 74%   | 73%   |
| Very dissatisfied (0)                  | 6%                      | 5%        | 7%         | 8%               | 3%                   | 9%            | 4%                | 6%        | 7%                 | 3%       | 8%    | 7%    | 6%    | 6%               | 4%           | 5%         | 2%    | 6%           | 10%   | 4%    | 4%    |
| Dissatisfied (25)                      | 7%                      | 7%        | 6%         | 2%               | 10%                  | 7%            | 8%                | 10%       | 6%                 | 5%       | 8%    | 9%    | 4%    | 6%               | 13%          | 4%         | 4%    | 8%           | 10%   | 6%    | 3%    |
| Neutral (50)                           | 15%                     | 15%       | 16%        | -                | 19%                  | 14%           | 16%               | 11%       | 13%                | 14%      | 17%   | 19%   | 15%   | 16%              | 11%          | 22%        | 18%   | 15%          | 11%   | 16%   | 20%   |
| Satisfied (75)                         | 36%                     | 37%       | 36%        | 40%              | 38%                  | 40%           | 31%               | 32%       | 37%                | 35%      | 33%   | 40%   | 42%   | 39%              | 38%          | 34%        | 32%   | 37%          | 37%   | 34%   | 35%   |
| Very satisfied (100)                   | 36%                     | 36%       | 35%        | 37%              | 30%                  | 30%           | 41%               | 42%       | 38%                | 43%      | 34%   | 25%   | 34%   | 32%              | 35%          | 35%        | 45%   | 34%          | 32%   | 40%   | 38%   |
| Don't know                             | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                            | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                     | 4                       | 6         | 6          | 9                | 9                    | 8             | 8                 | 10        | 9                  | 9        | 9     | 12    | 9     | 7                | 10           | 12         | 15    | 6            | 12    | 10    | 14    |
| ± ... at 50%:                          | 72.33                   | 72.93     | 71.45      | 73.71            | 70.56                | 68.73         | 74.23             | 73.44     | 73.37              | 77.35    | 69.22 | 66.47 | 73.50 | 71.20            | 71.69        | 72.57      | 78.42 | 71.20        | 68.12 | 75.00 | 75.13 |
| standard error:                        | 1.15                    | 1.56      | 1.70       | 2.54             | 2.35                 | 2.20          | 2.25              | 2.81      | 2.45               | 2.20     | 2.67  | 3.29  | 2.24  | 1.78             | 2.75         | 3.27       | 3.50  | 1.65         | 3.56  | 2.47  | 3.44  |
| sig. test for means:                   |                         |           |            |                  |                      |               |                   |           |                    | *        |       | *     |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |  |
|--|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q12I the identification of services offered by other organizations |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |  |
| weightd # of participants:   | 536           | 121   | 119   | 194   | 102   | 452                  | 65                   | 109           | 105   | 150   | 88    | 11            | 12    | 32    | 10    | 129                | 227          | 168           | 287                           | 121                    | 119                            |  |
| real # of participants:  | 100%          | 23%   | 22%   | 36%   | 19%   | 84%                  | 12%                  | 20%           | 20%   | 28%   | 16%   | 2%            | 2%    | 6%    | 2%    | 24%                | 42%          | 31%           | 53%                           | 23%                    | 22%                            |  |
| DISSATISFIED (very and smwhat)                                     | 22%           | 31%   | 16%   | 20%   | 21%   | 23%                  | 16%                  | 32%           | 17%   | 21%   | 23%   | 30%           | 7%    | 20%   | 0%    | 23%                | 25%          | 17%           | 20%                           | 25%                    | 22%                            |  |
| SATISFIED (very and smwhat)  | 56%           | 47%   | 57%   | 59%   | 58%   | 53%                  | 61%                  | 46%           | 56%   | 54%   | 58%   | 50%           | 64%   | 64%   | 58%   | 59%                | 48%          | 63%           | 61%                           | 53%                    | 46%                            |  |
| Very dissatisfied (0)  | 11%           | 15%   | 7%    | 12%   | 10%   | 12%                  | 7%                   | 16%           | 8%    | 12%   | 10%   | 0%            | 0%    | 14%   | 0%    | 13%                | 11%          | 9%            | 9%                            | 14%                    | 13%                            |  |
| Dissatisfied (25)  | 11%           | 16%   | 9%    | 8%    | 11%   | 11%                  | 9%                   | 15%           | 9%    | 9%    | 12%   | 30%           | 7%    | 6%    | 0%    | 10%                | 14%          | 7%            | 10%                           | 12%                    | 10%                            |  |
| Neutral (50)   | 23%           | 22%   | 27%   | 22%   | 21%   | 24%                  | 23%                  | 22%           | 27%   | 24%   | 20%   | 20%           | 28%   | 16%   | 42%   | 18%                | 27%          | 21%           | 19%                           | 22%                    | 31%                            |  |
| Satisfied (75)   | 32%           | 26%   | 26%   | 40%   | 33%   | 31%                  | 35%                  | 25%           | 27%   | 35%   | 34%   | 41%           | 21%   | 39%   | 34%   | 38%                | 27%          | 34%           | 34%                           | 34%                    | 27%                            |  |
| Very satisfied (100)   | 23%           | 21%   | 30%   | 19%   | 25%   | 23%                  | 25%                  | 22%           | 29%   | 19%   | 24%   | 9%            | 43%   | 24%   | 25%   | 21%                | 21%          | 28%           | 27%                           | 19%                    | 20%                            |  |
| Don't know   | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| No response  | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :   |               | *     |       |       |       |                      |                      |               |       |       |       |               |       |       | *     |                    |              |               |                               |                        |                                |  |
| ± ... at 50%:  | 4             | 9     | 9     | 9     | 9     | 5                    | 13                   | 9             | 10    | 10    | 10    | 28            | 28    | 21    | 30    | 10                 | 7            | 8             | 6                             | 10                     | 10                             |  |
| mean for these data:   | 61.49         | 55.47 | 65.86 | 61.61 | 63.31 | 60.39                | 65.66                | 55.01         | 65.02 | 60.11 | 62.00 | 57.07         | 75.00 | 63.45 | 70.70 | 60.81              | 58.46        | 66.17         | 64.54                         | 58.24                  | 57.77                          |  |
| standard error:  | 1.36          | 2.85  | 2.62  | 2.56  | 2.84  | 1.49                 | 3.62                 | 3.08          | 2.78  | 2.98  | 3.08  | 6.94          | 7.01  | 6.65  | 6.05  | 3.02               | 2.04         | 2.35          | 1.79                          | 3.05                   | 2.98                           |  |
| sig. test for means:   |               | *     |       |       |       |                      |                      | *             |       |       |       |               |       |       |       |                    | *            | *             | *                             | *                      | *                              |  |



Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|  | --DEPTH OF RELATIONSHIP |           |            | --YEARS OF EXISTENCE-- |              |               |             | --CLIENT LOCATIONS-- |       |          |       |       |       | --GROSS REVENUES-- |              |            |       | --EMPLOYMENT-- |       |       |       |  |
|--|-------------------------|-----------|------------|------------------------|--------------|---------------|-------------|----------------------|-------|----------|-------|-------|-------|--------------------|--------------|------------|-------|----------------|-------|-------|-------|--|
|  | TOTAL                   | Long term | Short term | Less than 1 year       | 1 to 3 years | 4 to 10 years | 11 and more | Manitoba             | Sask. | Alber-ta | BC    | USA   | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5             | 5-9   | 10-49 | 50+   |  |
| Q12I the identification of services offered by other organizations |                         |           |            |                        |              |               |             |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |  |
| weightd # of participants:   | 536                     | 324       | 212        | 128                    | 110          | 158           | 119         | 86                   | 157   | 105      | 109   | 67    | 118   | 228                | 91           | 57         | 33    | 281            | 65    | 91    | 41    |  |
| real # of participants:  | 100%                    | 60%       | 40%        | 24%                    | 21%          | 29%           | 22%         | 16%                  | 29%   | 20%      | 20%   | 13%   | 22%   | 43%                | 17%          | 11%        | 6%    | 52%            | 12%   | 17%   | 8%    |  |
| DISSATISFIED (very and smwhat)                                     | 22%                     | 21%       | 23%        | 13%                    | 31%          | 20%           | 25%         | 13%                  | 20%   | 17%      | 27%   | 28%   | 20%   | 24%                | 22%          | 16%        | 26%   | 23%            | 27%   | 17%   | 24%   |  |
| SATISFIED (very and smwhat)  | 56%                     | 56%       | 54%        | 72%                    | 45%          | 52%           | 50%         | 63%                  | 61%   | 60%      | 53%   | 42%   | 52%   | 58%                | 43%          | 53%        | 40%   | 56%            | 41%   | 57%   | 50%   |  |
| Very dissatisfied (0)  | 11%                     | 12%       | 10%        | 7%                     | 15%          | 10%           | 13%         | 8%                   | 12%   | 10%      | 14%   | 19%   | 9%    | 11%                | 11%          | 8%         | 8%    | 12%            | 18%   | 8%    | 9%    |  |
| Dissatisfied (25)  | 11%                     | 9%        | 13%        | 6%                     | 16%          | 10%           | 12%         | 5%                   | 8%    | 7%       | 13%   | 9%    | 11%   | 12%                | 10%          | 8%         | 18%   | 11%            | 9%    | 10%   | 15%   |  |
| Neutral (50)   | 23%                     | 23%       | 23%        | 15%                    | 24%          | 28%           | 25%         | 24%                  | 19%   | 23%      | 20%   | 30%   | 28%   | 18%                | 36%          | 31%        | 35%   | 21%            | 32%   | 26%   | 26%   |  |
| Satisfied (75)   | 32%                     | 34%       | 30%        | 42%                    | 32%          | 29%           | 24%         | 32%                  | 40%   | 28%      | 30%   | 24%   | 28%   | 36%                | 26%          | 32%        | 13%   | 31%            | 25%   | 34%   | 26%   |  |
| Very satisfied (100)   | 23%                     | 23%       | 24%        | 30%                    | 13%          | 22%           | 27%         | 30%                  | 21%   | 32%      | 22%   | 18%   | 23%   | 23%                | 17%          | 21%        | 27%   | 24%            | 16%   | 23%   | 24%   |  |
| Don't know   | 0%                      | 0%        | 0%         | 0%                     | 0%           | 0%            | 0%          | 0%                   | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |  |
| No response  | 0%                      | 0%        | 0%         | 0%                     | 0%           | 0%            | 0%          | 0%                   | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :   |                         |           |            | ***                    |              |               |             |                      |       |          |       |       |       |                    |              |            |       |                |       |       |       |  |
| ± ... at 50%:  | 4                       | 6         | 7          | 9                      | 10           | 8             | 9           | 11                   | 9     | 10       | 10    | 13    | 9     | 7                  | 11           | 13         | 17    | 6              | 12    | 11    | 16    |  |
| mean for these data:   | 61.49                   | 61.62     | 61.30      | 70.21                  | 53.23        | 61.01         | 59.63       | 67.92                | 62.56 | 66.15    | 58.50 | 53.35 | 61.56 | 61.46              | 56.63        | 62.76      | 58.28 | 61.48          | 53.14 | 63.72 | 60.13 |  |
| standard error:  | 1.36                    | 1.87      | 1.98       | 2.58                   | 3.01         | 2.38          | 3.03        | 3.02                 | 2.79  | 3.05     | 3.06  | 4.15  | 2.71  | 2.12               | 3.13         | 3.71       | 5.33  | 1.93           | 3.88  | 2.96  | 4.90  |  |
| sig. test for means:   |                         |           |            | ***                    | **           |               |             | *                    |       |          |       |       |       |                    |              |            |       |                | *     |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|   | -WD PROVINCE- |       |       |       |       | -TYPE-       |                | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |           |            | -FIRST WD CONTACT-   |                  |                       |  |
|---|---------------|-------|-------|-------|-------|--------------|----------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-----------|------------|----------------------|------------------|-----------------------|--|
|   | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |  |
| Q12J the follow-through to see if you got what you needed |               |       |       |       |       |              |                |               |       |       |       |               |       |       |       |                    |           |            |                      |                  |                       |  |
| weightd # of participants:                                | 558           | 118   | 136   | 189   | 115   | 464          | 77             | 105           | 117   | 144   | 98    | 12            | 16    | 35    | 14    | 115                | 235       | 196        | 295                  | 129              | 126                   |  |
| real # of participants:                                   | 100%          | 21%   | 24%   | 34%   | 21%   | 83%          | 14%            | 19%           | 21%   | 26%   | 17%   | 2%            | 3%    | 6%    | 2%    | 21%                | 42%       | 35%        | 53%                  | 23%              | 23%                   |  |
| DISSATISFIED (very and smwhat)                            | 26%           | 33%   | 21%   | 27%   | 25%   | 29%          | 12%            | 33%           | 21%   | 32%   | 29%   | 29%           | 16%   | 10%   | 0%    | 35%                | 33%       | 14%        | 27%                  | 29%              | 24%                   |  |
| SATISFIED (very and smwhat)                               | 55%           | 42%   | 63%   | 57%   | 54%   | 53%          | 63%            | 42%           | 66%   | 51%   | 50%   | 33%           | 40%   | 75%   | 88%   | 46%                | 46%       | 69%        | 54%                  | 55%              | 57%                   |  |
| Very dissatisfied (0)                                     | 15%           | 18%   | 10%   | 17%   | 17%   | 17%          | 5%             | 19%           | 11%   | 20%   | 19%   | 6%            | 0%    | 10%   | 0%    | 23%                | 17%       | 9%         | 15%                  | 20%              | 12%                   |  |
| Dissatisfied (25)   | 11%           | 15%   | 11%   | 9%    | 9%    | 12%          | 7%             | 14%           | 11%   | 12%   | 10%   | 22%           | 16%   | 0%    | 0%    | 12%                | 16%       | 4%         | 11%                  | 9%               | 12%                   |  |
| Neutral (50)  | 19%           | 26%   | 16%   | 16%   | 20%   | 18%          | 24%            | 24%           | 13%   | 17%   | 21%   | 39%           | 44%   | 15%   | 12%   | 19%                | 21%       | 17%        | 20%                  | 16%              | 18%                   |  |
| Satisfied (75)  | 25%           | 24%   | 29%   | 22%   | 27%   | 26%          | 22%            | 24%           | 33%   | 22%   | 26%   | 20%           | 6%    | 21%   | 44%   | 20%                | 25%       | 29%        | 25%                  | 25%              | 26%                   |  |
| Very satisfied (100)                                      | 29%           | 18%   | 34%   | 35%   | 27%   | 27%          | 41%            | 19%           | 32%   | 30%   | 24%   | 12%           | 34%   | 54%   | 44%   | 26%                | 21%       | 41%        | 29%                  | 30%              | 31%                   |  |
| Don't know  | 0%            | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%        | 0%         | 0%                   | 0%               | 0%                    |  |
| No response   | 0%            | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%        | 0%         | 0%                   | 0%               | 0%                    |  |
| chi <sup>2</sup> :  |               | *     |       |       |       | **           |                |               |       |       |       | (**)          |       |       |       | ***                |           |            |                      |                  |                       |  |
| ± ... at 50%:   | 4             | 9     | 8     | 9     | 9     | 5            | 12             | 9             | 9     | 10    | 10    | 27            | 25    | 20    | 26    | 10                 | 7         | 7          | 6                    | 9                | 10                    |  |
| mean for these data:                                      | 60.63         | 52.38 | 66.44 | 62.11 | 59.80 | 58.24        | 71.66          | 52.15         | 66.46 | 57.21 | 56.49 | 52.56         | 64.20 | 77.27 | 82.92 | 53.45              | 54.57     | 71.84      | 60.11                | 59.04            | 63.11                 |  |
| standard error:   | 1.48          | 2.89  | 2.65  | 3.13  | 3.00  | 1.64         | 3.41           | 3.15          | 2.89  | 3.69  | 3.28  | 7.24          | 6.80  | 6.00  | 4.42  | 3.76               | 2.19      | 2.19       | 1.97                 | 3.37             | 3.11                  |  |
| sig. test for means:                                      |               | **    | *     |       |       | ***          | ***            | *             | **    |       |       | *             |       |       | *     | *                  | ***       | ***        |                      |                  |                       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of the reliability of WD service?

|   | --DEPTH OF RELATIONSHIP-- |           |            |                  | --YEARS OF EXISTENCE-- |               |             |           | --CLIENT LOCATIONS-- |          |       |       |       | --GROSS REVENUES-- |              |            |       | --EMPLOYMENT-- |       |       |       |  |
|---|---------------------------|-----------|------------|------------------|------------------------|---------------|-------------|-----------|----------------------|----------|-------|-------|-------|--------------------|--------------|------------|-------|----------------|-------|-------|-------|--|
|   | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years           | 4 to 10 years | 11 and more | Mani-toba | Sask.                | Alber-ta | BC    | USA   | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5             | 5-9   | 10-49 | 50+   |  |
| Q12J the follow-through to see if you got what you needed |                           |           |            |                  |                        |               |             |           |                      |          |       |       |       |                    |              |            |       |                |       |       |       |  |
| weightd # of participants:                                | 558                       | 326       | 232        | 120              | 116                    | 164           | 138         | 97        | 163                  | 123      | 109   | 73    | 124   | 225                | 104          | 63         | 40    | 280            | 69    | 111   | 47    |  |
| real # of participants:                                   | 100%                      | 58%       | 42%        | 22%              | 21%                    | 29%           | 25%         | 17%       | 29%                  | 22%      | 20%   | 13%   | 22%   | 40%                | 19%          | 11%        | 7%    | 50%            | 12%   | 20%   | 8%    |  |
| DISSATISFIED (very and smwhat)                            | 26%                       | 27%       | 26%        | 26%              | 35%                    | 25%           | 25%         | 22%       | 31%                  | 23%      | 28%   | 32%   | 29%   | 29%                | 24%          | 22%        | 23%   | 31%            | 26%   | 21%   | 17%   |  |
| SATISFIED (very and smwhat)                               | 55%                       | 54%       | 56%        | 56%              | 49%                    | 55%           | 55%         | 63%       | 58%                  | 60%      | 52%   | 42%   | 51%   | 52%                | 56%          | 54%        | 59%   | 50%            | 56%   | 60%   | 55%   |  |
| Very dissatisfied (0)                                     | 15%                       | 16%       | 15%        | 15%              | 20%                    | 15%           | 14%         | 14%       | 18%                  | 14%      | 16%   | 24%   | 16%   | 17%                | 15%          | 8%         | 9%    | 17%            | 21%   | 11%   | 6%    |  |
| Dissatisfied (25)   | 11%                       | 11%       | 11%        | 11%              | 15%                    | 9%            | 10%         | 8%        | 13%                  | 9%       | 12%   | 7%    | 13%   | 12%                | 9%           | 14%        | 14%   | 13%            | 5%    | 10%   | 12%   |  |
| Neutral (50)  | 19%                       | 20%       | 18%        | 18%              | 16%                    | 20%           | 21%         | 16%       | 11%                  | 17%      | 20%   | 26%   | 20%   | 19%                | 19%          | 24%        | 18%   | 19%            | 18%   | 19%   | 27%   |  |
| Satisfied (75)  | 25%                       | 25%       | 26%        | 28%              | 21%                    | 29%           | 22%         | 26%       | 22%                  | 26%      | 23%   | 23%   | 26%   | 26%                | 24%          | 26%        | 28%   | 25%            | 26%   | 25%   | 26%   |  |
| Very satisfied (100)                                      | 29%                       | 29%       | 30%        | 28%              | 28%                    | 26%           | 32%         | 37%       | 36%                  | 34%      | 29%   | 19%   | 26%   | 26%                | 33%          | 28%        | 31%   | 26%            | 31%   | 35%   | 30%   |  |
| Don't know  | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%        | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |  |
| No response   | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%        | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :  |                           |           |            |                  |                        |               |             |           |                      |          |       |       |       |                    |              |            |       |                |       |       |       |  |
| ± ... at 50%:   | 4                         | 6         | 6          | 10               | 10                     | 8             | 9           | 10        | 9                    | 9        | 9     | 12    | 9     | 7                  | 10           | 13         | 16    | 6              | 12    | 10    | 15    |  |
| mean for these data:                                      | 60.63                     | 60.02     | 61.50      | 60.98            | 55.46                  | 60.20         | 61.91       | 65.87     | 61.37                | 64.56    | 59.57 | 51.39 | 58.13 | 58.00              | 62.45        | 62.87      | 64.67 | 57.03          | 59.85 | 65.57 | 65.58 |  |
| standard error:   | 1.48                      | 2.07      | 2.11       | 3.20             | 3.48                   | 2.62          | 2.94        | 3.37      | 3.31                 | 3.09     | 3.23  | 4.24  | 3.04  | 2.36               | 3.46         | 3.89       | 4.99  | 2.12           | 4.34  | 3.14  | 4.22  |  |
| sig. test for means:                                      |                           |           |            |                  |                        |               |             |           |                      |          |       | *     |       |                    |              |            |       | *              |       | *     | *     |  |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|  | -WD PROVINCE- |       |       |       | -TYPE- |              | -WD PROVINCE-  |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |           | -FIRST WD CONTACT-- |                      |                  |                       |
|--|---------------|-------|-------|-------|--------|--------------|----------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|-----------|---------------------|----------------------|------------------|-----------------------|
|  | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-mer-cial | Not for profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5 times | 6 and more          | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q13A delivering on promises made                                   | 90.37         | 89.81 | 93.37 | 88.79 | 90.19  | 92.02        | 83.47          | 91.20 | 96.00 | 89.86 | 92.07         | 76.65 | 84.86 | 80.00 | 92.70              | 89.27 | 91.16     | 90.70               | 88.45                | 92.89            | 91.03                 |
| mean for these data:   |               |       |       |       |        |              | *              |       | *     |       |               |       | *     |       |                    |       |           |                     |                      |                  |                       |
| sig. test for means:   |               |       |       |       |        |              | *              |       | *     |       |               |       | *     |       |                    |       |           |                     |                      |                  |                       |
| Q13B the business knowledge of the officers                        | 84.42         | 81.28 | 84.79 | 82.68 | 90.63  | 84.01        | 83.46          | 82.14 | 84.36 | 82.00 | 89.53         | 73.58 | 86.28 | 80.00 | 92.97              | 88.28 | 82.98     | 82.72               | 84.67                | 88.20            | 80.44                 |
| mean for these data:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |
| sig. test for means:   |               |       |       |       | **     |              |                |       |       |       | *             |       |       |       |                    |       |           |                     |                      |                  |                       |
| Q13C the competence of the officers                                | 87.67         | 86.45 | 92.28 | 83.94 | 90.83  | 87.78        | 84.04          | 86.34 | 92.73 | 83.44 | 91.92         | 87.48 | 90.72 | 78.00 | 82.03              | 86.78 | 88.76     | 87.45               | 88.59                | 88.51            | 85.07                 |
| mean for these data:   |               |       | *     |       |        |              |                |       | *     |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |
| sig. test for means:   |               |       | *     |       |        |              |                |       | *     |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |
| Q13D the courtesy of the officers                                  | 83.93         | 85.47 | 85.33 | 81.98 | 84.69  | 84.39        | 80.99          | 85.71 | 87.81 | 81.10 | 85.24         | 83.30 | 76.71 | 85.00 | 78.65              | 87.25 | 83.24     | 81.52               | 84.00                | 86.30            | 81.39                 |
| mean for these data:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |
| sig. test for means:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |
| Q13E the fairness of the service process                           | 84.60         | 81.81 | 85.97 | 83.31 | 88.52  | 85.76        | 77.19          | 81.83 | 89.65 | 84.17 | 88.79         | 81.66 | 73.72 | 75.00 | 87.18              | 84.42 | 85.49     | 84.34               | 83.70                | 86.54            | 84.02                 |
| mean for these data:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |
| sig. test for means:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |
| Q13F keeping information confidential                              | 89.68         | 85.70 | 92.30 | 90.30 | 89.24  | 89.90        | 87.45          | 86.71 | 94.05 | 89.57 | 89.27         | 77.75 | 86.72 | 92.00 | 85.95              | 88.17 | 89.07     | 91.45               | 88.07                | 88.33            | 93.27                 |
| mean for these data:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  | *                     |
| sig. test for means:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  | *                     |
| Q13G making corrections if there is a problem                      | 86.73         | 86.13 | 88.11 | 82.37 | 94.60  | 87.57        | 81.49          | 86.68 | 89.54 | 83.57 | 93.94         | 81.93 | 83.54 | 73.00 | 96.35              | 85.82 | 89.56     | 84.79               | 88.13                | 88.11            | 82.69                 |
| mean for these data:   |               |       |       | *     | ***    |              |                |       |       |       | **            |       |       | *     | **                 |       |           |                     |                      |                  |                       |
| sig. test for means:   |               |       |       | *     | ***    |              |                |       |       |       | **            |       |       | *     | **                 |       |           |                     |                      |                  |                       |
| Q13H the guidance provided by officers                             | 84.00         | 86.59 | 90.08 | 78.24 | 85.03  | 83.37        | 82.81          | 86.49 | 90.52 | 76.59 | 83.78         | 87.48 | 88.57 | 74.47 | 85.68              | 85.42 | 84.46     | 82.58               | 86.46                | 85.10            | 78.59                 |
| mean for these data:   |               |       | **    | *     |        |              |                |       | **    | *     |               |       |       |       |                    |       |           |                     |                      |                  | *                     |
| sig. test for means:   |               |       | **    | *     |        |              |                |       | **    | *     |               |       |       |       |                    |       |           |                     |                      |                  | *                     |
| Q13I the identification of services offered by other organizations | 74.53         | 76.04 | 78.73 | 68.59 | 79.99  | 76.31        | 63.96          | 77.22 | 82.72 | 68.96 | 82.01         | 59.08 | 65.43 | 62.00 | 67.70              | 79.10 | 78.20     | 66.52               | 75.61                | 79.76            | 68.25                 |
| mean for these data:   |               |       |       | *     |        | *            | *              |       |       | *     |               |       |       |       |                    |       |           | **                  |                      |                  |                       |
| sig. test for means:   |               |       |       | *     |        | *            | *              |       |       | *     |               |       |       |       |                    |       |           | **                  |                      |                  |                       |
| Q13J the follow-through to see if you got what you needed          | 77.31         | 75.58 | 76.06 | 76.60 | 82.04  | 78.21        | 69.16          | 75.49 | 78.83 | 77.26 | 82.47         | 76.38 | 67.29 | 66.01 | 74.45              | 77.84 | 77.50     | 77.03               | 74.46                | 80.50            | 79.60                 |
| mean for these data:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |
| sig. test for means:   |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                     |                      |                  |                       |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|  | ---DEPTH OF RELATIONSHIP--- |           |            |                  |              |               |                   | -----YEARS OF EXISTENCE----- |       |          |       |       |       | -----CLIENT LOCATIONS----- |              |            |       |       | -----GROSS REVENUES----- |       |       |       | -----EMPLOYMENT----- |  |  |  |
|--|-----------------------------|-----------|------------|------------------|--------------|---------------|-------------------|------------------------------|-------|----------|-------|-------|-------|----------------------------|--------------|------------|-------|-------|--------------------------|-------|-------|-------|----------------------|--|--|--|
|  | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba                    | Sask. | Alber-ta | BC    | USA   | Other | <\$250k                    | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5    | 5-9                      | 10-49 | 50+   |       |                      |  |  |  |
| Q13A delivering on promises made                                   | mean for these data:        | 90.37     | 89.37      | 91.97            | 91.07        | 87.72         | 91.86             | 90.31                        | 88.21 | 87.92    | 93.91 | 91.05 | 89.69 | 92.66                      | 89.54        | 90.48      | 91.42 | 88.01 | 90.53                    | 92.06 | 89.96 | 92.02 |                      |  |  |  |
|  | sig. test for means:        |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |       |                      |  |  |  |
| Q13B the business knowledge of the officers                        | mean for these data:        | 84.42     | 85.60      | 82.57            | 87.71        | 84.14         | 81.18             | 84.94                        | 85.42 | 82.73    | 85.55 | 78.29 | 81.10 | 82.16                      | 87.55        | 78.33      | 78.97 | 87.17 | 87.66                    | 76.95 | 78.87 | 90.38 |                      |  |  |  |
|  | sig. test for means:        |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            | *            |            |       |       | *                        |       |       |       |                      |  |  |  |
| Q13C the competence of the officers                                | mean for these data:        | 87.67     | 86.27      | 89.84            | 92.31        | 87.63         | 87.17             | 84.54                        | 87.38 | 84.99    | 92.41 | 89.27 | 79.63 | 85.73                      | 89.58        | 83.75      | 84.59 | 83.74 | 90.70                    | 81.85 | 82.81 | 89.00 |                      |  |  |  |
|  | sig. test for means:        |           |            |                  |              |               |                   |                              |       | *        |       |       |       |                            |              |            |       |       | **                       |       |       |       |                      |  |  |  |
| Q13D the courtesy of the officers                                  | mean for these data:        | 83.93     | 84.15      | 83.59            | 87.57        | 77.48         | 87.46             | 81.30                        | 83.26 | 80.52    | 86.51 | 85.22 | 82.31 | 81.19                      | 85.29        | 82.31      | 81.18 | 77.71 | 85.01                    | 83.51 | 79.59 | 80.15 |                      |  |  |  |
|  | sig. test for means:        |           |            |                  | *            | *             |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |       |                      |  |  |  |
| Q13E the fairness of the service process                           | mean for these data:        | 84.60     | 83.16      | 86.99            | 90.62        | 86.75         | 87.28             | 79.21                        | 86.28 | 85.87    | 86.73 | 87.07 | 69.89 | 80.30                      | 90.32        | 80.83      | 79.96 | 70.13 | 88.87                    | 83.08 | 78.59 | 79.26 |                      |  |  |  |
|  | sig. test for means:        |           |            |                  | *            |               |                   | *                            |       |          |       | **    |       |                            | ***          |            |       | **    | **                       |       |       |       |                      |  |  |  |
| Q13F keeping information confidential                              | mean for these data:        | 89.68     | 90.18      | 88.90            | 96.06        | 87.31         | 90.99             | 87.66                        | 91.63 | 90.67    | 95.92 | 89.57 | 78.81 | 86.73                      | 90.98        | 88.71      | 90.92 | 81.45 | 91.06                    | 91.28 | 89.54 | 76.57 |                      |  |  |  |
|  | sig. test for means:        |           |            |                  | **           |               |                   |                              |       | **       |       |       |       |                            |              |            |       |       |                          |       |       |       |                      |  |  |  |
| Q13G making corrections if there is a problem                      | mean for these data:        | 86.73     | 84.10      | 91.05            | 94.04        | 85.87         | 86.18             | 84.87                        | 92.09 | 86.25    | 90.23 | 88.52 | 80.51 | 84.74                      | 90.71        | 84.75      | 80.89 | 82.63 | 89.70                    | 86.78 | 81.08 | 90.02 |                      |  |  |  |
|  | sig. test for means:        |           | *          | *                | **           |               |                   |                              | *     |          |       |       |       |                            | *            |            |       |       |                          |       |       |       |                      |  |  |  |
| Q13H the guidance provided by officers                             | mean for these data:        | 84.00     | 81.82      | 87.39            | 88.35        | 82.82         | 83.83             | 80.18                        | 82.22 | 80.76    | 88.98 | 83.23 | 78.88 | 82.26                      | 85.45        | 83.37      | 77.85 | 81.37 | 85.41                    | 81.95 | 79.64 | 84.11 |                      |  |  |  |
|  | sig. test for means:        |           | *          | *                |              |               |                   |                              |       | *        |       |       |       |                            |              |            |       |       |                          |       |       |       |                      |  |  |  |
| Q13I the identification of services offered by other organizations | mean for these data:        | 74.53     | 72.94      | 77.04            | 87.50        | 74.02         | 73.18             | 71.95                        | 74.70 | 70.29    | 74.60 | 69.76 | 77.25 | 74.83                      | 77.65        | 71.18      | 68.33 | 71.38 | 77.60                    | 76.97 | 68.44 | 65.07 |                      |  |  |  |
|  | sig. test for means:        |           |            |                  | **           |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |       |                      |  |  |  |
| Q13J the follow-through to see if you got what you needed          | mean for these data:        | 77.31     | 77.86      | 76.48            | 85.56        | 74.37         | 79.43             | 71.98                        | 77.09 | 73.81    | 74.62 | 72.04 | 76.54 | 79.65                      | 79.84        | 73.01      | 71.84 | 76.04 | 79.94                    | 74.40 | 75.19 | 71.29 |                      |  |  |  |
|  | sig. test for means:        |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |       |                      |  |  |  |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|                                  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |
|----------------------------------|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|                                  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q13A delivering on promises made | 227           | 44    | 52    | 88    | 43    | 180                  | 35                   | 39            | 40    | 66    | 34    | 4             | 12    | 13    | 6     | 70                 | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:       | 100%          | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%           | 18%   | 29%   | 15%   | 2%            | 5%    | 6%    | 3%    | 31%                | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:          | 219           | 51    | 58    | 59    | 51    | 174                  | 35                   | 46            | 45    | 42    | 41    | 5             | 13    | 10    | 7     | 61                 | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)             | 1%            | 0%    | 2%    | 0%    | 2%    | 0%                   | 2%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 7%    | 0%    | 0%    | 1%                 | 1%           | 0%            | 2%                            | 0%                     | 0%                             |
| Unimportant (25)                 | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                     | 0%                             |
| Neutral (50)                     | 6%            | 7%    | 3%    | 6%    | 8%    | 5%                   | 15%                  | 6%            | 2%    | 4%    | 7%    | 17%           | 8%    | 20%   | 15%   | 4%                 | 5%           | 8%            | 8%                            | 1%                     | 7%                             |
| Important (75)                   | 19%           | 21%   | 12%   | 26%   | 10%   | 19%                  | 26%                  | 19%           | 11%   | 26%   | 12%   | 44%           | 15%   | 40%   | 0%    | 21%                | 16%          | 20%           | 16%                           | 23%                    | 20%                            |
| Very important (100)             | 62%           | 59%   | 78%   | 53%   | 67%   | 64%                  | 55%                  | 63%           | 80%   | 54%   | 66%   | 22%           | 70%   | 40%   | 85%   | 52%                | 65%          | 70%           | 57%                           | 66%                    | 68%                            |
| DK/NR                            | 12%           | 12%   | 5%    | 16%   | 14%   | 12%                  | 2%                   | 12%           | 7%    | 15%   | 15%   | 17%           | 0%    | 0%    | 0%    | 22%                | 13%          | 2%            | 18%                           | 10%                    | 5%                             |
| chi <sup>2</sup> :               |               |       |       |       |       | (*)                  |                      |               |       |       |       |               |       |       |       | (*)                |              |               | ++                            |                        |                                |
| ± ... at 50%:                    | 7             | 15    | 14    | 14    | 15    | 8                    | 18                   | 15            | 16    | 16    | 16    | 47            | 29    | 33    | 39    | 13                 | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:             | 90.37         | 89.81 | 93.37 | 88.79 | 90.19 | 92.02                | 83.47                | 91.20         | 96.00 | 89.86 | 92.07 | 76.65         | 84.86 | 80.00 | 92.70 | 89.27              | 91.16        | 90.70         | 88.45                         | 92.89                  | 91.03                          |
| standard error:                  | 1.24          | 2.44  | 2.35  | 2.20  | 3.21  | 1.16                 | 3.95                 | 2.44          | 1.66  | 2.44  | 2.69  | 9.96          | 8.24  | 6.15  | 7.31  | 2.68               | 2.08         | 1.89          | 2.05                          | 1.99                   | 2.12                           |
| sig. test for means:             |               |       |       |       |       | *                    | *                    |               | *     |       |       |               |       |       |       |                    |              |               |                               |                        |                                |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|                                  | ---DEPTH OF RELATIONSHIP--- |           |            |                  | ---YEARS OF EXISTENCE--- |               |                   |           | ---CLIENT LOCATIONS--- |          |       |       |       |         | ---GROSS REVENUES--- |            |       |       | ---EMPLOYMENT--- |       |       |  |
|----------------------------------|-----------------------------|-----------|------------|------------------|--------------------------|---------------|-------------------|-----------|------------------------|----------|-------|-------|-------|---------|----------------------|------------|-------|-------|------------------|-------|-------|--|
|                                  | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years             | 4 to 10 years | 11 years and more | Mani-toba | Sask.                  | Alber-ta | BC    | USA   | Other | <\$250k | \$250k-<\$1M         | \$1M-<\$5M | \$5M+ | <5    | 5-9              | 10-49 | 50+   |  |
| Q13A delivering on promises made | 227                         | 140       | 86         | 33               | 45                       | 75            | 65                | 48        | 76                     | 46       | 41    | 23    | 46    | 97      | 37                   | 35         | 18    | 124   | 31               | 44    | 16    |  |
| weightd # of participants:       | 100%                        | 62%       | 38%        | 14%              | 20%                      | 33%           | 28%               | 21%       | 33%                    | 20%      | 18%   | 10%   | 20%   | 43%     | 16%                  | 16%        | 8%    | 55%   | 14%              | 19%   | 7%    |  |
| real # of participants:          | 219                         | 116       | 103        | 35               | 44                       | 71            | 59                | 52        | 54                     | 49       | 44    | 22    | 47    | 97      | 34                   | 32         | 18    | 119   | 30               | 43    | 16    |  |
| Very unimportant (0)             | 1%                          | 1%        | 1%         | 3%               | 0%                       | 0%            | 0%                | 2%        | 0%                     | 0%       | 0%    | 0%    | 0%    | 1%      | 0%                   | 0%         | 0%    | 1%    | 0%               | 0%    | 0%    |  |
| Unimportant (25)                 | 0%                          | 0%        | 0%         | 0%               | 0%                       | 0%            | 0%                | 0%        | 0%                     | 0%       | 0%    | 0%    | 0%    | 0%      | 0%                   | 0%         | 0%    | 0%    | 0%               | 0%    | 0%    |  |
| Neutral (50)                     | 6%                          | 5%        | 8%         | 5%               | 13%                      | 4%            | 4%                | 11%       | 8%                     | 6%       | 6%    | 3%    | 6%    | 8%      | 9%                   | 2%         | 10%   | 7%    | 3%               | 7%    | 0%    |  |
| Important (75)                   | 19%                         | 26%       | 7%         | 8%               | 18%                      | 22%           | 23%               | 11%       | 25%                    | 11%      | 20%   | 33%   | 16%   | 18%     | 18%                  | 25%        | 26%   | 17%   | 23%              | 20%   | 28%   |  |
| Very important (100)             | 62%                         | 56%       | 72%        | 64%              | 60%                      | 69%           | 55%               | 62%       | 52%                    | 77%      | 63%   | 60%   | 71%   | 62%     | 68%                  | 60%        | 59%   | 64%   | 64%              | 60%   | 60%   |  |
| DK/NR                            | 12%                         | 13%       | 11%        | 21%              | 8%                       | 4%            | 18%               | 14%       | 14%                    | 6%       | 11%   | 4%    | 8%    | 11%     | 5%                   | 13%        | 5%    | 11%   | 10%              | 12%   | 11%   |  |
| chi <sup>2</sup> :               |                             | (*)       |            | (*)              |                          |               |                   |           |                        |          |       |       |       |         |                      |            |       |       |                  |       |       |  |
| ± ... at 50%:                    | 7                           | 10        | 10         | 18               | 16                       | 12            | 14                | 14        | 14                     | 15       | 16    | 22    | 15    | 11      | 18                   | 18         | 25    | 10    | 19               | 16    | 26    |  |
| mean for these data:             | 90.37                       | 89.37     | 91.97      | 91.07            | 87.72                    | 91.86         | 90.31             | 88.21     | 87.92                  | 93.91    | 91.05 | 89.69 | 92.66 | 89.54   | 90.48                | 91.42      | 88.01 | 90.53 | 92.06            | 89.96 | 92.02 |  |
| standard error:                  | 1.24                        | 1.63      | 1.95       | 4.21             | 2.91                     | 1.72          | 2.09              | 3.33      | 2.44                   | 2.08     | 2.47  | 3.13  | 2.19  | 2.01    | 2.90                 | 2.50       | 4.24  | 1.70  | 2.62             | 2.60  | 3.12  |  |
| sig. test for means:             |                             |           |            |                  |                          |               |                   |           |                        |          |       |       |       |         |                      |            |       |       |                  |       |       |  |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|   | -WD PROVINCE- |       |       |       | -TYPE- |                      | -WD PROVINCE-        |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |              | -FIRST WD CONTACT- |                               |                        |                                |
|---|---------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|--------------|--------------------|-------------------------------|------------------------|--------------------------------|
|   | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5<br>times | 6 and<br>more      | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q13B the business knowledge of the officers | 227           | 44    | 52    | 88    | 43     | 180                  | 35                   | 39    | 40    | 66    | 34            | 4     | 12    | 13    | 6                  | 70    | 82           | 72                 | 110                           | 52                     | 63                             |
| weightd # of participants:                  | 100%          | 19%   | 23%   | 39%   | 19%    | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%           | 2%    | 5%    | 6%    | 3%                 | 31%   | 36%          | 32%                | 48%                           | 23%                    | 28%                            |
| real # of participants:                     | 219           | 51    | 58    | 59    | 51     | 174                  | 35                   | 46    | 45    | 42    | 41            | 5     | 13    | 10    | 7                  | 61    | 81           | 74                 | 117                           | 42                     | 58                             |
| Very unimportant (0)                        | 1%            | 2%    | 2%    | 0%    | 0%     | 1%                   | 0%                   | 2%    | 2%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 2%    | 0%           | 0%                 | 2%                            | 0%                     | 0%                             |
| Unimportant (25)                            | 3%            | 5%    | 5%    | 2%    | 0%     | 3%                   | 5%                   | 4%    | 4%    | 3%    | 0%            | 17%   | 8%    | 0%    | 0%                 | 5%    | 2%           | 4%                 | 0%                            | 4%                     |                                |
| Neutral (50)                                | 12%           | 9%    | 5%    | 19%   | 10%    | 13%                  | 12%                  | 8%    | 4%    | 21%   | 12%           | 17%   | 7%    | 20%   | 0%                 | 11%   | 9%           | 17%                | 8%                            | 14%                    | 18%                            |
| Important (75)                              | 25%           | 35%   | 28%   | 23%   | 18%    | 26%                  | 28%                  | 37%   | 31%   | 20%   | 17%           | 22%   | 16%   | 40%   | 28%                | 23%   | 26%          | 28%                | 26%                           | 20%                    | 30%                            |
| Very important (100)                        | 57%           | 49%   | 60%   | 52%   | 72%    | 57%                  | 55%                  | 50%   | 58%   | 54%   | 70%           | 44%   | 69%   | 40%   | 72%                | 63%   | 56%          | 53%                | 57%                           | 67%                    | 48%                            |
| DK/NR                                       | 2%            | 0%    | 0%    | 4%    | 0%     | 1%                   | 0%                   | 0%    | 0%    | 3%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 3%    | 2%           | 0%                 | 3%                            | 0%                     | 0%                             |
| chi <sup>2</sup> :                          |               |       |       | ++    |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                    |                               |                        |                                |
| ± ... at 50%:                               | 7             | 15    | 14    | 14    | 15     | 8                    | 18                   | 15    | 16    | 16    | 16            | 47    | 29    | 33    | 39                 | 13    | 12           | 12                 | 10                            | 16                     | 14                             |
| mean for these data:                        | 84.42         | 81.28 | 84.79 | 82.68 | 90.63  | 84.01                | 83.46                | 82.14 | 84.36 | 82.00 | 89.53         | 73.58 | 86.28 | 80.00 | 92.97              | 88.28 | 82.98        | 82.72              | 84.67                         | 88.20                  | 80.44                          |
| standard error:                             | 1.47          | 3.30  | 3.09  | 2.85  | 2.33   | 1.67                 | 3.71                 | 3.37  | 3.51  | 3.52  | 2.77          | 14.36 | 6.79  | 6.15  | 4.65               | 2.26  | 2.75         | 2.44               | 2.13                          | 2.82                   | 2.92                           |
| sig. test for means:                        |               |       |       | **    |        |                      |                      |       |       | *     |               |       |       |       |                    |       |              |                    |                               |                        |                                |



Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q13B the business knowledge of the officers | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                  | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                     | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                        | 1%                          | 0%        | 2%         | 5%                       | 0%           | 0%            | 0%                | 2%                     | 1%    | 2%       | 4%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 1%               | 0%    | 0%    | 0%    |
| Unimportant (25)                            | 3%                          | 2%        | 5%         | 0%                       | 2%           | 4%            | 4%                | 2%                     | 1%    | 2%       | 4%    | 3%    | 11%   | 1%                   | 4%           | 10%        | 0%    | 1%               | 5%    | 10%   | 0%    |
| Neutral (50)                                | 12%                         | 14%       | 9%         | 5%                       | 11%          | 19%           | 10%               | 11%                    | 16%   | 8%       | 14%   | 15%   | 8%    | 12%                  | 30%          | 9%         | 5%    | 11%              | 26%   | 8%    | 5%    |
| Important (75)                              | 25%                         | 23%       | 29%        | 16%                      | 36%          | 23%           | 27%               | 23%                    | 26%   | 29%      | 30%   | 37%   | 22%   | 23%                  | 15%          | 34%        | 42%   | 21%              | 25%   | 39%   | 23%   |
| Very important (100)                        | 57%                         | 59%       | 55%        | 68%                      | 51%          | 53%           | 57%               | 62%                    | 51%   | 60%      | 47%   | 45%   | 59%   | 64%                  | 51%          | 46%        | 54%   | 64%              | 44%   | 43%   | 60%   |
| DK/NR                                       | 2%                          | 3%        | 0%         | 6%                       | 0%           | 0%            | 3%                | 0%                     | 5%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 1%               | 0%    | 0%    | 11%   |
| chi <sup>2</sup> :                          |                             |           |            | (*)                      |              |               |                   |                        | ++    |          |       |       |       | (**)                 |              |            |       | (**)             |       |       |       |
| ± ... at 50%:                               | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                        | 84.42                       | 85.60     | 82.57      | 87.71                    | 84.14        | 81.18         | 84.94             | 85.42                  | 82.73 | 85.55    | 78.29 | 81.10 | 82.16 | 87.55                | 78.33        | 78.97      | 87.17 | 87.66            | 76.95 | 78.87 | 90.38 |
| standard error:                             | 1.47                        | 1.89      | 2.36       | 4.37                     | 2.84         | 2.73          | 2.77              | 3.14                   | 3.07  | 3.13     | 4.04  | 4.46  | 3.75  | 1.88                 | 4.23         | 4.35       | 3.58  | 1.79             | 4.37  | 3.63  | 4.01  |
| sig. test for means:                        |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | *                    |              |            |       | *                |       |       |       |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|                                     | WD PROVINCE |       |       |       | -TYPE- |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |           |              | FIRST WD CONTACT |                               |                        |                                |  |
|-------------------------------------|-------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-----------|--------------|------------------|-------------------------------|------------------------|--------------------------------|--|
|                                     | TOTAL       | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once      | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q13C the competence of the officers |             |       |       |       |        |                      |                      |       |       |       |             |       |       |       |                  |           |              |                  |                               |                        |                                |  |
| weightd # of participants:          | 227         | 44    | 52    | 88    | 43     | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70        | 82           | 72               | 110                           | 52                     | 63                             |  |
| real # of participants:             | 100%        | 19%   | 23%   | 39%   | 19%    | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%       | 36%          | 32%              | 48%                           | 23%                    | 28%                            |  |
| Very unimportant (0)                | 219         | 51    | 58    | 59    | 51     | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61        | 81           | 74               | 117                           | 42                     | 58                             |  |
| Unimportant (25)                    | 0%          | 0%    | 0%    | 0%    | 0%     | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%        | 0%           | 0%               | 0%                            | 0%                     | 0%                             |  |
| Neutral (50)                        | 1%          | 2%    | 0%    | 3%    | 0%     | 2%                   | 0%                   | 2%    | 0%    | 4%    | 0%          | 0%    | 0%    | 0%    | 0%               | 1%        | 3%           | 0%               | 2%                            | 0%                     | 1%                             |  |
| Important (75)                      | 10%         | 10%   | 7%    | 14%   | 6%     | 9%                   | 20%                  | 9%    | 7%    | 11%   | 5%          | 17%   | 7%    | 34%   | 15%              | 7%        | 5%           | 17%              | 6%                            | 12%                    | 15%                            |  |
| Very important (100)                | 24%         | 29%   | 17%   | 26%   | 24%    | 25%                  | 24%                  | 30%   | 16%   | 30%   | 22%         | 17%   | 22%   | 20%   | 43%              | 34%       | 23%          | 16%              | 25%                           | 21%                    | 25%                            |  |
| DK/NR                               | 62%         | 59%   | 76%   | 54%   | 67%    | 63%                  | 56%                  | 58%   | 78%   | 52%   | 71%         | 67%   | 70%   | 46%   | 43%              | 54%       | 65%          | 67%              | 63%                           | 65%                    | 58%                            |  |
| chi <sup>2</sup> :                  | 2%          | 0%    | 0%    | 4%    | 4%     | 1%                   | 0%                   | 0%    | 0%    | 3%    | 2%          | 0%    | 0%    | 0%    | 0%               | 4%        | 3%           | 0%               | 4%                            | 2%                     | 0%                             |  |
| ± ... at 50%:                       | 7           | 15    | 14    | 14    | 15     | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | (*)<br>13 | 12           | 12               | 10                            | 16                     | 14                             |  |
| mean for these data:                | 87.67       | 86.45 | 92.28 | 83.94 | 90.83  | 87.78                | 84.04                | 86.34 | 92.73 | 83.44 | 91.92       | 87.48 | 90.72 | 78.00 | 82.03            | 86.78     | 88.76        | 87.45            | 88.59                         | 88.51                  | 85.07                          |  |
| standard error:                     | 1.26        | 2.63  | 1.96  | 2.79  | 2.15   | 1.40                 | 3.40                 | 2.76  | 2.20  | 3.29  | 2.25        | 9.72  | 4.48  | 7.29  | 7.28             | 2.22      | 2.11         | 2.25             | 1.69                          | 2.78                   | 2.62                           |  |
| sig. test for means:                |             |       | *     |       |        |                      |                      |       | *     |       |             |       |       |       |                  |           |              |                  |                               |                        |                                |  |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|                                     | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|-------------------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|                                     | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q13C the competence of the officers | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:          | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:             | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| Unimportant (25)                    | 1%                          | 1%        | 2%         | 0%                       | 2%           | 1%            | 3%                | 2%                     | 1%    | 2%       | 2%    | 0%    | 6%    | 1%                   | 2%           | 5%         | 0%    | 1%               | 0%    | 6%    | 0%    |
| Neutral (50)                        | 10%                         | 12%       | 6%         | 8%                       | 4%           | 13%           | 13%               | 13%                    | 14%   | 8%       | 8%    | 24%   | 8%    | 5%                   | 22%          | 16%        | 10%   | 5%               | 25%   | 15%   | 0%    |
| Important (75)                      | 24%                         | 24%       | 24%        | 13%                      | 36%          | 22%           | 26%               | 18%                    | 25%   | 10%      | 21%   | 34%   | 24%   | -                    | +            | 14%        | 45%   | -                | ++    | 22%   | 39%   |
| Very important (100)                | 62%                         | 58%       | 69%        | 71%                      | 58%          | 64%           | 56%               | 64%                    | 55%   | 81%      | 69%   | 42%   | 63%   | 65%                  | 61%          | 65%        | 45%   | 68%              | 53%   | 58%   | 50%   |
| DK/NR                               | 2%                          | 4%        | 0%         | 8%                       | 0%           | 0%            | 3%                | 3%                     | 5%    | 0%       | 0%    | 0%    | 0%    | 1%                   | 0%           | 0%         | 0%    | 2%               | 0%    | 0%    | 11%   |
| chi <sup>2</sup> :                  |                             | +         | -          | ++                       |              |               |                   |                        | +     |          |       |       |       |                      |              |            |       | (**)             |       |       |       |
| ± ... at 50%:                       | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                | 87.67                       | 86.27     | 89.84      | 92.31                    | 87.63        | 87.17         | 84.54             | 87.38                  | 84.99 | 92.41    | 89.27 | 79.63 | 85.73 | 89.58                | 83.75        | 84.59      | 83.74 | 90.70            | 81.85 | 82.81 | 89.00 |
| standard error:                     | 1.26                        | 1.82      | 1.69       | 2.72                     | 2.50         | 2.26          | 2.73              | 2.82                   | 2.73  | 2.48     | 2.77  | 4.31  | 3.20  | 1.63                 | 3.87         | 4.17       | 3.96  | 1.43             | 3.89  | 3.58  | 3.32  |
| sig. test for means:                |                             |           |            |                          |              |               |                   |                        | *     |          |       |       |       |                      |              |            |       | **               |       |       |       |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|   | WD PROVINCE |       |       |       | TYPE  |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |
|---|-------------|-------|-------|-------|-------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q13D the courtesy of the officers<br>weightd # of participants: | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82           | 72               | 110                           | 52                     | 63                             |
| real # of participants:   | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81           | 74               | 117                           | 42                     | 58                             |
| Very unimportant (0)  | 0%          | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%    | 0%           | 0%               | 0%                            | 0%                     | 0%                             |
| Unimportant (25)  | 2%          | 2%    | 3%    | 2%    | 0%    | 1%                   | 7%                   | 0%    | 0%    | 3%    | 0%          | 17%   | 15%   | 0%    | 0%               | 0%    | 2%           | 3%               | 3%                            | 1%                     | 1%                             |
| Neutral (50)  | 11%         | 7%    | 10%   | 12%   | 14%   | 11%                  | 10%                  | 8%    | 11%   | 12%   | 12%         | 0%    | 8%    | 6%    | 28%              | 8%    | 12%          | 13%              | 11%                           | 7%                     | 15%                            |
| Important (75)  | 36%         | 39%   | 28%   | 42%   | 34%   | 37%                  | 35%                  | 41%   | 27%   | 43%   | 34%         | 17%   | 31%   | 48%   | 29%              | 36%   | 37%          | 38%              | 35%                           | 37%                    | 40%                            |
| Very important (100)  | 51%         | 52%   | 59%   | 44%   | 53%   | 51%                  | 48%                  | 51%   | 62%   | 42%   | 53%         | 67%   | 46%   | 46%   | 43%              | 57%   | 49%          | 46%              | 52%                           | 55%                    | 43%                            |
| DK/NR   | 0%          | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%    | 0%           | 0%               | 0%                            | 0%                     | 0%                             |
| chi <sup>2</sup> :  | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12           | 12               | 10                            | 16                     | 14                             |
| ± ... at 50%:   | 83.93       | 85.47 | 85.33 | 81.98 | 84.69 | 84.39                | 80.99                | 85.71 | 87.81 | 81.10 | 85.24       | 83.30 | 76.71 | 85.00 | 78.65            | 87.25 | 83.24        | 81.52            | 84.00                         | 86.30                  | 81.39                          |
| standard error:   | 1.27        | 2.48  | 2.68  | 2.47  | 2.54  | 1.36                 | 3.84                 | 2.38  | 2.59  | 2.99  | 2.77        | 14.06 | 7.78  | 4.93  | 8.58             | 2.05  | 2.15         | 2.37             | 1.80                          | 2.67                   | 2.51                           |
| sig. test for means:  |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|                                   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|-----------------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|                                   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q13D the courtesy of the officers | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:        | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:           | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)              | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| Unimportant (25)                  | 2%                          | 2%        | 2%         | 0%                       | 6%           | 1%            | 1%                | 2%                     | 4%    | 4%       | 4%    | 0%    | 0%    | 4%                   | 2%           | 0%         | 0%    | 3%               | 3%    | 0%    | 0%    |
| Neutral (50)                      | 11%                         | 10%       | 13%        | 13%                      | 16%          | 7%            | 14%               | 14%                    | 14%   | 8%       | 7%    | 7%    | 18%   | 7%                   | 13%          | 17%        | 14%   | 8%               | 13%   | 19%   | 17%   |
| Important (75)                    | 36%                         | 39%       | 33%        | 24%                      | 41%          | 34%           | 43%               | 33%                    | 39%   | 27%      | 33%   | 57%   | 39%   | 34%                  | 37%          | 41%        | 61%   | -                | 31%   | 43%   | 45%   |
| Very important (100)              | 51%                         | 50%       | 52%        | 63%                      | 37%          | 59%           | 42%               | 51%                    | 44%   | 61%      | 56%   | 36%   | 43%   | 56%                  | 47%          | 42%        | 25%   | 54%              | 53%   | 38%   | 38%   |
| DK/NR                             | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| ± ... at 50%:                     | 83.93                       | 84.15     | 83.59      | 87.57                    | 77.48        | 87.46         | 81.30             | 83.26                  | 80.52 | 86.51    | 85.22 | 82.31 | 81.19 | 85.29                | 82.31        | 81.18      | 77.71 | 85.01            | 83.51 | 79.59 | 80.15 |
| standard error:                   | 1.27                        | 1.71      | 1.94       | 3.07                     | 3.30         | 2.00          | 2.44              | 2.77                   | 2.81  | 2.87     | 3.01  | 3.18  | 2.74  | 1.98                 | 3.41         | 3.27       | 3.73  | 1.73             | 3.77  | 2.82  | 4.60  |
| sig. test for means:              |                             |           |            |                          | *            | *             |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|  | WD PROVINCE |       |       |       | TYPE  |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |
|--|-------------|-------|-------|-------|-------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q13E the fairness of the service process | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82           | 72               | 110                           | 52                     | 63                             |
| weightd # of participants:               | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%          | 32%              | 48%                           | 23%                    | 28%                            |
| real # of participants:                  | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81           | 74               | 117                           | 42                     | 58                             |
| Very unimportant (0)                     | 2%          | 0%    | 3%    | 2%    | 0%    | 1%                   | 5%                   | 0%    | 0%    | 3%    | 0%          | 0%    | 15%   | 0%    | 0%               | 1%    | 2%           | 1%               | 3%                            | 0%                     | 0%                             |
| Unimportant (25)                         | 1%          | 0%    | 2%    | 1%    | 0%    | 0%                   | 2%                   | 0%    | 2%    | 0%    | 0%          | 0%    | 0%    | 6%    | 0%               | 0%    | 1%           | 1%               | 0%                            | 1%                     |                                |
| Neutral (50)                             | 11%         | 15%   | 5%    | 13%   | 10%   | 11%                  | 15%                  | 17%   | 4%    | 11%   | 10%         | 0%    | 7%    | 28%   | 15%              | 13%   | 10%          | 11%              | 7%                            | 11%                    | 19%                            |
| Important (75)                           | 27%         | 37%   | 26%   | 26%   | 22%   | 27%                  | 28%                  | 34%   | 24%   | 27%   | 22%         | 61%   | 31%   | 20%   | 15%              | 27%   | 25%          | 31%              | -                             | 30%                    | 22%                            |
| Very important (100)                     | 53%         | 40%   | 61%   | 52%   | 59%   | 55%                  | 43%                  | 42%   | 65%   | 55%   | 61%         | 22%   | 47%   | 40%   | 56%              | 51%   | 55%          | 53%              | 49%                           | 55%                    | 57%                            |
| DK/NR                                    | 7%          | 8%    | 3%    | 6%    | 10%   | 5%                   | 7%                   | 7%    | 4%    | 4%    | 7%          | 17%   | 0%    | 6%    | 15%              | 8%    | 8%           | 3%               | 11%                           | 5%                     | 1%                             |
| chi <sup>2</sup> :                       |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  | +                             |                        |                                |
| ± ... at 50%:                            | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12           | 12               | 10                            | 16                     | 14                             |
| mean for these data:                     | 84.60       | 81.81 | 85.97 | 83.31 | 88.52 | 85.76                | 77.19                | 81.83 | 89.65 | 84.17 | 88.79       | 81.66 | 73.72 | 75.00 | 87.18            | 84.42 | 85.49        | 84.34            | 83.70                         | 86.54                  | 84.02                          |
| standard error:                          | 1.49        | 2.68  | 3.14  | 3.06  | 2.55  | 1.55                 | 4.89                 | 2.89  | 2.65  | 3.60  | 2.79        | 6.48  | 9.94  | 8.60  | 8.75             | 2.75  | 2.51         | 2.45             | 2.26                          | 2.78                   | 2.77                           |
| sig. test for means:                     |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |    |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|----|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |    |
| Q13E the fairness of the service process | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |    |
| weightd # of participants:               | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |    |
| real # of participants:                  | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |    |
| Very unimportant (0)                     | 2%                          | 3%        | 0%         | 0%                       | 0%           | 0%            | 3%                | 0%                     | 0%    | 2%       | 0%    | 0%    | 4%    | 0%                   | 2%           | 5%         | 0%    | 1%               | 0%    | 4%    | 0%    |    |
| Unimportant (25)                         | 1%                          | 1%        | 1%         | 0%                       | 0%           | 2%            | 0%                | 0%                     | 1%    | 0%       | 0%    | 0%    | 2%    | 0%                   | 0%           | 2%         | 4%    | 0%               | 0%    | 4%    | 0%    |    |
| Neutral (50)                             | 11%                         | 12%       | 8%         | 3%                       | 14%          | 7%            | 19%               | 15%                    | 12%   | 13%      | 6%    | 38%   | 11%   | 5%                   | 24%          | 15%        | 30%   | 6%               | 17%   | 17%   | 23%   |    |
| Important (75)                           | 27%                         | 27%       | 29%        | 26%                      | 21%          | 29%           | 30%               | 19%                    | 25%   | 17%      | 35%   | 34%   | 31%   | 27%                  | 19%          | 22%        | 46%   | 27%              | 30%   | 23%   | 28%   |    |
| Very important (100)                     | 53%                         | 52%       | 54%        | 55%                      | 57%          | 59%           | 44%               | 55%                    | 54%   | 64%      | 50%   | 19%   | 48%   | 62%                  | 54%          | 55%        | 20%   | 59%              | 48%   | 52%   | 38%   |    |
| DK/NR                                    | 7%                          | 6%        | 8%         | 16%                      | 7%           | 4%            | 4%                | 11%                    | 8%    | 4%       | 8%    | 8%    | 4%    | 7%                   | 0%           | 0%         | 0%    | 8%               | 5%    | 0%    | 11%   |    |
| chi <sup>2</sup> :                       |                             |           |            | +                        |              |               |                   |                        |       |          |       |       |       | +                    |              |            |       |                  |       |       |       |    |
| ± ... at 50%:                            | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | (**)                 | 11           | 18         | 18    | 25               | 10    | 19    | 16    | 26 |
| mean for these data:                     | 84.60                       | 83.16     | 86.99      | 90.62                    | 86.75        | 87.28         | 79.21             | 86.28                  | 85.87 | 86.73    | 87.07 | 69.89 | 80.30 | 90.32                | 80.83        | 79.96      | 70.13 | 88.87            | 83.08 | 78.59 | 79.26 |    |
| standard error:                          | 1.49                        | 2.21      | 1.81       | 2.54                     | 2.97         | 2.22          | 3.17              | 2.84                   | 2.73  | 3.21     | 2.48  | 4.39  | 3.83  | 1.54                 | 4.22         | 4.97       | 4.85  | 1.64             | 3.65  | 4.23  | 5.40  |    |
| sig. test for means:                     |                             |           |            | *                        |              |               | *                 |                        |       |          |       | **    |       | ***                  |              |            | **    | **               | **    | **    | +     |    |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|                                       | -WD PROVINCE- |       |       |       | -TYPE- |                      | -WD PROVINCE-        |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |              | -FIRST WD CONTACT- |                               |                        |                                |
|---------------------------------------|---------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|--------------|--------------------|-------------------------------|------------------------|--------------------------------|
|                                       | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5<br>times | 6 and<br>more      | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q13F keeping information confidential | 227           | 44    | 52    | 88    | 43     | 180                  | 35                   | 39    | 40    | 66    | 34            | 4     | 12    | 13    | 6                  | 70    | 82           | 72                 | 110                           | 52                     | 63                             |
| weightd # of participants:            | 100%          | 19%   | 23%   | 39%   | 19%    | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%           | 2%    | 5%    | 6%    | 3%                 | 31%   | 36%          | 32%                | 48%                           | 23%                    | 28%                            |
| real # of participants:               | 219           | 51    | 58    | 59    | 51     | 174                  | 35                   | 46    | 45    | 42    | 41            | 5     | 13    | 10    | 7                  | 61    | 81           | 74                 | 117                           | 42                     | 58                             |
| Very unimportant (0)                  | 1%            | 3%    | 2%    | 0%    | 0%     | 0%                   | 5%                   | 2%    | 0%    | 0%    | 0%            | 17%   | 7%    | 0%    | 0%                 | 1%    | 1%           | 1%                 | 1%                            | 1%                     | 0%                             |
| Unimportant (25)                      | 1%            | 3%    | 2%    | 0%    | 0%     | 1%                   | 0%                   | 4%    | 2%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%    | 3%           | 0%                 | 2%                            | 0%                     | 0%                             |
| Neutral (50)                          | 5%            | 3%    | 3%    | 4%    | 12%    | 6%                   | 5%                   | 4%    | 4%    | 4%    | 12%           | 0%    | 0%    | 6%    | 15%                | 6%    | 3%           | 7%                 | 5%                            | 5%                     | 6%                             |
| Important (75)                        | 20%           | 21%   | 10%   | 27%   | 16%    | 20%                  | 23%                  | 21%   | 6%    | 29%   | 15%           | 22%   | 23%   | 20%   | 27%                | 25%   | 21%          | 15%                | 19%                           | 30%                    | 14%                            |
| Very important (100)                  | 64%           | 59%   | 76%   | 59%   | 65%    | 63%                  | 68%                  | 58%   | 78%   | 56%   | 65%           | 61%   | 69%   | 74%   | 58%                | 57%   | 62%          | 73%                | 59%                           | 62%                    | 75%                            |
| DK/NR                                 | 9%            | 10%   | 7%    | 10%   | 8%     | 10%                  | 0%                   | 11%   | 9%    | 11%   | 7%            | 0%    | 0%    | 0%    | 0%                 | 11%   | 11%          | 4%                 | 14%                           | 2%                     | 6%                             |
| chi <sup>2</sup> :                    |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                    |                               |                        |                                |
| ± ... at 50%:                         | 7             | 15    | 14    | 14    | 15     | 8                    | 18                   | 15    | 16    | 16    | 16            | 47    | 29    | 33    | 39                 | 13    | 12           | 12                 | 10                            | 16                     | 14                             |
| mean for these data:                  | 89.68         | 85.70 | 92.30 | 90.30 | 89.24  | 89.90                | 87.45                | 86.71 | 94.05 | 89.57 | 89.27         | 77.75 | 86.72 | 92.00 | 85.95              | 88.17 | 89.07        | 91.45              | 88.07                         | 88.33                  | 93.27                          |
| standard error:                       | 1.33          | 3.72  | 2.68  | 1.97  | 2.63   | 1.42                 | 4.04                 | 3.62  | 2.56  | 2.39  | 2.96          | 18.43 | 7.75  | 4.78  | 7.60               | 2.58  | 2.32         | 2.10               | 2.09                          | 2.85                   | 1.93                           |
| sig. test for means:                  |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                    |                               |                        | *                              |



Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|                                       | DEPTH OF RELATIONSHIP |           |            | YEARS OF EXISTENCE |              |               |                   | CLIENT LOCATIONS |       |          |       |       |       | GROSS REVENUES |              |            |       | EMPLOYMENT |       |       |       |
|---------------------------------------|-----------------------|-----------|------------|--------------------|--------------|---------------|-------------------|------------------|-------|----------|-------|-------|-------|----------------|--------------|------------|-------|------------|-------|-------|-------|
|                                       | TOTAL                 | Long term | Short term | Less than 1 year   | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba        | Sask. | Alber-ta | BC    | USA   | Other | <\$250k        | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5         | 5-9   | 10-49 | 50+   |
| Q13F keeping information confidential | 227                   | 140       | 86         | 33                 | 45           | 75            | 65                | 48               | 76    | 46       | 41    | 23    | 46    | 97             | 37           | 35         | 18    | 124        | 31    | 44    | 16    |
| weightd # of participants:            | 100%                  | 62%       | 38%        | 14%                | 20%          | 33%           | 28%               | 21%              | 33%   | 20%      | 18%   | 10%   | 20%   | 43%            | 16%          | 16%        | 8%    | 55%        | 14%   | 19%   | 7%    |
| real # of participants:               | 219                   | 116       | 103        | 35                 | 44           | 71            | 59                | 52               | 54    | 49       | 44    | 22    | 47    | 97             | 34           | 32         | 18    | 119        | 30    | 43    | 16    |
| Very unimportant (0)                  | 1%                    | 1%        | 2%         | 0%                 | 2%           | 0%            | 1%                | 0%               | 0%    | 0%       | 4%    | 3%    | 2%    | 2%             | 0%           | 0%         | 0%    | 1%         | 0%    | 0%    | 0%    |
| Unimportant (25)                      | 1%                    | 1%        | 2%         | 0%                 | 2%           | 1%            | 1%                | 0%               | 0%    | 0%       | 0%    | 3%    | 5%    | 0%             | 4%           | 0%         | 5%    | 0%         | 2%    | 2%    | 5%    |
| Neutral (50)                          | 5%                    | 3%        | 10%        | 0%                 | 4%           | 5%            | 10%               | 7%               | 2%    | 2%       | 4%    | 12%   | 6%    | 3%             | 9%           | 5%         | 20%   | 3%         | 8%    | 4%    | 22%   |
| Important (75)                        | 20%                   | 26%       | 10%        | 14%                | 30%          | 20%           | 16%               | 16%              | 29%   | 11%      | 16%   | 29%   | 14%   | 22%            | 12%          | 23%        | 15%   | 21%        | 11%   | 25%   | 17%   |
| Very important (100)                  | 64%                   | 60%       | 70%        | 73%                | 59%          | 67%           | 60%               | 68%              | 58%   | 81%      | 67%   | 41%   | 62%   | 66%            | 69%          | 62%        | 54%   | 65%        | 76%   | 61%   | 38%   |
| DK/NR                                 | 9%                    | 10%       | 8%         | 13%                | 4%           | 7%            | 12%               | 9%               | 11%   | 6%       | 10%   | 13%   | 12%   | 8%             | 5%           | 10%        | 5%    | 9%         | 3%    | 8%    | 17%   |
| chi <sup>2</sup> :                    |                       | (*)       |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |
| ± ... at 50%:                         | 7                     | 10        | 10         | 18                 | 16           | 12            | 14                | 14               | 14    | 15       | 16    | 22    | 15    | 11             | 18           | 18         | 25    | 10         | 19    | 16    | 26    |
| mean for these data:                  | 89.68                 | 90.18     | 88.90      | 96.06              | 87.31        | 90.99         | 87.66             | 91.63            | 90.67 | 95.92    | 89.57 | 78.81 | 86.73 | 90.98          | 88.71        | 90.92      | 81.45 | 91.06      | 91.28 | 89.54 | 76.57 |
| standard error:                       | 1.33                  | 1.58      | 2.29       | 1.67               | 3.07         | 2.01          | 2.96              | 2.28             | 1.93  | 1.58     | 3.63  | 6.02  | 3.80  | 1.87           | 3.68         | 2.72       | 6.00  | 1.64       | 3.45  | 2.66  | 6.88  |
| sig. test for means:                  |                       |           |            | **                 |              |               |                   |                  |       | **       |       |       |       |                |              |            |       |            |       |       |       |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|   | WD PROVINCE |       |       |       |       | TYPE         |                | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |           |            | FIRST WD CONTACT     |                  |                       |
|---|-------------|-------|-------|-------|-------|--------------|----------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-----------|------------|----------------------|------------------|-----------------------|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q13G making corrections if there is a problem | 227         | 44    | 52    | 88    | 43    | 180          | 35             | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82        | 72         | 110                  | 52               | 63                    |
| weightd # of participants:                    | 100%        | 19%   | 23%   | 39%   | 19%   | 80%          | 16%            | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%       | 32%        | 48%                  | 23%              | 28%                   |
| real # of participants:                       | 219         | 51    | 58    | 59    | 51    | 174          | 35             | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81        | 74         | 117                  | 42               | 58                    |
| Very unimportant (0)                          | 1%          | 0%    | 2%    | 2%    | 0%    | 1%           | 2%             | 0%          | 0%    | 3%    | 0%    | 0%          | 7%    | 0%    | 0%    | 1%               | 2%        | 0%         | 2%                   | 0%               | 0%                    |
| Unimportant (25)                              | 0%          | 0%    | 2%    | 0%    | 0%    | 0%           | 0%             | 0%          | 2%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%        | 0%         | 0%                   | 0%               | 1%                    |
| Neutral (50)                                  | 9%          | 12%   | 3%    | 14%   | 2%    | 9%           | 12%            | 11%         | 2%    | 14%   | 2%    | 17%         | 7%    | 20%   | 0%    | 11%              | 4%        | 12%        | 4%                   | 12%              | 14%                   |
| Important (75)                                | 23%         | 25%   | 23%   | 26%   | 15%   | 20%          | 38%            | 23%         | 25%   | 18%   | 17%   | 39%         | 16%   | 68%   | 15%   | 17%              | 21%       | 33%        | -                    | 22%              | 28%                   |
| Very important (100)                          | 54%         | 50%   | 57%   | 46%   | 71%   | 56%          | 45%            | 51%         | 56%   | 52%   | 69%   | 44%         | 61%   | 12%   | 85%   | 47%              | 63%       | 49%        | 54%                  | 64%              | 44%                   |
| DK/NR   | 13%         | 13%   | 14%   | 12%   | 12%   | 14%          | 3%             | 15%         | 16%   | 14%   | 12%   | 0%          | 8%    | 0%    | 0%    | 24%              | 10%       | 6%         | 18%                  | 2%               | 13%                   |
| chi <sup>2</sup> :                            |             |       |       |       |       |              |                |             |       |       |       |             |       |       |       | (**)             |           |            | (*)                  |                  |                       |
| ± ... at 50%:                                 | 7           | 15    | 14    | 14    | 15    | 8            | 18             | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12        | 12         | 10                   | 16               | 14                    |
| mean for these data:                          | 86.73       | 86.13 | 88.11 | 82.37 | 94.60 | 87.57        | 81.49          | 86.68       | 89.54 | 83.57 | 93.94 | 81.93       | 83.54 | 73.00 | 96.35 | 85.82            | 89.56     | 84.79      | 88.13                | 88.11            | 82.69                 |
| standard error:                               | 1.45        | 2.75  | 2.93  | 3.13  | 1.74  | 1.62         | 3.74           | 2.91        | 2.75  | 4.07  | 2.06  | 9.29        | 8.83  | 4.61  | 3.66  | 3.16             | 2.34      | 2.14       | 2.15                 | 2.79             | 2.81                  |
| sig. test for means:                          |             |       |       | *     | ***   |              |                |             |       |       | **    |             |       | *     | **    |                  |           |            |                      |                  |                       |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q13G making corrections if there is a problem | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                    | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                       | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                          | 1%                          | 2%        | 0%         | 0%                       | 0%           | 0%            | 3%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 4%    | 0%                   | 0%           | 5%         | 0%    | 0%               | 0%    | 4%    | 0%    |
| Unimportant (25)                              | 0%                          | 1%        | 0%         | 0%                       | 0%           | 1%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 2%    | 0%                   | 0%           | 2%         | 0%    | 0%               | 0%    | 2%    | 0%    |
| Neutral (50)                                  | 9%                          | 12%       | 3%         | 0%                       | 14%          | 12%           | 7%                | 6%                     | 11%   | 6%       | 11%   | 11%   | 9%    | 8%                   | 17%          | 8%         | 10%   | 8%               | 14%   | 10%   | 0%    |
| Important (75)                                | 23%                         | 23%       | 24%        | 18%                      | 22%          | 22%           | 28%               | 16%                    | 26%   | 23%      | 16%   | 49%   | 13%   | 17%                  | 26%          | 29%        | 35%   | 19%              | 22%   | 30%   | 29%   |
| Very important (100)                          | 54%                         | 51%       | 59%        | 58%                      | 53%          | 54%           | 50%               | 64%                    | 50%   | 60%      | 56%   | 31%   | 60%   | 62%                  | 54%          | 51%        | 34%   | 59%              | 57%   | 50%   | 43%   |
| DK/NR   | 13%                         | 12%       | 14%        | 24%                      | 10%          | 11%           | 12%               | 15%                    | 13%   | 12%      | 16%   | 8%    | 12%   | 14%                  | 3%           | 4%         | 20%   | 14%              | 8%    | 4%    | 28%   |
| chi <sup>2</sup> :                            |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | (*)                  |              |            |       |                  |       |       |       |
| ± ... at 50%:                                 | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                          | 86.73                       | 84.10     | 91.05      | 94.04                    | 85.87        | 86.18         | 84.87             | 92.09                  | 86.25 | 90.23    | 88.52 | 80.51 | 84.74 | 90.71                | 84.75        | 80.89      | 82.63 | 89.70            | 86.78 | 81.08 | 90.02 |
| standard error:                               | 1.45                        | 2.23      | 1.49       | 2.09                     | 2.96         | 2.44          | 3.14              | 2.24                   | 2.59  | 2.35     | 3.03  | 3.70  | 4.16  | 1.76                 | 3.36         | 4.97       | 4.71  | 1.63             | 3.61  | 4.03  | 3.70  |
| sig. test for means:                          |                             | *         | *          | **                       |              |               |                   | *                      |       |          |       |       |       | *                    |              |            |       |                  |       |       |       |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |
|--|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q13H the guidance provided by officers | 227           | 44    | 52    | 88    | 43    | 180                  | 35                   | 39            | 40    | 66    | 34    | 4             | 12    | 13    | 6     | 70                 | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:             | 100%          | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%           | 18%   | 29%   | 15%   | 2%            | 5%    | 6%    | 3%    | 31%                | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:                | 219           | 51    | 58    | 59    | 51    | 174                  | 35                   | 46            | 45    | 42    | 41    | 5             | 13    | 10    | 7     | 61                 | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)                   | 1%            | 0%    | 0%    | 2%    | 2%    | 1%                   | 0%                   | 0%            | 0%    | 3%    | 2%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 2%           | 1%            | 2%                            | 2%                     | 0%                             |
| Unimportant (25)                       | 2%            | 2%    | 2%    | 2%    | 2%    | 2%                   | 2%                   | 2%            | 0%    | 3%    | 3%    | 0%            | 7%    | 0%    | 0%    | 0%                 | 2%           | 4%            | 1%                            | 2%                     | 4%                             |
| Neutral (50)                           | 12%           | 10%   | 9%    | 18%   | 6%    | 11%                  | 18%                  | 9%            | 11%   | 15%   | 8%    | 17%           | 0%    | 42%   | 0%    | 14%                | 8%           | 14%           | 7%                            | 14%                    | 18%                            |
| Important (75)                         | 28%           | 28%   | 17%   | 31%   | 33%   | 30%                  | 24%                  | 29%           | 16%   | 38%   | 31%   | 17%           | 23%   | 12%   | 57%   | 29%                | 30%          | 23%           | -                             | 19%                    | 33%                            |
| Very important (100)                   | 54%           | 60%   | 72%   | 40%   | 55%   | 53%                  | 53%                  | 60%           | 73%   | 35%   | 54%   | 67%           | 69%   | 40%   | 43%   | 55%                | 56%          | 54%           | 58%                           | 62%                    | 41%                            |
| DK/NR                                  | 3%            | 0%    | 0%    | 7%    | 2%    | 3%                   | 2%                   | 0%            | 0%    | 6%    | 2%    | 0%            | 0%    | 6%    | 0%    | 3%                 | 2%           | 4%            | 3%                            | 2%                     | 4%                             |
| chi <sup>2</sup> :                     |               |       |       | ++    |       |                      |                      |               |       | +     |       |               |       |       |       |                    |              |               |                               |                        |                                |
| ± ... at 50%:                          | 7             | 15    | 14    | 14    | 15    | 8                    | 18                   | 15            | 16    | 16    | 16    | 47            | 29    | 33    | 39    | 13                 | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:                   | 84.00         | 86.59 | 90.08 | 78.24 | 85.03 | 83.37                | 82.81                | 86.49         | 90.52 | 76.59 | 83.78 | 87.48         | 88.57 | 74.47 | 85.68 | 85.42              | 84.46        | 82.58         | 86.46                         | 85.10                  | 78.59                          |
| standard error:                        | 1.48          | 2.68  | 2.37  | 3.22  | 3.03  | 1.68                 | 3.72                 | 2.82          | 2.56  | 3.81  | 3.65  | 9.72          | 6.04  | 8.11  | 5.12  | 2.37               | 2.52         | 2.78          | 1.91                          | 3.58                   | 2.96                           |
| sig. test for means:                   |               |       | **    | *     |       |                      |                      |               | **    | *     |       |               |       |       |       |                    |              |               |                               |                        | *                              |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|  | ---DEPTH OF RELATIONSHIP--- |           | ---YEARS OF EXISTENCE--- |                  |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|--|-----------------------------|-----------|--------------------------|------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|  | TOTAL                       | Long term | Short term               | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q13H the guidance provided by officers | 227                         | 140       | 86                       | 33               | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:             | 100%                        | 62%       | 38%                      | 14%              | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                | 219                         | 116       | 103                      | 35               | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                   | 1%                          | 2%        | 0%                       | 2%               | 0%           | 0%            | 3%                | 2%                     | 0%    | 0%       | 0%    | 0%    | 4%    | 1%                   | 0%           | 5%         | 0%    | 0%               | 3%    | 4%    | 0%    |
| Unimportant (25)                       | 2%                          | 3%        | 1%                       | 0%               | 0%           | 4%            | 3%                | 2%                     | 0%    | 2%       | 7%    | 0%    | 2%    | 3%                   | 2%           | 0%         | 5%    | 3%               | 0%    | 0%    | 5%    |
| Neutral (50)                           | 12%                         | 13%       | 10%                      | 8%               | 17%          | 6%            | 20%               | 17%                    | 21%   | 12%      | 12%   | 16%   | 8%    | 8%                   | 15%          | 20%        | 10%   | 12%              | 8%    | 19%   | 6%    |
| Important (75)                         | 28%                         | 28%       | 28%                      | 18%              | 34%          | 40%           | 17%               | 25%                    | 29%   | 15%      | 23%   | 52%   | 32%   | 27%                  | 29%          | 27%        | 40%   | 24%              | 45%   | 27%   | 29%   |
| Very important (100)                   | 54%                         | 50%       | 61%                      | 66%              | 47%          | 48%           | 54%               | 54%                    | 42%   | 71%      | 59%   | 32%   | 54%   | 57%                  | 53%          | 47%        | 45%   | 57%              | 44%   | 50%   | 49%   |
| DK/NR                                  | 3%                          | 5%        | 1%                       | 6%               | 2%           | 2%            | 4%                | 2%                     | 8%    | 0%       | 0%    | 0%    | 0%    | 4%                   | 0%           | 0%         | 0%    | 4%               | 0%    | 0%    | 11%   |
| chi <sup>2</sup> :                     |                             |           |                          |                  |              |               |                   | (**)                   |       |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:                          | 7                           | 10        | 10                       | 18               | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                   | 84.00                       | 81.82     | 87.39                    | 88.35            | 82.82        | 83.83         | 80.18             | 82.22                  | 80.76 | 88.98    | 83.23 | 78.88 | 82.26 | 85.45                | 83.37        | 77.85      | 81.37 | 85.41            | 81.95 | 79.64 | 84.11 |
| standard error:                        | 1.48                        | 2.22      | 1.77                     | 3.72             | 2.87         | 2.29          | 3.50              | 3.28                   | 2.82  | 2.77     | 3.56  | 3.66  | 3.66  | 2.17                 | 3.55         | 4.78       | 5.01  | 1.92             | 3.83  | 3.92  | 5.71  |
| sig. test for means:                   |                             | *         | *                        |                  |              |               |                   |                        |       | *        |       |       |       |                      |              |            |       |                  |       |       |       |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT--           |                        |                                |  |
|--|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q13I the identification of services offered by other organizations |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |  |
| weightd # of participants:   | 227           | 44    | 52    | 88    | 43    | 180                  | 35                   | 39            | 40    | 66    | 34    | 4             | 12    | 13    | 6     | 70                 | 82           | 72            | 110                           | 52                     | 63                             |  |
| real # of participants:  | 100%          | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%           | 18%   | 29%   | 15%   | 2%            | 5%    | 6%    | 3%    | 31%                | 36%          | 32%           | 48%                           | 23%                    | 28%                            |  |
| Very unimportant (0)   | 219           | 51    | 58    | 59    | 51    | 174                  | 35                   | 46            | 45    | 42    | 41    | 5             | 13    | 10    | 7     | 61                 | 81           | 74            | 117                           | 42                     | 58                             |  |
| Unimportant (25)   | 4%            | 3%    | 3%    | 5%    | 2%    | 4%                   | 5%                   | 4%            | 2%    | 7%    | 0%    | 0%            | 7%    | 0%    | 15%   | 2%                 | 4%           | 4%            | 5%                            | 0%                     | 6%                             |  |
| Neutral (50)   | 6%            | 4%    | 5%    | 8%    | 2%    | 4%                   | 13%                  | 4%            | 2%    | 7%    | 3%    | 0%            | 16%   | 20%   | 0%    | 1%                 | 3%           | 13%           | 6%                            | 2%                     | 9%                             |  |
| Important (75)   | 20%           | 15%   | 17%   | 23%   | 23%   | 18%                  | 27%                  | 12%           | 15%   | 21%   | 22%   | 39%           | 23%   | 26%   | 28%   | 15%                | 17%          | 28%           | 17%                           | 22%                    | 22%                            |  |
| Very important (100)   | 26%           | 36%   | 19%   | 29%   | 16%   | 27%                  | 25%                  | 38%           | 20%   | 30%   | 17%   | 22%           | 15%   | 40%   | 15%   | 33%                | 24%          | 22%           | 24%                           | 28%                    | 27%                            |  |
| DK/NR  | 40%           | 36%   | 52%   | 30%   | 53%   | 43%                  | 25%                  | 40%           | 56%   | 32%   | 54%   | 0%            | 39%   | 14%   | 43%   | 40%                | 48%          | 31%           | 44%                           | 44%                    | 31%                            |  |
|  | 5%            | 6%    | 3%    | 5%    | 4%    | 4%                   | 5%                   | 2%            | 4%    | 4%    | 5%    | 39%           | 0%    | 0%    | 0%    | 8%                 | 4%           | 2%            | 5%                            | 3%                     | 5%                             |  |
| chi <sup>2</sup> :   |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       | (*)                |              |               |                               |                        |                                |  |
| ± ... at 50%:  | 7             | 15    | 14    | 14    | 15    | 8                    | 18                   | 15            | 16    | 16    | 16    | 47            | 29    | 33    | 39    | 13                 | 12           | 12            | 10                            | 16                     | 14                             |  |
| mean for these data:   | 74.53         | 76.04 | 78.73 | 68.59 | 79.99 | 76.31                | 63.96                | 77.22         | 82.72 | 68.96 | 82.01 | 59.08         | 65.43 | 62.00 | 67.70 | 79.10              | 78.20        | 66.52         | 75.61                         | 79.76                  | 68.25                          |  |
| standard error:  | 1.91          | 3.69  | 3.73  | 3.85  | 3.66  | 2.10                 | 5.15                 | 3.86          | 3.75  | 4.73  | 3.68  | 8.75          | 9.68  | 7.93  | 14.41 | 3.10               | 3.10         | 3.46          | 2.71                          | 3.40                   | 4.00                           |  |
| sig. test for means:   |               |       |       | *     |       | *                    |                      |               |       | *     |       |               |       |       |       |                    | **           |               |                               |                        |                                |  |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q13I the identification of services offered by other organizations |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants:   | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| real # of participants:  | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)   | 4%                          | 4%        | 4%         | 2%                       | 0%           | 5%            | 4%                | 3%                     | 3%    | 2%       | 6%    | 0%    | 6%    | 4%                   | 0%           | 8%         | 0%    | 3%               | 0%    | 6%    | 5%    |  |
| Unimportant (25)   | 6%                          | 5%        | 7%         | 2%                       | 8%           | 4%            | 9%                | 9%                     | 8%    | 10%      | 9%    | 0%    | 6%    | 5%                   | 15%          | 0%         | 15%   | 6%               | 6%    | 4%    | 11%   |  |
| Neutral (50)   | 20%                         | 23%       | 15%        | 5%                       | 23%          | 20%           | 22%               | 23%                    | 24%   | 23%      | 20%   | 24%   | 13%   | 17%                  | 24%          | 31%        | 10%   | 16%              | 16%   | 29%   | 28%   |  |
| Important (75)   | 26%                         | 26%       | 25%        | 19%                      | 30%          | 30%           | 25%               | 11%                    | 25%   | 15%      | 28%   | 43%   | 30%   | 20%                  | 20%          | 34%        | 51%   | 21%              | 34%   | 30%   | 29%   |  |
| Very important (100)   | 40%                         | 36%       | 47%        | 63%                      | 35%          | 35%           | 39%               | 51%                    | 34%   | 46%      | 34%   | 33%   | 42%   | 49%                  | 39%          | 27%        | 24%   | 48%              | 36%   | 29%   | 27%   |  |
| DK/NR  | 5%                          | 6%        | 3%         | 8%                       | 4%           | 7%            | 1%                | 2%                     | 6%    | 4%       | 4%    | 0%    | 4%    | 5%                   | 2%           | 0%         | 0%    | 6%               | 8%    | 2%    | 0%    |  |
| chi <sup>2</sup> :   |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | (*)                  |              |            |       |                  |       |       |       |  |
| ± ... at 50%:  | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| mean for these data:   | 74.53                       | 72.94     | 77.04      | 87.50                    | 74.02        | 73.18         | 71.95             | 74.70                  | 70.29 | 74.60    | 69.76 | 77.25 | 74.83 | 77.65                | 71.18        | 68.33      | 71.38 | 77.60            | 76.97 | 68.44 | 65.07 |  |
| standard error:  | 1.91                        | 2.62      | 2.81       | 4.01                     | 3.77         | 3.39          | 3.80              | 4.28                   | 3.97  | 4.20     | 4.62  | 4.10  | 4.40  | 2.97                 | 4.90         | 4.92       | 5.77  | 2.63             | 4.44  | 4.35  | 7.41  |  |
| sig. test for means:   |                             |           |            | **                       |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |

Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|   | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |  |
|---|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q13J the follow-through to see if you got what you needed |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| weightd # of participants:                                | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |  |
| real # of participants:                                   | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |  |
| Very unimportant (0)                                      | 4%          | 5%    | 3%    | 5%    | 0%    | 4%                   | 2%                   | 6%          | 2%    | 7%    | 0%    | 0%          | 7%    | 0%    | 0%    | 3%               | 7%           | 0%            | 7%                            | 0%                     | 1%                             |  |
| Unimportant (25)  | 4%          | 2%    | 5%    | 2%    | 8%    | 2%                   | 13%                  | 2%          | 2%    | 0%    | 7%    | 0%          | 15%   | 14%   | 15%   | 2%               | 4%           | 5%            | 2%                            | 5%                     | 6%                             |  |
| Neutral (50)  | 16%         | 11%   | 19%   | 20%   | 12%   | 16%                  | 23%                  | 10%         | 20%   | 19%   | 12%   | 17%         | 16%   | 34%   | 15%   | 19%              | 7%           | 23%           | 15%                           | 21%                    | 15%                            |  |
| Important (75)  | 26%         | 45%   | 23%   | 22%   | 20%   | 27%                  | 30%                  | 43%         | 22%   | 23%   | 20%   | 61%         | 23%   | 26%   | 29%   | 22%              | 27%          | 28%           | 29%                           | 16%                    | 27%                            |  |
| Very important (100)                                      | 44%         | 32%   | 43%   | 45%   | 55%   | 46%                  | 32%                  | 34%         | 45%   | 48%   | 56%   | 22%         | 38%   | 26%   | 42%   | 44%              | 48%          | 41%           | 39%                           | 52%                    | 48%                            |  |
| DK/NR   | 6%          | 4%    | 7%    | 6%    | 6%    | 5%                   | 0%                   | 5%          | 9%    | 3%    | 5%    | 0%          | 0%    | 0%    | 0%    | 9%               | 6%           | 2%            | 8%                            | 7%                     | 3%                             |  |
| chi <sup>2</sup> :  |             |       |       |       |       | (*)                  |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| ± ... at 50%:   | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |  |
| mean for these data:                                      | 77.31       | 75.58 | 76.06 | 76.60 | 82.04 | 78.21                | 69.16                | 75.49       | 78.83 | 77.26 | 82.47 | 76.38       | 67.29 | 66.01 | 74.45 | 77.84            | 77.50        | 77.03         | 74.46                         | 80.50                  | 79.60                          |  |
| standard error:   | 1.87        | 3.65  | 3.79  | 3.78  | 3.59  | 2.08                 | 4.75                 | 3.99        | 3.96  | 4.52  | 3.94  | 7.90        | 9.55  | 8.35  | 11.08 | 3.58             | 3.51         | 2.75          | 2.80                          | 3.93                   | 3.32                           |  |
| sig. test for means:                                      |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |



Do you find each of the following aspects of service reliability to be very unimportant, unimportant, neutral, important or very important in deciding to deal with W-D?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q13J the follow-through to see if you got what you needed |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants:                                | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| real # of participants:                                   | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)                                      | 4%                          | 3%        | 5%         | 5%                       | 4%           | 2%            | 4%                | 4%                     | 5%    | 4%       | 10%   | 0%    | 4%    | 3%                   | 5%           | 5%         | 0%    | 3%               | 2%    | 4%    | 0%    |  |
| Unimportant (25)  | 4%                          | 4%        | 4%         | 0%                       | 10%          | 2%            | 4%                | 9%                     | 4%    | 10%      | 2%    | 4%    | 4%    | 4%                   | 12%          | 0%         | 5%    | 4%               | 9%    | 0%    | 5%    |  |
| Neutral (50)  | 16%                         | 16%       | 16%        | 11%                      | 14%          | 15%           | 25%               | 9%                     | 23%   | 15%      | 12%   | 15%   | 9%    | 14%                  | 17%          | 27%        | 25%   | 13%              | 20%   | 22%   | 28%   |  |
| Important (75)  | 26%                         | 24%       | 29%        | 8%                       | 27%          | 35%           | 28%               | 25%                    | 24%   | 19%      | 39%   | 42%   | 33%   | 26%                  | 17%          | 38%        | 26%   | 24%              | 24%   | 39%   | 23%   |  |
| Very important (100)                                      | 44%                         | 44%       | 44%        | 63%                      | 43%          | 43%           | 34%               | 46%                    | 40%   | 44%      | 34%   | 30%   | 48%   | 49%                  | 49%          | 30%        | 39%   | 50%              | 42%   | 35%   | 26%   |  |
| DK/NR   | 6%                          | 8%        | 2%         | 13%                      | 2%           | 3%            | 6%                | 7%                     | 5%    | 8%       | 2%    | 8%    | 2%    | 5%                   | 0%           | 0%         | 5%    | 6%               | 3%    | 0%    | 17%   |  |
| chi <sup>2</sup> :  |                             |           |            | (*)                      |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| ± ... at 50%:   | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| mean for these data:                                      | 77.31                       | 77.86     | 76.48      | 85.56                    | 74.37        | 79.43         | 71.98             | 77.09                  | 73.81 | 74.62    | 72.04 | 76.54 | 79.65 | 79.84                | 73.01        | 71.84      | 76.04 | 79.94            | 74.40 | 75.19 | 71.29 |  |
| standard error:   | 1.87                        | 2.59      | 2.74       | 5.02                     | 4.50         | 2.80          | 3.63              | 4.20                   | 3.91  | 4.50     | 4.63  | 4.70  | 3.88  | 2.70                 | 5.51         | 4.55       | 5.85  | 2.52             | 5.19  | 3.76  | 6.57  |  |
| sig. test for means:                                      |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the reliability of WD service?

|                                | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|--------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|                                | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q14                            |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                        |                                |  |
| weightd # of participants:     | 844             | 172   | 201   | 304   | 166   | 696                  | 117                  | 153             | 169   | 235   | 139   | 17              | 28    | 49    | 22    | 209                  | 338          | 280           | 437                           | 193                    | 201                            |  |
| real # of participants:        | 100%            | 20%   | 24%   | 36%   | 20%   | 83%                  | 14%                  | 18%             | 20%   | 28%   | 16%   | 2%              | 3%    | 6%    | 3%    | 25%                  | 40%          | 33%           | 52%                           | 23%                    | 24%                            |  |
| DISSATISFIED (very and smwhat) | 12%             | 16%   | 6%    | 13%   | 16%   | 13%                  | 6%                   | 17%             | 6%    | 13%   | 17%   | 4%              | 3%    | 7%    | 8%    | 16%                  | 14%          | 8%            | 12%                           | 17%                    | 9%                             |  |
| SATISFIED (very and smwhat)    | 74%             | 65%   | 80%   | 74%   | 76%   | 73%                  | 81%                  | 64%             | 80%   | 72%   | 74%   | 63%             | 79%   | 84%   | 88%   | 68%                  | 70%          | 83%           | 73%                           | 73%                    | 78%                            |  |
| Very dissatisfied (0)          | 6%              | 8%    | 3%    | 5%    | 9%    | 6%                   | 1%                   | 9%              | 3%    | 5%    | 9%    | 0%              | 0%    | 2%    | 4%    | 5%                   | 8%           | 4%            | 6%                            | 9%                     | 3%                             |  |
| Dissatisfied (25)              | 7%              | 8%    | 3%    | 8%    | 8%    | 7%                   | 4%                   | 8%              | 3%    | 8%    | 8%    | 4%              | 3%    | 5%    | 4%    | 10%                  | 7%           | 4%            | 6%                            | 8%                     | 6%                             |  |
| Neutral (50)                   | 13%             | 20%   | 14%   | 13%   | 8%    | 14%                  | 14%                  | 19%             | 13%   | 15%   | 8%    | 32%             | 18%   | 9%    | 4%    | 16%                  | 16%          | 9%            | 15%                           | 10%                    | 13%                            |  |
| Satisfied (75)                 | 39%             | 35%   | 38%   | 43%   | 37%   | 39%                  | 43%                  | 36%             | 37%   | 42%   | 37%   | 34%             | 44%   | 49%   | 39%   | 39%                  | 41%          | 35%           | 37%                           | 36%                    | 44%                            |  |
| Very satisfied (100)           | 35%             | 30%   | 42%   | 32%   | 39%   | 34%                  | 37%                  | 29%             | 43%   | 30%   | 37%   | 30%             | 35%   | 36%   | 50%   | 29%                  | 29%          | 48%           | 36%                           | 37%                    | 33%                            |  |
| Don't know                     | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| No response                    | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :             |                 | **    |       |       |       |                      |                      | **              |       |       |       |                 |       |       | ***   |                      |              |               |                               |                        |                                |  |
| ± ... at 50%:                  | 4               | 7     | 7     | 7     | 7     | 4                    | 10                   | 8               | 8     | 8     | 8     | 23              | 18    | 17    | 20    | 8                    | 6            | 6             | 5                             | 8                      | 8                              |  |
| mean for these data:           | 72.73           | 67.70 | 78.27 | 72.06 | 72.48 | 71.83                | 77.64                | 66.83           | 78.44 | 70.68 | 71.22 | 72.18           | 77.55 | 77.84 | 81.61 | 68.95                | 69.41        | 79.56         | 72.62                         | 70.85                  | 74.74                          |  |
| standard error:                | 0.97            | 2.11  | 1.63  | 1.85  | 2.21  | 1.09                 | 2.06                 | 2.30            | 1.78  | 2.17  | 2.44  | 4.95            | 3.60  | 3.60  | 4.93  | 2.10                 | 1.55         | 1.54          | 1.31                          | 2.39                   | 1.80                           |  |
| sig. test for means:           |                 | **    | ***   |       |       | *                    | *                    | *               | ***   |       |       |                 |       |       |       | *                    | **           | ***           |                               |                        |                                |  |

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the reliability of WD service?

|                                | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |          | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |  |
|--------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|--|
|                                | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Manitoba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |  |
| Q14                            |                         |           |            |                  |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       |       |       |  |
| weightd # of participants:     | 844                     | 507       | 336        | 169              | 172                  | 252           | 218               | 154      | 259                | 179      | 161   | 100   | 180   | 351              | 143          | 100        | 65    | 436          | 102   | 162   | 70    |  |
| real # of participants:        | 100%                    | 60%       | 40%        | 20%              | 20%                  | 30%           | 26%               | 18%      | 31%                | 21%      | 19%   | 12%   | 21%   | 42%              | 17%          | 12%        | 8%    | 52%          | 12%   | 19%   | 8%    |  |
| DISSATISFIED (very and smwhat) | 842                     | 440       | 402        | 166              | 170                  | 258           | 219               | 171      | 203                | 187      | 176   | 98    | 189   | 349              | 141          | 100        | 70    | 428          | 108   | 168   | 73    |  |
|                                | 12%                     | 12%       | 13%        | 11%              | 14%                  | 12%           | 14%               | 14%      | 12%                | 9%       | 14%   | 16%   | 14%   | 14%              | 11%          | 11%        | 9%    | 13%          | 19%   | 11%   | 10%   |  |
| SATISFIED (very and smwhat)    | 74%                     | 75%       | 73%        | 79%              | 71%                  | 74%           | 71%               | 76%      | 75%                | 77%      | 66%   | 67%   | 76%   | 74%              | 71%          | 74%        | 80%   | 72%          | 67%   | 79%   | 79%   |  |
| Very dissatisfied (0)          | 6%                      | 6%        | 6%         | 6%               | 5%                   | 6%            | 7%                | 7%       | 4%                 | 4%       | 5%    | 8%    | 10%   | 5%               | 6%           | 8%         | 3%    | 5%           | 12%   | 6%    | 5%    |  |
| Dissatisfied (25)              | 7%                      | 6%        | 7%         | 4%               | 9%                   | 7%            | 6%                | 7%       | 8%                 | 4%       | 8%    | 7%    | 5%    | 9%               | 5%           | 3%         | 7%    | 8%           | 7%    | 5%    | 5%    |  |
| Neutral (50)                   | 13%                     | 13%       | 14%        | 10%              | 15%                  | 13%           | 15%               | 10%      | 13%                | 14%      | 21%   | 18%   | 10%   | 12%              | 18%          | 15%        | 11%   | 16%          | 14%   | 10%   | 11%   |  |
| Satisfied (75)                 | 39%                     | 40%       | 38%        | 40%              | 43%                  | 36%           | 37%               | 37%      | 41%                | 35%      | 33%   | 34%   | 41%   | 40%              | 36%          | 38%        | 48%   | 39%          | 29%   | 41%   | 42%   |  |
| Very satisfied (100)           | 35%                     | 35%       | 36%        | 39%              | 28%                  | 38%           | 34%               | 39%      | 34%                | 41%      | 33%   | 32%   | 34%   | 34%              | 35%          | 35%        | 32%   | 32%          | 38%   | 38%   | 37%   |  |
| Don't know                     | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |  |
| No response                    | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :             |                         |           |            |                  |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       |       |       |  |
| ± ... at 50%:                  | 4                       | 5         | 5          | 8                | 8                    | 6             | 7                 | 8        | 7                  | 8        | 8     | 11    | 8     | 6                | 9            | 10         | 12    | 5            | 10    | 8     | 12    |  |
| mean for these data:           | 72.73                   | 72.76     | 72.69      | 75.13            | 70.25                | 73.74         | 71.13             | 73.61    | 73.01              | 76.22    | 70.07 | 68.72 | 71.64 | 72.20            | 71.98        | 72.42      | 75.12 | 71.60        | 68.71 | 74.99 | 75.33 |  |
| standard error:                | 0.97                    | 1.34      | 1.41       | 2.16             | 2.08                 | 1.77          | 1.98              | 2.28     | 1.89               | 1.95     | 2.15  | 3.08  | 2.21  | 1.50             | 2.38         | 2.90       | 2.91  | 1.33         | 3.24  | 2.15  | 3.14  |  |
| sig. test for means:           |                         |           |            |                  |                      |               |                   |          |                    | *        |       |       |       |                  |              |            |       |              |       |       |       |  |

In general, if only one area of the reliability of WD service could be improved, which one should be focussed on?

|                                | -WD PROVINCE- |     |      |       | -TYPE- |                      | -WD PROVINCE-        |     |      |       | -WD PROVINCE- |     |      |       | -CONTACTS WITH WD- |      |              | -FIRST WD CONTACT-- |                               |                           |                                |
|--------------------------------|---------------|-----|------|-------|--------|----------------------|----------------------|-----|------|-------|---------------|-----|------|-------|--------------------|------|--------------|---------------------|-------------------------------|---------------------------|--------------------------------|
|                                | TOTAL         | BC  | Alta | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC  | Alta | Sask. | Man.          | BC  | Alta | Sask. | Man.               | Once | 2-5<br>times | 6 and<br>more       | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q15                            |               |     |      |       |        |                      |                      |     |      |       |               |     |      |       |                    |      |              |                     |                               |                           |                                |
| weightd # of participants:     | 875           | 185 | 207  | 311   | 171    | 721                  | 121                  | 166 | 174  | 238   | 142           | 17  | 29   | 51    | 23                 | 225  | 348          | 282                 | 460                           | 198                       | 204                            |
|                                | 100%          | 21% | 24%  | 36%   | 20%    | 82%                  | 14%                  | 19% | 20%  | 27%   | 16%           | 2%  | 3%   | 6%    | 3%                 | 26%  | 40%          | 32%                 | 53%                           | 23%                       | 23%                            |
| real # of participants:        | 875           | 215 | 233  | 223   | 204    | 724                  | 121                  | 192 | 196  | 166   | 170           | 21  | 33   | 40    | 27                 | 200  | 362          | 292                 | 491                           | 179                       | 193                            |
| DK/NR                          | 46%           | 39% | 49%  | 45%   | 50%    | 45%                  | 44%                  | 40% | 49%  | 45%   | 46%           | 31% | 43%  | 39%   | 67%                | 50%  | 42%          | 46%                 | 50%                           | 39%                       | 41%                            |
| other                          | 14%           | 15% | 17%  | 12%   | 14%    | 14%                  | 15%                  | 15% | 16%  | 11%   | 15%           | 15% | 21%  | 15%   | 7%                 | 15%  | 12%          | 16%                 | 14%                           | 15%                       | 15%                            |
| follow-up if got what needed   | 12%           | 12% | 9%   | 14%   | 10%    | 11%                  | 12%                  | 12% | 9%   | 11%   | 12%           | 4%  | 9%   | 21%   | 4%                 | 11%  | 11%          | 13%                 | 12%                           | 13%                       | 11%                            |
| id of services from other orgs | 9%            | 12% | 9%   | 7%    | 9%     | 9%                   | 9%                   | 11% | 10%  | 7%    | 8%            | 15% | 6%   | 7%    | 11%                | 7%   | 10%          | 8%                  | 9%                            | 9%                        | 9%                             |
| business knowledge of officers | 5%            | 5%  | 5%   | 6%    | 5%     | 6%                   | 3%                   | 5%  | 5%   | 7%    | 6%            | 11% | 6%   | 0%    | 0%                 | 7%   | 6%           | 4%                  | 5%                            | 7%                        | 6%                             |
| guidance provided by officers  | 5%            | 8%  | 4%   | 6%    | 2%     | 5%                   | 4%                   | 8%  | 4%   | 6%    | 3%            | 8%  | 0%   | 7%    | 0%                 | 4%   | 8%           | 3%                  | 4%                            | 7%                        | 3%                             |
| delivering on promises made    | 3%            | 4%  | 2%   | 3%    | 5%     | 3%                   | 6%                   | 4%  | 1%   | 3%    | 5%            | 0%  | 6%   | 5%    | 11%                | 1%   | 4%           | 4%                  | 2%                            | 4%                        | 5%                             |
| competence of the officers     | 2%            | 1%  | 3%   | 3%    | 2%     | 3%                   | 1%                   | 1%  | 3%   | 4%    | 2%            | 0%  | 6%   | 0%    | 0%                 | 3%   | 3%           | 1%                  | 1%                            | 1%                        | 6%                             |
| fairness of the process        | 2%            | 2%  | 1%   | 3%    | 2%     | 2%                   | 4%                   | 2%  | 0%   | 3%    | 2%            | 10% | 3%   | 4%    | 0%                 | 2%   | 3%           | 2%                  | 2%                            | 3%                        | 3%                             |
| keeping info confidential      | 1%            | 1%  | 1%   | 0%    | 0%     | 1%                   | 0%                   | 1%  | 1%   | 0%    | 0%            | 0%  | 0%   | 0%    | 0%                 | 0%   | 0%           | 1%                  | 1%                            | 0%                        | 0%                             |
| making corrections if problem  | 1%            | 1%  | 0%   | 1%    | 0%     | 0%                   | 1%                   | 0%  | 0%   | 1%    | 0%            | 4%  | 0%   | 2%    | 0%                 | 0%   | 0%           | 1%                  | 1%                            | 0%                        | 0%                             |
| courtesy of the officers       | 0%            | 1%  | 0%   | 0%    | 1%     | 1%                   | 0%                   | 1%  | 0%   | 0%    | 1%            | 0%  | 0%   | 0%    | 0%                 | 0%   | 1%           | 0%                  | 0%                            | 1%                        | 0%                             |
| chi <sup>2</sup> :             |               |     |      |       |        |                      |                      |     |      |       |               |     |      |       |                    |      |              |                     |                               |                           |                                |
| ± ... at 50%:                  | 4             | 7   | 7    | 7     | 7      | 4                    | 9                    | 8   | 7    | 8     | 8             | 23  | 18   | 16    | 20                 | 7    | 5            | 6                   | 5                             | 8                         | 7                              |

In general, if only one area of the reliability of WD service could be improved, which one should be focussed on?

|                                | ---DEPTH OF RELATIONSHIP--- |           |            |                  | ---YEARS OF EXISTENCE--- |               |             |           | ---CLIENT LOCATIONS--- |          |     |     |       |         | ---GROSS REVENUES--- |            |       |     | ---EMPLOYMENT--- |       |     |  |
|--------------------------------|-----------------------------|-----------|------------|------------------|--------------------------|---------------|-------------|-----------|------------------------|----------|-----|-----|-------|---------|----------------------|------------|-------|-----|------------------|-------|-----|--|
|                                | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years             | 4 to 10 years | 11 and more | Mani-toba | Sask.                  | Alber-ta | BC  | USA | Other | <\$250k | \$250k-<\$1M         | \$1M-<\$5M | \$5M+ | <5  | 5-9              | 10-49 | 50+ |  |
| Q15                            |                             |           |            |                  |                          |               |             |           |                        |          |     |     |       |         |                      |            |       |     |                  |       |     |  |
| weightd # of participants:     | 875                         | 528       | 347        | 175              | 177                      | 261           | 226         | 157       | 265                    | 182      | 167 | 108 | 188   | 366     | 147                  | 103        | 66    | 453 | 106              | 164   | 73  |  |
| real # of participants:        | 100%                        | 60%       | 40%        | 20%              | 20%                      | 30%           | 26%         | 18%       | 30%                    | 21%      | 19% | 12% | 22%   | 42%     | 17%                  | 12%        | 8%    | 52% | 12%              | 19%   | 8%  |  |
| DK/NR                          | 46%                         | 44%       | 48%        | 49%              | 43%                      | 42%           | 48%         | 47%       | 43%                    | 46%      | 42% | 41% | 45%   | 46%     | 38%                  | 42%        | 53%   | 43% | 40%              | 48%   | 51% |  |
| other                          | 14%                         | 14%       | 14%        | 11%              | 19%                      | 13%           | 14%         | 14%       | 13%                    | 19%      | 14% | 15% | 18%   | 17%     | 15%                  | 15%        | 14%   | 15% | 14%              | 14%   | 17% |  |
| follow-up if got what needed   | 12%                         | 12%       | 11%        | 15%              | 8%                       | 14%           | 8%          | 10%       | 14%                    | 9%       | 11% | 12% | 9%    | 9%      | 14%                  | 10%        | 17%   | 11% | 14%              | 12%   | 13% |  |
| id of services from other orgs | 9%                          | 9%        | 9%         | 7%               | 8%                       | 12%           | 9%          | 10%       | 8%                     | 10%      | 12% | 10% | 7%    | 8%      | 12%                  | 12%        | 5%    | 10% | 8%               | 8%    | 6%  |  |
| business knowledge of officers | 5%                          | 6%        | 5%         | 4%               | 10%                      | 5%            | 4%          | 4%        | 7%                     | 7%       | 7%  | 5%  | 6%    | 7%      | 5%                   | 0%         | 4%    | 7%  | 5%               | 4%    | 4%  |  |
| guidance provided by officers  | 5%                          | 6%        | 4%         | 6%               | 4%                       | 5%            | 5%          | 3%        | 4%                     | 2%       | 4%  | 8%  | 6%    | 4%      | 6%                   | 10%        | 1%    | 5%  | 9%               | 4%    | 2%  |  |
| delivering on promises made    | 3%                          | 3%        | 4%         | 2%               | 4%                       | 3%            | 4%          | 5%        | 4%                     | 1%       | 2%  | 3%  | 3%    | 3%      | 6%                   | 4%         | 0%    | 4%  | 5%               | 4%    | 2%  |  |
| competence of the officers     | 2%                          | 3%        | 1%         | 2%               | 1%                       | 2%            | 4%          | 3%        | 3%                     | 3%       | 3%  | 3%  | 1%    | 2%      | 3%                   | 2%         | 3%    | 2%  | 2%               | 2%    | 4%  |  |
| fairness of the process        | 2%                          | 3%        | 1%         | 1%               | 2%                       | 2%            | 3%          | 2%        | 2%                     | 1%       | 3%  | 1%  | 2%    | 3%      | 0%                   | 3%         | 1%    | 3%  | 2%               | 1%    | 0%  |  |
| keeping info confidential      | 1%                          | 1%        | 0%         | 1%               | 0%                       | 1%            | 0%          | 0%        | 0%                     | 1%       | 0%  | 1%  | 2%    | 0%      | 1%                   | 2%         | 0%    | 0%  | 1%               | 2%    | 0%  |  |
| making corrections if problem  | 1%                          | 1%        | 1%         | 0%               | 1%                       | 1%            | 0%          | 0%        | 1%                     | 0%       | 0%  | 0%  | 0%    | 1%      | 0%                   | 0%         | 1%    | 1%  | 0%               | 0%    | 1%  |  |
| courtesy of the officers       | 0%                          | 0%        | 0%         | 1%               | 0%                       | 1%            | 0%          | 1%        | 0%                     | 0%       | 1%  | 0%  | 0%    | 0%      | 0%                   | 1%         | 0%    | 0%  | 1%               | 1%    | 0%  |  |
| chi <sup>2</sup> :             |                             |           |            |                  |                          |               |             |           |                        |          |     |     |       |         |                      |            |       |     |                  |       |     |  |
| ± ... at 50%:                  | 4                           | 5         | 5          | 8                | 8                        | 6             | 7           | 8         | 7                      | 8        | 8   | 10  | 7     | 5       | 9                    | 10         | 12    | 5   | 10               | 8     | 12  |  |

In the context of the most recent contact, did WD officers make any referrals to other sources of information or people who might be of assistance to your organization?

|                            | --WD PROVINCE--           |              |               |                        |                 |                      |                      |               | --TYPE--               |              |      |     | --WD PROVINCE-- |                      |                  |                | --WD PROVINCE-- |                    |                               | --CONTACTS WITH WD--   |                                |                | --FIRST WD CONTACT-- |  |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|-----------------|----------------------|----------------------|---------------|------------------------|--------------|------|-----|-----------------|----------------------|------------------|----------------|-----------------|--------------------|-------------------------------|------------------------|--------------------------------|----------------|----------------------|--|--|
|                            | TOTAL                     | BC           | Alta          | Sask.                  | Man.            | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta                   | Sask.        | Man. | BC  | Alta            | Sask.                | Man.             | Once           | 2-5<br>times    | 6 and<br>more      | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |                |                      |  |  |
| Q16                        |                           |              |               |                        |                 |                      |                      |               |                        |              |      |     |                 |                      |                  |                |                 |                    |                               |                        |                                |                |                      |  |  |
| weightd # of participants: | 875                       | 185          | 207           | 311                    | 171             | 721                  | 121                  | 166           | 174                    | 238          | 142  | 17  | 29              | 51                   | 23               | 225            | 348             | 282                | 460                           | 198                    | 204                            |                |                      |  |  |
| real # of participants:    | 100%                      | 21%          | 24%           | 36%                    | 20%             | 82%                  | 14%                  | 19%           | 20%                    | 27%          | 16%  | 2%  | 3%              | 6%                   | 3%               | 26%            | 40%             | 32%                | 53%                           | 23%                    | 23%                            |                |                      |  |  |
| Yes                        | 875                       | 215          | 233           | 223                    | 204             | 724                  | 121                  | 192           | 196                    | 166          | 170  | 21  | 33              | 40                   | 27               | 200            | 362             | 292                | 491                           | 179                    | 193                            |                |                      |  |  |
|                            | 52%                       | 52%          | 50%           | 51%                    | 55%             | 53%                  | 43%                  | 53%           | 51%                    | 51%          | 57%  | 45% | 48%             | 40%                  | 45%              | 50%            | 52%             | 54%                | 56%                           | 47%                    | 46%                            |                |                      |  |  |
| No                         | 43%                       | 44%          | 46%           | 43%                    | 37%             | 43%                  | 44%                  | 44%           | 45%                    | 45%          | 37%  | 41% | 49%             | 45%                  | 37%              | 43%            | 46%             | 39%                | 40%                           | 46%                    | 46%                            |                |                      |  |  |
| DK/NR                      | 6%                        | 4%           | 4%            | 6%                     | 8%              | 4%                   | 13%                  | 4%            | 4%                     | 4%           | 6%   | 14% | 3%              | 16%                  | 18%              | 7%             | 3%              | 7%                 | 4%                            | 7%                     | 8%                             |                |                      |  |  |
|                            |                           |              |               |                        |                 | ---                  | +++                  |               |                        |              |      |     |                 |                      |                  | --             |                 |                    | -                             | *                      |                                |                |                      |  |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                 | ***                  |                      |               |                        |              |      |     |                 |                      |                  |                |                 |                    |                               |                        |                                |                |                      |  |  |
| ± ... at 50%:              | 4                         | 7            | 7             | 7                      | 7               | 4                    | 9                    | 8             | 7                      | 8            | 8    | 23  | 18              | 16                   | 20               | 7              | 5               | 6                  | 5                             | 8                      | 7                              |                |                      |  |  |
|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        |                 |                      |                      |               | --YEARS OF EXISTENCE-- |              |      |     |                 | --CLIENT LOCATIONS-- |                  |                |                 | --GROSS REVENUES-- |                               |                        |                                | --EMPLOYMENT-- |                      |  |  |
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years | 4 to 10<br>years     | 11<br>and<br>more    | Mani-<br>toba | Sask.                  | Alber-<br>ta | BC   | USA | Other           | <\$250k              | \$250k-<br><\$1M | \$1M-<br><\$5M | \$5M+           | <5                 | 5-9                           | 10-49                  | 50+                            |                |                      |  |  |
| Q16                        |                           |              |               |                        |                 |                      |                      |               |                        |              |      |     |                 |                      |                  |                |                 |                    |                               |                        |                                |                |                      |  |  |
| weightd # of participants: | 875                       | 528          | 347           | 175                    | 177             | 261                  | 226                  | 157           | 265                    | 182          | 167  | 108 | 188             | 366                  | 147              | 103            | 66              | 453                | 106                           | 164                    | 73                             |                |                      |  |  |
| real # of participants:    | 100%                      | 60%          | 40%           | 20%                    | 20%             | 30%                  | 26%                  | 18%           | 30%                    | 21%          | 19%  | 12% | 22%             | 42%                  | 17%              | 12%            | 8%              | 52%                | 12%                           | 19%                    | 8%                             |                |                      |  |  |
| Yes                        | 875                       | 460          | 415           | 173                    | 176             | 268                  | 227                  | 174           | 208                    | 191          | 183  | 106 | 199             | 365                  | 146              | 104            | 71              | 447                | 113                           | 170                    | 76                             |                |                      |  |  |
|                            | 52%                       | 51%          | 53%           | 67%                    | 52%             | 48%                  | 45%                  | 53%           | 47%                    | 44%          | 49%  | 52% | 60%             | 54%                  | 44%              | 58%            | 36%             | 54%                | 44%                           | 49%                    | 46%                            |                |                      |  |  |
| No                         | 43%                       | 43%          | 42%           | 31%                    | 43%             | 45%                  | 48%                  | 40%           | 46%                    | 51%          | 46%  | 45% | 36%             | 40%                  | 48%              | 39%            | 56%             | 40%                | 49%                           | 45%                    | 48%                            |                |                      |  |  |
| DK/NR                      | 6%                        | 6%           | 5%            | 2%                     | 5%              | 7%                   | 8%                   | 6%            | 7%                     | 5%           | 5%   | 3%  | 4%              | 5%                   | 8%               | 3%             | 8%              | 5%                 | 7%                            | 6%                     | 6%                             |                |                      |  |  |
|                            |                           |              |               | ---                    |                 |                      |                      |               |                        |              |      |     |                 |                      |                  |                |                 |                    |                               |                        |                                |                |                      |  |  |
| chi <sup>2</sup> :         |                           |              |               | ***                    |                 |                      |                      |               |                        |              |      |     |                 | (*)                  |                  |                |                 |                    |                               |                        |                                |                |                      |  |  |
| ± ... at 50%:              | 4                         | 5            | 5             | 8                      | 8               | 6                    | 7                    | 8             | 7                      | 8            | 8    | 10  | 7               | 5                    | 9                | 10             | 12              | 5                  | 10                            | 8                      | 12                             |                |                      |  |  |

Did you follow-up with these referrals?  
BASE: received referrals

|                            | --WD PROVINCE--           |              |               |                        |                 | --TYPE--               |                            | * COMMERCIAL CLIENTS * |       |                      |      | * NOT-FOR-PROFIT CLIENTS * |       |                    |                  | --CONTACTS WITH WD-- |              |                | --FIRST WD CONTACT--          |                           |                                |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|-----------------|------------------------|----------------------------|------------------------|-------|----------------------|------|----------------------------|-------|--------------------|------------------|----------------------|--------------|----------------|-------------------------------|---------------------------|--------------------------------|--|
|                            | TOTAL                     | BC           | Alta          | Sask.                  | Man.            | Com-<br>mer-<br>cial   | Not<br>for<br>profit       | BC                     | Alta  | Sask.                | Man. | BC                         | Alta  | Sask.              | Man.             | Once                 | 2-5<br>times | 6 and<br>more  | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q17                        |                           |              |               |                        |                 |                        |                            |                        |       |                      |      |                            |       |                    |                  |                      |              |                |                               |                           |                                |  |
| weightd # of participants: | 454                       | 96           | 103           | 160                    | 95              | 379                    | 52                         | 88                     | 89    | 121                  | 81   | 8                          | 14    | 20                 | 10               | 113                  | 179          | 152            | 259                           | 94                        | 94                             |  |
| 100%                       | 21%                       | 23%          | 35%           | 21%                    | 83%             | 12%                    | 19%                        | 20%                    | 27%   | 18%                  | 2%   | 3%                         | 4%    | 2%                 | 25%              | 39%                  | 33%          | 57%            | 21%                           | 21%                       |                                |  |
| real # of participants:    | 457                       | 111          | 116           | 117                    | 113             | 384                    | 54                         | 100                    | 100   | 87                   | 97   | 10                         | 16    | 16                 | 12               | 102                  | 187          | 158            | 270                           | 91                        | 89                             |  |
| Yes                        | 74%                       | 76%          | 73%           | 72%                    | 79%             | 74%                    | 83%                        | 74%                    | 73%   | 73%                  | 79%  | 100%                       | 75%   | 87%                | 75%              | 65%                  | 76%          | 80%            | 74%                           | 74%                       | 78%                            |  |
| No                         | 23%                       | 24%          | 22%           | 25%                    | 20%             | 24%                    | 12%                        | 26%                    | 23%   | 26%                  | 19%  | 0%                         | 19%   | 4%                 | 25%              | 31%                  | 22%          | 18%            | 24%                           | 25%                       | 17%                            |  |
| DK/NR                      | 3%                        | 0%           | 4%            | 3%                     | 2%              | 2%                     | 5%                         | 0%                     | 4%    | 2%                   | 2%   | 0%                         | 6%    | 9%                 | 0%               | 3%                   | 2%           | 2%             | 2%                            | 1%                        | 5%                             |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                 |                        |                            |                        |       |                      |      |                            |       |                    |                  |                      |              |                |                               |                           |                                |  |
| ± ... at 50%:              | 5                         | 10           | 10            | 10                     | 10              | 5                      | 14                         | 10                     | 10    | 11                   | 11   | 33                         | 26    | 26                 | 30               | 10                   | 8            | 8              | 6                             | 11                        | 11                             |  |
|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        |                 | --YEARS OF EXISTENCE-- |                            |                        |       | --CLIENT LOCATIONS-- |      |                            |       | --GROSS REVENUES-- |                  |                      |              | --EMPLOYMENT-- |                               |                           |                                |  |
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years | 4 to<br>10<br>years    | 11<br>years<br>and<br>more | Mani-<br>toba          | Sask. | Alber-<br>ta         | BC   | USA                        | Other | <\$250k            | \$250k-<br><\$1M | \$1M-<br><\$5M       | \$5M+        | <5             | 5-9                           | 10-49                     | 50+                            |  |
| Q17                        |                           |              |               |                        |                 |                        |                            |                        |       |                      |      |                            |       |                    |                  |                      |              |                |                               |                           |                                |  |
| weightd # of participants: | 454                       | 271          | 183           | 117                    | 92              | 125                    | 101                        | 84                     | 124   | 79                   | 81   | 56                         | 114   | 199                | 65               | 60                   | 24           | 246            | 46                            | 80                        | 34                             |  |
| 100%                       | 60%                       | 40%          | 26%           | 20%                    | 27%             | 22%                    | 18%                        | 27%                    | 17%   | 18%                  | 12%  | 25%                        | 44%   | 14%                | 13%              | 5%                   | 54%          | 10%            | 18%                           | 7%                        |                                |  |
| real # of participants:    | 457                       | 238          | 219           | 115                    | 93              | 132                    | 101                        | 94                     | 101   | 84                   | 89   | 54                         | 119   | 199                | 67               | 62                   | 26           | 245            | 50                            | 85                        | 34                             |  |
| Yes                        | 74%                       | 74%          | 75%           | 71%                    | 82%             | 77%                    | 69%                        | 75%                    | 71%   | 74%                  | 78%  | 77%                        | 75%   | 74%                | 72%              | 77%                  | 75%          | 74%            | 81%                           | 76%                       | 79%                            |  |
| No                         | 23%                       | 22%          | 24%           | 29%                    | 17%             | 20%                    | 26%                        | 25%                    | 26%   | 23%                  | 22%  | 22%                        | 23%   | 22%                | 26%              | 20%                  | 25%          | 24%            | 17%                           | 22%                       | 16%                            |  |
| DK/NR                      | 3%                        | 3%           | 1%            | 0%                     | 1%              | 3%                     | 5%                         | 1%                     | 3%    | 3%                   | 0%   | 2%                         | 2%    | 4%                 | 1%               | 3%                   | 0%           | 2%             | 2%                            | 2%                        | 6%                             |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                 |                        |                            |                        |       |                      |      |                            |       |                    |                  |                      |              |                |                               |                           |                                |  |
| ± ... at 50%:              | 5                         | 7            | 7             | (*)<br>10              | 11              | 9                      | 10                         | 11                     | 10    | 11                   | 11   | 14                         | 10    | 7                  | 13               | 13                   | 20           | 7              | 15                            | 11                        | 18                             |  |

How would you rate the value of these referrals? Were they...  
BASE: followed-up on referrals

|                            | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|----------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q18                        |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                        |                                |  |
| weightd # of participants: | 338             | 73    | 76    | 115   | 74    | 282                  | 44                   | 65              | 65    | 88    | 64    | 8               | 11    | 18    | 8     | 74                   | 135          | 121           | 191                           | 69                     | 74                             |  |
| real # of participants:    | 100%            | 22%   | 22%   | 34%   | 22%   | 84%                  | 13%                  | 19%             | 19%   | 26%   | 19%   | 2%              | 3%    | 5%    | 2%    | 22%                  | 40%          | 36%           | 56%                           | 20%                    | 22%                            |  |
| Not at all valuable (0)    | 343             | 85    | 85    | 84    | 89    | 287                  | 45                   | 74              | 73    | 63    | 77    | 10              | 12    | 14    | 9     | 68                   | 142          | 126           | 202                           | 69                     | 68                             |  |
|                            | 9%              | 10%   | 7%    | 9%    | 11%   | 11%                  | 4%                   | 12%             | 7%    | 11%   | 13%   | 0%              | 8%    | 5%    | 0%    | 13%                  | 11%          | 6%            | 8%                            | 15%                    | 8%                             |  |
| Not very valuable (1)      | 8%              | 9%    | 7%    | 5%    | 10%   | 7%                   | 4%                   | 9%              | 7%    | 4%    | 10%   | 9%              | 9%    | 0%    | 0%    | 12%                  | 8%           | 6%            | 10%                           | 5%                     | 6%                             |  |
| Somewhat valuable (2)      | 37%             | 38%   | 35%   | 39%   | 32%   | 38%                  | 35%                  | 38%             | 37%   | 43%   | 31%   | 41%             | 25%   | 35%   | 44%   | 37%                  | 40%          | 30%           | 38%                           | 38%                    | 34%                            |  |
| Very valuable (3)          | 43%             | 37%   | 44%   | 45%   | 43%   | 40%                  | 56%                  | 36%             | 41%   | 41%   | 42%   | 41%             | 58%   | 61%   | 56%   | 33%                  | 40%          | 53%           | 41%                           | 41%                    | 47%                            |  |
| DK/NR                      | 4%              | 5%    | 7%    | 1%    | 4%    | 4%                   | 2%                   | 4%              | 8%    | 1%    | 4%    | 9%              | 0%    | 0%    | 0%    | 5%                   | 1%           | 6%            | 4%                            | 1%                     | 5%                             |  |
| chi <sup>2</sup> :         |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       | (*)                  |              |               |                               |                        |                                |  |
| ± ... at 50%:              | 6               | 11    | 11    | 11    | 11    | 6                    | 16                   | 12              | 12    | 13    | 12    | 33              | 30    | 28    | 35    | 13                   | 9            | 9             | 7                             | 13                     | 13                             |  |
| mean for these data:       | 72.31           | 69.34 | 74.84 | 73.77 | 70.42 | 70.64                | 81.77                | 67.95           | 74.30 | 71.45 | 68.66 | 78.27           | 77.83 | 83.95 | 85.52 | 65.03                | 70.48        | 79.62         | 71.96                         | 68.62                  | 75.44                          |  |
| standard error:            | 1.73            | 3.58  | 3.35  | 3.38  | 3.62  | 1.94                 | 3.78                 | 3.93            | 3.60  | 4.01  | 4.05  | 7.88            | 9.47  | 6.61  | 5.85  | 4.24                 | 2.69         | 2.61          | 2.19                          | 4.21                   | 3.85                           |  |
| sig. test for means:       |                 |       |       |       |       | *                    | *                    |                 |       |       |       |                 |       |       |       | *                    | **           |               |                               |                        |                                |  |



How would you rate the value of these referrals? Were they...  
BASE: followed-up on referrals

|                            | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|----------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|                            | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q18                        |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants: | 338                         | 201       | 137        | 83                       | 75           | 97            | 69                | 62                     | 89    | 59       | 63    | 43    | 85    | 147                  | 47           | 46         | 18    | 181              | 38    | 61    | 26    |  |
| real # of participants:    | 100%                        | 60%       | 40%        | 25%                      | 22%          | 29%           | 20%               | 18%                    | 26%   | 17%      | 19%   | 13%   | 25%   | 44%                  | 14%          | 14%        | 5%    | 54%              | 11%   | 18%   | 8%    |  |
| Not at all valuable (0)    | 343                         | 179       | 164        | 81                       | 76           | 103           | 70                | 70                     | 73    | 62       | 70    | 42    | 88    | 149                  | 49           | 48         | 19    | 182              | 40    | 64    | 27    |  |
|                            | 9%                          | 11%       | 7%         | 6%                       | 7%           | 13%           | 13%               | 5%                     | 9%    | 6%       | 10%   | 11%   | 15%   | 8%                   | 18%          | 11%        | 5%    | 10%              | 4%    | 11%   | 6%    |  |
| Not very valuable (1)      | 8%                          | 7%        | 9%         | 11%                      | 8%           | 5%            | 6%                | 9%                     | 7%    | 5%       | 8%    | 8%    | 8%    | 6%                   | 4%           | 9%         | 4%    | 9%               | 6%    | 6%    | 3%    |  |
| Somewhat valuable (2)      | 37%                         | 38%       | 35%        | 26%                      | 46%          | 45%           | 34%               | 40%                    | 41%   | 41%      | 35%   | 36%   | 37%   | 40%                  | 33%          | 48%        | 31%   | 35%              | 36%   | 50%   | 24%   |  |
| Very valuable (3)          | 43%                         | 42%       | 44%        | -                        | 35%          | 34%           | 40%               | 43%                    | 42%   | 44%      | 42%   | 44%   | 34%   | 42%                  | 41%          | 29%        | 45%   | 43%              | 54%   | 28%   | 53%   |  |
| DK/NR                      | 4%                          | 3%        | 4%         | ++                       | 4%           | 3%            | 8%                | 3%                     | 2%    | 4%       | 5%    | 2%    | 5%    | 4%                   | 4%           | 2%         | 15%   | 3%               | 0%    | 4%    | 13%   |  |
| chi <sup>2</sup> :         |                             |           |            | (*)                      |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| ± ... at 50%:              | 6                           | 8         | 8          | 12                       | 12           | 10            | 12                | 12                     | 12    | 13       | 12    | 16    | 11    | 9                    | 15           | 15         | 24    | 8                | 16    | 13    | 20    |  |
| mean for these data:       | 72.31                       | 71.18     | 74.00      | 77.20                    | 71.03        | 67.53         | 69.74             | 74.61                  | 72.75 | 76.36    | 71.71 | 71.59 | 65.06 | 73.73                | 66.98        | 65.97      | 78.82 | 71.41            | 79.88 | 66.93 | 81.16 |  |
| standard error:            | 1.73                        | 2.47      | 2.40       | 3.41                     | 3.37         | 3.25          | 4.29              | 3.42                   | 3.61  | 3.61     | 3.94  | 5.13  | 3.85  | 2.48                 | 5.43         | 4.55       | 7.06  | 2.45             | 4.17  | 3.90  | 6.14  |  |
| sig. test for means:       |                             |           |            | *                        |              |               |                   |                        |       |          |       |       | *     |                      |              |            |       |                  |       |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|  | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       | --CONTACTS WITH WD-- |       |              | --FIRST WD CONTACT-- |                               |                           |                                |  |
|--|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|----------------------|-------|--------------|----------------------|-------------------------------|---------------------------|--------------------------------|--|
|  | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.                 | Once  | 2-5<br>times | 6 and<br>more        | Less<br>than 1<br>year<br>ago | 1 to<br>2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q19A the convenience of the office location                      |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 74.27           | 77.81 | 78.73 | 70.54 | 74.07 | 75.55                | 65.45                | 77.35           | 80.84 | 72.00 | 75.06 | 77.80           | 69.50 | 57.41 | 68.55                | 71.43 | 71.70        | 79.56                | 70.93                         | 80.55                     | 73.73                          |  |
| sig. test for means:   |                 |       |       |       |       | *                    | *                    |                 |       |       |       |                 |       |       |                      |       | **           |                      | *                             | **                        |                                |  |
| Q19B the variety of methods to access the service                |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 77.61           | 72.34 | 79.63 | 78.90 | 78.93 | 77.79                | 75.07                | 73.46           | 80.43 | 79.53 | 77.04 | 62.26           | 70.62 | 75.75 | 88.87                | 75.52 | 72.95        | 84.46                | 76.30                         | 79.37                     | 79.39                          |  |
| sig. test for means:   |                 | **    |       |       |       |                      |                      | *               |       |       |       |                 |       |       | **                   |       | ***          | ***                  |                               |                           |                                |  |
| Q19C the hours of service  |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 78.17           | 75.62 | 76.58 | 78.53 | 81.88 | 77.43                | 82.23                | 75.70           | 76.59 | 77.22 | 80.56 | 72.96           | 79.18 | 83.46 | 90.20                | 79.24 | 74.08        | 82.07                | 77.57                         | 77.22                     | 80.68                          |  |
| sig. test for means:   |                 |       |       |       | *     |                      |                      |                 |       |       |       |                 |       |       | *                    |       | ***          | **                   |                               |                           |                                |  |
| Q19D the comfort of the waiting areas                            |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 78.50           | 80.16 | 75.43 | 78.65 | 79.61 | 77.86                | 78.29                | 79.96           | 76.79 | 77.55 | 77.47 | 77.80           | 75.20 | 73.61 | 87.58                | 76.75 | 74.17        | 84.06                | 78.68                         | 79.32                     | 77.40                          |  |
| sig. test for means:   |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       | *            | **                   |                               |                           |                                |  |
| Q19E the signage to find the office                              |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 67.79           | 66.53 | 71.01 | 63.77 | 73.22 | 67.31                | 66.63                | 65.96           | 70.66 | 64.22 | 70.88 | 64.27           | 81.59 | 50.00 | 81.53                | 64.44 | 65.34        | 73.33                | 66.63                         | 67.47                     | 70.28                          |  |
| sig. test for means:   |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       | *     | *                    |       |              | *                    |                               |                           |                                |  |
| Q19F the ease of making appointments with officers               |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 77.98           | 70.37 | 79.80 | 80.26 | 79.42 | 77.78                | 76.24                | 72.34           | 81.50 | 78.77 | 77.70 | 51.17           | 70.00 | 82.93 | 88.23                | 80.41 | 71.28        | 83.95                | 76.60                         | 79.66                     | 79.72                          |  |
| sig. test for means:   |                 | **    |       |       |       |                      |                      | *               | *     |       |       | **              |       |       | **                   |       | ***          | ***                  |                               |                           |                                |  |
| Q19G the ease of reaching officers                               |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 75.32           | 69.43 | 76.72 | 76.70 | 77.52 | 74.98                | 75.56                | 70.60           | 77.66 | 75.63 | 75.54 | 58.50           | 69.85 | 78.69 | 88.02                | 74.91 | 72.23        | 79.52                | 74.96                         | 76.51                     | 75.87                          |  |
| sig. test for means:   |                 | **    |       |       |       |                      |                      | *               |       |       |       | *               |       |       | **                   |       | **           | **                   |                               |                           |                                |  |
| Q19H the timeliness of responses to telephone or e-mail messages |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 76.08           | 71.94 | 77.41 | 78.47 | 75.13 | 75.30                | 80.33                | 72.77           | 77.59 | 77.40 | 72.18 | 62.75           | 77.72 | 84.08 | 88.64                | 78.83 | 72.18        | 79.62                | 75.85                         | 76.01                     | 77.86                          |  |
| sig. test for means:   |                 | *     |       |       |       |                      |                      |                 |       |       |       | *               |       |       | *                    |       | ***          | *                    |                               |                           |                                |  |
| Q19I the waiting time at the office                              |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       |              |                      |                               |                           |                                |  |
| mean for these data:   | 81.94           | 77.73 | 82.82 | 82.90 | 82.68 | 81.56                | 80.90                | 79.65           | 83.70 | 81.49 | 81.29 | 58.35           | 80.69 | 81.94 | 89.41                | 82.31 | 77.53        | 86.02                | 80.81                         | 84.58                     | 81.23                          |  |
| sig. test for means:   |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |                      |       | **           | **                   |                               |                           |                                |  |

|  | ---DEPTH OF RELATIONSHIP--- |           |            |                  | ---YEARS OF EXISTENCE--- |               |                   |          | ---CLIENT LOCATIONS--- |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|--|-----------------------------|-----------|------------|------------------|--------------------------|---------------|-------------------|----------|------------------------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|  | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years             | 4 to 10 years | 11 years and more | Manitoba | Sask.                  | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q19A the convenience of the office location                      |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 74.27                       | 74.19     | 74.47      | 69.86            | 80.78                    | 70.39         | 75.52             | 71.23    | 68.60                  | 77.63    | 75.71 | 82.56 | 79.64 | 72.71                | 74.38        | 76.38      | 86.60 | 72.34            | 79.35 | 72.04 | 84.60 |  |
| sig. test for means:   |                             |           |            |                  | **                       |               |                   |          | *                      |          |       | *     |       |                      |              |            | *     |                  |       |       | *     |  |
| Q19B the variety of methods to access the service                |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 77.61                       | 79.49     | 74.89      | 76.31            | 76.88                    | 78.21         | 78.23             | 80.89    | 81.43                  | 80.54    | 74.70 | 73.38 | 76.13 | 77.44                | 78.29        | 79.52      | 77.94 | 77.89            | 78.31 | 77.13 | 76.12 |  |
| sig. test for means:   |                             | *         | *          |                  |                          |               |                   |          | *                      |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| Q19C the hours of service  |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 78.17                       | 79.86     | 75.52      | 75.80            | 77.30                    | 77.72         | 80.50             | 83.13    | 78.59                  | 78.23    | 77.10 | 74.11 | 79.38 | 77.54                | 78.18        | 78.73      | 80.97 | 77.42            | 80.16 | 78.50 | 81.14 |  |
| sig. test for means:   |                             | *         | *          |                  |                          |               |                   | **       |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| Q19D the comfort of the waiting areas                            |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 78.50                       | 79.88     | 75.41      | 77.95            | 81.35                    | 74.22         | 79.96             | 79.84    | 75.54                  | 74.44    | 77.70 | 84.26 | 82.65 | 75.68                | 80.68        | 77.81      | 90.24 | 76.91            | 78.80 | 79.64 | 78.63 |  |
| sig. test for means:   |                             |           | *          |                  |                          |               |                   |          |                        |          |       |       | *     |                      |              |            | *     |                  |       |       |       |  |
| Q19E the signage to find the office                              |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 67.79                       | 68.52     | 66.17      | 67.80            | 69.22                    | 63.91         | 69.69             | 68.95    | 59.05                  | 65.06    | 62.15 | 68.55 | 75.28 | 61.83                | 67.12        | 69.04      | 79.74 | 63.94            | 71.13 | 69.69 | 73.18 |  |
| sig. test for means:   |                             |           |            |                  |                          |               |                   |          | *                      |          |       |       | **    | *                    |              |            | *     |                  |       |       |       |  |
| Q19F the ease of making appointments with officers               |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 77.98                       | 80.01     | 74.22      | 76.86            | 77.02                    | 78.24         | 78.25             | 84.25    | 79.29                  | 82.21    | 72.96 | 76.61 | 78.32 | 76.63                | 78.14        | 78.86      | 86.19 | 76.89            | 74.41 | 80.75 | 80.93 |  |
| sig. test for means:   |                             | *         | *          |                  |                          |               |                   | *        |                        |          | *     |       |       |                      |              |            | **    | **               |       |       |       |  |
| Q19G the ease of reaching officers                               |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 75.32                       | 78.03     | 71.38      | 75.62            | 75.45                    | 73.97         | 75.26             | 79.36    | 77.45                  | 75.01    | 69.97 | 71.08 | 76.41 | 73.89                | 77.58        | 76.47      | 77.61 | 74.80            | 72.36 | 75.69 | 77.28 |  |
| sig. test for means:   |                             | **        | **         |                  |                          |               |                   | *        |                        |          | *     |       |       |                      |              |            |       |                  |       |       |       |  |
| Q19H the timeliness of responses to telephone or e-mail messages |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 76.08                       | 78.05     | 73.30      | 75.68            | 75.14                    | 74.68         | 78.37             | 81.22    | 79.45                  | 76.66    | 73.24 | 69.97 | 76.30 | 75.08                | 75.34        | 78.74      | 79.22 | 75.62            | 72.55 | 76.41 | 80.08 |  |
| sig. test for means:   |                             | *         | *          |                  |                          |               |                   | *        |                        |          |       | *     |       |                      |              |            |       |                  |       |       |       |  |
| Q19I the waiting time at the office                              |                             |           |            |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| mean for these data:   | 81.94                       | 83.30     | 78.79      | 82.14            | 83.80                    | 78.80         | 82.16             | 83.77    | 82.11                  | 84.00    | 80.40 | 78.76 | 84.98 | 80.87                | 81.60        | 81.61      | 93.83 | 81.00            | 81.89 | 82.29 | 85.23 |  |
| sig. test for means:   |                             |           | *          |                  |                          |               |                   |          |                        |          |       |       |       |                      |              |            | **    | **               |       |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|   | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|---|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|   | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q19A the convenience of the office location | 300             | 52    | 61    | 119   | 67    | 250                  | 36                   | 47              | 53    | 95    | 55    | 4               | 7     | 14    | 10    | 79                   | 112          | 104           | 137                           | 80                        | 82                             |
| weightd # of participants:                  | 100%            | 17%   | 20%   | 40%   | 22%   | 84%                  | 12%                  | 16%             | 18%   | 32%   | 18%   | 1%              | 2%    | 5%    | 3%    | 26%                  | 37%          | 35%           | 46%                           | 27%                       | 27%                            |
| real # of participants:                     | 287             | 58    | 69    | 79    | 81    | 241                  | 35                   | 52              | 60    | 62    | 67    | 5               | 8     | 10    | 12    | 57                   | 114          | 111           | 139                           | 72                        | 76                             |
| DISSATISFIED (very and smwhat)              | 10%             | 8%    | 8%    | 10%   | 11%   | 8%                   | 22%                  | 9%              | 5%    | 8%    | 10%   | 0%              | 24%   | 31%   | 17%   | 11%                  | 12%          | 6%            | 12%                           | 6%                        | 10%                            |
| SATISFIED (very and smwhat)                 | 73%             | 71%   | 80%   | 69%   | 77%   | 74%                  | 63%                  | 72%             | 83%   | 70%   | 76%   | 56%             | 63%   | 56%   | 75%   | 70%                  | 68%          | 80%           | 69%                           | 80%                       | 75%                            |
| Very dissatisfied (0)                       | 3%              | 1%    | 2%    | 3%    | 5%    | 3%                   | 2%                   | 2%              | 2%    | 4%    | 4%    | 0%              | 0%    | 0%    | 9%    | 5%                   | 3%           | 0%            | 4%                            | 1%                        | 3%                             |
| Dissatisfied (25)                           | 7%              | 7%    | 7%    | 8%    | 6%    | 5%                   | 19%                  | 7%              | 3%    | 5%    | 6%    | 0%              | 24%   | 31%   | 8%    | 6%                   | 9%           | 6%            | 8%                            | 5%                        | 7%                             |
| Neutral (50)                                | 17%             | 21%   | 12%   | 20%   | 12%   | 17%                  | 16%                  | 19%             | 12%   | 22%   | 13%   | 44%             | 13%   | 13%   | 9%    | 19%                  | 19%          | 14%           | 19%                           | 15%                       | 15%                            |
| Satisfied (75)                              | 37%             | 22%   | 34%   | 43%   | 41%   | 36%                  | 39%                  | 25%             | 36%   | 39%   | 38%   | 0%              | 25%   | 50%   | 50%   | 38%                  | 35%          | 37%           | 38%                           | 31%                       | 41%                            |
| Very satisfied (100)                        | 36%             | 49%   | 45%   | 27%   | 35%   | 39%                  | 24%                  | 48%             | 47%   | 30%   | 39%   | 56%             | 39%   | 6%    | 25%   | 32%                  | 34%          | 43%           | 31%                           | 49%                       | 33%                            |
| Don't know                                  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                                 | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :                          |                 |       |       |       |       | (**)                 |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |
| ± ... at 50%:                               | 6               | 14    | 13    | 12    | 12    | 7                    | 18                   | 14              | 13    | 13    | 13    | 47              | 37    | 33    | 30    | 14                   | 10           | 10            | 9                             | 12                        | 12                             |
| mean for these data:                        | 74.27           | 77.81 | 78.73 | 70.54 | 74.07 | 75.55                | 65.45                | 77.35           | 80.84 | 72.00 | 75.06 | 77.80           | 69.50 | 57.41 | 68.55 | 71.43                | 71.70        | 79.56         | 70.93                         | 80.55                     | 73.73                          |
| standard error:                             | 1.52            | 3.44  | 2.98  | 2.83  | 3.01  | 1.65                 | 4.78                 | 3.66            | 2.94  | 3.24  | 3.30  | 12.63           | 11.35 | 7.99  | 8.85  | 3.65                 | 2.53         | 2.08          | 2.27                          | 2.75                      | 2.94                           |
| sig. test for means:                        |                 |       |       |       |       | *                    | *                    |                 |       |       |       |                 |       |       |       |                      |              | **            | *                             | **                        | *                              |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|   | -DEPTH OF RELATIONSHIP- |           |            | -YEARS OF EXISTENCE- |              |               |                   | -CLIENT LOCATIONS- |       |          |       |       | -GROSS REVENUES- |         |              |            | -EMPLOYMENT- |       |       |       |       |
|---|-------------------------|-----------|------------|----------------------|--------------|---------------|-------------------|--------------------|-------|----------|-------|-------|------------------|---------|--------------|------------|--------------|-------|-------|-------|-------|
|   | TOTAL                   | Long term | Short term | Less than 1 year     | 1 to 3 years | 4 to 10 years | 11 years and more | Manitoba           | Sask. | Alber-ta | BC    | USA   | Other            | <\$250k | \$250k-<\$1M | \$1M-<\$5M | \$5M+        | <5    | 5-9   | 10-49 | 50+   |
| Q19A the convenience of the office location | 300                     | 209       | 91         | 77                   | 73           | 89            | 51                | 59                 | 96    | 67       | 55    | 36    | 65               | 144     | 51           | 24         | 13           | 175   | 31    | 41    | 16    |
| weightd # of participants:                  | 100%                    | 70%       | 30%        | 26%                  | 24%          | 30%           | 17%               | 20%                | 32%   | 22%      | 18%   | 12%   | 22%              | 48%     | 17%          | 8%         | 4%           | 58%   | 10%   | 14%   | 5%    |
| real # of participants:                     | 287                     | 180       | 107        | 70                   | 68           | 90            | 52                | 65                 | 70    | 67       | 55    | 31    | 67               | 135     | 51           | 27         | 14           | 164   | 34    | 43    | 18    |
| DISSATISFIED (very and smwhat)              | 10%                     | 10%       | 8%         | 14%                  | 2%           | 13%           | 10%               | 11%                | 12%   | 8%       | 9%    | 3%    | 3%               | 11%     | 9%           | 10%        | 0%           | 11%   | 8%    | 6%    | 5%    |
| SATISFIED (very and smwhat)                 | 73%                     | 73%       | 74%        | 66%                  | 83%          | 66%           | 78%               | 71%                | 66%   | 75%      | 69%   | 89%   | 81%              | 72%     | 74%          | 72%        | 94%          | 71%   | 84%   | 66%   | 90%   |
| Very dissatisfied (0)                       | 3%                      | 2%        | 5%         | 2%                   | 0%           | 5%            | 5%                | 6%                 | 4%    | 1%       | 3%    | 0%    | 3%               | 5%      | 0%           | 0%         | 0%           | 5%    | 0%    | 0%    | 0%    |
| Dissatisfied (25)                           | 7%                      | 8%        | 3%         | 12%                  | 2%           | 8%            | 5%                | 5%                 | 7%    | 6%       | 6%    | 3%    | 0%               | 6%      | 9%           | 10%        | 0%           | 7%    | 8%    | 6%    | 5%    |
| Neutral (50)                                | 17%                     | 17%       | 18%        | 20%                  | 14%          | 21%           | 12%               | 18%                | 23%   | 18%      | 22%   | 8%    | 16%              | 17%     | 18%          | 18%        | 6%           | 18%   | 8%    | 28%   | 5%    |
| Satisfied (75)                              | 37%                     | 36%       | 38%        | 35%                  | 41%          | 33%           | 40%               | 42%                | 40%   | 30%      | 24%   | 46%   | 38%              | 39%     | 41%          | 29%        | 41%          | 35%   | 42%   | 38%   | 37%   |
| Very satisfied (100)                        | 36%                     | 36%       | 36%        | 30%                  | 42%          | 33%           | 38%               | 30%                | 25%   | 44%      | 45%   | 44%   | 43%              | 34%     | 33%          | 43%        | 53%          | 35%   | 42%   | 28%   | 53%   |
| Don't know                                  | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%               | 0%      | 0%           | 0%         | 0%           | 0%    | 0%    | 0%    | 0%    |
| No response                                 | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%               | 0%      | 0%           | 0%         | 0%           | 0%    | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                          |                         |           |            |                      |              |               |                   |                    |       |          |       |       |                  |         |              |            |              |       |       |       |       |
| ± ... at 50%:                               | 6                       | 8         | 10         | 12                   | 13           | 11            | 14                | 13                 | 12    | 13       | 14    | 19    | 13               | 9       | 15           | 20         | 28           | 8     | 18    | 16    | 25    |
| mean for these data:                        | 74.27                   | 74.19     | 74.47      | 69.86                | 80.78        | 70.39         | 75.52             | 71.23              | 68.60 | 77.63    | 75.71 | 82.56 | 79.64            | 72.71   | 74.38        | 76.38      | 86.60        | 72.34 | 79.35 | 72.04 | 84.60 |
| standard error:                             | 1.52                    | 1.92      | 2.53       | 3.21                 | 2.39         | 2.98          | 3.73              | 3.38               | 3.17  | 3.04     | 3.69  | 3.33  | 2.75             | 2.33    | 3.27         | 4.92       | 4.24         | 2.16  | 3.88  | 3.41  | 4.80  |
| sig. test for means:                        |                         |           |            |                      | **           |               |                   |                    | *     |          |       | *     |                  |         |              |            | *            |       |       |       | *     |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|   | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|---|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|   | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q19B the variety of methods to access the service | 578             | 129   | 136   | 197   | 115   | 484                  | 74                   | 116             | 119   | 151   | 98    | 12              | 14    | 35    | 14    | 122                  | 244          | 199           | 304                           | 140                       | 126                            |
| weightd # of participants:                        | 100%            | 22%   | 24%   | 34%   | 20%   | 84%                  | 13%                  | 20%             | 21%   | 26%   | 17%   | 2%              | 2%    | 6%    | 2%    | 21%                  | 42%          | 34%           | 53%                           | 24%                       | 22%                            |
| real # of participants:                           | 586             | 150   | 153   | 145   | 138   | 494                  | 74                   | 134             | 134   | 108   | 118   | 14              | 16    | 28    | 16    | 110                  | 257          | 206           | 327                           | 130                       | 122                            |
| DISSATISFIED (very and smwhat)                    | 5%              | 7%    | 3%    | 5%    | 4%    | 5%                   | 8%                   | 6%              | 3%    | 4%    | 5%    | 17%             | 6%    | 9%    | 0%    | 4%                   | 8%           | 2%            | 5%                            | 6%                        | 3%                             |
| SATISFIED (very and smwhat)                       | 80%             | 72%   | 82%   | 85%   | 80%   | 81%                  | 75%                  | 73%             | 83%   | 87%   | 79%   | 62%             | 69%   | 76%   | 87%   | 80%                  | 73%          | 89%           | 77%                           | 85%                       | 83%                            |
| Very dissatisfied (0)                             | 2%              | 3%    | 1%    | 3%    | 1%    | 2%                   | 3%                   | 3%              | 1%    | 2%    | 2%    | 8%              | 0%    | 5%    | 0%    | 3%                   | 3%           | 0%            | 2%                            | 3%                        | 1%                             |
| Dissatisfied (25)                                 | 3%              | 4%    | 3%    | 2%    | 3%    | 3%                   | 5%                   | 3%              | 2%    | 2%    | 3%    | 8%              | 6%    | 5%    | 0%    | 1%                   | 5%           | 1%            | 3%                            | 3%                        | 2%                             |
| Neutral (50)                                      | 15%             | 21%   | 15%   | 10%   | 15%   | 14%                  | 17%                  | 21%             | 14%   | 9%    | 16%   | 21%             | 25%   | 14%   | 13%   | 16%                  | 19%          | 9%            | 18%                           | 9%                        | 13%                            |
| Satisfied (75)                                    | 43%             | 44%   | 41%   | 47%   | 39%   | 44%                  | 38%                  | 44%             | 40%   | 49%   | 42%   | 49%             | 50%   | 36%   | 19%   | 51%                  | 44%          | 38%           | 43%                           | 43%                       | 45%                            |
| Very satisfied (100)                              | 37%             | 28%   | 41%   | 38%   | 41%   | 37%                  | 37%                  | 29%             | 43%   | 38%   | 36%   | 13%             | 19%   | 40%   | 68%   | 29%                  | 29%          | 51%           | 35%                           | 42%                       | 38%                            |
| Don't know  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                                       | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :                                |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       | (***)                |              |               |                               |                           |                                |
| ± ... at 50%:                                     | 4               | 9     | 8     | 9     | 9     | 5                    | 12                   | 9               | 9     | 10    | 10    | 28              | 26    | 20    | 26    | 10                   | 6            | 7             | 6                             | 9                         | 9                              |
| mean for these data:                              | 77.61           | 72.34 | 79.63 | 78.90 | 78.93 | 77.79                | 75.07                | 73.46           | 80.43 | 79.53 | 77.04 | 62.26           | 70.62 | 75.75 | 88.87 | 75.52                | 72.95        | 84.46         | 76.30                         | 79.37                     | 79.39                          |
| standard error:                                   | 0.93            | 1.96  | 1.68  | 1.85  | 1.90  | 0.99                 | 2.98                 | 2.03            | 1.78  | 2.05  | 2.08  | 7.61            | 5.23  | 5.11  | 4.61  | 2.07                 | 1.52         | 1.30          | 1.25                          | 2.07                      | 1.87                           |
| sig. test for means:                              |                 | **    |       |       |       |                      |                      | *               |       |       |       |                 |       |       |       |                      | ***          | ***           |                               |                           |                                |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|   | DEPTH OF RELATIONSHIP |           | YEARS OF EXISTENCE |                  |              |               |                   | CLIENT LOCATIONS |       |          |       |       |       | GROSS REVENUES |              |            |       | EMPLOYMENT |       |       |       |
|---|-----------------------|-----------|--------------------|------------------|--------------|---------------|-------------------|------------------|-------|----------|-------|-------|-------|----------------|--------------|------------|-------|------------|-------|-------|-------|
|   | TOTAL                 | Long term | Short term         | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba        | Sask. | Alber-ta | BC    | USA   | Other | <\$250k        | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5         | 5-9   | 10-49 | 50+   |
| Q19B the variety of methods to access the service | 578                   | 342       | 236                | 123              | 122          | 169           | 143               | 94               | 163   | 121      | 111   | 78    | 133   | 243            | 104          | 65         | 41    | 296        | 71    | 109   | 48    |
| weightd # of participants:                        | 100%                  | 59%       | 41%                | 21%              | 21%          | 29%           | 25%               | 16%              | 28%   | 21%      | 19%   | 13%   | 23%   | 42%            | 18%          | 11%        | 7%    | 51%        | 12%   | 19%   | 8%    |
| real # of participants:                           | 586                   | 303       | 283                | 121              | 123          | 179           | 147               | 107              | 134   | 127      | 123   | 77    | 142   | 241            | 106          | 68         | 44    | 294        | 78    | 116   | 50    |
| DISSATISFIED (very and smwhat)                    | 5%                    | 3%        | 7%                 | 6%               | 5%           | 5%            | 4%                | 4%               | 4%    | 4%       | 5%    | 7%    | 4%    | 4%             | 4%           | 3%         | 2%    | 5%         | 7%    | 4%    | 5%    |
| SATISFIED (very and smwhat)                       | 80%                   | 84%       | 75%                | 78%              | 80%          | 84%           | 79%               | 84%              | 87%   | 83%      | 78%   | 72%   | 78%   | 82%            | 81%          | 79%        | 77%   | 81%        | 82%   | 79%   | 75%   |
| Very dissatisfied (0)                             | 2%                    | 2%        | 3%                 | 3%               | 1%           | 3%            | 2%                | 2%               | 2%    | 1%       | 3%    | 2%    | 1%    | 2%             | 3%           | 0%         | 0%    | 2%         | 2%    | 1%    | 2%    |
| Dissatisfied (25)                                 | 3%                    | 2%        | 5%                 | 3%               | 4%           | 2%            | 2%                | 3%               | 2%    | 2%       | 2%    | 5%    | 2%    | 3%             | 1%           | 3%         | 2%    | 2%         | 5%    | 3%    | 3%    |
| Neutral (50)                                      | 15%                   | 13%       | 18%                | 16%              | 16%          | 12%           | 17%               | 12%              | 9%    | 13%      | 17%   | 21%   | 19%   | 14%            | 15%          | 19%        | 21%   | 14%        | 11%   | 17%   | 20%   |
| Satisfied (75)                                    | 43%                   | 46%       | 40%                | 42%              | 46%          | 46%           | 40%               | 38%              | 42%   | 40%      | 48%   | 41%   | 46%   | 48%            | 42%          | 37%        | 41%   | 44%        | 42%   | 44%   | 39%   |
| Very satisfied (100)                              | 37%                   | 38%       | 35%                | 36%              | 34%          | 37%           | 39%               | 46%              | 45%   | 44%      | 30%   | 31%   | 32%   | 34%            | 39%          | 42%        | 37%   | 37%        | 41%   | 34%   | 36%   |
| Don't know  | 0%                    | 0%        | 0%                 | 0%               | 0%           | 0%            | 0%                | 0%               | 0%    | 0%       | 0%    | 0%    | 0%    | 0%             | 0%           | 0%         | 0%    | 0%         | 0%    | 0%    | 0%    |
| No response                                       | 0%                    | 0%        | 0%                 | 0%               | 0%           | 0%            | 0%                | 0%               | 0%    | 0%       | 0%    | 0%    | 0%    | 0%             | 0%           | 0%         | 0%    | 0%         | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                                |                       | (**)      |                    |                  |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |
| ± ... at 50%:                                     | 4                     | 6         | 6                  | 9                | 9            | 8             | 9                 | 10               | 9     | 9        | 9     | 12    | 9     | 7              | 10           | 13         | 16    | 6          | 12    | 10    | 15    |
| mean for these data:                              | 77.61                 | 79.49     | 74.89              | 76.31            | 76.88        | 78.21         | 78.23             | 80.89            | 81.43 | 80.54    | 74.70 | 73.38 | 76.13 | 77.44          | 78.29        | 79.52      | 77.94 | 77.89      | 78.31 | 77.13 | 76.12 |
| standard error:                                   | 0.93                  | 1.19      | 1.46               | 2.16             | 1.92         | 1.69          | 1.84              | 2.16             | 1.87  | 1.90     | 2.07  | 2.73  | 1.78  | 1.38           | 2.26         | 2.52       | 3.06  | 1.30       | 2.70  | 1.96  | 3.29  |
| sig. test for means:                              |                       | *         | *                  |                  |              |               |                   |                  | *     |          |       |       |       |                |              |            |       |            |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|--------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|                                | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q19C the hours of service      | 578             | 117   | 133   | 210   | 117   | 481                  | 78                   | 104             | 113   | 164   | 99    | 12              | 17    | 34    | 15    | 129                  | 235          | 200           | 300                           | 136                       | 134                            |
| weightd # of participants:     | 100%            | 20%   | 23%   | 36%   | 20%   | 83%                  | 13%                  | 18%             | 20%   | 28%   | 17%   | 2%              | 3%    | 6%    | 3%    | 22%                  | 41%          | 35%           | 52%                           | 24%                       | 23%                            |
| real # of participants:        | 576             | 136   | 149   | 151   | 140   | 483                  | 77                   | 120             | 127   | 117   | 119   | 15              | 19    | 25    | 18    | 111                  | 245          | 206           | 316                           | 127                       | 127                            |
| DISSATISFIED (very and smwhat) | 4%              | 6%    | 5%    | 4%    | 1%    | 4%                   | 3%                   | 6%              | 5%    | 5%    | 1%    | 6%              | 0%    | 5%    | 0%    | 3%                   | 6%           | 2%            | 4%                            | 4%                        | 4%                             |
| SATISFIED (very and smwhat)    | 81%             | 77%   | 79%   | 80%   | 86%   | 79%                  | 91%                  | 77%             | 77%   | 78%   | 84%   | 80%             | 90%   | 91%   | 100%  | 82%                  | 75%          | 85%           | 81%                           | 73%                       | 88%                            |
| Very dissatisfied (0)          | 1%              | 1%    | 3%    | 1%    | 0%    | 1%                   | 3%                   | 1%              | 2%    | 0%    | 0%    | 6%              | 0%    | 5%    | 0%    | 1%                   | 1%           | 1%            | 2%                            | 1%                        | 0%                             |
| Dissatisfied (25)              | 3%              | 4%    | 2%    | 3%    | 1%    | 3%                   | 0%                   | 5%              | 2%    | 4%    | 1%    | 0%              | 0%    | 0%    | 0%    | 1%                   | 5%           | 1%            | 2%                            | 3%                        | 4%                             |
| Neutral (50)                   | 16%             | 17%   | 17%   | 15%   | 13%   | 17%                  | 6%                   | 17%             | 18%   | 17%   | 15%   | 14%             | 10%   | 5%    | 0%    | 15%                  | 19%          | 13%           | 15%                           | 23%                       | 8%                             |
| Satisfied (75)                 | 43%             | 46%   | 44%   | 41%   | 45%   | 43%                  | 46%                  | 45%             | 41%   | 42%   | 45%   | 55%             | 63%   | 38%   | 39%   | 44%                  | 46%          | 38%           | 45%                           | 32%                       | 49%                            |
| Very satisfied (100)           | 37%             | 32%   | 35%   | 39%   | 42%   | 36%                  | 44%                  | 32%             | 36%   | 36%   | 39%   | 25%             | 27%   | 53%   | 61%   | 38%                  | 29%          | 47%           | 36%                           | 41%                       | 39%                            |
| Don't know                     | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                    | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :             |                 |       |       |       |       | (*)                  |                      |                 |       |       |       |                 |       |       |       | (**)                 |              |               |                               |                           |                                |
| ± ... at 50%:                  | 4               | 9     | 9     | 8     | 9     | 5                    | 12                   | 10              | 9     | 10    | 10    | 27              | 24    | 21    | 25    | 10                   | 7            | 7             | 6                             | 9                         | 9                              |
| mean for these data:           | 78.17           | 75.62 | 76.58 | 78.53 | 81.88 | 77.43                | 82.23                | 75.70           | 76.59 | 77.22 | 80.56 | 72.96           | 79.18 | 83.46 | 90.20 | 79.24                | 74.08        | 82.07         | 77.57                         | 77.22                     | 80.68                          |
| standard error:                | 0.89            | 1.90  | 1.87  | 1.78  | 1.50  | 0.97                 | 2.39                 | 1.99            | 2.04  | 1.99  | 1.67  | 6.51            | 3.46  | 4.78  | 2.98  | 1.95                 | 1.43         | 1.43          | 1.23                          | 2.05                      | 1.68                           |
| sig. test for means:           |                 |       |       |       | *     |                      |                      |                 |       |       |       | *               |       |       | *     |                      | ***          | **            |                               |                           |                                |



Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                | -DEPTH OF RELATIONSHIP- |           |            | -YEARS OF EXISTENCE- |              |               |                   | -CLIENT LOCATIONS- |       |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|--------------------------------|-------------------------|-----------|------------|----------------------|--------------|---------------|-------------------|--------------------|-------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                | TOTAL                   | Long term | Short term | Less than 1 year     | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba          | Sask. | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q19C the hours of service      | 578                     | 352       | 226        | 131                  | 121          | 163           | 142               | 101                | 173   | 120      | 101   | 69    | 130   | 239              | 102          | 61         | 43    | 295          | 65    | 109   | 50    |
| weightd # of participants:     | 100%                    | 61%       | 39%        | 23%                  | 21%          | 28%           | 25%               | 17%                | 30%   | 21%      | 18%   | 12%   | 23%   | 41%              | 18%          | 11%        | 7%    | 51%          | 11%   | 19%   | 9%    |
| real # of participants:        | 576                     | 306       | 270        | 125                  | 120          | 169           | 146               | 114                | 137   | 125      | 112   | 68    | 137   | 234              | 102          | 64         | 46    | 290          | 71    | 113   | 52    |
| DISSATISFIED (very and smwhat) | 4%                      | 3%        | 5%         | 5%                   | 2%           | 5%            | 4%                | 1%                 | 4%    | 4%       | 4%    | 5%    | 1%    | 4%               | 6%           | 5%         | 0%    | 4%           | 5%    | 4%    | 2%    |
| SATISFIED (very and smwhat)    | 81%                     | 82%       | 78%        | 77%                  | 78%          | 79%           | 86%               | 89%                | 80%   | 81%      | 80%   | 69%   | 84%   | 79%              | 82%          | 79%        | 87%   | 78%          | 84%   | 82%   | 87%   |
| Very dissatisfied (0)          | 1%                      | 1%        | 2%         | 2%                   | 0%           | 1%            | 2%                | 0%                 | 1%    | 2%       | 1%    | 0%    | 1%    | 0%               | 2%           | 1%         | 0%    | 1%           | 1%    | 2%    | 2%    |
| Dissatisfied (25)              | 3%                      | 3%        | 3%         | 3%                   | 2%           | 4%            | 2%                | 1%                 | 3%    | 2%       | 3%    | 5%    | 1%    | 3%               | 3%           | 4%         | 0%    | 3%           | 4%    | 2%    | 0%    |
| Neutral (50)                   | 16%                     | 14%       | 17%        | 18%                  | 20%          | 16%           | 10%               | 10%                | 15%   | 15%      | 16%   | 26%   | 15%   | 18%              | 12%          | 15%        | 13%   | 18%          | 11%   | 14%   | 11%   |
| Satisfied (75)                 | 43%                     | 41%       | 46%        | 45%                  | 45%          | 40%           | 45%               | 45%                | 40%   | 43%      | 46%   | 36%   | 48%   | 44%              | 42%          | 37%        | 50%   | 42%          | 42%   | 45%   | 46%   |
| Very satisfied (100)           | 37%                     | 41%       | 31%        | 33%                  | 33%          | 39%           | 41%               | 44%                | 40%   | 38%      | 34%   | 33%   | 36%   | 35%              | 39%          | 42%        | 37%   | 36%          | 42%   | 37%   | 41%   |
| Don't know                     | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                    | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :             |                         |           |            |                      |              |               |                   |                    |       |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                  | 4                       | 6         | 6          | 9                    | 10           | 8             | 9                 | 10                 | 9     | 9        | 10    | 13    | 9     | 7                | 10           | 13         | 15    | 6            | 12    | 10    | 14    |
| mean for these data:           | 78.17                   | 79.86     | 75.52      | 75.80                | 77.30        | 77.72         | 80.50             | 83.13              | 78.59 | 78.23    | 77.10 | 74.11 | 79.38 | 77.54            | 78.18        | 78.73      | 80.97 | 77.42        | 80.16 | 78.50 | 81.14 |
| standard error:                | 0.89                    | 1.19      | 1.35       | 2.00                 | 1.80         | 1.74          | 1.73              | 1.62               | 1.88  | 2.01     | 2.03  | 2.72  | 1.60  | 1.35             | 2.31         | 2.88       | 2.49  | 1.27         | 2.59  | 2.02  | 2.73  |
| sig. test for means:           |                         | *         | *          |                      |              |               |                   | **                 |       |          |       |       |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                       | --WD PROVINCE-- |       |       |       | --TYPE-- |              | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |       |           | --FIRST WD CONTACT-- |                      |                  |                       |
|---------------------------------------|-----------------|-------|-------|-------|----------|--------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-------|-----------|----------------------|----------------------|------------------|-----------------------|
|                                       | TOTAL           | BC    | Alta  | Sask. | Man.     | Com-mer-cial | Not for profit  | BC    | Alta  | Sask. | Man.            | BC    | Alta  | Sask. | Man.                 | Once  | 2-5 times | 6 and more           | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q19D the comfort of the waiting areas | 284             | 52    | 58    | 107   | 66       | 233          | 37              | 47    | 49    | 83    | 55              | 4     | 8     | 14    | 10                   | 73    | 105       | 103                  | 128                  | 76               | 79                    |
| weightd # of participants:            | 100%            | 18%   | 20%   | 38%   | 23%      | 82%          | 13%             | 17%   | 17%   | 29%   | 19%             | 2%    | 3%    | 5%    | 4%                   | 26%   | 37%       | 36%                  | 45%                  | 27%              | 28%                   |
| real # of participants:               | 275             | 58    | 65    | 72    | 80       | 228          | 36              | 52    | 55    | 55    | 66              | 5     | 9     | 10    | 12                   | 54    | 107       | 110                  | 132                  | 69               | 74                    |
| DISSATISFIED (very and smwhat)        | 4%              | 3%    | 5%    | 5%    | 5%       | 4%           | 5%              | 3%    | 4%    | 4%    | 6%              | 0%    | 0%    | 13%   | 0%                   | 7%    | 5%        | 2%                   | 5%                   | 2%               | 6%                    |
| SATISFIED (very and smwhat)           | 81%             | 82%   | 75%   | 83%   | 81%      | 80%          | 81%             | 82%   | 78%   | 82%   | 79%             | 78%   | 67%   | 81%   | 92%                  | 78%   | 77%       | 87%                  | 83%                  | 81%              | 79%                   |
| Very dissatisfied (0)                 | 2%              | 1%    | 3%    | 2%    | 0%       | 2%           | 0%              | 2%    | 2%    | 3%    | 0%              | 0%    | 0%    | 0%    | 4%                   | 2%    | 1%        | 2%                   | 1%                   | 2%               |                       |
| Dissatisfied (25)                     | 3%              | 1%    | 1%    | 2%    | 5%       | 2%           | 5%              | 2%    | 2%    | 1%    | 6%              | 0%    | 0%    | 13%   | 0%                   | 4%    | 4%        | 1%                   | 3%                   | 1%               | 4%                    |
| Neutral (50)                          | 14%             | 15%   | 20%   | 12%   | 14%      | 15%          | 14%             | 15%   | 18%   | 14%   | 15%             | 22%   | 33%   | 6%    | 8%                   | 15%   | 18%       | 11%                  | 13%                  | 17%              | 15%                   |
| Satisfied (75)                        | 42%             | 39%   | 42%   | 45%   | 39%      | 43%          | 43%             | 40%   | 44%   | 46%   | 41%             | 44%   | 33%   | 56%   | 34%                  | 38%   | 50%       | 35%                  | 44%                  | 40%              | 40%                   |
| Very satisfied (100)                  | 39%             | 43%   | 34%   | 39%   | 42%      | 37%          | 37%             | 42%   | 34%   | 36%   | 37%             | 33%   | 34%   | 26%   | 58%                  | 40%   | 27%       | 52%                  | 39%                  | 40%              | 39%                   |
| Don't know                            | 0%              | 0%    | 0%    | 0%    | 0%       | 0%           | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%    | 0%        | 0%                   | 0%                   | 0%               | 0%                    |
| No response                           | 0%              | 0%    | 0%    | 0%    | 0%       | 0%           | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%    | 0%        | 0%                   | 0%                   | 0%               | 0%                    |
| chi <sup>2</sup> :                    |                 |       |       |       |          |              |                 |       |       |       |                 |       |       |       |                      |       |           |                      |                      |                  |                       |
| ± ... at 50%:                         | 6               | 14    | 13    | 12    | 12       | 7            | 17              | 14    | 14    | 14    | 13              | 47    | 35    | 33    | 30                   | 14    | 10        | 10                   | 9                    | 13               | 12                    |
| mean for these data:                  | 78.50           | 80.16 | 75.43 | 78.65 | 79.61    | 77.86        | 78.29           | 79.96 | 76.79 | 77.55 | 77.47           | 77.80 | 75.20 | 73.61 | 87.58                | 76.75 | 74.17     | 84.06                | 78.68                | 79.32            | 77.40                 |
| standard error:                       | 1.34            | 2.81  | 2.92  | 2.65  | 2.40     | 1.46         | 3.54            | 3.01  | 2.97  | 3.06  | 2.71            | 9.37  | 7.31  | 7.47  | 4.86                 | 3.44  | 2.09      | 1.88                 | 1.92                 | 2.53             | 2.77                  |
| sig. test for means:                  |                 |       |       |       |          |              |                 |       |       |       |                 |       |       |       |                      |       | *         | **                   |                      |                  |                       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                       | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |          | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|---------------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                       | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Manitoba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q19D the comfort of the waiting areas | 284                     | 196       | 88         | 76               | 63                   | 84            | 50                | 57       | 84                 | 61       | 51    | 32    | 64    | 129              | 49           | 24         | 13    | 159          | 31    | 40    | 17    |
| weightd # of participants:            | 100%                    | 69%       | 31%        | 27%              | 22%                  | 30%           | 17%               | 20%      | 29%                | 21%      | 18%   | 11%   | 23%   | 46%              | 17%          | 9%         | 5%    | 56%          | 11%   | 14%   | 6%    |
| real # of participants:               | 275                     | 171       | 104        | 69               | 62                   | 86            | 51                | 63       | 63                 | 62       | 53    | 29    | 66    | 125              | 49           | 27         | 14    | 152          | 34    | 42    | 19    |
| DISSATISFIED (very and smwhat)        | 4%                      | 4%        | 6%         | 3%               | 2%                   | 7%            | 5%                | 4%       | 6%                 | 4%       | 1%    | 0%    | 2%    | 7%               | 2%           | 4%         | 0%    | 5%           | 3%    | 4%    | 11%   |
| SATISFIED (very and smwhat)           | 81%                     | 83%       | 76%        | 82%              | 87%                  | 76%           | 79%               | 82%      | 78%                | 72%      | 80%   | 91%   | 90%   | 76%              | 85%          | 82%        | 88%   | 78%          | 83%   | 87%   | 70%   |
| Very dissatisfied (0)                 | 2%                      | 1%        | 3%         | 3%               | 0%                   | 3%            | 0%                | 0%       | 3%                 | 3%       | 1%    | 0%    | 0%    | 2%               | 0%           | 0%         | 0%    | 3%           | 0%    | 0%    | 0%    |
| Dissatisfied (25)                     | 3%                      | 3%        | 3%         | 0%               | 2%                   | 4%            | 5%                | 4%       | 3%                 | 1%       | 0%    | 0%    | 2%    | 4%               | 2%           | 4%         | 0%    | 2%           | 3%    | 4%    | 11%   |
| Neutral (50)                          | 14%                     | 13%       | 18%        | 15%              | 11%                  | 17%           | 16%               | 14%      | 16%                | 23%      | 19%   | 9%    | 8%    | 18%              | 13%          | 14%        | 12%   | 18%          | 15%   | 9%    | 19%   |
| Satisfied (75)                        | 42%                     | 41%       | 42%        | 45%              | 46%                  | 45%           | 32%               | 40%      | 44%                | 40%      | 45%   | 46%   | 47%   | 40%              | 46%          | 50%        | 14%   | 40%          | 47%   | 51%   | 15%   |
| Very satisfied (100)                  | 39%                     | 42%       | 34%        | 36%              | 41%                  | 31%           | 47%               | 42%      | 34%                | 33%      | 34%   | 46%   | 43%   | 36%              | 39%          | 32%        | 73%   | 38%          | 35%   | 36%   | 55%   |
| Don't know                            | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                           | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                    |                         |           |            |                  |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                         | 6                       | 8         | 10         | 13               | 13                   | 11            | 15                | 13       | 13                 | 13       | 14    | 19    | 13    | 9                | 15           | 20         | 28    | 8            | 18    | 16    | 24    |
| mean for these data:                  | 78.50                   | 79.88     | 75.41      | 77.95            | 81.35                | 74.22         | 79.96             | 79.84    | 75.54              | 74.44    | 77.70 | 84.26 | 82.65 | 75.68            | 80.68        | 77.81      | 90.24 | 76.91        | 78.80 | 79.64 | 78.63 |
| standard error:                       | 1.34                    | 1.64      | 2.31       | 2.70             | 2.38                 | 2.60          | 3.16              | 2.64     | 3.02               | 3.00     | 2.80  | 3.01  | 2.22  | 2.12             | 2.64         | 3.80       | 4.85  | 1.90         | 3.34  | 2.95  | 6.33  |
| sig. test for means:                  |                         |           |            |                  |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                     | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|-------------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|                                     | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q19E the signage to find the office | 281             | 48    | 54    | 115   | 64    | 235                  | 34                   | 43              | 46    | 92    | 53    | 3               | 7     | 14    | 9     | 76                   | 105          | 97            | 131                           | 78                        | 71                             |
| weightd # of participants:          | 100%            | 17%   | 19%   | 41%   | 23%   | 84%                  | 12%                  | 15%             | 16%   | 33%   | 19%   | 1%              | 3%    | 5%    | 3%    | 27%                  | 37%          | 34%           | 47%                           | 28%                       | 25%                            |
| real # of participants:             | 267             | 53    | 61    | 76    | 77    | 224                  | 33                   | 48              | 52    | 60    | 64    | 4               | 8     | 10    | 11    | 56                   | 106          | 102           | 132                           | 69                        | 66                             |
| DISSATISFIED (very and smwhat)      | 15%             | 11%   | 13%   | 21%   | 11%   | 15%                  | 18%                  | 12%             | 12%   | 20%   | 13%   | 0%              | 12%   | 37%   | 0%    | 19%                  | 17%          | 11%           | 14%                           | 17%                       | 16%                            |
| SATISFIED (very and smwhat)         | 62%             | 59%   | 67%   | 55%   | 71%   | 61%                  | 62%                  | 58%             | 65%   | 56%   | 70%   | 57%             | 88%   | 44%   | 72%   | 56%                  | 60%          | 70%           | 59%                           | 60%                       | 68%                            |
| Very dissatisfied (0)               | 6%              | 5%    | 3%    | 7%    | 5%    | 5%                   | 5%                   | 6%              | 2%    | 7%    | 6%    | 0%              | 0%    | 13%   | 0%    | 9%                   | 5%           | 3%            | 5%                            | 7%                        | 5%                             |
| Dissatisfied (25)                   | 10%             | 6%    | 10%   | 14%   | 5%    | 10%                  | 13%                  | 6%              | 10%   | 14%   | 6%    | 0%              | 12%   | 24%   | 0%    | 10%                  | 12%          | 8%            | 9%                            | 10%                       | 11%                            |
| Neutral (50)                        | 23%             | 30%   | 20%   | 24%   | 18%   | 23%                  | 20%                  | 30%             | 23%   | 24%   | 17%   | 43%             | 0%    | 19%   | 28%   | 25%                  | 23%          | 18%           | 27%                           | 22%                       | 16%                            |
| Satisfied (75)                      | 32%             | 36%   | 34%   | 28%   | 34%   | 33%                  | 35%                  | 35%             | 34%   | 28%   | 38%   | 57%             | 38%   | 39%   | 17%   | 25%                  | 37%          | 32%           | 33%                           | 27%                       | 35%                            |
| Very satisfied (100)                | 30%             | 23%   | 33%   | 28%   | 37%   | 29%                  | 28%                  | 23%             | 31%   | 28%   | 32%   | 0%              | 50%   | 6%    | 54%   | 30%                  | 23%          | 38%           | 27%                           | 33%                       | 33%                            |
| Don't know                          | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                         | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :                  |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |
| ± ... at 50%:                       | 6               | 14    | 13    | 12    | 12    | 7                    | 18                   | 15              | 14    | 13    | 13    | 52              | 37    | 33    | 31    | 14                   | 10           | 10            | 9                             | 13                        | 13                             |
| mean for these data:                | 67.79           | 66.53 | 71.01 | 63.77 | 73.22 | 67.31                | 66.63                | 65.96           | 70.66 | 64.22 | 70.88 | 64.27           | 81.59 | 50.00 | 81.53 | 64.44                | 65.34        | 73.33         | 66.63                         | 67.47                     | 70.28                          |
| standard error:                     | 1.77            | 3.65  | 3.52  | 3.53  | 3.19  | 1.92                 | 5.13                 | 3.93            | 3.64  | 3.94  | 3.59  | 7.35            | 9.05  | 9.60  | 6.95  | 4.27                 | 2.70         | 2.72          | 2.43                          | 3.70                      | 3.58                           |
| sig. test for means:                |                 |       |       |       |       |                      |                      |                 |       |       |       |                 | *     | *     |       |                      | *            | *             |                               |                           |                                |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                     | --DEPTH OF RELATIONSHIP-- |           |            |                  | --YEARS OF EXISTENCE-- |               |                   |          | --CLIENT LOCATIONS-- |          |       |       |       | --GROSS REVENUES-- |              |            |       | --EMPLOYMENT-- |       |       |       |
|-------------------------------------|---------------------------|-----------|------------|------------------|------------------------|---------------|-------------------|----------|----------------------|----------|-------|-------|-------|--------------------|--------------|------------|-------|----------------|-------|-------|-------|
|                                     | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years           | 4 to 10 years | 11 years and more | Manitoba | Sask.                | Alber-ta | BC    | USA   | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5             | 5-9   | 10-49 | 50+   |
| Q19E the signage to find the office | 281                       | 194       | 86         | 72               | 69                     | 81            | 50                | 53       | 92                   | 60       | 48    | 34    | 64    | 135                | 48           | 22         | 13    | 165            | 29    | 37    | 17    |
| weightd # of participants:          | 100%                      | 69%       | 31%        | 26%              | 25%                    | 29%           | 18%               | 19%      | 33%                  | 21%      | 17%   | 12%   | 23%   | 48%                | 17%          | 8%         | 5%    | 59%            | 10%   | 13%   | 6%    |
| real # of participants:             | 267                       | 165       | 102        | 66               | 64                     | 81            | 51                | 58       | 67                   | 60       | 49    | 29    | 66    | 125                | 48           | 24         | 14    | 153            | 32    | 38    | 18    |
| DISSATISFIED (very and smwhat)      | 15%                       | 14%       | 17%        | 16%              | 12%                    | 23%           | 11%               | 13%      | 25%                  | 15%      | 16%   | 14%   | 7%    | 20%                | 17%          | 16%        | 7%    | 19%            | 14%   | 10%   | 16%   |
| SATISFIED (very and smwhat)         | 62%                       | 63%       | 60%        | 64%              | 61%                    | 58%           | 65%               | 63%      | 48%                  | 51%      | 45%   | 61%   | 75%   | 53%                | 59%          | 60%        | 93%   | 55%            | 68%   | 69%   | 73%   |
| Very dissatisfied (0)               | 6%                        | 5%        | 8%         | 7%               | 4%                     | 4%            | 9%                | 5%       | 9%                   | 3%       | 3%    | 0%    | 1%    | 8%                 | 3%           | 0%         | 0%    | 7%             | 5%    | 0%    | 11%   |
| Dissatisfied (25)                   | 10%                       | 10%       | 10%        | 9%               | 8%                     | 18%           | 2%                | 8%       | 17%                  | 12%      | 13%   | 14%   | 5%    | 11%                | 13%          | 16%        | 7%    | 12%            | 9%    | 10%   | 5%    |
| Neutral (50)                        | 23%                       | 23%       | 22%        | 21%              | 27%                    | 19%           | 25%               | 25%      | 27%                  | 34%      | 39%   | 25%   | 18%   | 28%                | 24%          | 24%        | 0%    | 26%            | 17%   | 21%   | 10%   |
| Satisfied (75)                      | 32%                       | 32%       | 31%        | 33%              | 31%                    | 33%           | 31%               | 32%      | 25%                  | 24%      | 22%   | 35%   | 41%   | 30%                | 30%          | 27%        | 61%   | 28%            | 33%   | 50%   | 26%   |
| Very satisfied (100)                | 30%                       | 31%       | 29%        | 30%              | 31%                    | 25%           | 33%               | 31%      | 22%                  | 27%      | 23%   | 27%   | 34%   | 23%                | 29%          | 33%        | 32%   | 27%            | 36%   | 19%   | 47%   |
| Don't know                          | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%                | 0%       | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |
| No response                         | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%                | 0%       | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                  |                           |           |            |                  |                        |               |                   |          |                      |          |       |       |       |                    |              |            |       |                |       |       |       |
| ± ... at 50%:                       | 6                         | 8         | 10         | 13               | 13                     | 12            | 15                | 14       | 13                   | 13       | 15    | 19    | 13    | 9                  | 15           | 21         | 28    | 8              | 18    | 17    | 25    |
| mean for these data:                | 67.79                     | 68.52     | 66.17      | 67.80            | 69.22                  | 63.91         | 69.69             | 68.95    | 59.05                | 65.06    | 62.15 | 68.55 | 75.28 | 61.83              | 67.12        | 69.04      | 79.74 | 63.94          | 71.13 | 69.69 | 73.18 |
| standard error:                     | 1.77                      | 2.21      | 3.01       | 3.68             | 3.40                   | 3.27          | 4.18              | 3.69     | 3.79                 | 3.55     | 3.86  | 4.72  | 2.88  | 2.69               | 4.10         | 5.63       | 5.15  | 2.43           | 5.21  | 3.54  | 8.13  |
| sig. test for means:                |                           |           |            |                  |                        |               |                   |          | *                    |          |       |       | **    | *                  |              |            | *     |                |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|  | -WD PROVINCE- |       |       |       | -TYPE- |                      | -WD PROVINCE-        |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD-- |       |              | -FIRST WD CONTACT-- |                               |                        |                                |
|--|---------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|---------------|-------|-------|-------|---------------------|-------|--------------|---------------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.                | Once  | 2-5<br>times | 6 and<br>more       | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q19F the ease of making appointments with officers |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                     |       |              |                     |                               |                        |                                |
| weightd # of participants:                         | 489           | 99    | 107   | 183   | 99     | 406                  | 64                   | 88    | 92    | 143   | 84            | 11    | 13    | 28    | 13                  | 103   | 193          | 181                 | 236                           | 130                    | 115                            |
| real # of participants:                            | 481           | 113   | 121   | 128   | 119    | 403                  | 63                   | 99    | 104   | 99    | 101           | 13    | 14    | 21    | 15                  | 83    | 199          | 187                 | 245                           | 120                    | 109                            |
| DISSATISFIED (very and smwhat)                     | 7%            | 14%   | 5%    | 6%    | 8%     | 7%                   | 12%                  | 12%   | 3%    | 5%    | 9%            | 33%   | 14%   | 8%    | 0%                  | 2%    | 12%          | 6%                  | 9%                            | 7%                     | 6%                             |
| SATISFIED (very and smwhat)                        | 81%           | 67%   | 83%   | 87%   | 82%    | 81%                  | 78%                  | 71%   | 86%   | 86%   | 79%           | 30%   | 65%   | 92%   | 100%                | 88%   | 72%          | 86%                 | 78%                           | 82%                    | 88%                            |
| Very dissatisfied (0)                              | 3%            | 4%    | 1%    | 2%    | 4%     | 2%                   | 4%                   | 4%    | 1%    | 1%    | 5%            | 7%    | 0%    | 6%    | 0%                  | 2%    | 4%           | 1%                  | 3%                            | 2%                     | 1%                             |
| Dissatisfied (25)                                  | 5%            | 10%   | 4%    | 4%    | 3%     | 4%                   | 8%                   | 8%    | 2%    | 4%    | 4%            | 26%   | 14%   | 3%    | 0%                  | 0%    | 8%           | 5%                  | 5%                            | 5%                     | 5%                             |
| Neutral (50)                                       | 11%           | 19%   | 12%   | 8%    | 10%    | 12%                  | 10%                  | 17%   | 11%   | 9%    | 12%           | 37%   | 22%   | 0%    | 0%                  | 10%   | 16%          | 8%                  | 13%                           | 11%                    | 6%                             |
| Satisfied (75)                                     | 40%           | 35%   | 42%   | 45%   | 35%    | 42%                  | 36%                  | 37%   | 43%   | 50%   | 34%           | 16%   | 36%   | 37%   | 47%                 | 49%   | 44%          | 31%                 | 38%                           | 37%                    | 49%                            |
| Very satisfied (100)                               | 41%           | 32%   | 41%   | 42%   | 47%    | 39%                  | 42%                  | 34%   | 43%   | 36%   | 46%           | 14%   | 29%   | 54%   | 53%                 | 38%   | 28%          | 56%                 | 40%                           | 45%                    | 39%                            |
| Don't know   | 0%            | 0%    | 0%    | 0%    | 0%     | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                  | 0%    | 0%           | 0%                  | 0%                            | 0%                     | 0%                             |
| No response  | 0%            | 0%    | 0%    | 0%    | 0%     | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                  | 0%    | 0%           | 0%                  | 0%                            | 0%                     | 0%                             |
| chi <sup>2</sup> :                                 |               | (*)   |       |       |        |                      |                      |       |       |       |               | (**)  |       |       | (***)               |       |              |                     |                               |                        |                                |
| ± ... at 50%:                                      | 5             | 10    | 9     | 9     | 10     | 5                    | 13                   | 10    | 10    | 10    | 10            | 29    | 28    | 23    | 27                  | 11    | 7            | 8                   | 7                             | 10                     | 10                             |
| mean for these data:                               | 77.98         | 70.37 | 79.80 | 80.26 | 79.42  | 77.78                | 76.24                | 72.34 | 81.50 | 78.77 | 77.70         | 51.17 | 70.00 | 82.93 | 88.23               | 80.41 | 71.28        | 83.95               | 76.60                         | 79.66                  | 79.72                          |
| standard error:                                    | 1.10          | 2.63  | 1.95  | 1.93  | 2.36   | 1.18                 | 3.44                 | 2.72  | 1.96  | 2.10  | 2.70          | 8.16  | 7.01  | 5.72  | 3.36                | 2.21  | 1.85         | 1.61                | 1.64                          | 2.17                   | 2.05                           |
| sig. test for means:                               |               | **    |       |       |        |                      |                      | *     | *     |       |               | **    |       |       | **                  |       | ***          | ***                 |                               |                        |                                |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|  | --DEPTH OF RELATIONSHIP-- |           |            |                  | ----YEARS OF EXISTENCE---- |               |             |           | -----CLIENT LOCATIONS----- |          |       |       |       | -----GROSS REVENUES----- |              |            |       | -----EMPLOYMENT----- |       |       |       |
|--|---------------------------|-----------|------------|------------------|----------------------------|---------------|-------------|-----------|----------------------------|----------|-------|-------|-------|--------------------------|--------------|------------|-------|----------------------|-------|-------|-------|
|  | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years               | 4 to 10 years | 11 and more | Mani-toba | Sask.                      | Alber-ta | BC    | USA   | Other | <\$250k                  | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5                   | 5-9   | 10-49 | 50+   |
| Q19F the ease of making appointments with officers |                           |           |            |                  |                            |               |             |           |                            |          |       |       |       |                          |              |            |       |                      |       |       |       |
| weightd # of participants:                         | 489                       | 317       | 171        | 107              | 108                        | 140           | 116         | 86        | 150                        | 101      | 92    | 59    | 109   | 212                      | 86           | 49         | 35    | 260                  | 57    | 87    | 36    |
| real # of participants:                            | 100%                      | 65%       | 35%        | 22%              | 22%                        | 29%           | 24%         | 18%       | 31%                        | 21%      | 19%   | 12%   | 22%   | 43%                      | 18%          | 10%        | 7%    | 53%                  | 12%   | 18%   | 7%    |
| DISSATISFIED (very and smwhat)                     | 481                       | 276       | 205        | 103              | 105                        | 142           | 119         | 97        | 118                        | 105      | 99    | 56    | 115   | 203                      | 86           | 52         | 37    | 250                  | 62    | 91    | 39    |
|  | 7%                        | 7%        | 9%         | 9%               | 11%                        | 5%            | 6%          | 3%        | 7%                         | 5%       | 13%   | 10%   | 8%    | 9%                       | 6%           | 5%         | 0%    | 9%                   | 9%    | 4%    | 5%    |
| SATISFIED (very and smwhat)                        | 81%                       | 85%       | 73%        | 80%              | 79%                        | 82%           | 83%         | 87%       | 84%                        | 84%      | 71%   | 77%   | 84%   | 81%                      | 82%          | 83%        | 87%   | 80%                  | 76%   | 86%   | 80%   |
| Very dissatisfied (0)                              | 3%                        | 2%        | 4%         | 5%               | 1%                         | 2%            | 3%          | 2%        | 3%                         | 1%       | 5%    | 0%    | 1%    | 3%                       | 2%           | 2%         | 0%    | 3%                   | 3%    | 0%    | 2%    |
| Dissatisfied (25)                                  | 5%                        | 5%        | 5%         | 5%               | 11%                        | 4%            | 2%          | 1%        | 5%                         | 4%       | 9%    | 10%   | 6%    | 7%                       | 4%           | 3%         | 0%    | 6%                   | 6%    | 4%    | 3%    |
| Neutral (50)                                       | 11%                       | 8%        | 18%        | 10%              | 10%                        | 13%           | 12%         | 11%       | 9%                         | 11%      | 16%   | 13%   | 8%    | 10%                      | 12%          | 12%        | 13%   | 11%                  | 16%   | 10%   | 15%   |
| Satisfied (75)                                     | 40%                       | 43%       | 36%        | 39%              | 38%                        | 44%           | 43%         | 31%       | 40%                        | 32%      | 32%   | 37%   | 46%   | 43%                      | 44%          | 44%        | 30%   | 40%                  | 42%   | 45%   | 29%   |
| Very satisfied (100)                               | 41%                       | 43%       | 37%        | 41%              | 41%                        | 38%           | 40%         | 55%       | 43%                        | 51%      | 39%   | 39%   | 38%   | 38%                      | 38%          | 39%        | 57%   | 40%                  | 33%   | 41%   | 51%   |
| Don't know   | 0%                        | 0%        | 0%         | 0%               | 0%                         | 0%            | 0%          | 0%        | 0%                         | 0%       | 0%    | 0%    | 0%    | 0%                       | 0%           | 0%         | 0%    | 0%                   | 0%    | 0%    | 0%    |
| No response  | 0%                        | 0%        | 0%         | 0%               | 0%                         | 0%            | 0%          | 0%        | 0%                         | 0%       | 0%    | 0%    | 0%    | 0%                       | 0%           | 0%         | 0%    | 0%                   | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                                 |                           | (**)      |            |                  |                            |               |             |           |                            |          |       |       |       |                          |              |            |       |                      |       |       |       |
| ± ... at 50%:                                      | 5                         | 6         | 7          | 10               | 10                         | 9             | 10          | 11        | 10                         | 10       | 10    | 14    | 10    | 7                        | 11           | 14         | 17    | 7                    | 13    | 11    | 17    |
| mean for these data:                               | 77.98                     | 80.01     | 74.22      | 76.86            | 77.02                      | 78.24         | 78.25       | 84.25     | 79.29                      | 82.21    | 72.96 | 76.61 | 78.32 | 76.63                    | 78.14        | 78.86      | 86.19 | 76.89                | 74.41 | 80.75 | 80.93 |
| standard error:                                    | 1.10                      | 1.36      | 1.86       | 2.63             | 2.44                       | 1.87          | 2.18        | 2.19      | 2.22                       | 2.18     | 2.87  | 3.22  | 2.12  | 1.74                     | 2.46         | 3.05       | 2.94  | 1.60                 | 3.16  | 2.05  | 3.87  |
| sig. test for means:                               |                           | *         | *          |                  |                            |               |             | *         |                            |          | *     |       |       |                          |              |            | **    |                      |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                    | --WD PROVINCE-- |       |       |       |       | --TYPE--     |                | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |           |            | --FIRST WD CONTACT-- |                  |                       |
|------------------------------------|-----------------|-------|-------|-------|-------|--------------|----------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-----------|------------|----------------------|------------------|-----------------------|
|                                    | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q19G the ease of reaching officers | 606             | 129   | 148   | 207   | 123   | 501          | 84             | 114             | 127   | 157   | 103   | 13              | 17    | 38    | 16    | 133                  | 250       | 208        | 321                  | 141              | 133                   |
| weightd # of participants:         | 100%            | 21%   | 24%   | 34%   | 20%   | 83%          | 14%            | 19%             | 21%   | 26%   | 17%   | 2%              | 3%    | 6%    | 3%    | 22%                  | 41%       | 34%        | 53%                  | 23%              | 22%                   |
| real # of participants:            | 616             | 150   | 166   | 153   | 147   | 513          | 84             | 132             | 143   | 114   | 124   | 16              | 19    | 30    | 19    | 119                  | 265       | 216        | 344                  | 134              | 128                   |
| DISSATISFIED (very and smwhat)     | 9%              | 13%   | 7%    | 9%    | 10%   | 9%           | 9%             | 12%             | 6%    | 9%    | 11%   | 21%             | 10%   | 8%    | 0%    | 7%                   | 13%       | 5%         | 10%                  | 11%              | 7%                    |
| SATISFIED (very and smwhat)        | 76%             | 65%   | 77%   | 79%   | 83%   | 76%          | 76%            | 66%             | 79%   | 78%   | 81%   | 49%             | 63%   | 82%   | 95%   | 79%                  | 73%       | 79%        | 76%                  | 76%              | 80%                   |
| Very dissatisfied (0)              | 2%              | 4%    | 1%    | 2%    | 2%    | 2%           | 3%             | 4%              | 1%    | 1%    | 2%    | 6%              | 0%    | 4%    | 0%    | 2%                   | 3%        | 1%         | 2%                   | 2%               | 2%                    |
| Dissatisfied (25)                  | 7%              | 9%    | 5%    | 7%    | 7%    | 7%           | 6%             | 9%              | 4%    | 8%    | 9%    | 15%             | 10%   | 4%    | 0%    | 5%                   | 10%       | 4%         | 7%                   | 9%               | 5%                    |
| Neutral (50)                       | 14%             | 22%   | 16%   | 12%   | 7%    | 14%          | 15%            | 22%             | 16%   | 12%   | 8%    | 30%             | 26%   | 9%    | 5%    | 14%                  | 14%       | 16%        | 14%                  | 12%              | 13%                   |
| Satisfied (75)                     | 40%             | 35%   | 39%   | 41%   | 45%   | 41%          | 38%            | 33%             | 40%   | 44%   | 46%   | 38%             | 37%   | 37%   | 38%   | 48%                  | 41%       | 33%        | 40%                  | 32%              | 49%                   |
| Very satisfied (100)               | 36%             | 30%   | 38%   | 38%   | 38%   | 35%          | 38%            | 32%             | 39%   | 35%   | 35%   | 11%             | 26%   | 45%   | 57%   | 30%                  | 32%       | 45%        | 36%                  | 44%              | 32%                   |
| Don't know                         | 0%              | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%        | 0%         | 0%                   | 0%               | 0%                    |
| No response                        | 0%              | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%        | 0%         | 0%                   | 0%               | 0%                    |
| chi <sup>2</sup> :                 |                 |       |       |       |       |              |                |                 |       |       |       |                 |       |       |       | (**)                 |           |            |                      |                  |                       |
| ± ... at 50%:                      | 4               | 9     | 8     | 8     | 9     | 5            | 11             | 9               | 9     | 10    | 9     | 26              | 24    | 19    | 24    | 10                   | 6         | 7          | 6                    | 9                | 9                     |
| mean for these data:               | 75.32           | 69.43 | 76.72 | 76.70 | 77.52 | 74.98        | 75.56          | 70.60           | 77.66 | 75.63 | 75.54 | 58.50           | 69.85 | 78.69 | 88.02 | 74.91                | 72.23     | 79.52      | 74.96                | 76.51            | 75.87                 |
| standard error:                    | 1.00            | 2.23  | 1.81  | 1.94  | 2.00  | 1.09         | 2.79           | 2.38            | 1.92  | 2.22  | 2.26  | 6.80            | 5.57  | 4.79  | 3.50  | 2.09                 | 1.64      | 1.55       | 1.34                 | 2.31             | 1.99                  |
| sig. test for means:               |                 | **    |       |       |       |              |                | *               |       |       |       | *               |       |       | **    |                      | **        | **         |                      |                  |                       |



Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                    | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|------------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                    | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q19G the ease of reaching officers | 606                     | 359       | 247        | 132              | 127                  | 175           | 148               | 101       | 175                | 127      | 113   | 78    | 133   | 252              | 104          | 65         | 46    | 309          | 72    | 113   | 53    |
| weightd # of participants:         | 100%                    | 59%       | 41%        | 22%              | 21%                  | 29%           | 24%               | 17%       | 29%                | 21%      | 19%   | 13%   | 22%   | 42%              | 17%          | 11%        | 8%    | 51%          | 12%   | 19%   | 9%    |
| real # of participants:            | 616                     | 320       | 296        | 128              | 128                  | 184           | 156               | 116       | 144                | 134      | 126   | 77    | 144   | 251              | 105          | 69         | 51    | 308          | 79    | 120   | 57    |
| DISSATISFIED (very and smwhat)     | 9%                      | 7%        | 12%        | 10%              | 13%                  | 7%            | 8%                | 7%        | 10%                | 10%      | 13%   | 16%   | 6%    | 10%              | 8%           | 5%         | 7%    | 11%          | 11%   | 9%    | 3%    |
| SATISFIED (very and smwhat)        | 76%                     | 80%       | 72%        | 77%              | 75%                  | 74%           | 80%               | 84%       | 81%                | 75%      | 67%   | 70%   | 78%   | 75%              | 84%          | 77%        | 79%   | 75%          | 74%   | 78%   | 78%   |
| Very dissatisfied (0)              | 2%                      | 1%        | 4%         | 3%               | 0%                   | 2%            | 4%                | 2%        | 1%                 | 1%       | 3%    | 1%    | 2%    | 2%               | 2%           | 1%         | 2%    | 2%           | 3%    | 2%    | 1%    |
| Dissatisfied (25)                  | 7%                      | 6%        | 8%         | 8%               | 13%                  | 6%            | 5%                | 6%        | 8%                 | 8%       | 10%   | 15%   | 4%    | 8%               | 7%           | 4%         | 6%    | 9%           | 8%    | 7%    | 2%    |
| Neutral (50)                       | 14%                     | 13%       | 17%        | 13%              | 12%                  | 19%           | 12%               | 9%        | 10%                | 16%      | 20%   | 14%   | 15%   | 15%              | 8%           | 18%        | 13%   | 14%          | 15%   | 13%   | 18%   |
| Satisfied (75)                     | 40%                     | 39%       | 42%        | 38%              | 35%                  | 42%           | 46%               | 40%       | 40%                | 38%      | 39%   | 40%   | 43%   | 41%              | 47%          | 43%        | 40%   | 39%          | 44%   | 43%   | 42%   |
| Very satisfied (100)               | 36%                     | 41%       | 29%        | 39%              | 40%                  | 31%           | 34%               | 43%       | 40%                | 36%      | 28%   | 30%   | 35%   | 33%              | 36%          | 35%        | 40%   | 37%          | 30%   | 35%   | 36%   |
| Don't know                         | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                        | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                 |                         | **        |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                      | 4                       | 6         | 6          | 9                | 9                    | 8             | 8                 | 10        | 9                  | 9        | 9     | 12    | 9     | 7                | 10           | 13         | 15    | 6            | 12    | 10    | 14    |
| mean for these data:               | 75.32                   | 78.03     | 71.38      | 75.62            | 75.45                | 73.97         | 75.26             | 79.36     | 77.45              | 75.01    | 69.97 | 71.08 | 76.41 | 73.89            | 77.58        | 76.47      | 77.61 | 74.80        | 72.36 | 75.69 | 77.28 |
| standard error:                    | 1.00                    | 1.31      | 1.52       | 2.29             | 2.26                 | 1.74          | 2.00              | 2.18      | 2.03               | 2.14     | 2.35  | 2.99  | 1.92  | 1.58             | 2.26         | 2.66       | 3.34  | 1.46         | 2.92  | 2.22  | 2.88  |
| sig. test for means:               |                         | **        | **         |                  |                      |               |                   | *         |                    |          | *     |       |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |  |
|--|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q19H the timeliness of responses to telephone or e-mail messages |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |  |
| weightd # of participants:                                       | 592           | 130   | 148   | 193   | 121   | 492                  | 82                   | 116           | 127   | 149   | 100   | 13            | 17    | 35    | 17    | 114                | 254          | 209           | 314                           | 139                    | 131                            |  |
| real # of participants:  | 100%          | 22%   | 25%   | 33%   | 20%   | 83%                  | 14%                  | 20%           | 22%   | 25%   | 17%   | 2%            | 3%    | 6%    | 3%    | 19%                | 43%          | 35%           | 53%                           | 23%                    | 22%                            |  |
| DISSATISFIED (very and smwhat)                                   | 9%            | 10%   | 7%    | 8%    | 13%   | 10%                  | 6%                   | 9%            | 6%    | 9%    | 15%   | 21%           | 5%    | 5%    | 0%    | 5%                 | 12%          | 7%            | 9%                            | 12%                    | 6%                             |  |
| SATISFIED (very and smwhat)                                      | 79%           | 73%   | 81%   | 83%   | 79%   | 78%                  | 85%                  | 73%           | 82%   | 82%   | 74%   | 66%           | 79%   | 89%   | 100%  | 84%                | 74%          | 83%           | 80%                           | 77%                    | 83%                            |  |
| Very dissatisfied (0)  | 3%            | 3%    | 2%    | 4%    | 4%    | 3%                   | 3%                   | 3%            | 2%    | 4%    | 5%    | 6%            | 0%    | 5%    | 0%    | 2%                 | 5%           | 2%            | 4%                            | 5%                     | 1%                             |  |
| Dissatisfied (25)  | 6%            | 7%    | 4%    | 4%    | 8%    | 6%                   | 3%                   | 6%            | 4%    | 6%    | 10%   | 15%           | 5%    | 0%    | 0%    | 3%                 | 7%           | 5%            | 5%                            | 7%                     | 5%                             |  |
| Neutral (50)   | 12%           | 17%   | 12%   | 9%    | 9%    | 12%                  | 8%                   | 18%           | 12%   | 9%    | 11%   | 13%           | 16%   | 7%    | 0%    | 10%                | 14%          | 10%           | 11%                           | 12%                    | 11%                            |  |
| Satisfied (75)   | 42%           | 45%   | 44%   | 40%   | 40%   | 42%                  | 40%                  | 43%           | 45%   | 41%   | 40%   | 55%           | 42%   | 32%   | 45%   | 45%                | 43%          | 37%           | 43%                           | 33%                    | 48%                            |  |
| Very satisfied (100)   | 37%           | 28%   | 37%   | 43%   | 39%   | 36%                  | 45%                  | 30%           | 37%   | 41%   | 35%   | 11%           | 37%   | 57%   | 55%   | 39%                | 31%          | 45%           | 37%                           | 44%                    | 35%                            |  |
| Don't know   | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| No response  | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :   |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |  |
| ± ... at 50%:  | 4             | 8     | 8     | 9     | 9     | 5                    | 11                   | 9             | 9     | 10    | 10    | 26            | 24    | 20    | 23    | 10                 | 6            | 7             | 6                             | 9                      | 9                              |  |
| mean for these data:   | 76.08         | 71.94 | 77.41 | 78.47 | 75.13 | 75.30                | 80.33                | 72.77         | 77.59 | 77.40 | 72.18 | 62.75         | 77.72 | 84.08 | 88.64 | 78.83              | 72.18        | 79.62         | 75.85                         | 76.01                  | 77.86                          |  |
| standard error:  | 1.03          | 2.03  | 1.81  | 2.13  | 2.28  | 1.14                 | 2.59                 | 2.14          | 1.92  | 2.51  | 2.61  | 6.88          | 5.02  | 4.58  | 2.87  | 2.19               | 1.64         | 1.63          | 1.40                          | 2.44                   | 1.87                           |  |
| sig. test for means:   |               | *     |       |       |       |                      |                      |               |       |       |       | *             |       |       |       |                    | ***          | *             |                               |                        |                                |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|  | --DEPTH OF RELATIONSHIP-- |           |            |                  | --YEARS OF EXISTENCE-- |               |             |          | --CLIENT LOCATIONS-- |          |       |       |       |         | --GROSS REVENUES-- |            |       |       | --EMPLOYMENT-- |       |       |  |
|--|---------------------------|-----------|------------|------------------|------------------------|---------------|-------------|----------|----------------------|----------|-------|-------|-------|---------|--------------------|------------|-------|-------|----------------|-------|-------|--|
|  | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years           | 4 to 10 years | 11 and more | Manitoba | Sask.                | Alber-ta | BC    | USA   | Other | <\$250k | \$250k-<\$1M       | \$1M-<\$5M | \$5M+ | <5    | 5-9            | 10-49 | 50+   |  |
| Q19H the timeliness of responses to telephone or e-mail messages |                           |           |            |                  |                        |               |             |          |                      |          |       |       |       |         |                    |            |       |       |                |       |       |  |
| weightd # of participants:                                       | 592                       | 347       | 245        | 122              | 126                    | 171           | 154         | 99       | 168                  | 128      | 118   | 80    | 138   | 248     | 104                | 65         | 47    | 304   | 69             | 115   | 56    |  |
| real # of participants:  | 100%                      | 59%       | 41%        | 21%              | 21%                    | 29%           | 26%         | 17%      | 28%                  | 22%      | 20%   | 13%   | 23%   | 42%     | 18%                | 11%        | 8%    | 51%   | 12%            | 19%   | 9%    |  |
| DISSATISFIED (very and smwhat)                                   | 603                       | 310       | 293        | 120              | 127                    | 180           | 159         | 112      | 136                  | 134      | 130   | 79    | 148   | 246     | 104                | 68         | 51    | 302   | 76             | 120   | 59    |  |
|  | 9%                        | 8%        | 10%        | 8%               | 12%                    | 9%            | 8%          | 6%       | 8%                   | 8%       | 9%    | 18%   | 8%    | 9%      | 12%                | 5%         | 6%    | 9%    | 14%            | 8%    | 6%    |  |
| SATISFIED (very and smwhat)                                      | 79%                       | 81%       | 77%        | 79%              | 76%                    | 78%           | 84%         | 87%      | 84%                  | 78%      | 74%   | 71%   | 81%   | 77%     | 78%                | 84%        | 85%   | 77%   | 78%            | 81%   | 86%   |  |
| Very dissatisfied (0)  | 3%                        | 2%        | 5%         | 4%               | 1%                     | 4%            | 4%          | 3%       | 4%                   | 3%       | 2%    | 4%    | 4%    | 3%      | 5%                 | 1%         | 2%    | 3%    | 5%             | 3%    | 5%    |  |
| Dissatisfied (25)  | 6%                        | 6%        | 5%         | 3%               | 11%                    | 5%            | 4%          | 3%       | 4%                   | 6%       | 7%    | 14%   | 4%    | 7%      | 7%                 | 4%         | 4%    | 6%    | 10%            | 5%    | 2%    |  |
| Neutral (50)   | 12%                       | 11%       | 13%        | 13%              | 12%                    | 13%           | 8%          | 7%       | 9%                   | 14%      | 17%   | 11%   | 11%   | 13%     | 10%                | 11%        | 9%    | 13%   | 8%             | 11%   | 8%    |  |
| Satisfied (75)   | 42%                       | 40%       | 45%        | 44%              | 38%                    | 44%           | 44%         | 41%      | 38%                  | 38%      | 43%   | 40%   | 46%   | 42%     | 39%                | 47%        | 46%   | 39%   | 47%            | 44%   | 40%   |  |
| Very satisfied (100)   | 37%                       | 42%       | 31%        | 35%              | 38%                    | 34%           | 41%         | 46%      | 46%                  | 40%      | 30%   | 31%   | 36%   | 35%     | 40%                | 37%        | 39%   | 38%   | 31%            | 36%   | 46%   |  |
| Don't know   | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%       | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%      | 0%                 | 0%         | 0%    | 0%    | 0%             | 0%    | 0%    |  |
| No response  | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%       | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%      | 0%                 | 0%         | 0%    | 0%    | 0%             | 0%    | 0%    |  |
| chi <sup>2</sup> :   |                           |           |            |                  |                        |               |             |          |                      |          |       |       |       |         |                    |            |       |       |                |       |       |  |
| ± ... at 50%:  | 4                         | 6         | 6          | 10               | 9                      | 8             | 8           | 10       | 9                    | 9        | 9     | 12    | 9     | 7       | 10                 | 13         | 15    | 6     | 12             | 10    | 14    |  |
| mean for these data:   | 76.08                     | 78.05     | 73.30      | 75.68            | 75.14                  | 74.68         | 78.37       | 81.22    | 79.45                | 76.66    | 73.24 | 69.97 | 76.30 | 75.08   | 75.34              | 78.74      | 79.22 | 75.62 | 72.55          | 76.41 | 80.08 |  |
| standard error:  | 1.03                      | 1.39      | 1.53       | 2.30             | 2.28                   | 1.92          | 1.97        | 2.18     | 2.17                 | 2.17     | 2.14  | 3.23  | 2.02  | 1.59    | 2.71               | 2.57       | 3.12  | 1.47  | 3.14           | 2.25  | 3.27  |  |
| sig. test for means:   |                           | *         | *          |                  |                        |               |             | *        |                      |          |       | *     |       |         |                    |            |       |       |                |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                     | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|-------------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|                                     | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q19I the waiting time at the office | 298             | 51    | 60    | 119   | 67    | 248                  | 37                   | 46              | 51    | 95    | 55    | 4               | 8     | 14    | 10    | 79                   | 110          | 105           | 137                           | 80                        | 80                             |
| weightd # of participants:          | 100%            | 17%   | 20%   | 40%   | 23%   | 83%                  | 12%                  | 15%             | 17%   | 32%   | 19%   | 1%              | 3%    | 5%    | 3%    | 26%                  | 37%          | 35%           | 46%                           | 27%                       | 27%                            |
| real # of participants:             | 285             | 57    | 68    | 79    | 81    | 238                  | 36                   | 51              | 58    | 62    | 67    | 5               | 9     | 10    | 12    | 57                   | 112          | 111           | 139                           | 72                        | 74                             |
| DISSATISFIED (very and smwhat)      | 3%              | 5%    | 0%    | 1%    | 5%    | 3%                   | 3%                   | 4%              | 0%    | 2%    | 6%    | 22%             | 0%    | 0%    | 0%    | 2%                   | 5%           | 1%            | 3%                            | 1%                        | 3%                             |
| SATISFIED (very and smwhat)         | 87%             | 80%   | 88%   | 90%   | 86%   | 87%                  | 84%                  | 83%             | 90%   | 89%   | 85%   | 39%             | 89%   | 89%   | 91%   | 87%                  | 84%          | 90%           | 85%                           | 93%                       | 84%                            |
| Very dissatisfied (0)               | 1%              | 1%    | 0%    | 1%    | 1%    | 1%                   | 0%                   | 2%              | 0%    | 1%    | 2%    | 0%              | 0%    | 0%    | 0%    | 1%                   | 2%           | 0%            | 2%                            | 0%                        | 0%                             |
| Dissatisfied (25)                   | 2%              | 4%    | 0%    | 1%    | 4%    | 2%                   | 3%                   | 2%              | 0%    | 1%    | 4%    | 22%             | 0%    | 0%    | 0%    | 1%                   | 3%           | 1%            | 1%                            | 1%                        | 3%                             |
| Neutral (50)                        | 11%             | 15%   | 12%   | 9%    | 9%    | 10%                  | 14%                  | 13%             | 10%   | 9%    | 9%    | 39%             | 11%   | 11%   | 9%    | 11%                  | 12%          | 9%            | 11%                           | 6%                        | 13%                            |
| Satisfied (75)                      | 43%             | 41%   | 45%   | 46%   | 36%   | 44%                  | 41%                  | 42%             | 44%   | 49%   | 38%   | 22%             | 54%   | 50%   | 25%   | 43%                  | 51%          | 36%           | 43%                           | 46%                       | 40%                            |
| Very satisfied (100)                | 44%             | 38%   | 43%   | 44%   | 50%   | 43%                  | 43%                  | 41%             | 45%   | 40%   | 48%   | 17%             | 34%   | 39%   | 66%   | 45%                  | 33%          | 55%           | 43%                           | 47%                       | 44%                            |
| Don't know                          | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| No response                         | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |
| chi <sup>2</sup> :                  |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |
| ± ... at 50%:                       | 6               | 14    | 13    | 12    | 12    | 7                    | 17                   | 15              | 14    | 13    | 13    | 47              | 35    | 33    | 30    | 14                   | 10           | 10            | 9                             | 12                        | 12                             |
| mean for these data:                | 81.94           | 77.73 | 82.82 | 82.90 | 82.68 | 81.56                | 80.90                | 79.65           | 83.70 | 81.49 | 81.29 | 58.35           | 80.69 | 81.94 | 89.41 | 82.31                | 77.53        | 86.02         | 80.81                         | 84.58                     | 81.23                          |
| standard error:                     | 1.16            | 3.00  | 2.05  | 2.03  | 2.43  | 1.28                 | 3.31                 | 3.04            | 2.18  | 2.33  | 2.79  | 12.72           | 5.65  | 5.33  | 4.90  | 2.57                 | 1.99         | 1.64          | 1.78                          | 1.93                      | 2.32                           |
| sig. test for means:                |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      | **           | **            |                               |                           |                                |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of access to WD service?

|                                     | -DEPTH OF RELATIONSHIP- |           |            | -YEARS OF EXISTENCE- |              |               |                   | -CLIENT LOCATIONS- |       |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|-------------------------------------|-------------------------|-----------|------------|----------------------|--------------|---------------|-------------------|--------------------|-------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|                                     | TOTAL                   | Long term | Short term | Less than 1 year     | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba          | Sask. | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q19I the waiting time at the office | 298                     | 209       | 90         | 77                   | 72           | 87            | 52                | 59                 | 96    | 66       | 54    | 36    | 65    | 143              | 50           | 23         | 13    | 173          | 31    | 40    | 17    |
| weightd # of participants:          | 100%                    | 70%       | 30%        | 26%                  | 24%          | 29%           | 17%               | 20%                | 32%   | 22%      | 18%   | 12%   | 22%   | 48%              | 17%          | 8%         | 4%    | 58%          | 10%   | 14%   | 6%    |
| real # of participants:             | 285                     | 179       | 106        | 70                   | 67           | 88            | 53                | 65                 | 70    | 66       | 54    | 31    | 67    | 134              | 50           | 26         | 14    | 162          | 34    | 42    | 19    |
| DISSATISFIED (very and smwhat)      | 3%                      | 2%        | 4%         | 2%                   | 1%           | 4%            | 3%                | 4%                 | 2%    | 0%       | 3%    | 3%    | 1%    | 3%               | 0%           | 0%         | 0%    | 3%           | 0%    | 2%    | 0%    |
| SATISFIED (very and smwhat)         | 87%                     | 88%       | 84%        | 89%                  | 90%          | 81%           | 89%               | 89%                | 88%   | 87%      | 78%   | 82%   | 92%   | 87%              | 88%          | 89%        | 94%   | 87%          | 86%   | 87%   | 86%   |
| Very dissatisfied (0)               | 1%                      | 0%        | 3%         | 2%                   | 0%           | 1%            | 0%                | 1%                 | 1%    | 0%       | 1%    | 0%    | 0%    | 1%               | 0%           | 0%         | 0%    | 1%           | 0%    | 0%    | 0%    |
| Dissatisfied (25)                   | 2%                      | 2%        | 1%         | 0%                   | 1%           | 3%            | 3%                | 3%                 | 1%    | 0%       | 2%    | 3%    | 1%    | 2%               | 0%           | 0%         | 0%    | 2%           | 0%    | 2%    | 0%    |
| Neutral (50)                        | 11%                     | 9%        | 13%        | 9%                   | 8%           | 15%           | 8%                | 7%                 | 10%   | 13%      | 18%   | 15%   | 6%    | 10%              | 12%          | 11%        | 6%    | 10%          | 14%   | 11%   | 14%   |
| Satisfied (75)                      | 43%                     | 42%       | 46%        | 45%                  | 44%          | 42%           | 46%               | 37%                | 46%   | 38%      | 30%   | 46%   | 44%   | 46%              | 49%          | 52%        | 13%   | 45%          | 44%   | 42%   | 31%   |
| Very satisfied (100)                | 44%                     | 47%       | 38%        | 44%                  | 46%          | 39%           | 43%               | 52%                | 43%   | 49%      | 48%   | 36%   | 49%   | 41%              | 39%          | 37%        | 81%   | 42%          | 42%   | 45%   | 55%   |
| Don't know                          | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                         | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                  |                         |           |            |                      |              |               |                   |                    |       |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                       | 6                       | 8         | 10         | 12                   | 13           | 11            | 14                | 13                 | 12    | 13       | 14    | 19    | 13    | 9                | 15           | 20         | 28    | 8            | 18    | 16    | 24    |
| mean for these data:                | 81.94                   | 83.30     | 78.79      | 82.14                | 83.80        | 78.80         | 82.16             | 83.77              | 82.11 | 84.00    | 80.40 | 78.76 | 84.98 | 80.87            | 81.60        | 81.61      | 93.83 | 81.00        | 81.89 | 82.29 | 85.23 |
| standard error:                     | 1.16                    | 1.37      | 2.13       | 2.41                 | 2.11         | 2.28          | 2.57              | 2.63               | 2.24  | 2.18     | 3.10  | 3.51  | 2.05  | 1.73             | 2.37         | 3.19       | 3.81  | 1.60         | 3.04  | 2.94  | 4.28  |
| sig. test for means:                |                         |           |            |                      |              |               |                   |                    |       |          |       |       |       |                  |              |            |       |              |       |       |       |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                           |                                |
|--|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q20A the convenience of the office location                      |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 61.09         | 56.01 | 60.70 | 60.70 | 66.84 | 60.86                | 59.13                | 57.99         | 56.54 | 62.35 | 66.94 | 25.00         | 74.53 | 52.92 | 53.95 | 61.54              | 65.61        | 55.16         | 63.08                         | 62.84                     | 56.59                          |
| sig. test for means:   |               |       |       |       |       |                      |                      |               |       |       |       |               | **    |       |       |                    |              |               |                               |                           |                                |
| Q20B the variety of methods to access the service                |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 76.34         | 78.72 | 75.99 | 73.07 | 81.18 | 78.30                | 69.05                | 80.74         | 80.05 | 73.86 | 81.92 | 61.10         | 61.86 | 73.50 | 78.92 | 76.82              | 77.39        | 74.75         | 77.20                         | 77.40                     | 74.04                          |
| sig. test for means:   |               |       |       |       |       | *                    | *                    |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| Q20C the hours of service  |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 63.49         | 55.33 | 68.76 | 64.71 | 62.68 | 63.59                | 60.23                | 58.21         | 70.50 | 64.05 | 60.45 | 31.93         | 62.34 | 66.48 | 64.32 | 64.44              | 64.97        | 60.91         | 64.46                         | 66.54                     | 59.07                          |
| sig. test for means:   |               | *     |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| Q20D the comfort of the waiting areas                            |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 47.80         | 37.49 | 47.80 | 53.35 | 46.98 | 48.72                | 44.66                | 37.06         | 47.29 | 56.85 | 50.27 | 50.00         | 49.49 | 47.30 | 29.27 | 46.35              | 48.02        | 48.47         | 46.24                         | 53.53                     | 46.28                          |
| sig. test for means:   |               | *     |       |       |       |                      |                      | *             |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| Q20E the signage to find the office                              |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 57.35         | 51.21 | 57.04 | 56.76 | 64.15 | 57.36                | 55.43                | 51.30         | 56.63 | 58.54 | 62.62 | 50.00         | 58.33 | 47.30 | 67.09 | 58.04              | 61.56        | 51.79         | 60.02                         | 58.22                     | 52.42                          |
| sig. test for means:   |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| Q20F the ease of making appointments with officers               |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 75.05         | 74.15 | 79.17 | 72.05 | 77.23 | 77.07                | 65.49                | 74.12         | 81.70 | 75.00 | 79.24 | 75.00         | 71.57 | 62.24 | 57.91 | 75.01              | 75.55        | 74.89         | 73.96                         | 77.76                     | 74.31                          |
| sig. test for means:   |               |       |       |       |       | *                    | *                    |               |       |       |       | *             |       |       |       |                    |              |               |                               |                           |                                |
| Q20G the ease of reaching officers                               |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 78.74         | 80.71 | 81.65 | 73.24 | 84.68 | 80.68                | 72.15                | 81.69         | 82.80 | 74.90 | 88.15 | 72.20         | 77.32 | 71.50 | 64.32 | 79.62              | 77.39        | 79.62         | 79.05                         | 78.94                     | 78.56                          |
| sig. test for means:   |               |       |       | **    | *     |                      |                      |               |       | **    | **    |               |       |       |       |                    |              |               |                               |                           |                                |
| Q20H the timeliness of responses to telephone or e-mail messages |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 80.56         | 85.75 | 83.92 | 72.95 | 86.33 | 81.28                | 80.79                | 85.55         | 83.99 | 73.61 | 87.18 | 87.48         | 83.64 | 77.00 | 79.20 | 81.28              | 77.64        | 83.45         | 78.90                         | 84.47                     | 80.75                          |
| sig. test for means:   |               |       |       | **    | *     |                      |                      |               |       | **    | *     |               |       |       |       |                    |              |               |                               |                           |                                |
| Q20I the waiting time at the office                              |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                           |                                |
| mean for these data:   | 74.93         | 74.41 | 73.49 | 76.65 | 74.09 | 77.61                | 65.95                | 74.99         | 73.78 | 83.59 | 75.58 | 64.27         | 72.48 | 62.15 | 60.31 | 72.31              | 79.36        | 72.81         | 72.90                         | 75.48                     | 77.81                          |
| sig. test for means:   |               |       |       |       |       | *                    | *                    |               |       | *     |       |               |       |       |       |                    |              |               |                               |                           |                                |

|  | ---DEPTH OF RELATIONSHIP--- |           |            |                  |              |               |                   | -----YEARS OF EXISTENCE----- |       |          |       |       |       | -----CLIENT LOCATIONS----- |              |            |       |       | -----GROSS REVENUES----- |       |       |  | -----EMPLOYMENT----- |  |  |  |
|--|-----------------------------|-----------|------------|------------------|--------------|---------------|-------------------|------------------------------|-------|----------|-------|-------|-------|----------------------------|--------------|------------|-------|-------|--------------------------|-------|-------|--|----------------------|--|--|--|
|  | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba                    | Sask. | Alber-ta | BC    | USA   | Other | <\$250k                    | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5    | 5-9                      | 10-49 | 50+   |  |                      |  |  |  |
| Q20A the convenience of the office location                      |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 61.09                       | 59.45     | 63.56      | 70.09            | 63.71        | 57.76         | 52.20             | 63.56                        | 58.29 | 58.82    | 62.77 | 41.02 | 55.58 | 67.89                      | 54.11        | 48.87      | 52.05 | 69.40 | 45.08                    | 47.10 | 52.42 |  |                      |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                              |       |          |       | *     |       | **                         |              | *          |       | ***   | *                        |       | **    |  |                      |  |  |  |
| Q20B the variety of methods to access the service                |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 76.34                       | 74.56     | 79.18      | 79.82            | 74.57        | 79.16         | 73.07             | 77.91                        | 72.53 | 73.06    | 77.48 | 80.76 | 74.03 | 80.76                      | 77.44        | 71.18      | 72.29 | 78.67 | 76.16                    | 72.24 | 70.87 |  |                      |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       | *                          |              |            |       |       |                          |       |       |  |                      |  |  |  |
| Q20C the hours of service  |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 63.49                       | 64.29     | 62.22      | 66.81            | 62.51        | 65.89         | 55.34             | 60.05                        | 63.49 | 62.37    | 56.24 | 59.68 | 56.79 | 69.41                      | 58.43        | 59.63      | 53.98 | 67.72 | 54.36                    | 58.27 | 60.74 |  |                      |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               | *                 |                              |       |          |       |       |       | **                         |              |            |       | **    |                          |       |       |  |                      |  |  |  |
| Q20D the comfort of the waiting areas                            |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 47.80                       | 50.15     | 43.79      | 57.50            | 45.47        | 51.27         | 37.20             | 42.47                        | 48.50 | 44.26    | 38.15 | 33.47 | 44.35 | 51.73                      | 39.70        | 47.23      | 29.97 | 49.53 | 44.66                    | 40.46 | 41.41 |  |                      |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               | *                 |                              |       |          |       |       |       | *                          |              |            | *     |       |                          |       |       |  |                      |  |  |  |
| Q20E the signage to find the office                              |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 57.35                       | 56.02     | 59.47      | 70.54            | 54.16        | 56.24         | 50.29             | 56.23                        | 54.96 | 54.29    | 46.75 | 39.73 | 52.97 | 61.84                      | 46.70        | 54.43      | 38.33 | 61.77 | 48.43                    | 52.63 | 43.64 |  |                      |  |  |  |
| sig. test for means:   |                             |           |            | **               |              |               |                   |                              |       |          |       |       |       | **                         |              |            | *     | *     | *                        |       |       |  |                      |  |  |  |
| Q20F the ease of making appointments with officers               |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 75.05                       | 73.17     | 78.51      | 78.43            | 75.52        | 77.45         | 69.93             | 72.59                        | 71.62 | 76.75    | 82.91 | 79.01 | 69.56 | 81.23                      | 73.17        | 66.78      | 69.80 | 79.52 | 71.26                    | 64.54 | 65.64 |  |                      |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                              |       |          | *     |       |       | **                         |              | *          |       | **    | **                       |       | *     |  |                      |  |  |  |
| Q20G the ease of reaching officers                               |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 78.74                       | 76.65     | 82.17      | 83.37            | 80.42        | 78.33         | 76.99             | 76.89                        | 72.37 | 78.18    | 77.62 | 73.05 | 81.20 | 83.75                      | 81.77        | 69.77      | 75.34 | 82.42 | 76.59                    | 72.91 | 70.75 |  |                      |  |  |  |
| sig. test for means:   |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       | *                          |              | *          |       | **    | **                       |       |       |  |                      |  |  |  |
| Q20H the timeliness of responses to telephone or e-mail messages |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 80.56                       | 77.96     | 84.67      | 83.66            | 79.24        | 79.99         | 79.65             | 84.52                        | 73.92 | 84.65    | 84.37 | 78.58 | 78.65 | 84.37                      | 78.66        | 70.83      | 80.02 | 82.56 | 76.44                    | 76.76 | 79.23 |  |                      |  |  |  |
| sig. test for means:   |                             | *         | *          |                  |              |               |                   |                              | *     |          |       |       |       | *                          |              | *          |       |       | *                        |       |       |  |                      |  |  |  |
| Q20I the waiting time at the office                              |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:   | 74.93                       | 77.32     | 71.30      | 75.56            | 72.29        | 81.99         | 66.46             | 74.06                        | 73.43 | 76.26    | 79.30 | 70.12 | 72.54 | 79.93                      | 76.77        | 66.95      | 62.30 | 78.60 | 78.49                    | 62.99 | 69.09 |  |                      |  |  |  |
| sig. test for means:   |                             |           |            |                  |              | **            | *                 |                              |       |          |       |       |       | *                          |              |            |       | *     | *                        |       | *     |  |                      |  |  |  |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |
|---|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q20A the convenience of the office location | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:                  | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:                     | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)                        | 8%          | 10%   | 12%   | 4%    | 8%    | 8%                   | 3%                   | 8%          | 15%   | 3%    | 10%   | 22%         | 0%    | 0%    | 0%    | 7%               | 5%           | 12%           | 8%                            | 8%                     | 7%                             |
| Unimportant (25)                            | 9%          | 13%   | 10%   | 6%    | 6%    | 9%                   | 10%                  | 15%         | 13%   | 6%    | 3%    | 0%          | 0%    | 14%   | 29%   | 2%               | 11%          | 12%           | 8%                            | 9%                     | 10%                            |
| Neutral (50)                                | 21%         | 17%   | 16%   | 26%   | 19%   | 19%                  | 36%                  | 17%         | 13%   | 24%   | 19%   | 22%         | 24%   | 54%   | 28%   | 25%              | 19%          | 18%           | 19%                           | 16%                    | 29%                            |
| Important (75)                              | 25%         | 18%   | 31%   | 26%   | 23%   | 24%                  | 22%                  | 20%         | 27%   | 26%   | 24%   | 0%          | 46%   | 12%   | 14%   | 28%              | 22%          | 27%           | 28%                           | 14%                    | 31%                            |
| Very important (100)                        | 17%         | 16%   | 21%   | 10%   | 27%   | 17%                  | 12%                  | 18%         | 20%   | 10%   | 27%   | 0%          | 22%   | 6%    | 15%   | 10%              | 25%          | 13%           | 19%                           | 24%                    | 8%                             |
| DK/NR                                       | 21%         | 26%   | 11%   | 27%   | 16%   | 22%                  | 17%                  | 22%         | 11%   | 32%   | 17%   | 56%         | 7%    | 14%   | 15%   | 28%              | 18%          | 18%           | 19%                           | 30%                    | 15%                            |
| chi <sup>2</sup> :                          |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |
| ± ... at 50%:                               | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:                        | 61.09       | 56.01 | 60.70 | 60.70 | 66.84 | 60.86                | 59.13                | 57.99       | 56.54 | 62.35 | 66.94 | 25.00       | 74.53 | 52.92 | 53.95 | 61.54            | 65.61        | 55.16         | 63.08                         | 62.84                  | 56.59                          |
| standard error:                             | 2.28        | 5.44  | 4.61  | 3.82  | 4.85  | 2.63                 | 4.66                 | 5.51        | 5.64  | 4.48  | 5.58  | 25.26       | 5.36  | 6.58  | 12.25 | 4.01             | 3.70         | 4.11          | 3.06                          | 6.32                   | 3.88                           |
| sig. test for means:                        |             |       |       |       |       |                      |                      |             |       |       |       |             | **    |       |       |                  |              |               |                               |                        |                                |



Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q20A the convenience of the office location | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                  | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                     | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                        | 8%                          | 8%        | 7%         | 16%                      | 6%           | 7%            | 7%                | 5%                     | 5%    | 11%      | 6%    | 15%   | 11%   | 5%                   | 14%          | 10%        | 6%    | 5%               | 17%   | 9%    | 0%    |
| Unimportant (25)                            | 9%                          | 8%        | 9%         | 0%                       | 10%          | 7%            | 15%               | 13%                    | 7%    | 12%      | 9%    | 18%   | 7%    | 4%                   | 17%          | 14%        | 9%    | 5%               | 15%   | 15%   | 16%   |
| Neutral (50)                                | 21%                         | 21%       | 20%        | 10%                      | 24%          | 31%           | 15%               | 18%                    | 28%   | 18%      | 21%   | 12%   | 29%   | 20%                  | 17%          | 23%        | 29%   | 18%              | 28%   | 20%   | 33%   |
| Important (75)                              | 25%                         | 24%       | 28%        | 23%                      | 32%          | 22%           | 21%               | 23%                    | 28%   | 27%      | 24%   | 23%   | 21%   | 34%                  | 15%          | 15%        | 26%   | 31%              | 15%   | 18%   | 11%   |
| Very important (100)                        | 17%                         | 15%       | 20%        | 41%                      | 20%          | 12%           | 7%                | 23%                    | 7%    | 19%      | 20%   | 0%    | 14%   | 19%                  | 22%          | 8%         | 0%    | 24%              | 9%    | 4%    | 5%    |
| DK/NR                                       | 21%                         | 23%       | 17%        | 10%                      | 10%          | 22%           | 35%               | 18%                    | 24%   | 14%      | 21%   | 32%   | 19%   | 18%                  | 15%          | 31%        | 31%   | 17%              | 17%   | 33%   | 34%   |
| chi <sup>2</sup> :                          |                             |           |            | (***)                    |              |               | ++                |                        |       |          |       |       |       | (*)                  |              |            |       | (**)             |       |       |       |
| ± ... at 50%:                               | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                        | 61.09                       | 59.45     | 63.56      | 70.09                    | 63.71        | 57.76         | 52.20             | 63.56                  | 58.29 | 58.82    | 62.77 | 41.02 | 55.58 | 67.89                | 54.11        | 48.87      | 52.05 | 69.40            | 45.08 | 47.10 | 52.42 |
| standard error:                             | 2.28                        | 3.18      | 3.25       | 6.71                     | 4.52         | 3.75          | 4.52              | 4.75                   | 3.81  | 5.06     | 5.19  | 7.75  | 4.93  | 2.89                 | 6.68         | 6.31       | 6.50  | 2.75             | 6.32  | 5.36  | 6.49  |
| sig. test for means:                        |                             |           |            |                          |              |               |                   |                        |       |          |       | *     |       | **                   | *            | *          |       | ***              | *     | **    |       |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | WD PROVINCE |       |       |       |       | -TYPE-               |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |
|---|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q20B the variety of methods to access the service | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:                        | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:                           | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)                              | 2%          | 0%    | 2%    | 4%    | 0%    | 2%                   | 0%                   | 0%          | 2%    | 3%    | 0%    | 0%          | 0%    | 0%    | 3%    | 2%               | 1%           | 3%            | 2%                            | 0%                     |                                |
| Unimportant (25)                                  | 3%          | 8%    | 5%    | 0%    | 2%    | 2%                   | 10%                  | 7%          | 0%    | 0%    | 3%    | 17%         | 23%   | 0%    | 0%    | 3%               | 1%           | 6%            | 4%                            | 1%                     | 3%                             |
| Neutral (50)                                      | 17%         | 10%   | 21%   | 18%   | 16%   | 16%                  | 25%                  | 9%          | 20%   | 19%   | 12%   | 22%         | 23%   | 26%   | 28%   | 10%              | 18%          | 21%           | 12%                           | 22%                    | 21%                            |
| Important (75)                                    | 41%         | 40%   | 33%   | 51%   | 33%   | 41%                  | 45%                  | 37%         | 31%   | 51%   | 37%   | 61%         | 38%   | 54%   | 28%   | 50%              | 40%          | 35%           | 40%                           | 30%                    | 51%                            |
| Very important (100)                              | 34%         | 40%   | 40%   | 23%   | 43%   | 37%                  | 20%                  | 45%         | 47%   | 23%   | 44%   | 0%          | 16%   | 20%   | 44%   | 30%              | 37%          | 35%           | 38%                           | 40%                    | 24%                            |
| DK/NR   | 3%          | 2%    | 0%    | 3%    | 6%    | 3%                   | 0%                   | 2%          | 0%    | 4%    | 5%    | 0%          | 0%    | 0%    | 0%    | 5%               | 2%           | 1%            | 2%                            | 5%                     | 1%                             |
| chi <sup>2</sup> :                                |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |
| ± ... at 50%:                                     | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:                              | 76.34       | 78.72 | 75.99 | 73.07 | 81.18 | 78.30                | 69.05                | 80.74       | 80.05 | 73.86 | 81.92 | 61.10       | 61.86 | 73.50 | 78.92 | 76.82            | 77.39        | 74.75         | 77.20                         | 77.40                  | 74.04                          |
| standard error:                                   | 1.57        | 3.22  | 3.26  | 3.01  | 2.95  | 1.67                 | 3.78                 | 3.32        | 3.45  | 3.34  | 3.20  | 9.69        | 7.35  | 5.55  | 8.63  | 2.91             | 2.54         | 2.84          | 2.32                          | 3.73                   | 2.54                           |
| sig. test for means:                              |             |       |       |       |       | *                    | *                    |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q20B the variety of methods to access the service | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                        | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                           | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                              | 2%                          | 3%        | 1%         | 6%                       | 0%           | 1%            | 3%                | 0%                     | 2%    | 0%       | 0%    | 4%    | 4%    | 0%                   | 0%           | 8%         | 0%    | 1%               | 0%    | 6%    | 0%    |
| Unimportant (25)                                  | 3%                          | 3%        | 4%         | 0%                       | 7%           | 0%            | 4%                | 2%                     | 1%    | 4%       | 4%    | 3%    | 6%    | 2%                   | 3%           | 2%         | 5%    | 2%               | 3%    | 4%    | 6%    |
| Neutral (50)                                      | 17%                         | 17%       | 16%        | 13%                      | 24%          | 16%           | 14%               | 22%                    | 23%   | 29%      | 13%   | 0%    | 13%   | 16%                  | 32%          | 12%        | 14%   | 17%              | 30%   | 13%   | 16%   |
| Important (75)                                    | 41%                         | 45%       | 35%        | 29%                      | 32%          | 43%           | 52%               | 36%                    | 50%   | 38%      | 51%   | 46%   | 38%   | 37%                  | 19%          | 50%        | 67%   | 38%              | 24%   | 45%   | 68%   |
| Very important (100)                              | 34%                         | 29%       | 43%        | 49%                      | 37%          | 36%           | 24%               | 37%                    | 23%   | 29%      | 31%   | 40%   | 34%   | 41%                  | 47%          | 25%        | 14%   | 39%              | 40%   | 29%   | 11%   |
| DK/NR   | 3%                          | 3%        | 2%         | 3%                       | 0%           | 3%            | 3%                | 3%                     | 1%    | 0%       | 0%    | 8%    | 4%    | 4%                   | 0%           | 3%         | 0%    | 3%               | 3%    | 2%    | 0%    |
| chi <sup>2</sup> :                                |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | (**)                 |              |            |       |                  |       |       |       |
| ± ... at 50%:                                     | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                              | 76.34                       | 74.56     | 79.18      | 79.82                    | 74.57        | 79.16         | 73.07             | 77.91                  | 72.53 | 73.06    | 77.48 | 80.76 | 74.03 | 80.76                | 77.44        | 71.18      | 72.29 | 78.67            | 76.16 | 72.24 | 70.87 |
| standard error:                                   | 1.57                        | 2.16      | 2.27       | 4.64                     | 3.61         | 2.43          | 3.01              | 2.93                   | 2.93  | 3.07     | 2.95  | 5.44  | 3.97  | 2.04                 | 4.09         | 4.93       | 4.18  | 2.05             | 4.34  | 4.22  | 4.40  |
| sig. test for means:                              |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | *                    |              |            |       |                  |       |       |       |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                            | WD PROVINCE |       |       |       | TYPE  |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |
|----------------------------|-------------|-------|-------|-------|-------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                            | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q20C the hours of service  | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82           | 72               | 110                           | 52                     | 63                             |
| weightd # of participants: | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%          | 32%              | 48%                           | 23%                    | 28%                            |
| real # of participants:    | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81           | 74               | 117                           | 42                     | 58                             |
| Very unimportant (0)       | 6%          | 10%   | 5%    | 4%    | 8%    | 6%                   | 5%                   | 7%    | 7%    | 3%    | 10%         | 39%   | 0%    | 0%    | 0%               | 5%    | 4%           | 10%              | 5%                            | 7%                     | 9%                             |
| Unimportant (25)           | 7%          | 14%   | 4%    | 5%    | 6%    | 6%                   | 13%                  | 14%   | 0%    | 4%    | 7%          | 17%   | 16%   | 14%   | 0%               | 2%    | 8%           | 9%               | 8%                            | 3%                     | 7%                             |
| Neutral (50)               | 32%         | 27%   | 29%   | 33%   | 35%   | 34%                  | 27%                  | 28%   | 31%   | 40%   | 34%         | 22%   | 22%   | 18%   | 57%              | 32%   | 31%          | 31%              | 29%                           | 33%                    | 37%                            |
| Important (75)             | 29%         | 27%   | 31%   | 31%   | 23%   | 27%                  | 41%                  | 27%   | 27%   | 28%   | 24%         | 22%   | 47%   | 48%   | 28%              | 31%   | 31%          | 23%              | 31%                           | 22%                    | 29%                            |
| Very important (100)       | 21%         | 13%   | 28%   | 18%   | 24%   | 21%                  | 10%                  | 15%   | 33%   | 16%   | 22%         | 0%    | 7%    | 14%   | 15%              | 16%   | 21%          | 24%              | 20%                           | 28%                    | 15%                            |
| DK/NR                      | 6%          | 8%    | 3%    | 8%    | 4%    | 7%                   | 5%                   | 9%    | 2%    | 10%   | 3%          | 0%    | 7%    | 6%    | 0%               | 13%   | 4%           | 2%               | 8%                            | 7%                     | 4%                             |
| chi <sup>2</sup> :         |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  | ++    |              |                  |                               |                        |                                |
| ± ... at 50%:              | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12           | 12               | 10                            | 16                     | 14                             |
| mean for these data:       | 63.49       | 55.33 | 68.76 | 64.71 | 62.68 | 63.59                | 60.23                | 58.21 | 70.50 | 64.05 | 60.45       | 31.93 | 62.34 | 66.48 | 64.32            | 64.44 | 64.97        | 60.91            | 64.46                         | 66.54                  | 59.07                          |
| standard error:            | 1.94        | 4.41  | 3.63  | 3.47  | 4.22  | 2.15                 | 4.48                 | 4.47  | 4.26  | 3.84  | 4.85        | 15.16 | 6.59  | 7.87  | 7.59             | 3.53  | 3.01         | 3.69             | 2.59                          | 4.66                   | 3.78                           |
| sig. test for means:       |             | *     |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                            | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|----------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|                            | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q20C the hours of service  | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| weightd # of participants: | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |  |
| real # of participants:    | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)       | 6%                          | 6%        | 7%         | 14%                      | 4%           | 1%            | 12%               | 9%                     | 7%    | 12%      | 11%   | 0%    | 10%   | 4%                   | 7%           | 5%         | 11%   | 4%               | 8%    | 8%    | 6%    |  |
| Unimportant (25)           | 7%                          | 4%        | 11%        | 2%                       | 8%           | 6%            | 9%                | 9%                     | 4%    | 8%       | 9%    | 13%   | 13%   | 3%                   | 12%          | 10%        | 9%    | 5%               | 11%   | 10%   | 6%    |  |
| Neutral (50)               | 32%                         | 32%       | 31%        | 22%                      | 43%          | 38%           | 25%               | 28%                    | 33%   | 22%      | 34%   | 31%   | 31%   | 32%                  | 32%          | 39%        | 34%   | 30%              | 43%   | 33%   | 33%   |  |
| Important (75)             | 29%                         | 33%       | 22%        | 24%                      | 26%          | 26%           | 34%               | 30%                    | 30%   | 29%      | 24%   | 40%   | 19%   | 24%                  | 29%          | 32%        | 36%   | 26%              | 21%   | 33%   | 34%   |  |
| Very important (100)       | 21%                         | 18%       | 25%        | 36%                      | 20%          | 20%           | 9%                | 18%                    | 19%   | 25%      | 15%   | 3%    | 19%   | 29%                  | 15%          | 13%        | 5%    | 27%              | 11%   | 12%   | 11%   |  |
| DK/NR                      | 6%                          | 7%        | 5%         | 3%                       | 0%           | 7%            | 11%               | 6%                     | 7%    | 4%       | 7%    | 13%   | 8%    | 8%                   | 5%           | 2%         | 5%    | 7%               | 5%    | 4%    | 11%   |  |
| chi <sup>2</sup> :         |                             |           |            | (*)                      |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| ± ... at 50%:              | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| mean for these data:       | 63.49                       | 64.29     | 62.22      | 66.81                    | 62.51        | 65.89         | 55.34             | 60.05                  | 63.49 | 62.37    | 56.24 | 59.68 | 56.79 | 69.41                | 58.43        | 59.63      | 53.98 | 67.72            | 54.36 | 58.27 | 60.74 |  |
| standard error:            | 1.94                        | 2.53      | 3.04       | 5.92                     | 3.84         | 2.92          | 4.00              | 4.28                   | 3.91  | 4.76     | 4.71  | 4.62  | 4.72  | 2.79                 | 4.99         | 4.54       | 6.58  | 2.58             | 5.11  | 4.26  | 6.71  |  |
| sig. test for means:       |                             |           |            | *                        |              |               | *                 |                        |       |          |       |       |       | **                   |              |            |       | **               |       |       |       |  |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                       | WD PROVINCE |       |       |       | TYPE  |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |
|---------------------------------------|-------------|-------|-------|-------|-------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                                       | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q20D the comfort of the waiting areas | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82           | 72               | 110                           | 52                     | 63                             |
| weightd # of participants:            | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%          | 32%              | 48%                           | 23%                    | 28%                            |
| real # of participants:               | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81           | 74               | 117                           | 42                     | 58                             |
| Very unimportant (0)                  | 13%         | 18%   | 19%   | 7%    | 14%   | 11%                  | 18%                  | 21%   | 20%   | 1%    | 10%         | 0%    | 16%   | 14%   | 43%              | 12%   | 13%          | 16%              | 14%                           | 10%                    | 14%                            |
| Unimportant (25)                      | 12%         | 16%   | 7%    | 14%   | 12%   | 13%                  | 13%                  | 17%   | 7%    | 14%   | 12%         | 0%    | 8%    | 20%   | 15%              | 15%   | 10%          | 12%              | 15%                           | 9%                     | 10%                            |
| Neutral (50)                          | 24%         | 23%   | 29%   | 20%   | 27%   | 26%                  | 15%                  | 24%   | 31%   | 25%   | 27%         | 22%   | 23%   | 6%    | 14%              | 24%   | 29%          | 19%              | 24%                           | 16%                    | 31%                            |
| Important (75)                        | 13%         | 0%    | 17%   | 17%   | 15%   | 10%                  | 23%                  | 0%    | 11%   | 12%   | 19%         | 0%    | 38%   | 28%   | 0%               | 14%   | 13%          | 13%              | 9%                            | 25%                    | 11%                            |
| Very important (100)                  | 10%         | 10%   | 10%   | 10%   | 8%    | 11%                  | 5%                   | 11%   | 13%   | 11%   | 7%          | 0%    | 0%    | 6%    | 15%              | 7%    | 9%           | 13%              | 12%                           | 7%                     | 8%                             |
| DK/NR                                 | 28%         | 33%   | 17%   | 33%   | 24%   | 29%                  | 27%                  | 28%   | 18%   | 37%   | 25%         | 78%   | 15%   | 26%   | 15%              | 29%   | 27%          | 27%              | 26%                           | 33%                    | 24%                            |
| chi <sup>2</sup> :                    |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |
| ± ... at 50%:                         | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12           | 12               | 10                            | 16                     | 14                             |
| mean for these data:                  | 47.80       | 37.49 | 47.80 | 53.35 | 46.98 | 48.72                | 44.66                | 37.06 | 47.29 | 56.85 | 50.27       | 50.00 | 49.49 | 47.30 | 29.27            | 46.35 | 48.02        | 48.47            | 46.24                         | 53.53                  | 46.28                          |
| standard error:                       | 2.50        | 5.60  | 4.75  | 4.81  | 4.95  | 2.76                 | 6.60                 | 5.77  | 5.62  | 5.12  | 5.28        | *     | 9.05  | 13.07 | 16.76            | 4.56  | 3.97         | 4.73             | 3.45                          | 5.75                   | 4.76                           |
| sig. test for means:                  |             | *     |       |       |       |                      |                      | *     |       |       |             | *     |       |       |                  |       |              |                  |                               |                        |                                |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                       | DEPTH OF RELATIONSHIP |           |            | YEARS OF EXISTENCE |              |               |                   | CLIENT LOCATIONS |       |          |       |       |       | GROSS REVENUES |              |            |       | EMPLOYMENT |       |       |       |
|---------------------------------------|-----------------------|-----------|------------|--------------------|--------------|---------------|-------------------|------------------|-------|----------|-------|-------|-------|----------------|--------------|------------|-------|------------|-------|-------|-------|
|                                       | TOTAL                 | Long term | Short term | Less than 1 year   | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba        | Sask. | Alber-ta | BC    | USA   | Other | <\$250k        | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5         | 5-9   | 10-49 | 50+   |
| Q20D the comfort of the waiting areas | 227                   | 140       | 86         | 33                 | 45           | 75            | 65                | 48               | 76    | 46       | 41    | 23    | 46    | 97             | 37           | 35         | 18    | 124        | 31    | 44    | 16    |
| weightd # of participants:            | 100%                  | 62%       | 38%        | 14%                | 20%          | 33%           | 28%               | 21%              | 33%   | 20%      | 18%   | 10%   | 20%   | 43%            | 16%          | 16%        | 8%    | 55%        | 14%   | 19%   | 7%    |
| real # of participants:               | 219                   | 116       | 103        | 35                 | 44           | 71            | 59                | 52               | 54    | 49       | 44    | 22    | 47    | 97             | 34           | 32         | 18    | 119        | 30    | 43    | 16    |
| Very unimportant (0)                  | 13%                   | 11%       | 17%        | 13%                | 19%          | 8%            | 15%               | 13%              | 11%   | 19%      | 14%   | 21%   | 15%   | 9%             | 21%          | 14%        | 15%   | 13%        | 16%   | 15%   | 11%   |
| Unimportant (25)                      | 12%                   | 12%       | 13%        | 6%                 | 14%          | 11%           | 18%               | 19%              | 17%   | 10%      | 20%   | 11%   | 16%   | 14%            | 15%          | 7%         | 29%   | 13%        | 3%    | 18%   | 11%   |
| Neutral (50)                          | 24%                   | 26%       | 21%        | 21%                | 34%          | 31%           | 11%               | 25%              | 20%   | 29%      | 27%   | 24%   | 29%   | 28%            | 23%          | 25%        | 20%   | 27%        | 30%   | 14%   | 38%   |
| Important (75)                        | 13%                   | 16%       | 9%         | 29%                | 9%           | 7%            | 13%               | 12%              | 13%   | 11%      | 2%    | 4%    | 9%    | 10%            | 7%           | 13%        | 5%    | 10%        | 17%   | 8%    | 0%    |
| Very important (100)                  | 10%                   | 9%        | 10%        | 13%                | 13%          | 12%           | 2%                | 5%               | 10%   | 9%       | 7%    | 3%    | 9%    | 13%            | 9%           | 8%         | 0%    | 13%        | 2%    | 8%    | 5%    |
| DK/NR                                 | 28%                   | 26%       | 30%        | 18%                | 10%          | 32%           | 42%               | 27%              | 29%   | 21%      | 30%   | 36%   | 23%   | 26%            | 24%          | 33%        | 31%   | 24%        | 31%   | 37%   | 34%   |
| chi <sup>2</sup> :                    |                       |           |            | (***)              | --           | ++            | --                |                  |       |          |       |       |       |                |              |            |       |            |       |       |       |
| ± ... at 50%:                         | 7                     | 10        | 10         | 18                 | 16           | 12            | 14                | 14               | 14    | 15       | 16    | 22    | 15    | 11             | 18           | 18         | 25    | 10         | 19    | 16    | 26    |
| mean for these data:                  | 47.80                 | 50.15     | 43.79      | 57.50              | 45.47        | 51.27         | 37.20             | 42.47            | 48.50 | 44.26    | 38.15 | 33.47 | 44.35 | 51.73          | 39.70        | 47.23      | 29.97 | 49.53      | 44.66 | 40.46 | 41.41 |
| standard error:                       | 2.50                  | 3.21      | 4.01       | 6.11               | 5.18         | 4.40          | 4.93              | 4.72             | 5.12  | 5.25     | 5.26  | 7.72  | 5.02  | 3.57           | 6.56         | 6.84       | 6.24  | 3.39       | 6.46  | 6.46  | 7.77  |
| sig. test for means:                  |                       |           |            |                    |              |               | *                 |                  |       |          |       |       |       | *              |              |            | *     |            |       |       |       |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                     | -WD PROVINCE- |       |       |       | -TYPE- |                      | -WD PROVINCE-        |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |              | -FIRST WD CONTACT- |                               |                        |                                |
|-------------------------------------|---------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|--------------|--------------------|-------------------------------|------------------------|--------------------------------|
|                                     | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5<br>times | 6 and<br>more      | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q20E the signage to find the office | 227           | 44    | 52    | 88    | 43     | 180                  | 35                   | 39    | 40    | 66    | 34            | 4     | 12    | 13    | 6                  | 70    | 82           | 72                 | 110                           | 52                     | 63                             |
| weightd # of participants:          | 100%          | 19%   | 23%   | 39%   | 19%    | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%           | 2%    | 5%    | 6%    | 3%                 | 31%   | 36%          | 32%                | 48%                           | 23%                    | 28%                            |
| real # of participants:             | 219           | 51    | 58    | 59    | 51     | 174                  | 35                   | 46    | 45    | 42    | 41            | 5     | 13    | 10    | 7                  | 61    | 81           | 74                 | 117                           | 42                     | 58                             |
| Very unimportant (0)                | 10%           | 13%   | 12%   | 6%    | 10%    | 8%                   | 13%                  | 12%   | 11%   | 3%    | 12%           | 22%   | 15%   | 14%   | 0%                 | 8%    | 8%           | 14%                | 9%                            | 8%                     | 11%                            |
| Unimportant (25)                    | 9%            | 8%    | 10%   | 9%    | 10%    | 10%                  | 8%                   | 9%    | 11%   | 10%   | 10%           | 0%    | 7%    | 14%   | 0%                 | 6%    | 10%          | 12%                | 8%                            | 10%                    | 12%                            |
| Neutral (50)                        | 22%           | 21%   | 24%   | 26%   | 16%    | 23%                  | 22%                  | 24%   | 24%   | 29%   | 10%           | 0%    | 23%   | 12%   | 56%                | 25%   | 21%          | 21%                | 22%                           | 14%                    | 32%                            |
| Important (75)                      | 17%           | 15%   | 17%   | 19%   | 15%    | 16%                  | 20%                  | 17%   | 16%   | 14%   | 19%           | 0%    | 23%   | 34%   | 0%                 | 20%   | 15%          | 16%                | 19%                           | 19%                    | 13%                            |
| Very important (100)                | 17%           | 11%   | 20%   | 11%   | 30%    | 16%                  | 15%                  | 10%   | 20%   | 12%   | 27%           | 22%   | 23%   | 0%    | 29%                | 12%   | 23%          | 14%                | 19%                           | 15%                    | 15%                            |
| DK/NR                               | 25%           | 31%   | 16%   | 29%   | 20%    | 26%                  | 22%                  | 29%   | 18%   | 32%   | 22%           | 56%   | 7%    | 26%   | 15%                | 29%   | 23%          | 22%                | 23%                           | 33%                    | 18%                            |
| chi <sup>2</sup> :                  |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                    |                               |                        |                                |
| ± ... at 50%:                       | 7             | 15    | 14    | 14    | 15     | 8                    | 18                   | 15    | 16    | 16    | 16            | 47    | 29    | 33    | 39                 | 13    | 12           | 12                 | 10                            | 16                     | 14                             |
| mean for these data:                | 57.35         | 51.21 | 57.04 | 56.76 | 64.15  | 57.36                | 55.43                | 51.30 | 56.63 | 58.54 | 62.62         | 50.00 | 58.33 | 47.30 | 67.09              | 58.04 | 61.56        | 51.79              | 60.02                         | 58.22                  | 52.42                          |
| standard error:                     | 2.49          | 5.67  | 4.84  | 4.39  | 5.55   | 2.76                 | 6.50                 | 5.57  | 5.55  | 4.86  | 6.58          | 50.52 | 10.38 | 11.77 | 10.80              | 4.50  | 4.11         | 4.46               | 3.35                          | 6.31                   | 4.64                           |
| sig. test for means:                |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                    |                               |                        |                                |



Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                     | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|-------------------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|                                     | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q20E the signage to find the office | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:          | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:             | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                | 10%                         | 8%        | 12%        | 8%                       | 12%          | 8%            | 11%               | 9%                     | 8%    | 16%      | 12%   | 21%   | 13%   | 5%                   | 19%          | 10%        | 11%   | 8%               | 17%   | 7%    | 11%   |
| Unimportant (25)                    | 9%                          | 12%       | 6%         | 2%                       | 14%          | 9%            | 10%               | 16%                    | 8%    | 13%      | 16%   | 15%   | 8%    | 9%                   | 17%          | 10%        | 15%   | 9%               | 9%    | 8%    | 21%   |
| Neutral (50)                        | 22%                         | 23%       | 21%        | 15%                      | 30%          | 28%           | 15%               | 19%                    | 27%   | 17%      | 25%   | 8%    | 29%   | 26%                  | 19%          | 15%        | 34%   | 22%              | 31%   | 19%   | 16%   |
| Important (75)                      | 17%                         | 17%       | 17%        | 35%                      | 13%          | 14%           | 14%               | 12%                    | 19%   | 17%      | 14%   | 17%   | 13%   | 18%                  | 15%          | 21%        | 6%    | 18%              | 15%   | 17%   | 6%    |
| Very important (100)                | 17%                         | 14%       | 21%        | 29%                      | 19%          | 14%           | 9%                | 21%                    | 11%   | 21%      | 8%    | 7%    | 15%   | 19%                  | 15%          | 10%        | 0%    | 22%              | 11%   | 6%    | 11%   |
| DK/NR                               | 25%                         | 25%       | 24%        | 10%                      | 12%          | 26%           | 41%               | 22%                    | 26%   | 16%      | 25%   | 32%   | 22%   | 23%                  | 15%          | 35%        | 35%   | 20%              | 17%   | 43%   | 34%   |
| chi <sup>2</sup> :                  |                             |           |            | (**)                     |              |               | +++               |                        |       |          |       |       |       |                      |              |            |       | -                |       | ++    |       |
| ± ... at 50%:                       | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                | 57.35                       | 56.02     | 59.47      | 70.54                    | 54.16        | 56.24         | 50.29             | 56.23                  | 54.96 | 54.29    | 46.75 | 39.73 | 52.97 | 61.84                | 46.70        | 54.43      | 38.33 | 61.77            | 48.43 | 52.63 | 43.64 |
| standard error:                     | 2.49                        | 3.29      | 3.87       | 5.43                     | 5.27         | 4.25          | 5.44              | 5.40                   | 4.61  | 5.61     | 5.36  | 9.32  | 5.35  | 3.38                 | 6.56         | 7.14       | 6.51  | 3.23             | 6.54  | 6.05  | 9.87  |
| sig. test for means:                |                             |           |            | **                       |              |               |                   |                        |       |          |       |       |       | **                   |              |            | *     | *                |       |       |       |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | WD PROVINCE |       |       |       |       | TYPE         |                | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |           |            | FIRST WD CONTACT     |                  |                       |  |
|--|-------------|-------|-------|-------|-------|--------------|----------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-----------|------------|----------------------|------------------|-----------------------|--|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |  |
| Q20F the ease of making appointments with officers |             |       |       |       |       |              |                |             |       |       |       |             |       |       |       |                  |           |            |                      |                  |                       |  |
| weightd # of participants:                         | 227         | 44    | 52    | 88    | 43    | 180          | 35             | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82        | 72         | 110                  | 52               | 63                    |  |
| real # of participants:                            | 100%        | 19%   | 23%   | 39%   | 19%   | 80%          | 16%            | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%       | 32%        | 48%                  | 23%              | 28%                   |  |
| Very unimportant (0)                               | 3%          | 6%    | 2%    | 2%    | 2%    | 1%           | 5%             | 6%          | 0%    | 0%    | 0%    | 0%          | 7%    | 0%    | 15%   | 3%               | 2%        | 4%         | 3%                   | 1%               | 3%                    |  |
| Unimportant (25)                                   | 4%          | 6%    | 0%    | 5%    | 2%    | 3%           | 5%             | 7%          | 0%    | 4%    | 2%    | 0%          | 0%    | 14%   | 0%    | 0%               | 6%        | 5%         | 4%                   | 2%               | 4%                    |  |
| Neutral (50)                                       | 15%         | 8%    | 13%   | 21%   | 14%   | 16%          | 18%            | 9%          | 15%   | 21%   | 15%   | 0%          | 7%    | 34%   | 15%   | 14%              | 17%       | 14%        | 15%                  | 19%              | 14%                   |  |
| Important (75)                                     | 35%         | 27%   | 41%   | 35%   | 35%   | 33%          | 47%            | 28%         | 33%   | 34%   | 34%   | 22%         | 69%   | 32%   | 56%   | 46%              | 25%       | 36%        | 35%                  | 28%              | 41%                   |  |
| Very important (100)                               | 31%         | 35%   | 33%   | 27%   | 31%   | 34%          | 11%            | 39%         | 38%   | 29%   | 34%   | 0%          | 16%   | 14%   | 0%    | 22%              | 36%       | 35%        | 29%                  | 36%              | 28%                   |  |
| DK/NR  | 13%         | 18%   | 11%   | 11%   | 16%   | 13%          | 15%            | 11%         | 14%   | 12%   | 15%   | 78%         | 0%    | 6%    | 15%   | 16%              | 15%       | 6%         | 14%                  | 14%              | 10%                   |  |
| chi <sup>2</sup> :                                 |             |       |       |       |       |              |                |             |       |       |       | (*)         |       |       |       |                  |           |            |                      |                  |                       |  |
| ± ... at 50%:                                      | 7           | 15    | 14    | 14    | 15    | 8            | 18             | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12        | 12         | 10                   | 16               | 14                    |  |
| mean for these data:                               | 75.05       | 74.15 | 79.17 | 72.05 | 77.23 | 77.07        | 65.49          | 74.12       | 81.70 | 75.00 | 79.24 | 75.00       | 71.57 | 62.24 | 57.91 | 75.01            | 75.55     | 74.89      | 73.96                | 77.76            | 74.31                 |  |
| standard error:                                    | 1.80        | 4.69  | 2.84  | 3.45  | 3.53  | 1.89         | 4.60           | 4.81        | 2.99  | 3.63  | 3.48  | *           | 6.82  | 7.99  | 12.68 | 2.99             | 3.16      | 3.16       | 2.55                 | 3.95             | 3.40                  |  |
| sig. test for means:                               |             |       |       |       |       | *            | *              |             |       |       |       | *           | *     | *     | *     |                  |           |            |                      |                  |                       |  |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |   |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|---|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |   |
| Q20F the ease of making appointments with officers |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |   |
| weightd # of participants:                         | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |   |
| real # of participants:                            | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |   |
| Very unimportant (0)                               | 3%                          | 3%        | 3%         | 6%                       | 2%           | 1%            | 3%                | 2%                     | 2%    | 2%       | 2%    | 0%    | 4%    | 0%                   | 4%           | 2%         | 0%    | 1%               | 3%    | 6%    | 5%    |   |
| Unimportant (25)                                   | 4%                          | 5%        | 2%         | 5%                       | 6%           | 2%            | 3%                | 6%                     | 2%    | 4%       | 2%    | 0%    | 12%   | 3%                   | 8%           | 7%         | 0%    | 3%               | 6%    | 6%    | 0%    |   |
| Neutral (50)                                       | 15%                         | 18%       | 11%        | 5%                       | 14%          | 17%           | 22%               | 18%                    | 24%   | 15%      | 8%    | 14%   | 11%   | 12%                  | 19%          | 30%        | 24%   | 11%              | 23%   | 26%   | 16%   |   |
| Important (75)                                     | 35%                         | 37%       | 31%        | 32%                      | 41%          | 29%           | 36%               | 32%                    | 39%   | 36%      | 27%   | 38%   | 35%   | 34%                  | 27%          | 33%        | 36%   | 36%              | 32%   | 25%   | 45%   |   |
| Very important (100)                               | 31%                         | 28%       | 34%        | 45%                      | 34%          | 34%           | 19%               | 27%                    | 24%   | 35%      | 45%   | 27%   | 26%   | 39%                  | 40%          | 20%        | 9%    | 38%              | 29%   | 20%   | 5%    |   |
| DK/NR  | 13%                         | 9%        | 19%        | 8%                       | 3%           | 17%           | 18%               | 16%                    | 8%    | 8%       | 17%   | 20%   | 12%   | 12%                  | 3%           | 7%         | 30%   | 10%              | 8%    | 18%   | 29%   |   |
| chi <sup>2</sup> :                                 |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | (*)                  |              |            |       |                  |       |       |       |   |
| ± ... at 50%:                                      | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |   |
| mean for these data:                               | 75.05                       | 73.17     | 78.51      | 78.43                    | 75.52        | 77.45         | 69.93             | 72.59                  | 71.62 | 76.75    | 82.91 | 79.01 | 69.56 | 81.23                | 73.17        | 66.78      | 69.80 | 79.52            | 71.26 | 64.54 | 65.64 |   |
| standard error:                                    | 1.80                        | 2.41      | 2.67       | 5.12                     | 3.72         | 3.05          | 3.38              | 3.83                   | 3.35  | 3.57     | 3.87  | 4.27  | 4.45  | 2.20                 | 5.07         | 4.59       | 4.77  | 2.18             | 5.04  | 4.94  | 6.65  |   |
| sig. test for means:                               |                             |           |            |                          |              |               |                   |                        |       | *        | *     | *     | *     | **                   | *            | *          | *     | **               | **    | *     | *     | * |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                    | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |
|------------------------------------|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|                                    | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q20G the ease of reaching officers | 227           | 44    | 52    | 88    | 43    | 180                  | 35                   | 39            | 40    | 66    | 34    | 4             | 12    | 13    | 6     | 70                 | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:         | 100%          | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%           | 18%   | 29%   | 15%   | 2%            | 5%    | 6%    | 3%    | 31%                | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:            | 219           | 51    | 58    | 59    | 51    | 174                  | 35                   | 46            | 45    | 42    | 41    | 5             | 13    | 10    | 7     | 61                 | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)               | 2%            | 0%    | 3%    | 2%    | 2%    | 0%                   | 5%                   | 0%            | 2%    | 0%    | 0%    | 0%            | 7%    | 0%    | 15%   | 3%                 | 0%           | 4%            | 2%                            | 2%                     | 1%                             |
| Unimportant (25)                   | 2%            | 3%    | 0%    | 4%    | 0%    | 2%                   | 5%                   | 4%            | 0%    | 3%    | 0%    | 0%            | 0%    | 14%   | 0%    | 1%                 | 5%           | 0%            | 3%                            | 0%                     | 3%                             |
| Neutral (50)                       | 13%           | 13%   | 10%   | 15%   | 12%   | 14%                  | 13%                  | 11%           | 13%   | 18%   | 10%   | 33%           | 0%    | 12%   | 28%   | 4%                 | 22%          | 12%           | 13%                           | 14%                    | 12%                            |
| Important (75)                     | 42%           | 39%   | 38%   | 53%   | 27%   | 41%                  | 46%                  | 38%           | 34%   | 54%   | 27%   | 44%           | 54%   | 48%   | 28%   | 55%                | 30%          | 44%           | 36%                           | 49%                    | 47%                            |
| Very important (100)               | 38%           | 42%   | 46%   | 23%   | 55%   | 41%                  | 28%                  | 45%           | 51%   | 23%   | 61%   | 22%           | 31%   | 26%   | 29%   | 31%                | 42%          | 41%           | 42%                           | 34%                    | 36%                            |
| DK/NR                              | 2%            | 2%    | 2%    | 2%    | 4%    | 2%                   | 2%                   | 2%            | 0%    | 2%    | 3%    | 0%            | 7%    | 0%    | 0%    | 6%                 | 1%           | 0%            | 4%                            | 2%                     | 0%                             |
| chi <sup>2</sup> :                 |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       | +++                |              |               |                               |                        |                                |
| ± ... at 50%:                      | 7             | 15    | 14    | 14    | 15    | 8                    | 18                   | 15            | 16    | 16    | 16    | 47            | 29    | 33    | 39    | 13                 | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:               | 78.74         | 80.71 | 81.65 | 73.24 | 84.68 | 80.68                | 72.15                | 81.69         | 82.80 | 74.90 | 88.15 | 72.20         | 77.32 | 71.50 | 64.32 | 79.62              | 77.39        | 79.62         | 79.05                         | 78.94                  | 78.56                          |
| standard error:                    | 1.51          | 2.90  | 3.01  | 2.89  | 3.10  | 1.53                 | 4.52                 | 3.06          | 3.24  | 2.92  | 2.69  | 9.37          | 7.76  | 7.89  | 13.52 | 2.69               | 2.60         | 2.64          | 2.25                          | 3.08                   | 2.78                           |
| sig. test for means:               |               |       |       | **    | *     |                      |                      |               |       | **    | **    |               |       |       |       |                    |              |               |                               |                        |                                |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                    | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|------------------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|                                    | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q20G the ease of reaching officers | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:         | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:            | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)               | 2%                          | 3%        | 1%         | 6%                       | 0%           | 1%            | 1%                | 2%                     | 2%    | 2%       | 0%    | 0%    | 2%    | 0%                   | 2%           | 2%         | 0%    | 1%               | 3%    | 2%    | 5%    |
| Unimportant (25)                   | 2%                          | 3%        | 2%         | 0%                       | 0%           | 0%            | 8%                | 4%                     | 2%    | 0%       | 2%    | 11%   | 4%    | 1%                   | 0%           | 11%        | 4%    | 1%               | 0%    | 10%   | 0%    |
| Neutral (50)                       | 13%                         | 14%       | 12%        | 8%                       | 13%          | 19%           | 11%               | 20%                    | 20%   | 20%      | 21%   | 8%    | 9%    | 10%                  | 12%          | 22%        | 20%   | 8%               | 26%   | 18%   | 22%   |
| Important (75)                     | 42%                         | 46%       | 35%        | 26%                      | 52%          | 41%           | 41%               | 29%                    | 50%   | 40%      | 41%   | 53%   | 37%   | 41%                  | 39%          | 35%        | 47%   | 46%              | 29%   | 34%   | 50%   |
| Very important (100)               | 38%                         | 33%       | 47%        | 58%                      | 35%          | 35%           | 39%               | 40%                    | 22%   | 38%      | 35%   | 23%   | 48%   | 45%                  | 46%          | 30%        | 29%   | 42%              | 40%   | 36%   | 22%   |
| DK/NR                              | 2%                          | 2%        | 3%         | 3%                       | 0%           | 3%            | 0%                | 6%                     | 2%    | 0%       | 0%    | 4%    | 0%    | 4%                   | 0%           | 0%         | 0%    | 2%               | 3%    | 0%    | 0%    |
| chi <sup>2</sup> :                 |                             |           |            | (*)                      |              |               |                   | +                      |       |          |       |       |       |                      |              |            |       | (*)              |       |       |       |
| ± ... at 50%:                      | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:               | 78.74                       | 76.65     | 82.17      | 83.37                    | 80.42        | 78.33         | 76.99             | 76.89                  | 72.37 | 78.18    | 77.62 | 73.05 | 81.20 | 83.75                | 81.77        | 69.77      | 75.34 | 82.42            | 76.59 | 72.91 | 70.75 |
| standard error:                    | 1.51                        | 2.13      | 2.09       | 4.55                     | 2.51         | 2.47          | 3.17              | 3.55                   | 3.02  | 3.08     | 3.03  | 4.98  | 3.39  | 1.80                 | 3.70         | 4.73       | 4.91  | 1.79             | 4.54  | 4.07  | 6.12  |
| sig. test for means:               |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | *                    |              | *          |       | **               |       |       |       |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |  |
|--|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q20H the timeliness of responses to telephone or e-mail messages |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| weightd # of participants:                                       | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |  |
| real # of participants:  | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |  |
| Very unimportant (0)   | 3%          | 2%    | 2%    | 6%    | 0%    | 2%                   | 2%                   | 2%          | 0%    | 6%    | 0%    | 0%          | 7%    | 0%    | 0%    | 3%               | 5%           | 1%            | 6%                            | 0%                     | 1%                             |  |
| Unimportant (25)   | 1%          | 0%    | 0%    | 0%    | 4%    | 0%                   | 2%                   | 0%          | 0%    | 0%    | 2%    | 0%          | 0%    | 0%    | 14%   | 0%               | 0%           | 2%            | 0%                            | 2%                     | 1%                             |  |
| Neutral (50)   | 11%         | 8%    | 12%   | 17%   | 2%    | 12%                  | 12%                  | 7%          | 15%   | 17%   | 3%    | 17%         | 0%    | 26%   | 0%    | 5%               | 20%          | 7%            | 12%                           | 9%                     | 11%                            |  |
| Important (75)   | 38%         | 32%   | 33%   | 43%   | 39%   | 38%                  | 35%                  | 34%         | 33%   | 42%   | 39%   | 17%         | 31%   | 40%   | 43%   | 47%              | 28%          | 40%           | 33%                           | 38%                    | 45%                            |  |
| Very important (100)   | 44%         | 54%   | 52%   | 29%   | 55%   | 44%                  | 46%                  | 53%         | 51%   | 28%   | 56%   | 67%         | 54%   | 34%   | 44%   | 36%              | 47%          | 49%           | 44%                           | 48%                    | 41%                            |  |
| DK/NR  | 3%          | 4%    | 2%    | 5%    | 0%    | 3%                   | 2%                   | 4%          | 0%    | 7%    | 0%    | 0%          | 7%    | 0%    | 0%    | 10%              | 0%           | 0%            | 5%                            | 4%                     | 0%                             |  |
| chi <sup>2</sup> :   |             | (*)   |       |       |       |                      |                      |             |       |       |       |             |       |       | (***) |                  |              |               |                               |                        |                                |  |
| ± ... at 50%:  | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |  |
| mean for these data:   | 80.56       | 85.75 | 83.92 | 72.95 | 86.33 | 81.28                | 80.79                | 85.55       | 83.99 | 73.61 | 87.18 | 87.48       | 83.64 | 77.00 | 79.20 | 81.28            | 77.64        | 83.45         | 78.90                         | 84.47                  | 80.75                          |  |
| standard error:  | 1.58        | 2.84  | 2.74  | 3.49  | 2.54  | 1.68                 | 4.04                 | 3.01        | 2.76  | 4.08  | 2.63  | 9.72        | 8.27  | 6.33  | 10.09 | 2.74             | 2.98         | 2.36          | 2.50                          | 2.81                   | 2.66                           |  |
| sig. test for means:   |             |       |       | **    | *     |                      |                      |             |       | **    | *     |             |       |       |       |                  |              |               |                               |                        |                                |  |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q20H the timeliness of responses to telephone or e-mail messages |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants:                                       | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| real # of participants:  | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)   | 3%                          | 5%        | 1%         | 6%                       | 4%           | 1%            | 4%                | 0%                     | 5%    | 2%       | 2%    | 0%    | 4%    | 1%                   | 7%           | 5%         | 0%    | 4%               | 3%    | 4%    | 0%    |  |
| Unimportant (25)   | 1%                          | 1%        | 0%         | 2%                       | 2%           | 0%            | 0%                | 3%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 2%                   | 0%           | 0%         | 0%    | 1%               | 3%    | 0%    | 0%    |  |
| Neutral (50)   | 11%                         | 14%       | 8%         | 8%                       | 16%          | 13%           | 10%               | 8%                     | 19%   | 14%      | 10%   | 20%   | 14%   | 9%                   | 15%          | 25%        | 9%    | 11%              | 21%   | 12%   | 5%    |  |
| Important (75)   | 38%                         | 36%       | 42%        | 18%                      | 29%          | 47%           | 42%               | 35%                    | 43%   | 27%      | 33%   | 42%   | 38%   | 33%                  | 25%          | 45%        | 61%   | 29%              | 31%   | 52%   | 72%   |  |
| Very important (100)   | 44%                         | 41%       | 48%        | 64%                      | 49%          | 36%           | 39%               | 52%                    | 30%   | 58%      | 53%   | 34%   | 40%   | 50%                  | 52%          | 25%        | 29%   | 52%              | 40%   | 32%   | 22%   |  |
| DK/NR  | 3%                          | 4%        | 2%         | 2%                       | 0%           | 2%            | 6%                | 2%                     | 3%    | 0%       | 2%    | 4%    | 4%    | 6%                   | 0%           | 0%         | 0%    | 4%               | 3%    | 0%    | 0%    |  |
| chi <sup>2</sup> :   |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | (*)                  |              |            |       |                  |       |       |       |  |
| ± ... at 50%:  | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| mean for these data:   | 80.56                       | 77.96     | 84.67      | 83.66                    | 79.24        | 79.99         | 79.65             | 84.52                  | 73.92 | 84.65    | 84.37 | 78.58 | 78.65 | 84.37                | 78.66        | 70.83      | 80.02 | 82.56            | 76.44 | 76.76 | 79.23 |  |
| standard error:  | 1.58                        | 2.41      | 1.76       | 4.85                     | 3.94         | 2.29          | 3.10              | 2.73                   | 3.42  | 3.09     | 3.15  | 4.13  | 3.59  | 2.07                 | 4.99         | 4.36       | 3.57  | 2.25             | 4.69  | 3.48  | 3.20  |  |
| sig. test for means:   |                             | *         | *          |                          |              |               |                   |                        | *     |          |       |       |       | *                    |              | *          |       |                  |       |       |       |  |

Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                     | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |
|-------------------------------------|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|                                     | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q20I the waiting time at the office | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:          | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:             | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)                | 3%          | 3%    | 2%    | 3%    | 2%    | 2%                   | 2%                   | 4%          | 2%    | 0%    | 3%    | 0%          | 0%    | 6%    | 0%    | 3%               | 2%           | 4%            | 3%                            | 3%                     | 1%                             |
| Unimportant (25)                    | 3%          | 2%    | 10%   | 0%    | 0%    | 3%                   | 0%                   | 2%          | 13%   | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 4%               | 2%           | 2%            | 4%                            | 3%                     | 0%                             |
| Neutral (50)                        | 13%         | 13%   | 14%   | 9%    | 20%   | 11%                  | 27%                  | 13%         | 11%   | 7%    | 15%   | 17%         | 23%   | 20%   | 56%   | 13%              | 12%          | 14%           | 14%                           | 5%                     | 18%                            |
| Important (75)                      | 28%         | 28%   | 24%   | 34%   | 23%   | 26%                  | 36%                  | 29%         | 17%   | 28%   | 27%   | 22%         | 47%   | 48%   | 0%    | 33%              | 23%          | 30%           | 27%                           | 32%                    | 29%                            |
| Very important (100)                | 26%         | 25%   | 34%   | 23%   | 23%   | 30%                  | 7%                   | 28%         | 40%   | 29%   | 24%   | 0%          | 15%   | 0%    | 15%   | 20%              | 34%          | 23%           | 25%                           | 22%                    | 31%                            |
| DK/NR                               | 27%         | 28%   | 16%   | 32%   | 31%   | 28%                  | 27%                  | 25%         | 16%   | 36%   | 32%   | 61%         | 15%   | 26%   | 29%   | 28%              | 27%          | 26%           | 27%                           | 35%                    | 20%                            |
| chi <sup>2</sup> :                  |             | (*)   |       |       |       | (*)                  |                      | (*)         |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |
| ± ... at 50%:                       | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:                | 74.93       | 74.41 | 73.49 | 76.65 | 74.09 | 77.61                | 65.95                | 74.99       | 73.78 | 83.59 | 75.58 | 64.27       | 72.48 | 62.15 | 60.31 | 72.31            | 79.36        | 72.81         | 72.90                         | 75.48                  | 77.81                          |
| standard error:                     | 1.97        | 4.29  | 4.02  | 3.64  | 4.07  | 2.18                 | 4.02                 | 4.49        | 4.99  | 3.16  | 4.60  | 13.54       | 5.27  | 8.56  | 10.35 | 3.71             | 3.15         | 3.48          | 2.81                          | 4.92                   | 3.32                           |
| sig. test for means:                |             |       |       |       |       | *                    | *                    |             |       | *     |       |             |       |       |       |                  |              |               |                               |                        |                                |



Do you find each of the following aspects of access to service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                     | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|-------------------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|                                     | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q20I the waiting time at the office | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:          | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:             | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                | 3%                          | 2%        | 4%         | 6%                       | 2%           | 1%            | 4%                | 0%                     | 3%    | 2%       | 2%    | 0%    | 4%    | 0%                   | 2%           | 7%         | 4%    | 1%               | 0%    | 9%    | 0%    |
| Unimportant (25)                    | 3%                          | 2%        | 4%         | 0%                       | 4%           | 1%            | 5%                | 2%                     | 1%    | 6%       | 2%    | 7%    | 4%    | 1%                   | 5%           | 5%         | 4%    | 1%               | 6%    | 4%    | 5%    |
| Neutral (50)                        | 13%                         | 10%       | 19%        | 15%                      | 22%          | 9%            | 11%               | 20%                    | 12%   | 14%      | 8%    | 15%   | 16%   | 16%                  | 16%          | 8%         | 16%   | 15%              | 9%    | 10%   | 16%   |
| Important (75)                      | 28%                         | 32%       | 23%        | 24%                      | 33%          | 26%           | 25%               | 21%                    | 34%   | 23%      | 28%   | 29%   | 30%   | 24%                  | 19%          | 37%        | 36%   | 26%              | 20%   | 34%   | 33%   |
| Very important (100)                | 26%                         | 26%       | 26%        | 34%                      | 26%          | 35%           | 13%               | 21%                    | 20%   | 34%      | 30%   | 16%   | 26%   | 32%                  | 38%          | 15%        | 4%    | 33%              | 29%   | 12%   | 11%   |
| DK/NR                               | 27%                         | 29%       | 24%        | 21%                      | 14%          | 28%           | 42%               | 36%                    | 29%   | 21%      | 30%   | 33%   | 20%   | 27%                  | 20%          | 28%        | 35%   | 24%              | 37%   | 31%   | 34%   |
| chi <sup>2</sup> :                  |                             |           |            | (*)                      |              |               | ++                |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:                       | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                | 74.93                       | 77.32     | 71.30      | 75.56                    | 72.29        | 81.99         | 66.46             | 74.06                  | 73.43 | 76.26    | 79.30 | 70.12 | 72.54 | 79.93                | 76.77        | 66.95      | 62.30 | 78.60            | 78.49 | 62.99 | 69.09 |
| standard error:                     | 1.97                        | 2.51      | 3.15       | 5.54                     | 3.91         | 3.02          | 4.58              | 3.85                   | 3.95  | 4.27     | 4.26  | 5.94  | 4.28  | 2.40                 | 5.15         | 6.06       | 7.29  | 2.42             | 5.70  | 5.68  | 6.24  |
| sig. test for means:                |                             |           |            |                          |              | **            | *                 |                        |       |          |       |       |       | *                    |              |            |       | *                |       | *     |       |

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with access to WD services?

|                                | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |
|--------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|                                | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q21                            |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                        |                                |
| weightd # of participants:     | 851             | 178   | 199   | 309   | 165   | 698                  | 120                  | 158             | 167   | 236   | 137   | 17              | 28    | 51    | 23    | 211                  | 342          | 280           | 441                           | 197                    | 201                            |
| real # of participants:        | 100%            | 21%   | 23%   | 36%   | 19%   | 82%                  | 14%                  | 19%             | 20%   | 28%   | 16%   | 2%              | 3%    | 6%    | 3%    | 25%                  | 40%          | 33%           | 52%                           | 23%                    | 24%                            |
| DISSATISFIED (very and smwhat) | 6%              | 8%    | 4%    | 7%    | 5%    | 6%                   | 5%                   | 8%              | 3%    | 7%    | 5%    | 10%             | 3%    | 7%    | 0%    | 5%                   | 10%          | 3%            | 7%                            | 8%                     | 4%                             |
| SATISFIED (very and smwhat)    | 81%             | 74%   | 86%   | 82%   | 81%   | 81%                  | 80%                  | 74%             | 86%   | 83%   | 81%   | 76%             | 84%   | 78%   | 81%   | 79%                  | 75%          | 89%           | 80%                           | 84%                    | 79%                            |
| Very dissatisfied (0)          | 3%              | 4%    | 1%    | 4%    | 2%    | 3%                   | 2%                   | 4%              | 1%    | 4%    | 2%    | 4%              | 3%    | 2%    | 0%    | 3%                   | 4%           | 1%            | 3%                            | 2%                     | 3%                             |
| Dissatisfied (25)              | 3%              | 5%    | 3%    | 3%    | 3%    | 3%                   | 3%                   | 5%              | 3%    | 3%    | 3%    | 6%              | 0%    | 5%    | 0%    | 2%                   | 6%           | 1%            | 3%                            | 6%                     | 1%                             |
| Neutral (50)                   | 13%             | 17%   | 11%   | 11%   | 15%   | 13%                  | 15%                  | 18%             | 11%   | 10%   | 14%   | 14%             | 13%   | 15%   | 19%   | 15%                  | 15%          | 8%            | 14%                           | 8%                     | 17%                            |
| Satisfied (75)                 | 48%             | 47%   | 49%   | 50%   | 43%   | 49%                  | 44%                  | 45%             | 49%   | 52%   | 46%   | 62%             | 47%   | 42%   | 33%   | 50%                  | 48%          | 45%           | 47%                           | 47%                    | 47%                            |
| Very satisfied (100)           | 33%             | 28%   | 37%   | 32%   | 37%   | 32%                  | 36%                  | 28%             | 37%   | 31%   | 35%   | 14%             | 38%   | 36%   | 48%   | 29%                  | 27%          | 44%           | 33%                           | 37%                    | 32%                            |
| Don't know                     | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |
| chi <sup>2</sup> :             |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       | ***                  |              |               |                               |                        |                                |
| ± ... at 50%:                  | 4               | 7     | 7     | 7     | 7     | 4                    | 10                   | 8               | 8     | 8     | 8     | 23              | 18    | 16    | 20    | 8                    | 6            | 6             | 5                             | 8                      | 8                              |
| mean for these data:           | 76.39           | 72.54 | 79.58 | 75.71 | 77.98 | 76.25                | 77.14                | 72.63           | 79.76 | 75.65 | 77.19 | 69.01           | 78.99 | 76.56 | 82.31 | 75.00                | 72.35        | 82.37         | 75.77                         | 77.88                  | 76.28                          |
| standard error:                | 0.78            | 1.71  | 1.33  | 1.60  | 1.57  | 0.86                 | 2.05                 | 1.82            | 1.41  | 1.84  | 1.72  | 5.12            | 3.88  | 3.70  | 3.75  | 1.66                 | 1.31         | 1.15          | 1.09                          | 1.71                   | 1.60                           |
| sig. test for means:           |                 | *     | *     |       |       |                      |                      | *               | **    |       |       |                 |       |       |       |                      | ***          | ***           |                               |                        |                                |

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with access to WD services?

|                                | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |  |
|--------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|--|
|                                | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |  |
| Q21                            |                         |           |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |  |
| weightd # of participants:     | 851                     | 516       | 335        | 171              | 175                  | 252           | 219               | 152       | 260                | 177      | 161   | 101   | 184   | 356              | 143          | 102        | 64    | 440          | 101   | 161   | 71    |  |
| real # of participants:        | 100%                    | 61%       | 39%        | 20%              | 21%                  | 30%           | 26%               | 18%       | 31%                | 21%      | 19%   | 12%   | 22%   | 42%              | 17%          | 12%        | 8%    | 52%          | 12%   | 19%   | 8%    |  |
| DISSATISFIED (very and smwhat) | 848                     | 447       | 401        | 168              | 174                  | 257           | 220               | 168       | 204                | 185      | 177   | 99    | 194   | 354              | 141          | 102        | 69    | 433          | 107   | 166   | 74    |  |
|                                | 6%                      | 5%        | 7%         | 8%               | 7%                   | 5%            | 6%                | 4%        | 5%                 | 5%       | 8%    | 10%   | 6%    | 5%               | 9%           | 4%         | 3%    | 6%           | 8%    | 5%    | 5%    |  |
| SATISFIED (very and smwhat)    | 81%                     | 83%       | 78%        | 80%              | 79%                  | 84%           | 78%               | 79%       | 81%                | 85%      | 77%   | 78%   | 78%   | 81%              | 80%          | 81%        | 79%   | 79%          | 81%   | 81%   | 86%   |  |
| Very dissatisfied (0)          | 3%                      | 3%        | 3%         | 4%               | 1%                   | 2%            | 4%                | 1%        | 3%                 | 1%       | 3%    | 3%    | 2%    | 1%               | 5%           | 4%         | 0%    | 3%           | 2%    | 4%    | 1%    |  |
| Dissatisfied (25)              | 3%                      | 3%        | 5%         | 5%               | 6%                   | 3%            | 2%                | 3%        | 2%                 | 4%       | 5%    | 7%    | 3%    | 4%               | 4%           | 0%         | 3%    | 4%           | 6%    | 1%    | 4%    |  |
| Neutral (50)                   | 13%                     | 12%       | 15%        | 12%              | 14%                  | 11%           | 16%               | 17%       | 13%                | 10%      | 16%   | 12%   | 16%   | 14%              | 11%          | 15%        | 19%   | 15%          | 11%   | 13%   | 9%    |  |
| Satisfied (75)                 | 48%                     | 49%       | 45%        | 49%              | 46%                  | 48%           | 47%               | 40%       | 47%                | 46%      | 45%   | 52%   | 44%   | 47%              | 47%          | 53%        | 45%   | 45%          | 48%   | 50%   | 52%   |  |
| Very satisfied (100)           | 33%                     | 34%       | 33%        | 31%              | 33%                  | 36%           | 32%               | 39%       | 34%                | 38%      | 32%   | 26%   | 35%   | 34%              | 33%          | 28%        | 34%   | 34%          | 32%   | 31%   | 33%   |  |
| Don't know                     | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :             |                         |           |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |  |
| ± ... at 50%:                  | 4                       | 5         | 5          | 8                | 8                    | 6             | 7                 | 8         | 7                  | 8        | 8     | 10    | 7     | 6                | 9            | 10         | 13    | 5            | 10    | 8     | 12    |  |
| mean for these data:           | 76.39                   | 77.20     | 75.15      | 74.95            | 76.17                | 78.07         | 75.09             | 78.42     | 76.73              | 79.14    | 74.33 | 72.95 | 76.26 | 77.18            | 74.69        | 75.05      | 77.50 | 76.00        | 75.58 | 75.75 | 78.21 |  |
| standard error:                | 0.78                    | 1.05      | 1.19       | 1.87             | 1.69                 | 1.37          | 1.61              | 1.68      | 1.60               | 1.58     | 1.82  | 2.39  | 1.65  | 1.13             | 2.17         | 2.22       | 2.39  | 1.12         | 2.27  | 1.82  | 2.39  |  |
| sig. test for means:           |                         |           |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |  |

In general, if only one area of access to WD services could be improved, which one should be focussed on?

|                               | --WD PROVINCE-- |     |      |       | --TYPE-- |                      | --WD PROVINCE--      |     |      |       | --WD PROVINCE-- |     |      |       | --CONTACTS WITH WD-- |      |              | --FIRST WD CONTACT-- |                               |                           |                                |  |
|-------------------------------|-----------------|-----|------|-------|----------|----------------------|----------------------|-----|------|-------|-----------------|-----|------|-------|----------------------|------|--------------|----------------------|-------------------------------|---------------------------|--------------------------------|--|
|                               | TOTAL           | BC  | Alta | Sask. | Man.     | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC  | Alta | Sask. | Man.            | BC  | Alta | Sask. | Man.                 | Once | 2-5<br>times | 6 and<br>more        | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q22                           |                 |     |      |       |          |                      |                      |     |      |       |                 |     |      |       |                      |      |              |                      |                               |                           |                                |  |
| weightd # of participants:    | 875             | 185 | 207  | 311   | 171      | 721                  | 121                  | 166 | 174  | 238   | 142             | 17  | 29   | 51    | 23                   | 225  | 348          | 282                  | 460                           | 198                       | 204                            |  |
|                               | 100%            | 21% | 24%  | 36%   | 20%      | 82%                  | 14%                  | 19% | 20%  | 27%   | 16%             | 2%  | 3%   | 6%    | 3%                   | 26%  | 40%          | 32%                  | 53%                           | 23%                       | 23%                            |  |
| real # of participants:       | 875             | 215 | 233  | 223   | 204      | 724                  | 121                  | 192 | 196  | 166   | 170             | 21  | 33   | 40    | 27                   | 200  | 362          | 292                  | 491                           | 179                       | 193                            |  |
| DK/NR                         | 50%             | 47% | 57%  | 44%   | 54%      | 50%                  | 43%                  | 50% | 58%  | 44%   | 53%             | 28% | 46%  | 40%   | 59%                  | 58%  | 46%          | 47%                  | 54%                           | 44%                       | 45%                            |  |
| Other                         | 14%             | 13% | 15%  | 16%   | 13%      | 15%                  | 13%                  | 13% | 16%  | 16%   | 14%             | 10% | 9%   | 19%   | 8%                   | 17%  | 13%          | 15%                  | 13%                           | 16%                       | 16%                            |  |
| timeliness of resp. to mess.  | 9%              | 13% | 7%   | 9%    | 6%       | 9%                   | 11%                  | 11% | 7%   | 11%   | 6%              | 28% | 9%   | 7%    | 7%                   | 6%   | 11%          | 8%                   | 8%                            | 10%                       | 9%                             |  |
| office location               | 6%              | 5%  | 3%   | 8%    | 8%       | 5%                   | 11%                  | 6%  | 1%   | 6%    | 6%              | 0%  | 12%  | 10%   | 19%                  | 6%   | 5%           | 7%                   | 5%                            | 5%                        | 10%                            |  |
| ease of reaching officers     | 5%              | 6%  | 5%   | 6%    | 4%       | 5%                   | 7%                   | 5%  | 4%   | 7%    | 4%              | 14% | 12%  | 3%    | 4%                   | 2%   | 8%           | 6%                   | 5%                            | 7%                        | 5%                             |  |
| methods to access the service | 5%              | 5%  | 6%   | 6%    | 4%       | 5%                   | 4%                   | 5%  | 6%   | 5%    | 5%              | 0%  | 3%   | 5%    | 4%                   | 5%   | 5%           | 6%                   | 5%                            | 6%                        | 4%                             |  |
| signage to find the office    | 4%              | 3%  | 3%   | 5%    | 3%       | 4%                   | 4%                   | 3%  | 3%   | 5%    | 4%              | 0%  | 0%   | 9%    | 0%                   | 2%   | 4%           | 5%                   | 3%                            | 5%                        | 4%                             |  |
| hours of service              | 3%              | 4%  | 2%   | 4%    | 3%       | 3%                   | 4%                   | 4%  | 1%   | 4%    | 4%              | 6%  | 3%   | 5%    | 0%                   | 2%   | 4%           | 3%                   | 4%                            | 4%                        | 2%                             |  |
| ease of making app. with off. | 2%              | 3%  | 2%   | 2%    | 1%       | 2%                   | 4%                   | 2%  | 1%   | 2%    | 2%              | 10% | 6%   | 2%    | 0%                   | 1%   | 3%           | 1%                   | 1%                            | 2%                        | 3%                             |  |
| waiting time at the office    | 1%              | 1%  | 1%   | 1%    | 1%       | 1%                   | 1%                   | 0%  | 2%   | 1%    | 1%              | 4%  | 0%   | 0%    | 0%                   | 0%   | 1%           | 1%                   | 1%                            | 0%                        | 1%                             |  |
| comfort of the waiting areas  | 1%              | 1%  | 1%   | 0%    | 1%       | 1%                   | 0%                   | 1%  | 1%   | 0%    | 1%              | 0%  | 0%   | 0%    | 0%                   | 0%   | 1%           | 0%                   | 1%                            | 0%                        | 0%                             |  |
| chi <sup>2</sup> :            |                 |     |      |       |          |                      |                      |     |      |       |                 |     |      |       |                      | (*)  |              |                      |                               |                           |                                |  |
| ± ... at 50%:                 | 4               | 7   | 7    | 7     | 7        | 4                    | 9                    | 8   | 7    | 8     | 8               | 23  | 18   | 16    | 20                   | 7    | 5            | 6                    | 5                             | 8                         | 7                              |  |

In general, if only one area of access to WD services could be improved, which one should be focussed on?

|                               | -DEPTH OF RELATIONSHIP- |           |            |                  |              |               |                   | -YEARS OF EXISTENCE- |       |          |     |     |       | -CLIENT LOCATIONS- |              |            |       |     |     | -GROSS REVENUES- |     |  |  | -EMPLOYMENT- |  |  |  |
|-------------------------------|-------------------------|-----------|------------|------------------|--------------|---------------|-------------------|----------------------|-------|----------|-----|-----|-------|--------------------|--------------|------------|-------|-----|-----|------------------|-----|--|--|--------------|--|--|--|
|                               | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba            | Sask. | Alber-ta | BC  | USA | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5  | 5-9 | 10-49            | 50+ |  |  |              |  |  |  |
| Q22                           |                         |           |            |                  |              |               |                   |                      |       |          |     |     |       |                    |              |            |       |     |     |                  |     |  |  |              |  |  |  |
| weightd # of participants:    | 875                     | 528       | 347        | 175              | 177          | 261           | 226               | 157                  | 265   | 182      | 167 | 108 | 188   | 366                | 147          | 103        | 66    | 453 | 106 | 164              | 73  |  |  |              |  |  |  |
| real # of participants:       | 100%                    | 60%       | 40%        | 20%              | 20%          | 30%           | 26%               | 18%                  | 30%   | 21%      | 19% | 12% | 22%   | 42%                | 17%          | 12%        | 8%    | 52% | 12% | 19%              | 8%  |  |  |              |  |  |  |
| DK/NR                         | 875                     | 460       | 415        | 173              | 176          | 268           | 227               | 174                  | 208   | 191      | 183 | 106 | 199   | 365                | 146          | 104        | 71    | 447 | 113 | 170              | 76  |  |  |              |  |  |  |
|                               | 50%                     | 47%       | 53%        | 41%              | 49%          | 50%           | 55%               | 49%                  | 44%   | 53%      | 45% | 47% | 54%   | 48%                | 43%          | 58%        | 55%   | 44% | 50% | 54%              | 64% |  |  |              |  |  |  |
| Other                         | 14%                     | 15%       | 14%        | -                | 18%          | 14%           | 12%               | 16%                  | 17%   | 17%      | 16% | 12% | 18%   | 17%                | 17%          | 8%         | 9%    | 18% | 12% | 12%              | 7%  |  |  |              |  |  |  |
| timeliness of resp. to mess.  | 9%                      | 9%        | 8%         | 7%               | 12%          | 10%           | 7%                | 6%                   | 7%    | 7%       | 9%  | 15% | 8%    | 7%                 | 11%          | 9%         | 10%   | 9%  | 10% | 9%               | 7%  |  |  |              |  |  |  |
| office location               | 6%                      | 7%        | 5%         | 10%              | 3%           | 6%            | 5%                | 9%                   | 8%    | 4%       | 4%  | 5%  | 4%    | 6%                 | 4%           | 3%         | 4%    | 7%  | 3%  | 6%               | 2%  |  |  |              |  |  |  |
| ease of reaching officers     | 5%                      | 6%        | 5%         | 5%               | 6%           | 4%            | 6%                | 7%                   | 5%    | 8%       | 7%  | 7%  | 4%    | 4%                 | 8%           | 7%         | 5%    | 5%  | 8%  | 6%               | 5%  |  |  |              |  |  |  |
| methods to access the service | 5%                      | 5%        | 5%         | 6%               | 3%           | 6%            | 5%                | 3%                   | 6%    | 4%       | 5%  | 7%  | 5%    | 4%                 | 5%           | 9%         | 5%    | 4%  | 8%  | 5%               | 5%  |  |  |              |  |  |  |
| signage to find the office    | 4%                      | 5%        | 2%         | 5%               | 2%           | 5%            | 4%                | 3%                   | 6%    | 3%       | 3%  | 1%  | 3%    | 4%                 | 7%           | 2%         | 1%    | 5%  | 6%  | 2%               | 3%  |  |  |              |  |  |  |
| hours of service              | 3%                      | 4%        | 3%         | 7%               | 3%           | 2%            | 1%                | 3%                   | 5%    | 3%       | 6%  | 4%  | 1%    | 5%                 | 2%           | 2%         | 4%    | 4%  | 1%  | 3%               | 2%  |  |  |              |  |  |  |
| ease of making app. with off. | 2%                      | 2%        | 2%         | 1%               | 1%           | 2%            | 2%                | 1%                   | 2%    | 1%       | 3%  | 2%  | 2%    | 2%                 | 1%           | 0%         | 4%    | 2%  | 2%  | 2%               | 2%  |  |  |              |  |  |  |
| waiting time at the office    | 1%                      | 0%        | 2%         | 1%               | 0%           | 0%            | 2%                | 2%                   | 1%    | 1%       | 1%  | 0%  | 1%    | 1%                 | 1%           | 2%         | 2%    | 1%  | 0%  | 1%               | 2%  |  |  |              |  |  |  |
| comfort of the waiting areas  | 1%                      | 0%        | 1%         | 1%               | 1%           | 0%            | 0%                | 1%                   | 0%    | 0%       | 0%  | 0%  | 0%    | 1%                 | 0%           | 1%         | 0%    | 1%  | 1%  | 0%               | 0%  |  |  |              |  |  |  |
| chi <sup>2</sup> :            |                         |           |            |                  |              |               |                   |                      |       |          |     |     |       |                    |              |            |       |     |     |                  |     |  |  |              |  |  |  |
| ± ... at 50%:                 | 4                       | 5         | 5          | 8                | 8            | 6             | 7                 | 8                    | 7     | 8        | 8   | 10  | 7     | 5                  | 9            | 10         | 12    | 5   | 10  | 8                | 12  |  |  |              |  |  |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |
|--|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q23A the clarity of the information provided                         |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 75.83         | 69.43 | 77.96 | 77.55 | 77.02 | 75.68                | 76.96                | 70.60         | 78.21 | 77.34 | 75.59 | 59.92         | 76.33 | 78.87 | 86.36 | 78.59              | 70.89        | 80.23         | 75.68                         | 78.93                  | 73.44                          |
| sig. test for means:   |               | ***   |       |       |       |                      |                      | **            |       |       |       | *             |       |       | *     |                    |              | **            |                               |                        |                                |
| Q23B the availability of the information you needed                  |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 72.50         | 66.07 | 75.74 | 73.56 | 73.68 | 71.47                | 76.70                | 66.46         | 75.99 | 71.70 | 71.14 | 59.92         | 75.00 | 78.41 | 88.07 | 70.71              | 68.30        | 79.14         | 73.05                         | 72.35                  | 71.87                          |
| sig. test for means:   |               | **    |       |       |       |                      |                      | *             | *     |       |       | **            |       |       | **    |                    |              | ***           |                               |                        |                                |
| Q23C the consistency of the information provided                     |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 76.01         | 70.89 | 78.13 | 77.73 | 75.80 | 75.58                | 77.31                | 72.32         | 79.45 | 76.09 | 73.54 | 58.97         | 68.78 | 83.27 | 86.74 | 74.95              | 72.63        | 80.67         | 76.93                         | 76.57                  | 73.61                          |
| sig. test for means:   |               | *     |       |       |       |                      |                      |               | *     |       |       | *             |       | *     | *     |                    | **           | **            |                               |                        |                                |
| Q23D communications in the official language of your choice          |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 90.38         | 85.87 | 92.96 | 91.26 | 90.66 | 90.23                | 90.17                | 86.57         | 92.91 | 90.89 | 90.08 | 77.35         | 93.46 | 91.55 | 93.68 | 90.08              | 88.89        | 92.65         | 89.63                         | 93.41                  | 89.19                          |
| sig. test for means:   |               | **    | **    |       |       |                      |                      | *             | *     |       |       | *             |       |       |       |                    | *            | *             |                               | **                     |                                |
| Q23E the ease of understanding of the information provided           |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 76.66         | 72.40 | 79.02 | 75.87 | 79.76 | 76.57                | 78.20                | 73.79         | 78.78 | 75.43 | 78.80 | 59.45         | 81.52 | 79.40 | 87.03 | 78.48              | 72.68        | 80.58         | 76.42                         | 79.58                  | 75.74                          |
| sig. test for means:   |               | *     |       |       |       |                      |                      |               |       |       |       | **            |       |       | *     |                    | ***          | **            |                               |                        |                                |
| Q23F the information provided on the requirements to get the service |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 72.10         | 65.27 | 76.14 | 72.84 | 73.61 | 72.20                | 70.05                | 66.93         | 77.26 | 72.39 | 71.89 | 48.13         | 69.26 | 72.28 | 85.30 | 75.45              | 66.45        | 76.69         | 72.58                         | 71.51                  | 71.44                          |
| sig. test for means:   |               | **    | *     |       |       |                      |                      | *             | **    |       |       | **            |       |       | **    |                    | ***          | **            |                               |                        |                                |

|  | DEPTH OF RELATIONSHIP |           |            | YEARS OF EXISTENCE |              |               |             | CLIENT LOCATIONS |       |          |       |       | GROSS REVENUES |         |              |            | EMPLOYMENT |       |       |       |       |  |
|--|-----------------------|-----------|------------|--------------------|--------------|---------------|-------------|------------------|-------|----------|-------|-------|----------------|---------|--------------|------------|------------|-------|-------|-------|-------|--|
|  | TOTAL                 | Long term | Short term | Less than 1 year   | 1 to 3 years | 4 to 10 years | 11 and more | Manitoba         | Sask. | Alber-ta | BC    | USA   | Other          | <\$250k | \$250k-<\$1M | \$1M-<\$5M | \$5M+      | <5    | 5-9   | 10-49 | 50+   |  |
| Q23A the clarity of the information provided                         |                       |           |            |                    |              |               |             |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |  |
| mean for these data:   | 75.83                 | 76.72     | 74.47      | 76.34              | 74.89        | 74.85         | 77.07       | 80.18            | 78.28 | 79.34    | 72.92 | 69.42 | 76.39          | 75.11   | 77.72        | 79.14      | 75.36      | 75.37 | 76.02 | 76.04 | 77.40 |  |
| sig. test for means:   |                       |           |            |                    |              |               |             |                  |       |          |       | **    |                |         |              |            |            |       |       |       |       |  |
| Q23B the availability of the information you needed                  |                       |           |            |                    |              |               |             |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |  |
| mean for these data:   | 72.50                 | 72.88     | 71.93      | 72.71              | 71.98        | 72.55         | 71.35       | 76.35            | 75.84 | 74.20    | 66.69 | 64.19 | 73.57          | 72.09   | 71.05        | 74.36      | 77.89      | 72.59 | 66.44 | 73.43 | 78.08 |  |
| sig. test for means:   |                       |           |            |                    |              |               |             |                  |       |          | *     | **    |                |         |              |            |            |       |       |       |       |  |
| Q23C the consistency of the information provided                     |                       |           |            |                    |              |               |             |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |  |
| mean for these data:   | 76.01                 | 77.16     | 74.29      | 77.83              | 75.58        | 76.11         | 73.09       | 79.87            | 80.23 | 78.36    | 72.85 | 69.53 | 77.77          | 75.87   | 76.21        | 77.76      | 76.49      | 75.73 | 73.23 | 76.87 | 76.82 |  |
| sig. test for means:   |                       |           |            |                    |              |               |             |                  |       |          | *     | *     |                |         |              |            |            |       |       |       |       |  |
| Q23D communications in the official language of your choice          |                       |           |            |                    |              |               |             |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |  |
| mean for these data:   | 90.38                 | 90.89     | 89.62      | 90.00              | 90.05        | 90.09         | 90.87       | 90.69            | 92.98 | 93.24    | 86.24 | 87.00 | 89.50          | 91.35   | 86.38        | 92.94      | 91.79      | 89.11 | 92.42 | 91.49 | 91.88 |  |
| sig. test for means:   |                       |           |            |                    |              |               |             |                  | **    | **       | **    |       |                |         | *            |            |            |       | *     |       |       |  |
| Q23E the ease of understanding of the information provided           |                       |           |            |                    |              |               |             |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |  |
| mean for these data:   | 76.66                 | 76.70     | 76.61      | 76.98              | 76.20        | 75.75         | 77.60       | 81.45            | 78.07 | 80.29    | 74.91 | 70.77 | 76.49          | 76.53   | 76.98        | 81.41      | 77.13      | 75.45 | 79.17 | 78.91 | 80.19 |  |
| sig. test for means:   |                       |           |            |                    |              |               |             | *                |       |          |       | *     |                |         |              |            |            |       | *     |       |       |  |
| Q23F the information provided on the requirements to get the service |                       |           |            |                    |              |               |             |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |  |
| mean for these data:   | 72.10                 | 72.86     | 70.93      | 73.41              | 68.40        | 73.46         | 71.35       | 75.77            | 74.77 | 75.63    | 67.25 | 65.43 | 73.98          | 71.21   | 71.47        | 76.46      | 76.31      | 70.82 | 73.29 | 71.61 | 75.47 |  |
| sig. test for means:   |                       |           |            |                    |              |               |             |                  |       |          | *     | *     |                |         |              |            |            |       |       |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|  | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|--|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q23A the clarity of the information provided |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                        |                                |  |
| weightd # of participants:                   | 631             | 133   | 150   | 221   | 126   | 526                  | 84                   | 119             | 131   | 170   | 106   | 13              | 16    | 38    | 17    | 150                  | 259          | 208           | 341                           | 142                    | 139                            |  |
| real # of participants:                      | 100%            | 21%   | 24%   | 35%   | 20%   | 83%                  | 13%                  | 19%             | 21%   | 27%   | 17%   | 2%              | 3%    | 6%    | 3%    | 24%                  | 41%          | 33%           | 54%                           | 22%                    | 22%                            |  |
| DISSATISFIED (very and smwhat)               | 7%              | 11%   | 6%    | 6%    | 8%    | 7%                   | 7%                   | 11%             | 5%    | 5%    | 9%    | 13%             | 11%   | 7%    | 0%    | 5%                   | 11%          | 4%            | 7%                            | 5%                     | 9%                             |  |
| SATISFIED (very and smwhat)                  | 77%             | 69%   | 80%   | 79%   | 79%   | 77%                  | 78%                  | 71%             | 82%   | 78%   | 78%   | 55%             | 72%   | 84%   | 85%   | 84%                  | 71%          | 81%           | 78%                           | 83%                    | 72%                            |  |
| Very dissatisfied (0)                        | 3%              | 5%    | 1%    | 2%    | 4%    | 2%                   | 5%                   | 4%              | 0%    | 2%    | 5%    | 13%             | 0%    | 7%    | 0%    | 2%                   | 4%           | 2%            | 3%                            | 2%                     | 4%                             |  |
| Dissatisfied (25)                            | 4%              | 6%    | 5%    | 3%    | 4%    | 4%                   | 2%                   | 6%              | 5%    | 3%    | 4%    | 0%              | 11%   | 0%    | 0%    | 3%                   | 7%           | 2%            | 4%                            | 4%                     | 5%                             |  |
| Neutral (50)                                 | 15%             | 20%   | 14%   | 15%   | 13%   | 16%                  | 15%                  | 18%             | 14%   | 17%   | 13%   | 32%             | 17%   | 8%    | 15%   | 11%                  | 18%          | 16%           | 15%                           | 12%                    | 19%                            |  |
| Satisfied (75)                               | 41%             | 45%   | 43%   | 41%   | 38%   | 43%                  | 35%                  | 45%             | 46%   | 41%   | 40%   | 43%             | 28%   | 39%   | 25%   | 46%                  | 43%          | 35%           | 43%                           | 42%                    | 36%                            |  |
| Very satisfied (100)                         | 36%             | 24%   | 38%   | 39%   | 41%   | 35%                  | 43%                  | 26%             | 36%   | 37%   | 38%   | 11%             | 44%   | 45%   | 60%   | 38%                  | 28%          | 46%           | 35%                           | 40%                    | 36%                            |  |
| Don't know                                   | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| No response                                  | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :                           |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       | (***)                |              |               |                               |                        |                                |  |
| ± ... at 50%:                                | 4               | 8     | 8     | 8     | 8     | 5                    | 11                   | 9               | 9     | 9     | 9     | 26              | 25    | 19    | 23    | 9                    | 6            | 7             | 5                             | 9                      | 9                              |  |
| mean for these data:                         | 75.83           | 69.43 | 77.96 | 77.55 | 77.02 | 75.68                | 76.96                | 70.60           | 78.21 | 77.34 | 75.59 | 59.92           | 76.33 | 78.87 | 86.36 | 78.59                | 70.89        | 80.23         | 75.68                         | 78.93                  | 73.44                          |  |
| standard error:                              | 0.96            | 2.09  | 1.69  | 1.84  | 2.10  | 1.03                 | 2.91                 | 2.19            | 1.70  | 2.03  | 2.33  | 7.30            | 6.24  | 4.95  | 4.24  | 1.94                 | 1.59         | 1.53          | 1.26                          | 1.95                   | 2.31                           |  |
| sig. test for means:                         |                 | ***   |       |       |       |                      |                      | **              |       |       |       | *               |       |       | *     |                      | ***          | **            |                               |                        |                                |  |



Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|  | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |          | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |
|--|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|
|  | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Manitoba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |
| Q23A the clarity of the information provided | 631                     | 381       | 251        | 140              | 130                  | 183           | 154               | 107      | 186                | 132      | 120   | 81    | 137   | 263              | 109          | 67         | 47    | 320          | 73    | 119   | 55    |
| weightd # of participants:                   | 100%                    | 60%       | 40%        | 22%              | 21%                  | 29%           | 24%               | 17%      | 30%                | 21%      | 19%   | 13%   | 22%   | 42%              | 17%          | 11%        | 7%    | 51%          | 12%   | 19%   | 9%    |
| real # of participants:                      | 636                     | 336       | 300        | 135              | 130                  | 192           | 159               | 120      | 151                | 137      | 132   | 80    | 145   | 260              | 110          | 71         | 51    | 317          | 80    | 125   | 58    |
| DISSATISFIED (very and smwhat)               | 7%                      | 7%        | 8%         | 8%               | 8%                   | 6%            | 6%                | 7%       | 5%                 | 5%       | 8%    | 9%    | 7%    | 7%               | 4%           | 3%         | 7%    | 7%           | 7%    | 4%    | 10%   |
| SATISFIED (very and smwhat)                  | 77%                     | 79%       | 75%        | 80%              | 76%                  | 75%           | 79%               | 81%      | 81%                | 81%      | 72%   | 67%   | 79%   | 77%              | 82%          | 82%        | 74%   | 77%          | 78%   | 75%   | 79%   |
| Very dissatisfied (0)                        | 3%                      | 3%        | 3%         | 4%               | 2%                   | 3%            | 2%                | 3%       | 3%                 | 1%       | 3%    | 4%    | 2%    | 3%               | 1%           | 3%         | 0%    | 3%           | 3%    | 1%    | 3%    |
| Dissatisfied (25)                            | 4%                      | 4%        | 5%         | 4%               | 6%                   | 4%            | 4%                | 4%       | 2%                 | 4%       | 5%    | 5%    | 5%    | 4%               | 3%           | 0%         | 7%    | 4%           | 3%    | 3%    | 6%    |
| Neutral (50)                                 | 15%                     | 14%       | 17%        | 12%              | 16%                  | 19%           | 15%               | 12%      | 14%                | 15%      | 20%   | 23%   | 14%   | 16%              | 14%          | 16%        | 19%   | 16%          | 15%   | 20%   | 11%   |
| Satisfied (75)                               | 41%                     | 41%       | 42%        | 43%              | 42%                  | 41%           | 41%               | 30%      | 40%                | 39%      | 41%   | 43%   | 44%   | 43%              | 47%          | 42%        | 39%   | 42%          | 43%   | 41%   | 36%   |
| Very satisfied (100)                         | 36%                     | 38%       | 33%        | 37%              | 34%                  | 34%           | 37%               | 51%      | 41%                | 42%      | 31%   | 24%   | 35%   | 34%              | 34%          | 40%        | 35%   | 35%          | 36%   | 35%   | 43%   |
| Don't know                                   | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| No response                                  | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%       | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                           |                         |           |            |                  |                      |               |                   |          |                    |          |       |       |       |                  |              |            |       |              |       |       |       |
| ± ... at 50%:                                | 4                       | 6         | 6          | 9                | 9                    | 8             | 8                 | 10       | 8                  | 9        | 9     | 12    | 9     | 6                | 10           | 12         | 15    | 6            | 12    | 9     | 14    |
| mean for these data:                         | 75.83                   | 76.72     | 74.47      | 76.34            | 74.89                | 74.85         | 77.07             | 80.18    | 78.28              | 79.34    | 72.92 | 69.42 | 76.39 | 75.11            | 77.72        | 79.14      | 75.36 | 75.37        | 76.02 | 76.04 | 77.40 |
| standard error:                              | 0.96                    | 1.31      | 1.42       | 2.17             | 2.11                 | 1.74          | 1.82              | 2.34     | 1.94               | 1.86     | 2.19  | 2.82  | 1.94  | 1.51             | 1.99         | 2.60       | 3.22  | 1.37         | 2.72  | 2.00  | 3.44  |
| sig. test for means:                         |                         |           |            |                  |                      |               |                   |          |                    |          |       | **    |       |                  |              |            |       |              |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|   | -WD PROVINCE- |       |       |       | -TYPE- |              | -WD PROVINCE-  |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |           | -FIRST WD CONTACT- |                      |                  |                       |  |
|---|---------------|-------|-------|-------|--------|--------------|----------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|-----------|--------------------|----------------------|------------------|-----------------------|--|
|   | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-mer-cial | Not for profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5 times | 6 and more         | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |  |
| Q23B the availability of the information you needed |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    |       |           |                    |                      |                  |                       |  |
| weightd # of participants:                          | 623           | 134   | 150   | 217   | 122    | 519          | 83             | 119   | 131   | 167   | 102           | 13    | 17    | 37    | 16                 | 149   | 253       | 206                | 329                  | 144              | 139                   |  |
| real # of participants:                             | 100%          | 21%   | 24%   | 35%   | 20%    | 83%          | 13%            | 19%   | 21%   | 27%   | 16%           | 2%    | 3%    | 6%    | 3%                 | 24%   | 41%       | 33%                | 53%                  | 23%              | 22%                   |  |
| DISSATISFIED (very and smwhat)                      | 12%           | 19%   | 7%    | 12%   | 13%    | 14%          | 7%             | 20%   | 5%    | 14%   | 15%           | 13%   | 11%   | 6%    | 0%                 | 15%   | 15%       | 8%                 | 12%                  | 14%              | 13%                   |  |
| SATISFIED (very and smwhat)                         | 71%           | 63%   | 73%   | 73%   | 73%    | 69%          | 77%            | 64%   | 72%   | 71%   | 69%           | 47%   | 79%   | 79%   | 95%                | 70%   | 64%       | 80%                | 73%                  | 71%              | 66%                   |  |
| Very dissatisfied (0)                               | 4%            | 7%    | 1%    | 3%    | 5%     | 4%           | 1%             | 7%    | 1%    | 4%    | 7%            | 6%    | 0%    | 0%    | 0%                 | 5%    | 5%        | 2%                 | 5%                   | 4%               | 2%                    |  |
| Dissatisfied (25)                                   | 9%            | 12%   | 5%    | 9%    | 7%     | 9%           | 6%             | 13%   | 5%    | 10%   | 8%            | 8%    | 11%   | 6%    | 0%                 | 11%   | 10%       | 5%                 | 7%                   | 10%              | 11%                   |  |
| Neutral (50)  | 17%           | 18%   | 21%   | 14%   | 14%    | 17%          | 16%            | 16%   | 22%   | 15%   | 16%           | 40%   | 11%   | 14%   | 5%                 | 15%   | 21%       | 12%                | 15%                  | 15%              | 21%                   |  |
| Satisfied (75)                                      | 35%           | 36%   | 35%   | 37%   | 32%    | 35%          | 39%            | 35%   | 34%   | 36%   | 33%           | 36%   | 47%   | 38%   | 37%                | 37%   | 34%       | 34%                | 38%                  | 34%              | 30%                   |  |
| Very satisfied (100)                                | 36%           | 27%   | 38%   | 36%   | 40%    | 35%          | 38%            | 29%   | 38%   | 35%   | 36%           | 11%   | 32%   | 41%   | 58%                | 33%   | 30%       | 46%                | 35%                  | 37%              | 37%                   |  |
| Don't know  | 0%            | 0%    | 0%    | 0%    | 0%     | 0%           | 0%             | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%    | 0%        | 0%                 | 0%                   | 0%               | 0%                    |  |
| No response   | 0%            | 0%    | 0%    | 0%    | 0%     | 0%           | 0%             | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%    | 0%        | 0%                 | 0%                   | 0%               | 0%                    |  |
| chi <sup>2</sup> :                                  |               |       |       |       |        |              |                |       |       |       |               |       |       |       |                    | **    |           |                    |                      |                  |                       |  |
| ± ... at 50%:                                       | 4             | 8     | 8     | 8     | 9      | 5            | 11             | 9     | 9     | 10    | 9             | 26    | 24    | 19    | 24                 | 9     | 6         | 7                  | 6                    | 9                | 9                     |  |
| mean for these data:                                | 72.50         | 66.07 | 75.74 | 73.56 | 73.68  | 71.47        | 76.70          | 66.46 | 75.99 | 71.70 | 71.14         | 59.92 | 75.00 | 78.41 | 88.07              | 70.71 | 68.30     | 79.14              | 73.05                | 72.35            | 71.87                 |  |
| standard error:                                     | 1.10          | 2.41  | 1.84  | 2.14  | 2.40   | 1.23         | 2.56           | 2.61  | 1.92  | 2.60  | 2.69          | 6.36  | 5.42  | 4.20  | 3.54               | 2.47  | 1.75      | 1.70               | 1.46                 | 2.45             | 2.39                  |  |
| sig. test for means:                                |               | **    |       |       |        |              |                | *     | *     |       |               | **    |       |       | **                 |       | **        | ***                |                      |                  |                       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|   | --DEPTH OF RELATIONSHIP-- |           |            |                  | --YEARS OF EXISTENCE-- |               |             |          | --CLIENT LOCATIONS-- |          |       |       |       | --GROSS REVENUES-- |              |            |       | --EMPLOYMENT-- |       |       |       |  |
|---|---------------------------|-----------|------------|------------------|------------------------|---------------|-------------|----------|----------------------|----------|-------|-------|-------|--------------------|--------------|------------|-------|----------------|-------|-------|-------|--|
|   | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years           | 4 to 10 years | 11 and more | Manitoba | Sask.                | Alber-ta | BC    | USA   | Other | <\$250k            | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5             | 5-9   | 10-49 | 50+   |  |
| Q23B the availability of the information you needed |                           |           |            |                  |                        |               |             |          |                      |          |       |       |       |                    |              |            |       |                |       |       |       |  |
| weightd # of participants:                          | 623                       | 376       | 247        | 136              | 129                    | 178           | 155         | 104      | 182                  | 133      | 120   | 83    | 135   | 256                | 108          | 67         | 47    | 310            | 74    | 119   | 54    |  |
| real # of participants:                             | 100%                      | 60%       | 40%        | 22%              | 21%                    | 29%           | 25%         | 17%      | 29%                  | 21%      | 19%   | 13%   | 22%   | 41%                | 17%          | 11%        | 8%    | 50%            | 12%   | 19%   | 9%    |  |
| DISSATISFIED (very and smwhat)                      | 628                       | 332       | 296        | 131              | 129                    | 187           | 160         | 117      | 147                  | 139      | 132   | 83    | 144   | 253                | 109          | 71         | 51    | 307            | 82    | 125   | 57    |  |
|   | 12%                       | 13%       | 12%        | 12%              | 15%                    | 11%           | 14%         | 12%      | 10%                  | 10%      | 19%   | 19%   | 11%   | 12%                | 13%          | 11%        | 4%    | 13%            | 16%   | 11%   | 7%    |  |
| SATISFIED (very and smwhat)                         | 71%                       | 71%       | 70%        | 75%              | 65%                    | 71%           | 71%         | 77%      | 78%                  | 73%      | 63%   | 57%   | 71%   | 71%                | 71%          | 70%        | 77%   | 72%            | 62%   | 70%   | 78%   |  |
| Very dissatisfied (0)                               | 4%                        | 4%        | 4%         | 8%               | 1%                     | 3%            | 6%          | 3%       | 2%                   | 3%       | 6%    | 7%    | 3%    | 3%                 | 7%           | 1%         | 0%    | 3%             | 9%    | 4%    | 2%    |  |
| Dissatisfied (25)                                   | 9%                        | 9%        | 8%         | 4%               | 15%                    | 8%            | 8%          | 9%       | 8%                   | 7%       | 13%   | 12%   | 7%    | 9%                 | 6%           | 9%         | 4%    | 10%            | 8%    | 8%    | 5%    |  |
| Neutral (50)  | 17%                       | 16%       | 18%        | 14%              | 20%                    | 18%           | 15%         | 11%      | 12%                  | 17%      | 18%   | 23%   | 19%   | 16%                | 16%          | 19%        | 20%   | 15%            | 21%   | 18%   | 16%   |  |
| Satisfied (75)                                      | 35%                       | 35%       | 36%        | 39%              | 27%                    | 38%           | 38%         | 34%      | 39%                  | 35%      | 36%   | 31%   | 34%   | 39%                | 38%          | 31%        | 38%   | 38%            | 34%   | 32%   | 34%   |  |
| Very satisfied (100)                                | 36%                       | 37%       | 34%        | 35%              | 39%                    | 33%           | 33%         | 43%      | 39%                  | 37%      | 27%   | 26%   | 37%   | 32%                | 33%          | 39%        | 39%   | 35%            | 28%   | 39%   | 43%   |  |
| Don't know  | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%       | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |  |
| No response   | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%       | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%         | 0%    | 0%             | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :                                  |                           |           |            |                  |                        |               |             |          |                      |          |       |       |       |                    |              |            |       |                |       |       |       |  |
| ± ... at 50%:                                       | 4                         | 6         | 6          | 9                | 9                      | 8             | 8           | 10       | 9                    | 9        | 9     | 11    | 9     | 7                  | 10           | 12         | 15    | 6              | 11    | 9     | 14    |  |
| mean for these data:                                | 72.50                     | 72.88     | 71.93      | 72.71            | 71.98                  | 72.55         | 71.35       | 76.35    | 75.84                | 74.20    | 66.69 | 64.19 | 73.57 | 72.09              | 71.05        | 74.36      | 77.89 | 72.59          | 66.44 | 73.43 | 78.08 |  |
| standard error:                                     | 1.10                      | 1.52      | 1.59       | 2.52             | 2.43                   | 1.90          | 2.25        | 2.53     | 2.11                 | 2.24     | 2.55  | 3.32  | 2.23  | 1.66               | 2.78         | 3.07       | 3.00  | 1.54           | 3.36  | 2.46  | 3.23  |  |
| sig. test for means:                                |                           |           |            |                  |                        |               |             |          |                      |          | *     | **    |       |                    |              |            |       |                |       |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|  | --WD PROVINCE-- |       |       |       |       | --TYPE--     |                | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |           |            | --FIRST WD CONTACT-- |                  |                       |
|--|-----------------|-------|-------|-------|-------|--------------|----------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-----------|------------|----------------------|------------------|-----------------------|
|  | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q23C the consistency of the information provided | 585             | 122   | 139   | 209   | 115   | 487          | 79             | 108             | 122   | 159   | 98    | 13              | 14    | 38    | 14    | 127                  | 239       | 203        | 307                  | 137              | 132                   |
| weightd # of participants:                       | 100%            | 21%   | 24%   | 36%   | 20%   | 83%          | 14%            | 18%             | 21%   | 27%   | 17%   | 2%              | 2%    | 6%    | 2%    | 22%                  | 41%       | 35%        | 52%                  | 23%              | 23%                   |
| real # of participants:                          | 589             | 142   | 156   | 153   | 138   | 493          | 79             | 124             | 137   | 114   | 118   | 16              | 16    | 30    | 17    | 111                  | 251       | 210        | 327                  | 127              | 126                   |
| DISSATISFIED (very and smwhat)                   | 9%              | 12%   | 8%    | 7%    | 10%   | 9%           | 7%             | 10%             | 7%    | 8%    | 12%   | 26%             | 6%    | 4%    | 0%    | 8%                   | 10%       | 8%         | 7%                   | 11%              | 9%                    |
| SATISFIED (very and smwhat)                      | 77%             | 71%   | 79%   | 81%   | 77%   | 77%          | 77%            | 74%             | 82%   | 79%   | 74%   | 49%             | 56%   | 87%   | 94%   | 74%                  | 73%       | 84%        | 78%                  | 80%              | 74%                   |
| Very dissatisfied (0)                            | 3%              | 4%    | 1%    | 3%    | 4%    | 3%           | 2%             | 4%              | 1%    | 3%    | 5%    | 6%              | 0%    | 2%    | 0%    | 4%                   | 3%        | 3%         | 2%                   | 5%               | 3%                    |
| Dissatisfied (25)                                | 6%              | 7%    | 6%    | 4%    | 6%    | 6%           | 6%             | 6%              | 7%    | 5%    | 7%    | 21%             | 6%    | 2%    | 0%    | 4%                   | 7%        | 5%         | 5%                   | 6%               | 6%                    |
| Neutral (50)                                     | 14%             | 18%   | 13%   | 12%   | 13%   | 13%          | 16%            | 16%             | 10%   | 13%   | 15%   | 25%             | 37%   | 8%    | 6%    | 18%                  | 17%       | 8%         | 15%                  | 9%               | 16%                   |
| Satisfied (75)                                   | 39%             | 41%   | 37%   | 41%   | 36%   | 40%          | 35%            | 43%             | 38%   | 42%   | 36%   | 30%             | 31%   | 35%   | 41%   | 37%                  | 42%       | 35%        | 39%                  | 37%              | 41%                   |
| Very satisfied (100)                             | 38%             | 29%   | 42%   | 40%   | 41%   | 37%          | 42%            | 30%             | 44%   | 37%   | 37%   | 19%             | 25%   | 52%   | 53%   | 37%                  | 31%       | 49%        | 39%                  | 43%              | 33%                   |
| Don't know                                       | 0%              | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%        | 0%         | 0%                   | 0%               | 0%                    |
| No response                                      | 0%              | 0%    | 0%    | 0%    | 0%    | 0%           | 0%             | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%        | 0%         | 0%                   | 0%               | 0%                    |
| chi <sup>2</sup> :                               |                 |       |       |       |       |              |                |                 |       |       |       | (*)             |       |       |       | (*)                  |           |            |                      |                  |                       |
| ± ... at 50%:                                    | 4               | 9     | 8     | 8     | 9     | 5            | 12             | 9               | 9     | 10    | 10    | 26              | 26    | 19    | 25    | 10                   | 7         | 7          | 6                    | 9                | 9                     |
| mean for these data:                             | 76.01           | 70.89 | 78.13 | 77.73 | 75.80 | 75.58        | 77.31          | 72.32           | 79.45 | 76.09 | 73.54 | 58.97           | 68.78 | 83.27 | 86.74 | 74.95                | 72.63     | 80.67      | 76.93                | 76.57            | 73.61                 |
| standard error:                                  | 1.04            | 2.24  | 1.92  | 1.96  | 2.29  | 1.15         | 2.78           | 2.34            | 1.97  | 2.33  | 2.57  | 7.59            | 5.88  | 4.06  | 3.82  | 2.46                 | 1.59      | 1.71       | 1.34                 | 2.45             | 2.27                  |
| sig. test for means:                             |                 | *     |       |       |       |              |                |                 | *     |       |       | *               |       | *     | *     |                      | **        | **         |                      |                  |                       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|  | -DEPTH OF RELATIONSHIP- |           | -YEARS OF EXISTENCE- |                  |              |               |                   | -CLIENT LOCATIONS- |       |          |       |       | -GROSS REVENUES- |         |              |            | -EMPLOYMENT- |       |       |       |       |
|--|-------------------------|-----------|----------------------|------------------|--------------|---------------|-------------------|--------------------|-------|----------|-------|-------|------------------|---------|--------------|------------|--------------|-------|-------|-------|-------|
|  | TOTAL                   | Long term | Short term           | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba          | Sask. | Alber-ta | BC    | USA   | Other            | <\$250k | \$250k-<\$1M | \$1M-<\$5M | \$5M+        | <5    | 5-9   | 10-49 | 50+   |
| Q23C the consistency of the information provided | 585                     | 352       | 234                  | 125              | 123          | 169           | 144               | 97                 | 178   | 120      | 108   | 76    | 122              | 244     | 104          | 63         | 41           | 298   | 69    | 114   | 50    |
| weightd # of participants:                       | 100%                    | 60%       | 40%                  | 21%              | 21%          | 29%           | 25%               | 17%                | 30%   | 21%      | 19%   | 13%   | 21%              | 42%     | 18%          | 11%        | 7%           | 51%   | 12%   | 20%   | 8%    |
| real # of participants:                          | 589                     | 309       | 280                  | 120              | 123          | 177           | 148               | 110                | 144   | 125      | 119   | 75    | 132              | 240     | 105          | 66         | 45           | 294   | 75    | 121   | 52    |
| DISSATISFIED (very and smwhat)                   | 9%                      | 9%        | 9%                   | 5%               | 12%          | 7%            | 13%               | 9%                 | 5%    | 7%       | 9%    | 13%   | 7%               | 7%      | 10%          | 6%         | 8%           | 9%    | 8%    | 10%   | 10%   |
| SATISFIED (very and smwhat)                      | 77%                     | 80%       | 74%                  | 82%              | 79%          | 78%           | 70%               | 82%                | 83%   | 78%      | 70%   | 70%   | 81%              | 79%     | 81%          | 76%        | 73%          | 77%   | 75%   | 77%   | 73%   |
| Very dissatisfied (0)                            | 3%                      | 3%        | 4%                   | 3%               | 2%           | 3%            | 5%                | 3%                 | 2%    | 2%       | 3%    | 6%    | 1%               | 3%      | 3%           | 1%         | 2%           | 3%    | 5%    | 1%    | 3%    |
| Dissatisfied (25)                                | 6%                      | 6%        | 5%                   | 1%               | 10%          | 4%            | 8%                | 5%                 | 3%    | 5%       | 5%    | 7%    | 6%               | 4%      | 8%           | 5%         | 6%           | 5%    | 4%    | 8%    | 7%    |
| Neutral (50)                                     | 14%                     | 12%       | 17%                  | -                | 10%          | 15%           | 17%               | 9%                 | 12%   | 14%      | 21%   | 17%   | 12%              | 14%     | 8%           | 18%        | 19%          | 14%   | 16%   | 14%   | 16%   |
| Satisfied (75)                                   | 39%                     | 39%       | 38%                  | 45%              | 42%          | 42%           | 31%               | 33%                | 38%   | 34%      | 37%   | 44%   | 43%              | 43%     | 45%          | 33%        | 29%          | 40%   | 45%   | 35%   | 26%   |
| Very satisfied (100)                             | 38%                     | 40%       | 36%                  | 37%              | 37%          | 36%           | 39%               | 49%                | 45%   | 45%      | 33%   | 26%   | 38%              | 36%     | 36%          | 43%        | 43%          | 38%   | 30%   | 42%   | 48%   |
| Don't know                                       | 0%                      | 0%        | 0%                   | 0%               | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%               | 0%      | 0%           | 0%         | 0%           | 0%    | 0%    | 0%    | 0%    |
| No response                                      | 0%                      | 0%        | 0%                   | 0%               | 0%           | 0%            | 0%                | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%               | 0%      | 0%           | 0%         | 0%           | 0%    | 0%    | 0%    | 0%    |
| chi <sup>2</sup> :                               |                         |           |                      |                  |              |               |                   |                    |       |          |       |       |                  |         |              |            |              |       |       |       |       |
| ± ... at 50%:                                    | 4                       | 6         | 6                    | 10               | 9            | 8             | 9                 | 10                 | 9     | 9        | 10    | 12    | 9                | 7       | 10           | 13         | 16           | 6     | 12    | 9     | 14    |
| mean for these data:                             | 76.01                   | 77.16     | 74.29                | 77.83            | 75.58        | 76.11         | 73.09             | 79.87              | 80.23 | 78.36    | 72.85 | 69.53 | 77.77            | 75.87   | 76.21        | 77.76      | 76.49        | 75.73 | 73.23 | 76.87 | 76.82 |
| standard error:                                  | 1.04                    | 1.42      | 1.54                 | 2.11             | 2.29         | 1.82          | 2.35              | 2.47               | 1.92  | 2.22     | 2.36  | 3.14  | 1.96             | 1.59    | 2.43         | 2.96       | 3.87         | 1.49  | 2.95  | 2.28  | 3.85  |
| sig. test for means:                             |                         |           |                      |                  |              |               |                   |                    |       |          | *     | *     |                  |         |              |            |              |       |       |       |       |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|   | --WD PROVINCE-- |       |       |       | --TYPE-- |                      | --WD PROVINCE--      |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |       |              | --FIRST WD CONTACT-- |                               |                        |                                |  |
|---|-----------------|-------|-------|-------|----------|----------------------|----------------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|-------|--------------|----------------------|-------------------------------|------------------------|--------------------------------|--|
|   | TOTAL           | BC    | Alta  | Sask. | Man.     | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.            | BC    | Alta  | Sask. | Man.                 | Once  | 2-5<br>times | 6 and<br>more        | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q23D communications in the official language of your choice |                 |       |       |       |          |                      |                      |       |       |       |                 |       |       |       |                      |       |              |                      |                               |                        |                                |  |
| weightd # of participants:                                  | 635             | 137   | 151   | 220   | 126      | 531                  | 85                   | 122   | 132   | 171   | 106             | 13    | 17    | 38    | 17                   | 152   | 260          | 206                  | 343                           | 145                    | 138                            |  |
| real # of participants:                                     | 100%            | 22%   | 24%   | 35%   | 20%      | 84%                  | 13%                  | 19%   | 21%   | 27%   | 17%             | 2%    | 3%    | 6%    | 3%                   | 24%   | 41%          | 32%                  | 54%                           | 23%                    | 22%                            |  |
| DISSATISFIED (very and smwhat)                              | 2%              | 3%    | 1%    | 1%    | 1%       | 2%                   | 2%                   | 3%    | 1%    | 1%    | 2%              | 6%    | 0%    | 2%    | 0%                   | 2%    | 2%           | 1%                   | 2%                            | 1%                     | 2%                             |  |
| SATISFIED (very and smwhat)                                 | 96%             | 90%   | 99%   | 97%   | 96%      | 96%                  | 93%                  | 92%   | 99%   | 97%   | 95%             | 70%   | 100%  | 96%   | 100%                 | 96%   | 96%          | 95%                  | 98%                           | 95%                    |                                |  |
| Very dissatisfied (0)                                       | 1%              | 2%    | 1%    | 1%    | 0%       | 1%                   | 0%                   | 2%    | 1%    | 1%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 2%    | 1%           | 0%                   | 1%                            | 1%                     | 1%                             |  |
| Dissatisfied (25)   | 1%              | 1%    | 0%    | 0%    | 1%       | 1%                   | 2%                   | 1%    | 0%    | 0%    | 2%              | 6%    | 0%    | 2%    | 0%                   | 1%    | 1%           | 0%                   | 1%                            | 0%                     | 1%                             |  |
| Neutral (50)  | 3%              | 7%    | 1%    | 2%    | 3%       | 3%                   | 5%                   | 5%    | 1%    | 2%    | 3%              | 25%   | 0%    | 2%    | 0%                   | 1%    | 3%           | 3%                   | 3%                            | 2%                     | 3%                             |  |
| Satisfied (75)  | 28%             | 31%   | 25%   | 27%   | 28%      | 28%                  | 24%                  | 32%   | 24%   | 29%   | 29%             | 25%   | 26%   | 23%   | 25%                  | 28%   | 33%          | 20%                  | 30%                           | 20%                    | 29%                            |  |
| Very satisfied (100)  | 68%             | 59%   | 74%   | 70%   | 68%      | 68%                  | 69%                  | 60%   | 74%   | 68%   | 67%             | 45%   | 74%   | 73%   | 75%                  | 68%   | 62%          | 76%                  | 65%                           | 77%                    | 66%                            |  |
| Don't know  | 0%              | 0%    | 0%    | 0%    | 0%       | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%    | 0%           | 0%                   | 0%                            | 0%                     | 0%                             |  |
| No response   | 0%              | 0%    | 0%    | 0%    | 0%       | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%    | 0%           | 0%                   | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :  |                 |       |       |       |          |                      |                      |       |       |       |                 |       |       |       |                      |       |              |                      |                               |                        |                                |  |
| ± ... at 50%:   | 4               | 8     | 8     | 8     | 8        | 4                    | 11                   | 9     | 9     | 9     | 9               | 26    | 24    | 19    | 23                   | 9     | 6            | 7                    | 5                             | 9                      | 9                              |  |
| mean for these data:  | 90.38           | 85.87 | 92.96 | 91.26 | 90.66    | 90.23                | 90.17                | 86.57 | 92.91 | 90.89 | 90.08           | 77.35 | 93.46 | 91.55 | 93.68                | 90.08 | 88.89        | 92.65                | 89.63                         | 93.41                  | 89.19                          |  |
| standard error:   | 0.65            | 1.66  | 1.02  | 1.22  | 1.24     | 0.72                 | 1.81                 | 1.73  | 1.12  | 1.42  | 1.41            | 6.23  | 2.60  | 2.90  | 2.50                 | 1.53  | 1.01         | 1.01                 | 0.87                          | 1.18                   | 1.58                           |  |
| sig. test for means:  |                 | **    | **    |       |          |                      |                      | *     | *     |       |                 | *     |       |       |                      |       | *            | *                    |                               | **                     |                                |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|   | -DEPTH OF RELATIONSHIP- |           |            | -YEARS OF EXISTENCE- |              |               |             | -CLIENT LOCATIONS- |       |          |       |       |       | -GROSS REVENUES- |               |             |       | -EMPLOYMENT- |       |       |       |  |
|---|-------------------------|-----------|------------|----------------------|--------------|---------------|-------------|--------------------|-------|----------|-------|-------|-------|------------------|---------------|-------------|-------|--------------|-------|-------|-------|--|
|   | TOTAL                   | Long term | Short term | Less than 1 year     | 1 to 3 years | 4 to 10 years | 11 and more | Mani-toba          | Sask. | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k- <\$1M | \$1M- <\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |  |
| Q23D communications in the official language of your choice |                         |           |            |                      |              |               |             |                    |       |          |       |       |       |                  |               |             |       |              |       |       |       |  |
| weightd # of participants:                                  | 635                     | 380       | 255        | 141                  | 132          | 182           | 157         | 106                | 187   | 132      | 123   | 82    | 140   | 264              | 110           | 67          | 48    | 323          | 75    | 119   | 55    |  |
| real # of participants:                                     | 100%                    | 60%       | 40%        | 22%                  | 21%          | 29%           | 25%         | 17%                | 29%   | 21%      | 19%   | 13%   | 22%   | 42%              | 17%           | 11%         | 8%    | 51%          | 12%   | 19%   | 9%    |  |
| DISSATISFIED (very and smwhat)                              | 2%                      | 2%        | 1%         | 1%                   | 1%           | 1%            | 2%          | 2%                 | 0%    | 1%       | 3%    | 5%    | 3%    | 1%               | 4%            | 0%          | 0%    | 2%           | 0%    | 1%    | 2%    |  |
| SATISFIED (very and smwhat)                                 | 96%                     | 96%       | 95%        | 97%                  | 95%          | 95%           | 97%         | 95%                | 99%   | 99%      | 90%   | 93%   | 95%   | 97%              | 94%           | 96%         | 100%  | 95%          | 99%   | 96%   | 96%   |  |
| Very dissatisfied (0)                                       | 1%                      | 1%        | 0%         | 1%                   | 0%           | 1%            | 1%          | 0%                 | 0%    | 0%       | 1%    | 5%    | 2%    | 0%               | 2%            | 0%          | 0%    | 1%           | 0%    | 0%    | 2%    |  |
| Dissatisfied (25)   | 1%                      | 0%        | 1%         | 0%                   | 1%           | 0%            | 1%          | 2%                 | 0%    | 1%       | 1%    | 0%    | 1%    | 0%               | 1%            | 0%          | 0%    | 1%           | 0%    | 1%    | 0%    |  |
| Neutral (50)  | 3%                      | 2%        | 4%         | 2%                   | 3%           | 4%            | 1%          | 3%                 | 1%    | 1%       | 7%    | 2%    | 3%    | 2%               | 2%            | 4%          | 0%    | 3%           | 1%    | 4%    | 2%    |  |
| Satisfied (75)  | 28%                     | 26%       | 30%        | 32%                  | 29%          | 26%           | 27%         | 26%                | 25%   | 24%      | 32%   | 30%   | 27%   | 27%              | 37%           | 21%         | 33%   | 30%          | 28%   | 25%   | 22%   |  |
| Very satisfied (100)  | 68%                     | 70%       | 65%        | 65%                  | 66%          | 68%           | 70%         | 69%                | 74%   | 75%      | 59%   | 64%   | 68%   | 70%              | 57%           | 75%         | 67%   | 65%          | 71%   | 71%   | 75%   |  |
| Don't know  | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%          | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%            | 0%          | 0%    | 0%           | 0%    | 0%    | 0%    |  |
| No response   | 0%                      | 0%        | 0%         | 0%                   | 0%           | 0%            | 0%          | 0%                 | 0%    | 0%       | 0%    | 0%    | 0%    | 0%               | 0%            | 0%          | 0%    | 0%           | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :  |                         |           |            |                      |              |               |             | (*)                |       |          |       |       |       |                  |               |             |       |              |       |       |       |  |
| ± ... at 50%:   | 4                       | 6         | 6          | 9                    | 9            | 8             | 8           | 10                 | 8     | 9        | 9     | 11    | 9     | 6                | 10            | 12          | 14    | 6            | 11    | 9     | 14    |  |
| mean for these data:  | 90.38                   | 90.89     | 89.62      | 90.00                | 90.05        | 90.09         | 90.87       | 90.69              | 92.98 | 93.24    | 86.24 | 87.00 | 89.50 | 91.35            | 86.38         | 92.94       | 91.79 | 89.11        | 92.42 | 91.49 | 91.88 |  |
| standard error:   | 0.65                    | 0.91      | 0.92       | 1.39                 | 1.35         | 1.24          | 1.33        | 1.44               | 1.01  | 1.07     | 1.71  | 2.55  | 1.56  | 0.90             | 1.94          | 1.57        | 1.65  | 1.01         | 1.35  | 1.31  | 2.26  |  |
| sig. test for means:  |                         |           |            |                      |              |               |             |                    | **    | **       | **    | **    | **    |                  | *             |             |       | *            | *     | *     | *     |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|  | -WD PROVINCE- |       |       |       | -TYPE- |                      | -WD PROVINCE-        |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |              | -FIRST WD CONTACT- |                               |                        |                                |  |
|--|---------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|--------------|--------------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5<br>times | 6 and<br>more      | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q23E the ease of understanding of the information provided |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                    |                               |                        |                                |  |
| weightd # of participants:                                 | 629           | 132   | 150   | 221   | 125    | 523                  | 84                   | 117   | 130   | 170   | 105           | 13    | 17    | 38    | 16                 | 147   | 257          | 209                | 335                           | 143                    | 140                            |  |
| real # of participants:                                    | 100%          | 21%   | 24%   | 35%   | 20%    | 83%                  | 13%                  | 19%   | 21%   | 27%   | 17%           | 2%    | 3%    | 6%    | 3%                 | 23%   | 41%          | 33%                | 53%                           | 23%                    | 22%                            |  |
| DISSATISFIED (very and smwhat)                             | 7%            | 9%    | 4%    | 8%    | 6%     | 7%                   | 5%                   | 8%    | 3%    | 8%    | 7%            | 21%   | 5%    | 2%    | 0%                 | 7%    | 8%           | 5%                 | 7%                            | 5%                     | 7%                             |  |
| SATISFIED (very and smwhat)                                | 79%           | 73%   | 79%   | 79%   | 85%    | 79%                  | 79%                  | 74%   | 79%   | 79%   | 84%           | 55%   | 79%   | 82%   | 90%                | 86%   | 72%          | 83%                | 79%                           | 85%                    | 73%                            |  |
| Very dissatisfied (0)                                      | 2%            | 3%    | 1%    | 2%    | 2%     | 2%                   | 2%                   | 3%    | 0%    | 3%    | 2%            | 8%    | 0%    | 2%    | 0%                 | 4%    | 2%           | 1%                 | 1%                            | 2%                     | 2%                             |  |
| Dissatisfied (25)  | 5%            | 6%    | 4%    | 5%    | 4%     | 5%                   | 3%                   | 6%    | 3%    | 6%    | 5%            | 13%   | 5%    | 0%    | 0%                 | 3%    | 6%           | 4%                 | 6%                            | 3%                     | 4%                             |  |
| Neutral (50)   | 14%           | 18%   | 17%   | 13%   | 9%     | 14%                  | 16%                  | 17%   | 18%   | 13%   | 9%            | 25%   | 16%   | 16%   | 10%                | 8%    | 20%          | 11%                | 14%                           | 9%                     | 20%                            |  |
| Satisfied (75)   | 42%           | 43%   | 37%   | 45%   | 43%    | 43%                  | 37%                  | 42%   | 39%   | 45%   | 44%           | 43%   | 26%   | 42%   | 32%                | 47%   | 43%          | 38%                | 45%                           | 45%                    | 34%                            |  |
| Very satisfied (100)                                       | 37%           | 29%   | 42%   | 34%   | 42%    | 36%                  | 42%                  | 32%   | 40%   | 34%   | 40%           | 11%   | 53%   | 40%   | 58%                | 39%   | 29%          | 45%                | 35%                           | 40%                    | 39%                            |  |
| Don't know   | 0%            | 0%    | 0%    | 0%    | 0%     | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%    | 0%           | 0%                 | 0%                            | 0%                     | 0%                             |  |
| No response  | 0%            | 0%    | 0%    | 0%    | 0%     | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%    | 0%           | 0%                 | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :   |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    | (**)  |              |                    |                               |                        |                                |  |
| ± ... at 50%:  | 4             | 8     | 8     | 8     | 9      | 5                    | 11                   | 9     | 9     | 9     | 9             | 26    | 24    | 19    | 24                 | 9     | 6            | 7                  | 6                             | 9                      | 9                              |  |
| mean for these data:                                       | 76.66         | 72.40 | 79.02 | 75.87 | 79.76  | 76.57                | 78.20                | 73.79 | 78.78 | 75.43 | 78.80         | 59.45 | 81.52 | 79.40 | 87.03              | 78.48 | 72.68        | 80.58              | 76.42                         | 79.58                  | 75.74                          |  |
| standard error:  | 0.93          | 2.03  | 1.68  | 1.86  | 1.85   | 1.02                 | 2.57                 | 2.12  | 1.73  | 2.19  | 2.08          | 7.06  | 5.39  | 3.93  | 3.97               | 2.08  | 1.45         | 1.51               | 1.21                          | 1.93                   | 2.14                           |  |
| sig. test for means:                                       |               | *     |       |       |        |                      |                      |       |       |       |               | **    |       |       | *                  |       | ***          | **                 |                               |                        |                                |  |



Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|  | --DEPTH OF RELATIONSHIP-- |           |            |                  | --YEARS OF EXISTENCE-- |               |             |           | --CLIENT LOCATIONS-- |          |       |       |       |         | --GROSS REVENUES-- |            |       |       | --EMPLOYMENT-- |       |       |  |
|--|---------------------------|-----------|------------|------------------|------------------------|---------------|-------------|-----------|----------------------|----------|-------|-------|-------|---------|--------------------|------------|-------|-------|----------------|-------|-------|--|
|  | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years           | 4 to 10 years | 11 and more | Mani-toba | Sask.                | Alber-ta | BC    | USA   | Other | <\$250k | \$250k-<\$1M       | \$1M-<\$5M | \$5M+ | <5    | 5-9            | 10-49 | 50+   |  |
| Q23E the ease of understanding of the information provided |                           |           |            |                  |                        |               |             |           |                      |          |       |       |       |         |                    |            |       |       |                |       |       |  |
| weightd # of participants:                                 | 629                       | 377       | 251        | 139              | 129                    | 181           | 154         | 106       | 186                  | 133      | 118   | 80    | 137   | 259     | 109                | 67         | 47    | 319   | 72             | 117   | 55    |  |
| real # of participants:                                    | 100%                      | 60%       | 40%        | 22%              | 21%                    | 29%           | 25%         | 17%       | 30%                  | 21%      | 19%   | 13%   | 22%   | 41%     | 17%                | 11%        | 7%    | 51%   | 11%            | 19%   | 9%    |  |
| DISSATISFIED (very and smwhat)                             | 633                       | 332       | 301        | 134              | 128                    | 191           | 159         | 119       | 151                  | 139      | 130   | 79    | 145   | 255     | 110                | 71         | 51    | 316   | 79             | 123   | 58    |  |
|  | 7%                        | 7%        | 6%         | 6%               | 9%                     | 9%            | 4%          | 5%        | 6%                   | 4%       | 9%    | 10%   | 8%    | 7%      | 4%                 | 3%         | 10%   | 7%    | 3%             | 6%    | 8%    |  |
| SATISFIED (very and smwhat)                                | 79%                       | 78%       | 81%        | 83%              | 81%                    | 75%           | 78%         | 85%       | 82%                  | 82%      | 77%   | 70%   | 77%   | 80%     | 80%                | 82%        | 81%   | 78%   | 80%            | 82%   | 82%   |  |
| Very dissatisfied (0)                                      | 2%                        | 2%        | 2%         | 2%               | 2%                     | 2%            | 2%          | 2%        | 2%                   | 1%       | 3%    | 2%    | 1%    | 2%      | 2%                 | 0%         | 2%    | 2%    | 1%             | 1%    | 3%    |  |
| Dissatisfied (25)  | 5%                        | 5%        | 5%         | 4%               | 7%                     | 7%            | 2%          | 4%        | 4%                   | 3%       | 7%    | 8%    | 7%    | 5%      | 2%                 | 3%         | 8%    | 5%    | 2%             | 5%    | 5%    |  |
| Neutral (50)   | 14%                       | 15%       | 13%        | 11%              | 10%                    | 16%           | 18%         | 9%        | 12%                  | 14%      | 14%   | 20%   | 15%   | 13%     | 16%                | 14%        | 9%    | 15%   | 17%            | 13%   | 10%   |  |
| Satisfied (75)   | 42%                       | 39%       | 47%        | 49%              | 47%                    | 36%           | 40%         | 38%       | 44%                  | 38%      | 41%   | 45%   | 40%   | 46%     | 47%                | 36%        | 43%   | 44%   | 39%            | 41%   | 33%   |  |
| Very satisfied (100)                                       | 37%                       | 39%       | 34%        | 34%              | 35%                    | 39%           | 38%         | 47%       | 38%                  | 44%      | 35%   | 25%   | 37%   | 34%     | 33%                | 47%        | 39%   | 33%   | 41%            | 40%   | 49%   |  |
| Don't know   | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%        | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%      | 0%                 | 0%         | 0%    | 0%    | 0%             | 0%    | 0%    |  |
| No response  | 0%                        | 0%        | 0%         | 0%               | 0%                     | 0%            | 0%          | 0%        | 0%                   | 0%       | 0%    | 0%    | 0%    | 0%      | 0%                 | 0%         | 0%    | 0%    | 0%             | 0%    | 0%    |  |
| chi <sup>2</sup> :   |                           |           |            |                  |                        |               |             |           |                      |          |       |       |       |         |                    |            |       |       |                |       |       |  |
| ± ... at 50%:  | 4                         | 6         | 6          | 9                | 9                      | 8             | 8           | 10        | 8                    | 9        | 9     | 12    | 9     | 7       | 10                 | 12         | 15    | 6     | 12             | 9     | 14    |  |
| mean for these data:                                       | 76.66                     | 76.70     | 76.61      | 76.98            | 76.20                  | 75.75         | 77.60       | 81.45     | 78.07                | 80.29    | 74.91 | 70.77 | 76.49 | 76.53   | 76.98              | 81.41      | 77.13 | 75.45 | 79.17          | 78.91 | 80.19 |  |
| standard error:  | 0.93                      | 1.33      | 1.28       | 1.95             | 2.11                   | 1.83          | 1.75        | 2.05      | 1.85                 | 1.85     | 2.22  | 2.71  | 1.96  | 1.43    | 2.04               | 2.46       | 3.44  | 1.32  | 2.43           | 1.98  | 3.34  |  |
| sig. test for means:                                       |                           |           |            |                  |                        |               |             | *         |                      |          |       | *     |       |         |                    |            |       | *     |                |       |       |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|  | -WD PROVINCE- |       |       |       | -TYPE- |                      | -WD PROVINCE-        |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |              | -FIRST WD CONTACT- |                               |                        |                                |  |
|--|---------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|--------------|--------------------|-------------------------------|------------------------|--------------------------------|--|
|  | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5<br>times | 6 and<br>more      | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q23F the information provided on the requirements to get the service |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                    |                               |                        |                                |  |
| weightd # of participants:   | 577           | 127   | 136   | 200   | 114    | 484                  | 78                   | 113   | 117   | 155   | 99            | 13    | 16    | 34    | 15                 | 126   | 241          | 198                | 306                           | 132                    | 132                            |  |
| real # of participants:  | 100%          | 22%   | 24%   | 35%   | 20%    | 84%                  | 13%                  | 20%   | 20%   | 27%   | 17%           | 2%    | 3%    | 6%    | 3%                 | 22%   | 42%          | 34%                | 53%                           | 23%                    | 23%                            |  |
| DISSATISFIED (very and smwhat)                                       | 10%           | 16%   | 6%    | 9%    | 12%    | 10%                  | 12%                  | 15%   | 5%    | 10%   | 13%           | 34%   | 11%   | 10%   | 0%                 | 5%    | 16%          | 7%                 | 10%                           | 10%                    | 13%                            |  |
| SATISFIED (very and smwhat)  | 71%           | 60%   | 74%   | 74%   | 75%    | 71%                  | 68%                  | 63%   | 76%   | 72%   | 72%           | 23%   | 61%   | 78%   | 94%                | 74%   | 62%          | 79%                | 70%                           | 71%                    | 72%                            |  |
| Very dissatisfied (0)  | 4%            | 5%    | 2%    | 5%    | 6%     | 4%                   | 6%                   | 5%    | 2%    | 4%    | 7%            | 8%    | 0%    | 10%   | 0%                 | 3%    | 6%           | 3%                 | 4%                            | 6%                     | 4%                             |  |
| Dissatisfied (25)  | 6%            | 11%   | 4%    | 5%    | 6%     | 6%                   | 7%                   | 10%   | 3%    | 6%    | 7%            | 26%   | 11%   | 0%    | 0%                 | 3%    | 10%          | 4%                 | 6%                            | 5%                     | 8%                             |  |
| Neutral (50)   | 19%           | 24%   | 20%   | 17%   | 13%    | 19%                  | 20%                  | 22%   | 19%   | 18%   | 14%           | 43%   | 28%   | 12%   | 6%                 | 21%   | 22%          | 14%                | 20%                           | 19%                    | 15%                            |  |
| Satisfied (75)   | 39%           | 36%   | 37%   | 42%   | 38%    | 39%                  | 38%                  | 39%   | 38%   | 42%   | 37%           | 11%   | 33%   | 46%   | 47%                | 39%   | 36%          | 41%                | 37%                           | 39%                    | 41%                            |  |
| Very satisfied (100)   | 32%           | 23%   | 38%   | 31%   | 37%    | 32%                  | 30%                  | 24%   | 39%   | 31%   | 35%           | 11%   | 27%   | 32%   | 47%                | 35%   | 26%          | 38%                | 34%                           | 32%                    | 31%                            |  |
| Don't know   | 0%            | 0%    | 0%    | 0%    | 0%     | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%    | 0%           | 0%                 | 0%                            | 0%                     | 0%                             |  |
| No response  | 0%            | 0%    | 0%    | 0%    | 0%     | 0%                   | 0%                   | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%    | 0%           | 0%                 | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :   |               | (*)   |       |       |        |                      |                      |       |       |       |               | (**)  |       |       |                    | ***   |              |                    |                               |                        |                                |  |
| ± ... at 50%:  | 4             | 9     | 8     | 9     | 9      | 5                    | 12                   | 9     | 9     | 10    | 10            | 26    | 25    | 20    | 25                 | 10    | 7            | 7                  | 6                             | 9                      | 9                              |  |
| mean for these data:   | 72.10         | 65.27 | 76.14 | 72.84 | 73.61  | 72.20                | 70.05                | 66.93 | 77.26 | 72.39 | 71.89         | 48.13 | 69.26 | 72.28 | 85.30              | 75.45 | 66.45        | 76.69              | 72.58                         | 71.51                  | 71.44                          |  |
| standard error:  | 1.10          | 2.30  | 1.93  | 2.15  | 2.41   | 1.19                 | 3.17                 | 2.42  | 1.99  | 2.44  | 2.67          | 6.90  | 5.92  | 5.65  | 3.78               | 2.24  | 1.81         | 1.73               | 1.46                          | 2.47                   | 2.42                           |  |
| sig. test for means:   |               | **    | *     |       |        |                      |                      | *     | **    |       |               | **    |       |       | **                 |       | ***          | **                 |                               |                        |                                |  |

Thinking of your most recent contact with WD, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with the following aspects of WD communications?

|   | --DEPTH OF RELATIONSHIP-- |           |            |                  |              |               |             | --YEARS OF EXISTENCE-- |       |          |       |       |       | --CLIENT LOCATIONS-- |              |            |       |       | --GROSS REVENUES-- |       |       |  | --EMPLOYMENT-- |  |  |  |
|---|---------------------------|-----------|------------|------------------|--------------|---------------|-------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|-------|--------------------|-------|-------|--|----------------|--|--|--|
|   | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5    | 5-9                | 10-49 | 50+   |  |                |  |  |  |
| Q23F the information provided on to get the service | the requirements          |           |            |                  |              |               |             |                        |       |          |       |       |       |                      |              |            |       |       |                    |       |       |  |                |  |  |  |
| weightd # of participants:                          | 577                       | 349       | 228        | 126              | 117          | 172           | 142         | 95                     | 171   | 120      | 113   | 77    | 126   | 235                  | 104          | 64         | 44    | 291   | 70                 | 112   | 51    |  |                |  |  |  |
| real # of participants:                             | 100%                      | 61%       | 39%        | 22%              | 20%          | 30%           | 25%         | 16%                    | 30%   | 21%      | 20%   | 13%   | 22%   | 41%                  | 18%          | 11%        | 8%    | 50%   | 12%                | 19%   | 9%    |  |                |  |  |  |
| DISSATISFIED (very and smwhat)                      | 582                       | 309       | 273        | 121              | 119          | 180           | 146         | 106                    | 139   | 125      | 124   | 77    | 134   | 232                  | 104          | 69         | 48    | 287   | 76                 | 118   | 54    |  |                |  |  |  |
|   | 10%                       | 10%       | 12%        | 8%               | 15%          | 10%           | 9%          | 11%                    | 9%    | 8%       | 17%   | 18%   | 7%    | 10%                  | 10%          | 8%         | 4%    | 10%   | 12%                | 12%   | 7%    |  |                |  |  |  |
| SATISFIED (very and smwhat)                         | 71%                       | 71%       | 70%        | 72%              | 67%          | 73%           | 69%         | 77%                    | 77%   | 76%      | 60%   | 61%   | 75%   | 71%                  | 71%          | 74%        | 82%   | 69%   | 74%                | 68%   | 79%   |  |                |  |  |  |
| Very dissatisfied (0)                               | 4%                        | 4%        | 5%         | 5%               | 4%           | 3%            | 4%          | 5%                     | 5%    | 2%       | 5%    | 4%    | 3%    | 3%                   | 6%           | 0%         | 2%    | 5%    | 6%                 | 2%    | 3%    |  |                |  |  |  |
| Dissatisfied (25)                                   | 6%                        | 6%        | 6%         | 3%               | 10%          | 6%            | 5%          | 5%                     | 4%    | 6%       | 13%   | 14%   | 4%    | 6%                   | 4%           | 8%         | 2%    | 6%    | 6%                 | 10%   | 4%    |  |                |  |  |  |
| Neutral (50)  | 19%                       | 19%       | 18%        | 20%              | 18%          | 17%           | 22%         | 12%                    | 14%   | 16%      | 22%   | 21%   | 18%   | 20%                  | 19%          | 18%        | 14%   | 20%   | 14%                | 19%   | 14%   |  |                |  |  |  |
| Satisfied (75)                                      | 39%                       | 38%       | 40%        | 37%              | 41%          | 40%           | 39%         | 35%                    | 42%   | 38%      | 29%   | 37%   | 43%   | 43%                  | 41%          | 35%        | 53%   | 40%   | 38%                | 36%   | 46%   |  |                |  |  |  |
| Very satisfied (100)                                | 32%                       | 34%       | 30%        | 35%              | 26%          | 33%           | 30%         | 42%                    | 35%   | 37%      | 31%   | 24%   | 32%   | 27%                  | 30%          | 39%        | 29%   | 29%   | 36%                | 32%   | 33%   |  |                |  |  |  |
| Don't know  | 0%                        | 0%        | 0%         | 0%               | 0%           | 0%            | 0%          | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%    | 0%                 | 0%    | 0%    |  |                |  |  |  |
| No response   | 0%                        | 0%        | 0%         | 0%               | 0%           | 0%            | 0%          | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%    | 0%                 | 0%    | 0%    |  |                |  |  |  |
| chi <sup>2</sup> :                                  |                           |           |            |                  |              |               |             | (*)                    |       |          |       |       |       |                      |              |            |       |       |                    |       |       |  |                |  |  |  |
| ± ... at 50%:                                       | 4                         | 6         | 6          | 9                | 10           | 8             | 9           | 10                     | 9     | 9        | 9     | 12    | 9     | 7                    | 10           | 13         | 15    | 6     | 12                 | 10    | 14    |  |                |  |  |  |
| mean for these data:                                | 72.10                     | 72.86     | 70.93      | 73.41            | 68.40        | 73.46         | 71.35       | 75.77                  | 74.77 | 75.63    | 67.25 | 65.43 | 73.98 | 71.21                | 71.47        | 76.46      | 76.31 | 70.82 | 73.29              | 71.61 | 75.47 |  |                |  |  |  |
| standard error:                                     | 1.10                      | 1.49      | 1.65       | 2.45             | 2.51         | 1.91          | 2.14        | 2.70                   | 2.22  | 2.20     | 2.64  | 3.20  | 2.11  | 1.65                 | 2.64         | 2.84       | 3.00  | 1.56  | 3.24               | 2.42  | 3.27  |  |                |  |  |  |
| sig. test for means:                                |                           |           |            |                  |              |               |             |                        |       |          | *     | *     |       |                      |              |            |       |       |                    |       |       |  |                |  |  |  |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |
|--|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q24A the clarity of the information provided                         |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 87.63         | 89.35 | 88.04 | 85.74 | 89.14 | 89.34                | 79.84                | 89.44         | 88.42 | 88.07 | 92.69 | 88.33         | 86.72 | 77.00 | 67.70 | 83.92              | 90.20        | 88.76         | 88.40                         | 88.86                  | 85.28                          |
| sig. test for means:   |               |       |       |       |       | **                   | **                   |               |       |       |       |               |       |       |       | *                  |              |               |                               |                        |                                |
| Q24B the availability of the information you needed                  |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 86.76         | 87.07 | 86.64 | 84.66 | 90.91 | 87.09                | 83.04                | 88.04         | 87.15 | 84.60 | 90.74 | 76.65         | 84.86 | 81.50 | 87.50 | 86.09              | 87.30        | 87.08         | 89.00                         | 87.86                  | 82.15                          |
| sig. test for means:   |               |       |       |       | *     |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        | *                              |
| Q24C the consistency of the information provided                     |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 86.97         | 88.13 | 86.97 | 85.21 | 89.33 | 88.04                | 82.68                | 88.64         | 86.79 | 85.91 | 92.83 | 83.31         | 87.66 | 83.50 | 71.62 | 84.42              | 86.93        | 89.43         | 89.02                         | 87.55                  | 83.27                          |
| sig. test for means:   |               |       |       |       |       |                      |                      |               |       |       | *     |               |       |       |       |                    |              |               |                               |                        |                                |
| Q24D communications in the official language of your choice          |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 76.80         | 79.89 | 82.56 | 72.78 | 74.96 | 77.21                | 71.80                | 81.99         | 82.97 | 72.40 | 74.27 | 61.10         | 81.02 | 66.50 | 75.00 | 74.72              | 78.98        | 75.77         | 81.07                         | 71.95                  | 73.21                          |
| sig. test for means:   |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               | *                             |                        |                                |
| Q24E the ease of understanding of the information provided           |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 84.82         | 87.93 | 82.43 | 84.57 | 85.05 | 85.29                | 81.70                | 88.36         | 81.73 | 85.39 | 85.73 | 83.31         | 84.86 | 80.00 | 78.38 | 82.98              | 84.35        | 87.16         | 83.80                         | 88.51                  | 83.75                          |
| sig. test for means:   |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| Q24F the information provided on the requirements to get the service |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| mean for these data:   | 87.49         | 88.55 | 85.87 | 88.41 | 86.65 | 88.68                | 81.20                | 88.57         | 87.81 | 89.81 | 87.73 | 88.33         | 79.14 | 83.13 | 75.39 | 86.02              | 89.26        | 86.89         | 87.88                         | 91.03                  | 83.83                          |
| sig. test for means:   |               |       |       |       |       | *                    | *                    |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |

|  | DEPTH OF RELATIONSHIP |           |            | YEARS OF EXISTENCE |              |               |                   | CLIENT LOCATIONS |       |          |       |       | GROSS REVENUES |         |              |            | EMPLOYMENT |       |       |       |       |
|--|-----------------------|-----------|------------|--------------------|--------------|---------------|-------------------|------------------|-------|----------|-------|-------|----------------|---------|--------------|------------|------------|-------|-------|-------|-------|
|  | TOTAL                 | Long term | Short term | Less than 1 year   | 1 to 3 years | 4 to 10 years | 11 years and more | Manitoba         | Sask. | Alber-ta | BC    | USA   | Other          | <\$250k | \$250k-<\$1M | \$1M-<\$5M | \$5M+      | <5    | 5-9   | 10-49 | 50+   |
| Q24A the clarity of the information provided                         |                       |           |            |                    |              |               |                   |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |
| mean for these data:   | 87.63                 | 87.22     | 88.29      | 94.64              | 85.75        | 89.39         | 84.56             | 88.41            | 86.49 | 89.72    | 93.09 | 85.30 | 86.27          | 89.11   | 90.03        | 86.06      | 83.54      | 90.51 | 89.60 | 81.10 | 84.90 |
| sig. test for means:   |                       |           |            | **                 |              |               |                   |                  |       |          | *     |       |                |         |              |            |            | *     |       | **    |       |
| Q24B the availability of the information you needed                  |                       |           |            |                    |              |               |                   |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |
| mean for these data:   | 86.76                 | 86.81     | 86.69      | 91.54              | 87.84        | 86.80         | 82.53             | 89.01            | 85.12 | 87.61    | 89.86 | 84.43 | 81.10          | 89.43   | 86.98        | 79.56      | 79.87      | 89.20 | 91.36 | 77.10 | 84.57 |
| sig. test for means:   |                       |           |            | *                  |              |               | *                 |                  |       |          |       |       | *              | **      |              | *          |            | *     |       | ***   |       |
| Q24C the consistency of the information provided                     |                       |           |            |                    |              |               |                   |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |
| mean for these data:   | 86.97                 | 86.27     | 88.06      | 90.84              | 84.41        | 88.15         | 86.83             | 86.77            | 85.53 | 89.04    | 89.69 | 82.17 | 85.07          | 88.41   | 85.72        | 87.43      | 83.11      | 88.63 | 87.42 | 84.79 | 86.25 |
| sig. test for means:   |                       |           |            |                    |              |               |                   |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |
| Q24D communications in the official language of your choice          |                       |           |            |                    |              |               |                   |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |
| mean for these data:   | 76.80                 | 75.13     | 79.47      | 85.67              | 72.77        | 80.60         | 69.47             | 73.57            | 75.13 | 82.23    | 85.02 | 72.05 | 76.87          | 80.52   | 77.80        | 73.48      | 60.17      | 79.73 | 78.29 | 73.91 | 61.12 |
| sig. test for means:   |                       |           |            | *                  |              |               | *                 |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |
| Q24E the ease of understanding of the information provided           |                       |           |            |                    |              |               |                   |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |
| mean for these data:   | 84.82                 | 85.91     | 83.06      | 87.03              | 84.28        | 86.88         | 82.28             | 85.64            | 83.94 | 83.88    | 91.27 | 80.73 | 80.47          | 86.82   | 84.01        | 80.80      | 82.36      | 86.57 | 82.57 | 83.04 | 83.32 |
| sig. test for means:   |                       |           |            |                    |              |               |                   |                  |       |          | **    |       |                |         |              |            |            |       |       |       |       |
| Q24F the information provided on the requirements to get the service |                       |           |            |                    |              |               |                   |                  |       |          |       |       |                |         |              |            |            |       |       |       |       |
| mean for these data:   | 87.49                 | 88.46     | 85.89      | 94.79              | 86.68        | 89.58         | 83.57             | 87.73            | 88.20 | 85.77    | 87.97 | 86.83 | 90.84          | 89.58   | 93.59        | 84.68      | 73.32      | 91.21 | 90.21 | 83.19 | 73.66 |
| sig. test for means:   |                       |           |            | ***                |              |               | *                 |                  |       |          |       |       |                |         | **           |            | **         |       | **    |       | **    |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |
|--|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q24A the clarity of the information provided | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:                   | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:                      | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)                         | 0%          | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%          | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%           | 0%            | 0%                            | 0%                     | 0%                             |
| Unimportant (25)                             | 0%          | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%          | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%           | 0%            | 0%                            | 0%                     | 0%                             |
| Neutral (50)                                 | 9%          | 6%    | 10%   | 9%    | 10%   | 6%                   | 20%                  | 7%          | 13%   | 4%    | 2%    | 0%          | 0%    | 26%   | 57%   | 10%              | 6%           | 10%           | 9%                            | 5%                     | 13%                            |
| Important (75)                               | 31%         | 30%   | 27%   | 37%   | 24%   | 30%                  | 40%                  | 29%         | 20%   | 38%   | 25%   | 39%         | 53%   | 40%   | 15%   | 42%              | 26%          | 25%           | 28%                           | 34%                    | 33%                            |
| Very important (100)                         | 58%         | 63%   | 62%   | 50%   | 66%   | 63%                  | 39%                  | 65%         | 67%   | 55%   | 73%   | 44%         | 47%   | 34%   | 28%   | 45%              | 66%          | 64%           | 60%                           | 61%                    | 53%                            |
| DK/NR  | 2%          | 2%    | 0%    | 4%    | 0%    | 1%                   | 2%                   | 0%          | 0%    | 3%    | 0%    | 17%         | 0%    | 0%    | 0%    | 3%               | 2%           | 1%            | 3%                            | 0%                     | 1%                             |
| chi <sup>2</sup> :                           |             |       |       |       |       | (*)                  |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |
| ± ... at 50%:                                | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:                         | 87.63       | 89.35 | 88.04 | 85.74 | 89.14 | 89.34                | 79.84                | 89.44       | 88.42 | 88.07 | 92.69 | 88.33       | 86.72 | 77.00 | 67.70 | 83.92            | 90.20        | 88.76         | 88.40                         | 88.86                  | 85.28                          |
| standard error:                              | 1.12        | 2.17  | 2.23  | 2.19  | 2.36  | 1.16                 | 3.24                 | 2.30        | 2.70  | 2.27  | 2.00  | 7.31        | 3.62  | 6.33  | 9.08  | 2.15             | 1.70         | 1.97          | 1.53                          | 2.30                   | 2.36                           |
| sig. test for means:                         |             |       |       |       |       | **                   | **                   |             |       |       |       |             |       |       |       | *                |              |               |                               |                        |                                |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q24A the clarity of the information provided | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                   | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                      | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                         | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| Unimportant (25)                             | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| Neutral (50)                                 | 9%                          | 9%        | 9%         | 3%                       | 14%          | 4%            | 11%               | 14%                    | 8%    | 9%       | 4%    | 12%   | 10%   | 6%                   | 7%           | 13%        | 10%   | 5%               | 9%    | 16%   | 16%   |
| Important (75)                               | 31%                         | 32%       | 29%        | 15%                      | 30%          | 33%           | 38%               | 18%                    | 37%   | 23%      | 19%   | 34%   | 34%   | 31%                  | 26%          | 28%        | 46%   | -                | 23%   | 41%   | 28%   |
| Very important (100)                         | 58%                         | 57%       | 61%        | 77%                      | 57%          | 61%           | 48%               | 68%                    | 53%   | 68%      | 75%   | 53%   | 53%   | 63%                  | 67%          | 54%        | 44%   | 66%              | 66%   | 39%   | 56%   |
| DK/NR  | 2%                          | 3%        | 1%         | 6%                       | 0%           | 1%            | 3%                | 0%                     | 2%    | 0%       | 2%    | 0%    | 4%    | 0%                   | 0%           | 5%         | 0%    | 1%               | 2%    | 4%    | 0%    |
| chi <sup>2</sup> :                           |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              | ++         |       |                  |       |       |       |
| ± ... at 50%:                                | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                         | 87.63                       | 87.22     | 88.29      | 94.64                    | 85.75        | 89.39         | 84.56             | 88.41                  | 86.49 | 89.72    | 93.09 | 85.30 | 86.27 | 89.11                | 90.03        | 86.06      | 83.54 | 90.51            | 89.60 | 81.10 | 84.90 |
| standard error:                              | 1.12                        | 1.55      | 1.63       | 2.06                     | 2.74         | 1.73          | 2.26              | 2.56                   | 2.22  | 2.36     | 2.07  | 3.80  | 2.49  | 1.55                 | 2.67         | 3.26       | 3.95  | 1.34             | 3.06  | 2.81  | 4.86  |
| sig. test for means:                         |                             |           |            | **                       |              |               |                   |                        |       |          | *     |       |       |                      |              |            |       | *                |       | **    |       |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |  |
|---|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q24B the availability of the information you needed |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| weightd # of participants:                          | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |  |
| real # of participants:                             | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |  |
| Very unimportant (0)                                | 0%          | 0%    | 0%    | 1%    | 0%    | 0%                   | 0%                   | 0%          | 0%    | 1%    | 0%    | 0%          | 0%    | 0%    | 0%    | 1%               | 0%           | 0%            | 0%                            | 0%                     | 1%                             |  |
| Unimportant (25)                                    | 0%          | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%          | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| Neutral (50)  | 9%          | 11%   | 9%    | 11%   | 4%    | 9%                   | 15%                  | 8%          | 9%    | 11%   | 5%    | 39%         | 7%    | 20%   | 0%    | 8%               | 9%           | 11%           | 8%                            | 10%                    | 11%                            |  |
| Important (75)                                      | 32%         | 28%   | 36%   | 34%   | 28%   | 32%                  | 35%                  | 32%         | 34%   | 34%   | 27%   | 0%          | 46%   | 34%   | 43%   | 34%              | 33%          | 30%           | 28%                           | 28%                    | 43%                            |  |
| Very important (100)                                | 57%         | 59%   | 55%   | 52%   | 66%   | 58%                  | 46%                  | 60%         | 57%   | 53%   | 68%   | 44%         | 47%   | 46%   | 43%   | 54%              | 58%          | 59%           | 63%                           | 62%                    | 43%                            |  |
| DK/NR   | 2%          | 2%    | 0%    | 2%    | 2%    | 0%                   | 5%                   | 0%          | 0%    | 0%    | 0%    | 17%         | 0%    | 0%    | 15%   | 3%               | 0%           | 1%            | 2%                            | 0%                     | 1%                             |  |
| chi <sup>2</sup> :                                  |             |       |       |       |       | (*)                  | ++                   |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |  |
| ± ... at 50%:                                       | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |  |
| mean for these data:                                | 86.76       | 87.07 | 86.64 | 84.66 | 90.91 | 87.09                | 83.04                | 88.04       | 87.15 | 84.60 | 90.74 | 76.65       | 84.86 | 81.50 | 87.50 | 86.09            | 87.30        | 87.08         | 89.00                         | 87.86                  | 82.15                          |  |
| standard error:                                     | 1.18        | 2.47  | 2.15  | 2.52  | 2.00  | 1.31                 | 3.21                 | 2.39        | 2.47  | 3.02  | 2.28  | 14.62       | 4.52  | 6.33  | 5.69  | 2.39             | 1.82         | 2.01          | 1.49                          | 2.64                   | 2.55                           |  |
| sig. test for means:                                |             |       |       |       | *     |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        | *                              |  |



Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q24B the availability of the information you needed |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants:                          | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| real # of participants:                             | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)                                | 0%                          | 0%        | 1%         | 0%                       | 0%           | 1%            | 0%                | 2%                     | 1%    | 2%       | 2%    | 0%    | 0%    | 1%                   | 0%           | 0%         | 0%    | 1%               | 0%    | 0%    | 0%    |  |
| Unimportant (25)                                    | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |  |
| Neutral (50)  | 9%                          | 10%       | 7%         | 3%                       | 10%          | 7%            | 17%               | 6%                     | 11%   | 4%       | 2%    | 12%   | 19%   | 7%                   | 11%          | 18%        | 9%    | 7%               | 6%    | 24%   | 0%    |  |
| Important (75)                                      | 32%                         | 31%       | 34%        | 27%                      | 30%          | 34%           | 36%               | 25%                    | 32%   | 35%      | 29%   | 39%   | 38%   | 25%                  | 29%          | 45%        | 62%   | 26%              | 23%   | 41%   | 62%   |  |
| Very important (100)                                | 57%                         | 57%       | 56%        | 65%                      | 61%          | 56%           | 47%               | 66%                    | 53%   | 59%      | 66%   | 49%   | 43%   | 67%                  | 59%          | 36%        | 29%   | 65%              | 69%   | 33%   | 38%   |  |
| DK/NR   | 2%                          | 1%        | 2%         | 6%                       | 0%           | 2%            | 0%                | 2%                     | 2%    | 0%       | 2%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 1%               | 2%    | 2%    | 0%    |  |
| chi <sup>2</sup> :                                  |                             |           |            | +                        |              |               |                   |                        |       |          |       |       |       | (*)                  |              |            |       | (**)             |       |       |       |  |
| ± ... at 50%:                                       | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| mean for these data:                                | 86.76                       | 86.81     | 86.69      | 91.54                    | 87.84        | 86.80         | 82.53             | 89.01                  | 85.12 | 87.61    | 89.86 | 84.43 | 81.10 | 89.43                | 86.98        | 79.56      | 79.87 | 89.20            | 91.36 | 77.10 | 84.57 |  |
| standard error:                                     | 1.18                        | 1.59      | 1.79       | 2.31                     | 2.53         | 2.18          | 2.43              | 2.65                   | 2.66  | 2.64     | 2.77  | 3.72  | 2.77  | 1.78                 | 3.00         | 3.21       | 3.55  | 1.58             | 2.76  | 2.96  | 3.14  |  |
| sig. test for means:                                |                             |           |            | *                        |              |               | *                 |                        |       |          |       |       | *     | **                   |              | *          |       | *                | *     | ***   | ***   |  |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |
|--|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q24C the consistency of the information provided | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:                       | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:                          | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)                             | 0%          | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%          | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%           | 0%            | 0%                            | 0%                     | 0%                             |
| Unimportant (25)                                 | 0%          | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%          | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%           | 0%            | 0%                            | 0%                     | 0%                             |
| Neutral (50)                                     | 9%          | 8%    | 14%   | 6%    | 8%    | 8%                   | 15%                  | 7%          | 16%   | 6%    | 5%    | 17%         | 7%    | 14%   | 28%   | 8%               | 10%          | 8%            | 6%                            | 3%                     | 19%                            |
| Important (75)                                   | 32%         | 26%   | 22%   | 44%   | 27%   | 30%                  | 37%                  | 27%         | 20%   | 44%   | 19%   | 22%         | 31%   | 38%   | 57%   | 41%              | 31%          | 24%           | 29%                           | 44%                    | 28%                            |
| Very important (100)                             | 54%         | 54%   | 60%   | 45%   | 65%   | 58%                  | 44%                  | 55%         | 62%   | 48%   | 76%   | 44%         | 54%   | 48%   | 15%   | 42%              | 56%          | 65%           | 57%                           | 53%                    | 51%                            |
| DK/NR  | 5%          | 12%   | 3%    | 5%    | 0%    | 4%                   | 5%                   | 11%         | 2%    | 3%    | 0%    | 17%         | 7%    | 0%    | 0%    | 10%              | 3%           | 2%            | 8%                            | 0%                     | 2%                             |
| chi <sup>2</sup> :                               |             | +     |       |       |       |                      |                      | ++          |       |       |       |             |       |       |       | +                |              |               | +                             |                        |                                |
| ± ... at 50%:                                    | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:                             | 86.97       | 88.13 | 86.97 | 85.21 | 89.33 | 88.04                | 82.68                | 88.64       | 86.79 | 85.91 | 92.83 | 83.31       | 87.66 | 83.50 | 71.62 | 84.42            | 86.93        | 89.43         | 89.02                         | 87.55                  | 83.27                          |
| standard error:                                  | 1.14        | 2.47  | 2.48  | 2.06  | 2.23  | 1.25                 | 3.18                 | 2.51        | 2.89  | 2.36  | 2.16  | 11.56       | 4.86  | 5.84  | 6.62  | 2.19             | 1.90         | 1.92          | 1.46                          | 2.17                   | 2.62                           |
| sig. test for means:                             |             |       |       |       |       |                      |                      | *           |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q24C the consistency of the information provided | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                       | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                          | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                             | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| Unimportant (25)                                 | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| Neutral (50)                                     | 9%                          | 8%        | 9%         | 3%                       | 13%          | 7%            | 10%               | 11%                    | 9%    | 10%      | 6%    | 16%   | 10%   | 5%                   | 14%          | 10%        | 21%   | 5%               | 11%   | 12%   | 16%   |
| Important (75)                                   | 32%                         | 35%       | 28%        | 26%                      | 36%          | 31%           | 31%               | 30%                    | 39%   | 23%      | 25%   | 31%   | 35%   | 34%                  | 29%          | 26%        | 25%   | 33%              | 27%   | 32%   | 22%   |
| Very important (100)                             | 54%                         | 51%       | 60%        | 58%                      | 51%          | 57%           | 55%               | 57%                    | 49%   | 64%      | 60%   | 41%   | 47%   | 58%                  | 57%          | 56%        | 54%   | 57%              | 60%   | 49%   | 61%   |
| DK/NR  | 5%                          | 6%        | 3%         | 13%                      | 0%           | 5%            | 4%                | 2%                     | 4%    | 4%       | 8%    | 13%   | 8%    | 3%                   | 0%           | 8%         | 0%    | 5%               | 2%    | 6%    | 0%    |
| chi <sup>2</sup> :                               |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:                                    | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                             | 86.97                       | 86.27     | 88.06      | 90.84                    | 84.41        | 88.15         | 86.83             | 86.77                  | 85.53 | 89.04    | 89.69 | 82.17 | 85.07 | 88.41                | 85.72        | 87.43      | 83.11 | 88.63            | 87.42 | 84.79 | 86.25 |
| standard error:                                  | 1.14                        | 1.57      | 1.67       | 2.49                     | 2.70         | 1.95          | 2.26              | 2.43                   | 2.27  | 2.47     | 2.48  | 4.42  | 2.57  | 1.56                 | 3.15         | 3.19       | 4.88  | 1.40             | 3.27  | 2.80  | 4.89  |
| sig. test for means:                             |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |
|---|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|   | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q24D communications in the official language of your choice | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:                                  | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:                                     | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)  | 6%          | 8%    | 5%    | 4%    | 8%    | 6%                   | 5%                   | 4%          | 7%    | 6%    | 10%   | 39%         | 0%    | 0%    | 0%    | 6%               | 6%           | 5%            | 5%                            | 8%                     | 6%                             |
| Unimportant (25)  | 9%          | 5%    | 5%    | 12%   | 10%   | 9%                   | 8%                   | 6%          | 4%    | 12%   | 12%   | 0%          | 8%    | 14%   | 0%    | 13%              | 4%           | 11%           | 4%                            | 12%                    | 14%                            |
| Neutral (50)  | 9%          | 2%    | 9%    | 11%   | 14%   | 7%                   | 20%                  | 2%          | 9%    | 10%   | 7%    | 0%          | 8%    | 26%   | 43%   | 1%               | 12%          | 14%           | 9%                            | 14%                    | 7%                             |
| Important (75)  | 23%         | 30%   | 15%   | 31%   | 12%   | 24%                  | 27%                  | 33%         | 11%   | 32%   | 12%   | 0%          | 30%   | 40%   | 15%   | 33%              | 22%          | 15%           | 24%                           | 16%                    | 27%                            |
| Very important (100)  | 52%         | 55%   | 64%   | 40%   | 57%   | 54%                  | 38%                  | 55%         | 69%   | 41%   | 59%   | 61%         | 46%   | 20%   | 43%   | 44%              | 56%          | 54%           | 55%                           | 50%                    | 46%                            |
| DK/NR   | 1%          | 0%    | 2%    | 2%    | 0%    | 0%                   | 2%                   | 0%          | 0%    | 0%    | 0%    | 0%          | 7%    | 0%    | 0%    | 3%               | 0%           | 1%            | 2%                            | 0%                     | 0%                             |
| chi <sup>2</sup> :  |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       | (*)              |              |               |                               |                        |                                |
| ± ... at 50%:   | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:  | 76.80       | 79.89 | 82.56 | 72.78 | 74.96 | 77.21                | 71.80                | 81.99       | 82.97 | 72.40 | 74.27 | 61.10       | 81.02 | 66.50 | 75.00 | 74.72            | 78.98        | 75.77         | 81.07                         | 71.95                  | 73.21                          |
| standard error:   | 2.08        | 4.25  | 3.86  | 3.91  | 4.78  | 2.36                 | 5.05                 | 3.93        | 4.54  | 4.75  | 5.67  | 24.79       | 7.09  | 7.82  | 9.57  | 4.07             | 3.30         | 3.69          | 2.59                          | 5.27                   | 4.23                           |
| sig. test for means:  |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               | *                             |                        |                                |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q24D communications in the official language of your choice |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants:                                  | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |  |
| real # of participants:                                     | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |  |
| Very unimportant (0)  | 6%                          | 5%        | 7%         | 3%                       | 4%           | 5%            | 11%               | 5%                     | 5%    | 2%       | 4%    | 4%    | 8%    | 6%                   | 0%           | 7%         | 21%   | 5%               | 3%    | 8%    | 11%   |  |
| Unimportant (25)  | 9%                          | 10%       | 8%         | 5%                       | 20%          | 5%            | 8%                | 14%                    | 7%    | 12%      | 6%    | 12%   | 11%   | 5%                   | 15%          | 9%         | 10%   | 9%               | 11%   | 5%    | 17%   |  |
| Neutral (50)  | 9%                          | 9%        | 10%        | 2%                       | 6%           | 12%           | 13%               | 12%                    | 10%   | 8%       | 0%    | 12%   | 2%    | 6%                   | 10%          | 13%        | 14%   | 5%               | 12%   | 16%   | 22%   |  |
| Important (75)  | 23%                         | 30%       | 12%        | 24%                      | 24%          | 20%           | 28%               | 16%                    | 34%   | 11%      | 24%   | 35%   | 26%   | 25%                  | 22%          | 24%        | 16%   | 24%              | 18%   | 23%   | 17%   |  |
| Very important (100)  | 52%                         | 44%       | 63%        | 61%                      | 47%          | 58%           | 40%               | 52%                    | 40%   | 65%      | 65%   | 36%   | 54%   | 58%                  | 51%          | 47%        | 38%   | 55%              | 56%   | 47%   | 33%   |  |
| DK/NR   | 1%                          | 2%        | 0%         | 6%                       | 0%           | 0%            | 0%                | 0%                     | 2%    | 2%       | 0%    | 0%    | 0%    | 0%                   | 2%           | 0%         | 0%    | 2%               | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :  |                             | (*)       |            | (*)                      |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| ± ... at 50%:   | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |  |
| mean for these data:  | 76.80                       | 75.13     | 79.47      | 85.67                    | 72.77        | 80.60         | 69.47             | 73.57                  | 75.13 | 82.23    | 85.02 | 72.05 | 76.87 | 80.52                | 77.80        | 73.48      | 60.17 | 79.73            | 78.29 | 73.91 | 61.12 |  |
| standard error:   | 2.08                        | 2.79      | 3.15       | 4.26                     | 4.86         | 3.37          | 4.40              | 4.57                   | 3.90  | 4.18     | 4.04  | 6.24  | 4.76  | 2.99                 | 4.86         | 5.71       | 9.53  | 2.72             | 5.46  | 4.85  | 8.84  |  |
| sig. test for means:  |                             |           |            | *                        |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | WD PROVINCE |       |       |       |       | TYPE                 |                      | WD PROVINCE |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |              |               | FIRST WD CONTACT              |                        |                                |
|--|-------------|-------|-------|-------|-------|----------------------|----------------------|-------------|-------|-------|-------|-------------|-------|-------|-------|------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC          | Alta  | Sask. | Man.  | BC          | Alta  | Sask. | Man.  | Once             | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q24E the ease of understanding of the information provided | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39          | 40    | 66    | 34    | 4           | 12    | 13    | 6     | 70               | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:                                 | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%         | 18%   | 29%   | 15%   | 2%          | 5%    | 6%    | 3%    | 31%              | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:                                    | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46          | 45    | 42    | 41    | 5           | 13    | 10    | 7     | 61               | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)                                       | 1%          | 0%    | 0%    | 0%    | 4%    | 1%                   | 0%                   | 0%          | 0%    | 0%    | 5%    | 0%          | 0%    | 0%    | 0%    | 1%               | 1%           | 0%            | 2%                            | 0%                     | 0%                             |
| Unimportant (25)   | 0%          | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%          | 0%    | 0%    | 0%    | 0%          | 0%    | 0%    | 0%    | 0%               | 0%           | 0%            | 0%                            | 0%                     | 0%                             |
| Neutral (50)   | 8%          | 6%    | 14%   | 7%    | 6%    | 7%                   | 17%                  | 4%          | 15%   | 5%    | 3%    | 17%         | 7%    | 20%   | 29%   | 7%               | 7%           | 10%           | 8%                            | 5%                     | 11%                            |
| Important (75)   | 40%         | 36%   | 43%   | 45%   | 31%   | 41%                  | 38%                  | 38%         | 42%   | 46%   | 32%   | 22%         | 46%   | 40%   | 28%   | 46%              | 42%          | 32%           | 40%                           | 36%                    | 43%                            |
| Very important (100)                                       | 49%         | 56%   | 43%   | 43%   | 58%   | 50%                  | 43%                  | 58%         | 42%   | 46%   | 61%   | 44%         | 47%   | 40%   | 43%   | 42%              | 47%          | 58%           | 47%                           | 59%                    | 45%                            |
| DK/NR  | 2%          | 2%    | 0%    | 5%    | 0%    | 1%                   | 2%                   | 0%          | 0%    | 3%    | 0%    | 17%         | 0%    | 0%    | 0%    | 4%               | 2%           | 1%            | 4%                            | 0%                     | 1%                             |
| chi <sup>2</sup> :   |             |       |       |       | +     |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |
| ± ... at 50%:  | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15          | 16    | 16    | 16    | 47          | 29    | 33    | 39    | 13               | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:                                       | 84.82       | 87.93 | 82.43 | 84.57 | 85.05 | 85.29                | 81.70                | 88.36       | 81.73 | 85.39 | 85.73 | 83.31       | 84.86 | 80.00 | 78.38 | 82.98            | 84.35        | 87.16         | 83.80                         | 88.51                  | 83.75                          |
| standard error:  | 1.21        | 2.16  | 2.30  | 2.08  | 3.26  | 1.34                 | 3.21                 | 2.16        | 2.68  | 2.33  | 3.77  | 11.56       | 4.52  | 6.15  | 8.67  | 2.38             | 2.02         | 1.96          | 1.81                          | 2.30                   | 2.23                           |
| sig. test for means:                                       |             |       |       |       |       |                      |                      |             |       |       |       |             |       |       |       |                  |              |               |                               |                        |                                |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |             | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q24E the ease of understanding of the information provided | 227                         | 140       | 86         | 33                       | 45           | 75            | 65          | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:                                 | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%         | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:                                    | 219                         | 116       | 103        | 35                       | 44           | 71            | 59          | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)                                       | 1%                          | 0%        | 2%         | 3%                       | 2%           | 0%            | 0%          | 2%                     | 1%    | 2%       | 0%    | 0%    | 2%    | 2%                   | 0%           | 0%         | 0%    | 1%               | 0%    | 0%    | 0%    |
| Unimportant (25)   | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%          | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| Neutral (50)   | 8%                          | 6%        | 11%        | 5%                       | 8%           | 5%            | 14%         | 9%                     | 6%    | 13%      | 4%    | 12%   | 9%    | 5%                   | 10%          | 18%        | 6%    | 6%               | 14%   | 10%   | 11%   |
| Important (75)   | 40%                         | 42%       | 37%        | 27%                      | 40%          | 43%           | 41%         | 32%                    | 46%   | 31%      | 26%   | 53%   | 49%   | 35%                  | 44%          | 38%        | 60%   | 35%              | 40%   | 44%   | 44%   |
| Very important (100)                                       | 49%                         | 49%       | 48%        | 57%                      | 51%          | 52%           | 42%         | 57%                    | 44%   | 54%      | 68%   | 35%   | 36%   | 58%                  | 46%          | 40%        | 35%   | 56%              | 44%   | 41%   | 45%   |
| DK/NR  | 2%                          | 3%        | 2%         | 8%                       | 0%           | 1%            | 3%          | 0%                     | 2%    | 0%       | 2%    | 0%    | 4%    | 0%                   | 0%           | 5%         | 0%    | 1%               | 2%    | 4%    | 0%    |
| chi <sup>2</sup> :   |                             |           |            | +                        |              |               |             |                        |       |          |       |       |       |                      |              | ++         |       |                  |       |       |       |
| ± ... at 50%:  | 7                           | 10        | 10         | 18                       | 16           | 12            | 14          | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:                                       | 84.82                       | 85.91     | 83.06      | 87.03                    | 84.28        | 86.88         | 82.28       | 85.64                  | 83.94 | 83.88    | 91.27 | 80.73 | 80.47 | 86.82                | 84.01        | 80.80      | 82.36 | 86.57            | 82.57 | 83.04 | 83.32 |
| standard error:  | 1.21                        | 1.44      | 2.07       | 3.73                     | 3.01         | 1.76          | 2.31        | 2.82                   | 2.43  | 3.06     | 2.16  | 3.54  | 2.89  | 1.92                 | 2.84         | 3.38       | 3.42  | 1.70             | 3.33  | 2.58  | 4.32  |
| sig. test for means:                                       |                             |           |            |                          |              |               |             |                        |       |          | **    |       |       |                      |              |            |       |                  |       |       |       |

Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | -WD PROVINCE- |       |       |       |       | -TYPE-               |                      | -WD PROVINCE- |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT-            |                        |                                |
|--|---------------|-------|-------|-------|-------|----------------------|----------------------|---------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|  | TOTAL         | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC            | Alta  | Sask. | Man.  | BC            | Alta  | Sask. | Man.  | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q24F the information provided on the requirements to get the service | 227           | 44    | 52    | 88    | 43    | 180                  | 35                   | 39            | 40    | 66    | 34    | 4             | 12    | 13    | 6     | 70                 | 82           | 72            | 110                           | 52                     | 63                             |
| weightd # of participants:   | 100%          | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%           | 18%   | 29%   | 15%   | 2%            | 5%    | 6%    | 3%    | 31%                | 36%          | 32%           | 48%                           | 23%                    | 28%                            |
| real # of participants:  | 219           | 51    | 58    | 59    | 51    | 174                  | 35                   | 46            | 45    | 42    | 41    | 5             | 13    | 10    | 7     | 61                 | 81           | 74            | 117                           | 42                     | 58                             |
| Very unimportant (0)   | 0%            | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%            | 0%    | 0%    | 0%    | 0%            | 0%    | 0%    | 0%    | 0%                 | 0%           | 0%            | 0%                            | 0%                     | 0%                             |
| Unimportant (25)   | 1%            | 2%    | 3%    | 0%    | 0%    | 1%                   | 2%                   | 2%            | 2%    | 0%    | 0%    | 0%            | 7%    | 0%    | 0%    | 2%                 | 0%           | 1%            | 2%                            | 0%                     | 1%                             |
| Neutral (50)   | 7%            | 4%    | 3%    | 9%    | 12%   | 7%                   | 9%                   | 4%            | 4%    | 10%   | 10%   | 0%            | 0%    | 12%   | 28%   | 10%                | 7%           | 5%            | 7%                            | 5%                     | 10%                            |
| Important (75)   | 29%           | 30%   | 40%   | 24%   | 25%   | 26%                  | 40%                  | 29%           | 33%   | 19%   | 27%   | 39%           | 61%   | 34%   | 14%   | 25%                | 26%          | 35%           | 26%                           | 25%                    | 36%                            |
| Very important (100)   | 56%           | 58%   | 54%   | 58%   | 55%   | 61%                  | 36%                  | 59%           | 60%   | 65%   | 58%   | 44%           | 31%   | 40%   | 29%   | 56%                | 61%          | 52%           | 58%                           | 69%                    | 44%                            |
| DK/NR  | 7%            | 7%    | 0%    | 9%    | 8%    | 5%                   | 12%                  | 6%            | 0%    | 7%    | 5%    | 17%           | 0%    | 14%   | 29%   | 6%                 | 6%           | 7%            | 8%                            | 0%                     | 8%                             |
| chi <sup>2</sup> :   |               |       |       |       |       |                      |                      |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |
| ± ... at 50%:  | 7             | 15    | 14    | 14    | 15    | 8                    | 18                   | 15            | 16    | 16    | 16    | 47            | 29    | 33    | 39    | 13                 | 12           | 12            | 10                            | 16                     | 14                             |
| mean for these data:   | 87.49         | 88.55 | 85.87 | 88.41 | 86.65 | 88.68                | 81.20                | 88.57         | 87.81 | 89.81 | 87.73 | 88.33         | 79.14 | 83.13 | 75.39 | 86.02              | 89.26        | 86.89         | 87.88                         | 91.03                  | 83.83                          |
| standard error:  | 1.21          | 2.45  | 2.39  | 2.29  | 2.63  | 1.32                 | 3.43                 | 2.62          | 2.60  | 2.70  | 2.76  | 7.31          | 5.54  | 6.16  | 11.51 | 2.61               | 1.79         | 2.00          | 1.71                          | 2.25                   | 2.47                           |
| sig. test for means:   |               |       |       |       |       | *                    | *                    |               |       |       |       |               |       |       |       |                    |              |               |                               |                        |                                |



Do you find each of the following aspects of communications to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|  | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|--|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|  | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q24F the information provided on the requirements to get the service | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants:   | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:  | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)   | 0%                          | 0%        | 0%         | 0%                       | 0%           | 0%            | 0%                | 0%                     | 0%    | 0%       | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%         | 0%    | 0%               | 0%    | 0%    | 0%    |
| Unimportant (25)   | 1%                          | 1%        | 2%         | 0%                       | 2%           | 0%            | 1%                | 0%                     | 0%    | 2%       | 2%    | 0%    | 0%    | 1%                   | 0%           | 2%         | 0%    | 0%               | 3%    | 2%    | 0%    |
| Neutral (50)   | 7%                          | 7%        | 8%         | 0%                       | 6%           | 6%            | 14%               | 10%                    | 9%    | 7%       | 8%    | 12%   | 2%    | 5%                   | 2%           | 10%        | 25%   | 5%               | 6%    | 8%    | 33%   |
| Important (75)   | 29%                         | 27%       | 31%        | 19%                      | 35%          | 27%           | 30%               | 23%                    | 26%   | 37%      | 24%   | 22%   | 30%   | 26%                  | 20%          | 27%        | 56%   | 24%              | 16%   | 37%   | 39%   |
| Very important (100)   | 56%                         | 59%       | 52%        | 70%                      | 56%          | 59%           | 48%               | 56%                    | 59%   | 54%      | 60%   | 54%   | 61%   | 62%                  | 75%          | 48%        | 19%   | 66%              | 68%   | 39%   | 28%   |
| DK/NR  | 7%                          | 6%        | 8%         | 11%                      | 2%           | 8%            | 7%                | 11%                    | 6%    | 0%       | 6%    | 12%   | 7%    | 5%                   | 2%           | 13%        | 0%    | 5%               | 8%    | 14%   | 0%    |
| chi <sup>2</sup> :   |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | (**)                 |              | +          |       | (***)            |       |       |       |
| ± ... at 50%:  | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:   | 87.49                       | 88.46     | 85.89      | 94.79                    | 86.68        | 89.58         | 83.57             | 87.73                  | 88.20 | 85.77    | 87.97 | 86.83 | 90.84 | 89.58                | 93.59        | 84.68      | 73.32 | 91.21            | 90.21 | 83.19 | 73.66 |
| standard error:  | 1.21                        | 1.57      | 1.89       | 1.83                     | 2.70         | 1.89          | 2.60              | 2.57                   | 2.35  | 2.57     | 2.86  | 4.17  | 1.99  | 1.69                 | 2.16         | 3.68       | 4.00  | 1.35             | 3.65  | 2.96  | 5.03  |
| sig. test for means:   |                             |           |            | ***                      |              |               | *                 |                        |       |          |       |       |       |                      | **           |            | **    |                  | **    |       | **    |

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD communications?

|                                | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |  |
|--------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|--|
|                                | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q25                            |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |  |
| weightd # of participants:     | 861             | 181   | 207   | 305   | 168   | 711                  | 119                  | 161             | 174   | 236   | 139   | 17              | 29    | 49    | 23    | 218                  | 343          | 281           | 448                           | 198                       | 202                            |  |
| real # of participants:        | 100%            | 21%   | 24%   | 35%   | 20%   | 83%                  | 14%                  | 19%             | 20%   | 27%   | 16%   | 2%              | 3%    | 6%    | 3%    | 25%                  | 40%          | 33%           | 52%                           | 23%                       | 23%                            |  |
| DISSATISFIED (very and smwhat) | 8%              | 12%   | 5%    | 8%    | 7%    | 8%                   | 7%                   | 11%             | 5%    | 9%    | 8%    | 14%             | 9%    | 5%    | 0%    | 9%                   | 9%           | 5%            | 7%                            | 7%                        | 9%                             |  |
| SATISFIED (very and smwhat)    | 76%             | 71%   | 82%   | 77%   | 75%   | 76%                  | 76%                  | 72%             | 82%   | 76%   | 75%   | 61%             | 82%   | 77%   | 78%   | 74%                  | 73%          | 83%           | 79%                           | 77%                       | 69%                            |  |
| Very dissatisfied (0)          | 3%              | 5%    | 0%    | 3%    | 2%    | 3%                   | 3%                   | 5%              | 1%    | 3%    | 2%    | 4%              | 0%    | 5%    | 0%    | 4%                   | 2%           | 2%            | 3%                            | 2%                        | 3%                             |  |
| Dissatisfied (25)              | 5%              | 7%    | 5%    | 5%    | 5%    | 6%                   | 4%                   | 7%              | 4%    | 6%    | 5%    | 10%             | 9%    | 0%    | 0%    | 6%                   | 7%           | 3%            | 5%                            | 5%                        | 6%                             |  |
| Neutral (50)                   | 16%             | 18%   | 13%   | 15%   | 18%   | 16%                  | 18%                  | 17%             | 14%   | 15%   | 17%   | 25%             | 9%    | 18%   | 22%   | 17%                  | 18%          | 12%           | 13%                           | 16%                       | 22%                            |  |
| Satisfied (75)                 | 40%             | 42%   | 37%   | 43%   | 34%   | 40%                  | 42%                  | 42%             | 39%   | 41%   | 35%   | 46%             | 27%   | 49%   | 41%   | 44%                  | 42%          | 34%           | 41%                           | 42%                       | 35%                            |  |
| Very satisfied (100)           | 37%             | 29%   | 45%   | 34%   | 40%   | 36%                  | 34%                  | 29%             | 42%   | 34%   | 40%   | 14%             | 55%   | 28%   | 37%   | 30%                  | 31%          | 49%           | 38%                           | 35%                       | 35%                            |  |
| Don't know                     | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |  |
| chi <sup>2</sup> :             |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       | ***                  |              |               |                               |                           |                                |  |
| ± ... at 50%:                  | 4               | 7     | 7     | 7     | 7     | 4                    | 10                   | 8               | 7     | 8     | 8     | 23              | 18    | 17    | 20    | 7                    | 6            | 6             | 5                             | 8                         | 8                              |  |
| mean for these data:           | 75.64           | 70.79 | 80.23 | 74.89 | 76.53 | 75.37                | 75.24                | 71.20           | 79.66 | 74.55 | 76.19 | 64.09           | 81.91 | 73.52 | 78.87 | 72.55                | 73.10        | 81.18         | 76.97                         | 75.74                     | 73.11                          |  |
| standard error:                | 0.84            | 1.84  | 1.43  | 1.65  | 1.73  | 0.93                 | 2.20                 | 1.96            | 1.54  | 1.95  | 1.94  | 5.56            | 4.25  | 3.93  | 3.71  | 1.82                 | 1.30         | 1.37          | 1.10                          | 1.77                      | 1.87                           |  |
| sig. test for means:           |                 | **    | ***   |       |       |                      |                      | *               | **    |       |       | *               |       |       |       | *                    | *            | ***           |                               |                           |                                |  |

Thinking of your most recent contact with WD, overall, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with WD communications?

|                                | -DEPTH OF RELATIONSHIP- |           |            |                  | -YEARS OF EXISTENCE- |               |                   |           | -CLIENT LOCATIONS- |          |       |       |       | -GROSS REVENUES- |              |            |       | -EMPLOYMENT- |       |       |       |  |
|--------------------------------|-------------------------|-----------|------------|------------------|----------------------|---------------|-------------------|-----------|--------------------|----------|-------|-------|-------|------------------|--------------|------------|-------|--------------|-------|-------|-------|--|
|                                | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years         | 4 to 10 years | 11 years and more | Mani-toba | Sask.              | Alber-ta | BC    | USA   | Other | <\$250k          | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5           | 5-9   | 10-49 | 50+   |  |
| Q25                            |                         |           |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |  |
| weightd # of participants:     | 861                     | 519       | 342        | 171              | 175                  | 260           | 219               | 154       | 258                | 182      | 165   | 106   | 188   | 360              | 144          | 103        | 66    | 445          | 105   | 161   | 71    |  |
| real # of participants:        | 100%                    | 60%       | 40%        | 20%              | 20%                  | 30%           | 25%               | 18%       | 30%                | 21%      | 19%   | 12%   | 22%   | 42%              | 17%          | 12%        | 8%    | 52%          | 12%   | 19%   | 8%    |  |
| DISSATISFIED (very and smwhat) | 862                     | 453       | 409        | 170              | 174                  | 266           | 221               | 171       | 204                | 191      | 180   | 104   | 198   | 359              | 143          | 104        | 71    | 438          | 112   | 168   | 75    |  |
|                                | 8%                      | 8%        | 7%         | 7%               | 9%                   | 7%            | 9%                | 7%        | 7%                 | 6%       | 10%   | 9%    | 7%    | 7%               | 7%           | 7%         | 7%    | 8%           | 6%    | 7%    | 10%   |  |
| SATISFIED (very and smwhat)    | 76%                     | 76%       | 77%        | 81%              | 70%                  | 77%           | 77%               | 76%       | 81%                | 81%      | 73%   | 69%   | 76%   | 78%              | 78%          | 75%        | 79%   | 76%          | 73%   | 78%   | 79%   |  |
| Very dissatisfied (0)          | 3%                      | 3%        | 2%         | 1%               | 3%                   | 1%            | 5%                | 2%        | 2%                 | 2%       | 3%    | 6%    | 3%    | 2%               | 3%           | 4%         | 1%    | 3%           | 1%    | 3%    | 4%    |  |
| Dissatisfied (25)              | 5%                      | 5%        | 5%         | 6%               | 6%                   | 6%            | 4%                | 5%        | 4%                 | 4%       | 7%    | 3%    | 3%    | 5%               | 4%           | 2%         | 5%    | 5%           | 5%    | 4%    | 6%    |  |
| Neutral (50)                   | 16%                     | 16%       | 15%        | 12%              | 21%                  | 16%           | 14%               | 17%       | 13%                | 13%      | 17%   | 23%   | 17%   | 15%              | 15%          | 18%        | 14%   | 16%          | 21%   | 15%   | 11%   |  |
| Satisfied (75)                 | 40%                     | 40%       | 39%        | 40%              | 38%                  | 39%           | 43%               | 33%       | 45%                | 37%      | 41%   | 41%   | 40%   | 41%              | 43%          | 37%        | 42%   | 40%          | 45%   | 35%   | 38%   |  |
| Very satisfied (100)           | 37%                     | 35%       | 38%        | 41%              | 32%                  | 38%           | 34%               | 43%       | 36%                | 44%      | 32%   | 28%   | 36%   | 37%              | 35%          | 38%        | 37%   | 36%          | 28%   | 43%   | 41%   |  |
| Don't know                     | 0%                      | 0%        | 0%         | 0%               | 0%                   | 0%            | 0%                | 0%        | 0%                 | 0%       | 0%    | 0%    | 0%    | 0%               | 0%           | 0%         | 0%    | 0%           | 0%    | 0%    | 0%    |  |
| chi <sup>2</sup> :             |                         |           |            |                  |                      |               |                   |           |                    |          |       |       |       |                  |              |            |       |              |       |       |       |  |
| ± ... at 50%:                  | 4                       | 5         | 5          | 8                | 8                    | 6             | 7                 | 8         | 7                  | 8        | 8     | 10    | 7     | 5                | 9            | 10         | 12    | 5            | 10    | 8     | 12    |  |
| mean for these data:           | 75.64                   | 75.05     | 76.52      | 78.25            | 72.48                | 76.87         | 74.22             | 77.67     | 77.02              | 79.50    | 73.17 | 70.52 | 75.59 | 76.48            | 75.82        | 75.59      | 76.87 | 75.27        | 73.18 | 77.49 | 76.46 |  |
| standard error:                | 0.84                    | 1.16      | 1.20       | 1.79             | 1.93                 | 1.44          | 1.76              | 1.88      | 1.61               | 1.68     | 1.88  | 2.60  | 1.75  | 1.25             | 1.99         | 2.52       | 2.74  | 1.18         | 2.13  | 1.96  | 3.05  |  |
| sig. test for means:           |                         |           |            |                  |                      |               |                   |           | *                  |          |       | *     |       |                  |              |            |       |              |       |       |       |  |

In general, if only one area of WD communications could be improved, which one should be focussed on?

|                                | WD PROVINCE |     |      |       | TYPE |                      | WD PROVINCE          |     |      |       | WD PROVINCE |     |      |       | CONTACTS WITH WD |      |              | FIRST WD CONTACT |                               |                        |                                |
|--------------------------------|-------------|-----|------|-------|------|----------------------|----------------------|-----|------|-------|-------------|-----|------|-------|------------------|------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                                | TOTAL       | BC  | Alta | Sask. | Man. | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC  | Alta | Sask. | Man.        | BC  | Alta | Sask. | Man.             | Once | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q26                            |             |     |      |       |      |                      |                      |     |      |       |             |     |      |       |                  |      |              |                  |                               |                        |                                |
| weightd # of participants:     | 875         | 185 | 207  | 311   | 171  | 721                  | 121                  | 166 | 174  | 238   | 142         | 17  | 29   | 51    | 23               | 225  | 348          | 282              | 460                           | 198                    | 204                            |
| real # of participants:        | 875         | 215 | 233  | 223   | 204  | 724                  | 121                  | 192 | 196  | 166   | 170         | 21  | 33   | 40    | 27               | 200  | 362          | 292              | 491                           | 179                    | 193                            |
| DK/NR                          | 49%         | 46% | 55%  | 46%   | 50%  | 48%                  | 46%                  | 47% | 55%  | 44%   | 48%         | 31% | 52%  | 41%   | 60%              | 51%  | 47%          | 48%              | 52%                           | 47%                    | 42%                            |
| other                          | 21%         | 23% | 22%  | 17%   | 23%  | 22%                  | 16%                  | 25% | 22%  | 18%   | 24%         | 10% | 21%  | 17%   | 15%              | 23%  | 19%          | 21%              | 22%                           | 17%                    | 23%                            |
| availability of the info.      | 9%          | 9%  | 8%   | 11%   | 7%   | 9%                   | 12%                  | 9%  | 7%   | 12%   | 8%          | 11% | 15%  | 12%   | 7%               | 11%  | 12%          | 5%               | 8%                            | 9%                     | 11%                            |
| clarity of the information     | 8%          | 8%  | 6%   | 10%   | 7%   | 8%                   | 8%                   | 7%  | 7%   | 9%    | 8%          | 20% | 3%   | 9%    | 4%               | 7%   | 8%           | 9%               | 8%                            | 10%                    | 6%                             |
| info. on the requirements      | 5%          | 4%  | 3%   | 7%    | 4%   | 5%                   | 6%                   | 4%  | 3%   | 7%    | 5%          | 8%  | 0%   | 10%   | 4%               | 4%   | 5%           | 5%               | 4%                            | 5%                     | 6%                             |
| ease of understanding          | 4%          | 3%  | 3%   | 6%    | 4%   | 4%                   | 7%                   | 3%  | 3%   | 5%    | 4%          | 6%  | 6%   | 7%    | 7%               | 4%   | 3%           | 5%               | 3%                            | 5%                     | 6%                             |
| consistency of the information | 3%          | 5%  | 3%   | 2%    | 3%   | 3%                   | 3%                   | 4%  | 3%   | 2%    | 4%          | 10% | 3%   | 0%    | 4%               | 0%   | 4%           | 5%               | 3%                            | 4%                     | 3%                             |
| official languages             | 1%          | 1%  | 0%   | 2%    | 1%   | 1%                   | 2%                   | 1%  | 0%   | 2%    | 1%          | 4%  | 0%   | 4%    | 0%               | 0%   | 1%           | 2%               | 0%                            | 2%                     | 3%                             |
| chi <sup>2</sup> :             |             |     |      |       |      |                      |                      |     |      |       |             |     |      |       |                  |      |              |                  |                               |                        |                                |
| ± ... at 50%:                  | 4           | 7   | 7    | 7     | 7    | 4                    | 9                    | 8   | 7    | 8     | 8           | 23  | 18   | 16    | 20               | 7    | 5            | 6                | 5                             | 8                      | 7                              |

In general, if only one area of WD communications could be improved, which one should be focussed on?

|                                | DEPTH OF RELATIONSHIP |           | YEARS OF EXISTENCE |                  |              |               | CLIENT LOCATIONS  |           |       |          |     |     | GROSS REVENUES |         |              |            | EMPLOYMENT |       |     |       |     |
|--------------------------------|-----------------------|-----------|--------------------|------------------|--------------|---------------|-------------------|-----------|-------|----------|-----|-----|----------------|---------|--------------|------------|------------|-------|-----|-------|-----|
|                                | TOTAL                 | Long term | Short term         | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba | Sask. | Alber-ta | BC  | USA | Other          | <\$250k | \$250k-<\$1M | \$1M-<\$5M | \$5M+      | <5    | 5-9 | 10-49 | 50+ |
| Q26                            |                       |           |                    |                  |              |               |                   |           |       |          |     |     |                |         |              |            |            |       |     |       |     |
| weightd # of participants:     | 875                   | 528       | 347                | 175              | 177          | 261           | 226               | 157       | 265   | 182      | 167 | 108 | 188            | 366     | 147          | 103        | 66         | 453   | 106 | 164   | 73  |
| real # of participants:        | 100%                  | 60%       | 40%                | 20%              | 20%          | 30%           | 26%               | 18%       | 30%   | 21%      | 19% | 12% | 22%            | 42%     | 17%          | 12%        | 8%         | 52%   | 12% | 19%   | 8%  |
| DK/NR                          | 875                   | 460       | 415                | 173              | 176          | 268           | 227               | 174       | 208   | 191      | 183 | 106 | 199            | 365     | 146          | 104        | 71         | 447   | 113 | 170   | 76  |
|                                | 49%                   | 47%       | 50%                | 51%              | 43%          | 43%           | 54%               | 48%       | 47%   | 53%      | 45% | 47% | 51%            | 50%     | 43%          | 47%        | 57%        | 49%   | 40% | 47%   | 58% |
| other                          | 21%                   | 17%       | 25%                | 21%              | 23%          | 21%           | 20%               | 24%       | 19%   | 23%      | 26% | 22% | 19%            | 22%     | 23%          | 17%        | 22%        | 20%   | 29% | 18%   | 21% |
| availability of the info.      | 9%                    | 10%       | 9%                 | 10%              | 8%           | 10%           | 10%               | 8%        | 11%   | 8%       | 8%  | 11% | 8%             | 7%      | 10%          | 16%        | 5%         | 8%    | 11% | 11%   | 9%  |
| clarity of the information     | 8%                    | 10%       | 5%                 | 7%               | 12%          | 7%            | 6%                | 7%        | 10%   | 5%       | 6%  | 8%  | 6%             | 7%      | 12%          | 6%         | 5%         | 9%    | 6%  | 8%    | 5%  |
| info. on the requirements      | 5%                    | 5%        | 5%                 | 4%               | 4%           | 7%            | 5%                | 4%        | 7%    | 2%       | 4%  | 3%  | 8%             | 5%      | 6%           | 5%         | 5%         | 6%    | 11% | 2%    | 1%  |
| ease of understanding          | 4%                    | 5%        | 3%                 | 4%               | 5%           | 5%            | 2%                | 5%        | 5%    | 5%       | 5%  | 4%  | 2%             | 7%      | 4%           | 1%         | 3%         | 6%    | 0%  | 3%    | 5%  |
| consistency of the information | 3%                    | 3%        | 3%                 | 2%               | 1%           | 6%            | 3%                | 3%        | 0%    | 4%       | 4%  | 5%  | 4%             | 3%      | 2%           | 7%         | 0%         | 2%    | 4%  | 7%    | 1%  |
| official languages             | 1%                    | 2%        | 0%                 | 0%               | 2%           | 1%            | 1%                | 1%        | 1%    | 0%       | 1%  | 1%  | 2%             | 0%      | 1%           | 2%         | 3%         | 1%    | 0%  | 2%    | 0%  |
| chi <sup>2</sup> :             |                       | (**)      |                    |                  |              |               |                   |           |       |          |     |     |                | (*)     |              |            |            | (***) |     |       |     |
| ± ... at 50%:                  | 4                     | 5         | 5                  | 8                | 8            | 6             | 7                 | 8         | 7     | 8        | 8   | 10  | 7              | 5       | 9            | 10         | 12         | 5     | 10  | 8     | 12  |

What is the main method you use to access business information?

|                              | WD PROVINCE |       |      |       | -TYPE- |                      | WD PROVINCE          |       |      |       | WD PROVINCE |     |      |       | CONTACTS WITH WD |      |              | FIRST WD CONTACT |                               |                        |                                |  |
|------------------------------|-------------|-------|------|-------|--------|----------------------|----------------------|-------|------|-------|-------------|-----|------|-------|------------------|------|--------------|------------------|-------------------------------|------------------------|--------------------------------|--|
|                              | TOTAL       | BC    | Alta | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta | Sask. | Man.        | BC  | Alta | Sask. | Man.             | Once | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q27                          |             |       |      |       |        |                      |                      |       |      |       |             |     |      |       |                  |      |              |                  |                               |                        |                                |  |
| weightd # of participants:   | 875         | 185   | 207  | 311   | 171    | 721                  | 121                  | 166   | 174  | 238   | 142         | 17  | 29   | 51    | 23               | 225  | 348          | 282              | 460                           | 198                    | 204                            |  |
|                              | 100%        | 21%   | 24%  | 36%   | 20%    | 82%                  | 14%                  | 19%   | 20%  | 27%   | 16%         | 2%  | 3%   | 6%    | 3%               | 26%  | 40%          | 32%              | 53%                           | 23%                    | 23%                            |  |
| real # of participants:      | 875         | 215   | 233  | 223   | 204    | 724                  | 121                  | 192   | 196  | 166   | 170         | 21  | 33   | 40    | 27               | 200  | 362          | 292              | 491                           | 179                    | 193                            |  |
| Internet                     | 45%         | 58%   | 49%  | 35%   | 44%    | 46%                  | 47%                  | 60%   | 53%  | 33%   | 43%         | 51% | 30%  | 54%   | 52%              | 37%  | 50%          | 44%              | 46%                           | 44%                    | 45%                            |  |
|                              |             | +++   |      | --    |        |                      |                      | +++   | +    | --    |             |     |      | -     |                  | --   | ++           |                  |                               |                        |                                |  |
| Discussions with WD officers | 26%         | 18%   | 24%  | 29%   | 30%    | 25%                  | 26%                  | 17%   | 22%  | 30%   | 30%         | 32% | 27%  | 23%   | 26%              | 30%  | 22%          | 28%              | 26%                           | 27%                    | 25%                            |  |
|                              |             | --    |      |       |        |                      |                      | --    |      | +     |             |     |      |       |                  |      | -            |                  |                               |                        |                                |  |
| Networking                   | 17%         | 12%   | 18%  | 21%   | 17%    | 16%                  | 22%                  | 12%   | 14%  | 21%   | 16%         | 8%  | 40%  | 16%   | 23%              | 20%  | 15%          | 19%              | 17%                           | 15%                    | 19%                            |  |
|                              |             | -     |      |       |        |                      |                      |       |      | +     |             |     |      | ++    |                  |      |              |                  |                               |                        |                                |  |
| Literature                   | 7%          | 5%    | 5%   | 12%   | 3%     | 8%                   | 3%                   | 5%    | 6%   | 13%   | 4%          | 4%  | 3%   | 3%    | 0%               | 10%  | 8%           | 5%               | 6%                            | 10%                    | 8%                             |  |
|                              |             |       |      | +++   | -      | +                    | -                    |       |      | +++   |             |     |      |       |                  |      |              |                  |                               |                        |                                |  |
| DK/NR                        | 2%          | 3%    | 3%   | 2%    | 3%     | 3%                   | 1%                   | 3%    | 3%   | 2%    | 3%          | 0%  | 0%   | 3%    | 0%               | 1%   | 2%           | 3%               | 3%                            | 3%                     | 2%                             |  |
| Other                        | 2%          | 3%    | 1%   | 1%    | 3%     | 2%                   | 1%                   | 3%    | 2%   | 1%    | 4%          | 4%  | 0%   | 2%    | 0%               | 2%   | 3%           | 1%               | 3%                            | 1%                     | 2%                             |  |
| chi <sup>2</sup> :           |             | (***) |      |       |        |                      |                      | (***) |      |       |             |     |      |       |                  | (*)  |              |                  |                               |                        |                                |  |
| ± ... at 50%:                | 4           | 7     | 7    | 7     | 7      | 4                    | 9                    | 8     | 7    | 8     | 8           | 23  | 18   | 16    | 20               | 7    | 5            | 6                | 5                             | 8                      | 7                              |  |

What is the main method you use to access business information?

|                              | --DEPTH OF RELATIONSHIP |           |            |                  |              |               |                   | --YEARS OF EXISTENCE-- |       |          |     |     |       | --CLIENT LOCATIONS-- |              |            |       |     | --GROSS REVENUES-- |       |     |  | --EMPLOYMENT-- |  |  |  |
|------------------------------|-------------------------|-----------|------------|------------------|--------------|---------------|-------------------|------------------------|-------|----------|-----|-----|-------|----------------------|--------------|------------|-------|-----|--------------------|-------|-----|--|----------------|--|--|--|
|                              | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC  | USA | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5  | 5-9                | 10-49 | 50+ |  |                |  |  |  |
| Q27                          |                         |           |            |                  |              |               |                   |                        |       |          |     |     |       |                      |              |            |       |     |                    |       |     |  |                |  |  |  |
| weightd # of participants:   | 875                     | 528       | 347        | 175              | 177          | 261           | 226               | 157                    | 265   | 182      | 167 | 108 | 188   | 366                  | 147          | 103        | 66    | 453 | 106                | 164   | 73  |  |                |  |  |  |
|                              | 100%                    | 60%       | 40%        | 20%              | 20%          | 30%           | 26%               | 18%                    | 30%   | 21%      | 19% | 12% | 22%   | 42%                  | 17%          | 12%        | 8%    | 52% | 12%                | 19%   | 8%  |  |                |  |  |  |
| real # of participants:      | 875                     | 460       | 415        | 173              | 176          | 268           | 227               | 174                    | 208   | 191      | 183 | 106 | 199   | 365                  | 146          | 104        | 71    | 447 | 113                | 170   | 76  |  |                |  |  |  |
| Internet                     | 45%                     | 44%       | 46%        | 44%              | 47%          | 48%           | 42%               | 45%                    | 38%   | 43%      | 51% | 57% | 50%   | 46%                  | 47%          | 49%        | 40%   | 43% | 60%                | 49%   | 45% |  |                |  |  |  |
| Discussions with WD officers | 26%                     | 26%       | 25%        | 25%              | 25%          | 24%           | 28%               | 29%                    | 31%   | 28%      | 25% | 16% | 17%   | 25%                  | 22%          | 28%        | 25%   | 26% | 18%                | 23%   | 31% |  |                |  |  |  |
| Networking                   | 17%                     | 16%       | 20%        | 18%              | 13%          | 19%           | 18%               | 16%                    | 16%   | 18%      | 11% | 15% | 21%   | 17%                  | 20%          | 13%        | 21%   | 18% | 14%                | 18%   | 10% |  |                |  |  |  |
| Literature                   | 7%                      | 9%        | 5%         | 9%               | 10%          | 5%            | 7%                | 5%                     | 11%   | 7%       | 9%  | 6%  | 7%    | 7%                   | 8%           | 8%         | 6%    | 8%  | 4%                 | 7%    | 5%  |  |                |  |  |  |
| DK/NR                        | 2%                      | 3%        | 2%         | 1%               | 2%           | 3%            | 3%                | 3%                     | 2%    | 3%       | 2%  | 2%  | 2%    | 3%                   | 1%           | 3%         | 4%    | 3%  | 3%                 | 2%    | 4%  |  |                |  |  |  |
| Other                        | 2%                      | 2%        | 2%         | 3%               | 3%           | 2%            | 1%                | 2%                     | 2%    | 0%       | 3%  | 3%  | 3%    | 2%                   | 2%           | 0%         | 4%    | 2%  | 1%                 | 1%    | 6%  |  |                |  |  |  |
|                              |                         |           |            |                  |              |               |                   |                        |       |          |     |     |       |                      |              |            |       |     |                    |       |     |  |                |  |  |  |
| chi <sup>2</sup> :           |                         |           |            |                  |              |               |                   | (*)                    |       |          |     |     |       |                      |              |            |       |     |                    |       |     |  |                |  |  |  |
| ± ... at 50%:                | 4                       | 5         | 5          | 8                | 8            | 6             | 7                 | 8                      | 7     | 8        | 8   | 10  | 7     | 5                    | 9            | 10         | 12    | 5   | 10                 | 8     | 12  |  |                |  |  |  |

Do you have ACCESS to the Internet for work purposes?  
BASE: Internet is not the main method of access to business information

|                            | -WD PROVINCE-           |              |               |                        |                      | -TYPE-               |                            | -WD PROVINCE- |                    |              |      | -WD PROVINCE- |                  |         |                  | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT--           |                           |                                |  |
|----------------------------|-------------------------|--------------|---------------|------------------------|----------------------|----------------------|----------------------------|---------------|--------------------|--------------|------|---------------|------------------|---------|------------------|--------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|--|
|                            | TOTAL                   | BC           | Alta          | Sask.                  | Man.                 | Com-<br>mer-<br>cial | Not<br>for<br>profit       | BC            | Alta               | Sask.        | Man. | BC            | Alta             | Sask.   | Man.             | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q28                        |                         |              |               |                        |                      |                      |                            |               |                    |              |      |               |                  |         |                  |                    |              |               |                               |                           |                                |  |
| weightd # of participants: | 481                     | 77           | 106           | 201                    | 96                   | 390                  | 64                         | 67            | 82                 | 160          | 81   | 9             | 20               | 24      | 11               | 143                | 173          | 159           | 250                           | 111                       | 113                            |  |
| real # of participants:    | 471                     | 88           | 119           | 149                    | 115                  | 381                  | 65                         | 76            | 92                 | 116          | 97   | 10            | 23               | 19      | 13               | 124                | 178          | 162           | 258                           | 100                       | 107                            |  |
| Yes                        | 84%                     | 91%          | 92%           | 73%                    | 92%                  | 84%                  | 96%                        | 91%           | 92%                | 74%          | 92%  | 100%          | 95%              | 97%     | 92%              | 73%                | 85%          | 92%           | 82%                           | 85%                       | 89%                            |  |
| No                         | 15%                     | 8%           | 8%            | 26%                    | 7%                   | 15%                  | 4%                         | 8%            | 8%                 | 25%          | 7%   | 0%            | 5%               | 3%      | 8%               | 27%                | 13%          | 8%            | 17%                           | 15%                       | 11%                            |  |
| DK/NR                      | 1%                      | 1%           | 0%            | 1%                     | 1%                   | 1%                   | 0%                         | 1%            | 0%                 | 1%           | 1%   | 0%            | 0%               | 0%      | 0%               | 0%                 | 2%           | 0%            | 1%                            | 0%                        | 0%                             |  |
| chi <sup>2</sup> :         |                         | (***)        |               |                        |                      | (*)                  |                            | (***)         |                    |              |      |               |                  |         | (***)            |                    |              |               |                               |                           |                                |  |
| ± ... at 50%:              | 5                       | 11           | 10            | 9                      | 10                   | 5                    | 13                         | 12            | 11                 | 10           | 11   | 33            | 22               | 24      | 29               | 9                  | 8            | 8             | 6                             | 10                        | 10                             |  |
|                            | -----                   |              |               |                        |                      |                      |                            |               |                    |              |      |               |                  |         |                  |                    |              |               |                               |                           |                                |  |
|                            | -DEPTH OF RELATIONSHIP- |              |               |                        | -YEARS OF EXISTENCE- |                      |                            |               | -CLIENT LOCATIONS- |              |      |               | -GROSS REVENUES- |         |                  |                    | -EMPLOYMENT- |               |                               |                           |                                |  |
|                            | TOTAL                   | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years      | 4 to<br>10<br>years  | 11<br>years<br>and<br>more | Mani-<br>toba | Sask.              | Alber-<br>ta | BC   | USA           | Other            | <\$250k | \$250k-<br><\$1M | \$1M-<br><\$5M     | \$5M+        | <5            | 5-9                           | 10-49                     | 50+                            |  |
| Q28                        |                         |              |               |                        |                      |                      |                            |               |                    |              |      |               |                  |         |                  |                    |              |               |                               |                           |                                |  |
| weightd # of participants: | 481                     | 294          | 188           | 98                     | 94                   | 136                  | 131                        | 86            | 164                | 104          | 82   | 46            | 94               | 196     | 78               | 52                 | 40           | 257           | 43                            | 83                        | 41                             |  |
| real # of participants:    | 471                     | 248          | 223           | 94                     | 92                   | 136                  | 130                        | 94            | 129                | 106          | 85   | 44            | 98               | 187     | 75               | 52                 | 43           | 243           | 48                            | 85                        | 44                             |  |
| Yes                        | 84%                     | 84%          | 84%           | 65%                    | 92%                  | 91%                  | 90%                        | 88%           | 74%                | 91%          | 91%  | 94%           | 92%              | 84%     | 91%              | 98%                | 98%          | 82%           | 98%                           | 95%                       | 98%                            |  |
| No                         | 15%                     | 15%          | 16%           | 33%                    | 8%                   | 9%                   | 9%                         | 11%           | 25%                | 9%           | 9%   | 4%            | 8%               | 15%     | 9%               | 2%                 | 2%           | 17%           | 2%                            | 4%                        | 2%                             |  |
| DK/NR                      | 1%                      | 1%           | 0%            | 2%                     | 0%                   | 0%                   | 1%                         | 1%            | 1%                 | 0%           | 0%   | 2%            | 0%               | 0%      | 0%               | 0%                 | 0%           | 1%            | 0%                            | 1%                        | 0%                             |  |
| chi <sup>2</sup> :         |                         |              |               | (***)                  |                      |                      |                            | (***)         |                    |              |      |               |                  | (*)     |                  |                    |              | (**)          |                               |                           |                                |  |
| ± ... at 50%:              | 5                       | 7            | 7             | 11                     | 11                   | 9                    | 9                          | 11            | 9                  | 10           | 11   | 16            | 11               | 8       | 12               | 14                 | 16           | 7             | 15                            | 11                        | 16                             |  |



Has Internet access for work  
CALCULATION: Q27=Internet or Q28=Yes

|                            | --WD PROVINCE--           |              |               |                        |                 | --TYPE--             |                            | --WD PROVINCE--        |       |              |      | --WD PROVINCE-- |                      |         |                  | --CONTACTS WITH WD-- |                    |               | --FIRST WD CONTACT--          |                           |                                |  |  |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|-----------------|----------------------|----------------------------|------------------------|-------|--------------|------|-----------------|----------------------|---------|------------------|----------------------|--------------------|---------------|-------------------------------|---------------------------|--------------------------------|--|--|--|
|                            | TOTAL                     | BC           | Alta          | Sask.                  | Man.            | Com-<br>mer-<br>cial | Not<br>for<br>profit       | BC                     | Alta  | Sask.        | Man. | BC              | Alta                 | Sask.   | Man.             | Once                 | 2-5<br>times       | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |  |  |
| Q28B                       |                           |              |               |                        |                 |                      |                            |                        |       |              |      |                 |                      |         |                  |                      |                    |               |                               |                           |                                |  |  |  |
| weightd # of participants: | 875                       | 185          | 207           | 311                    | 171             | 721                  | 121                        | 166                    | 174   | 238          | 142  | 17              | 29                   | 51      | 23               | 225                  | 348                | 282           | 460                           | 198                       | 204                            |  |  |  |
| real # of participants:    | 875                       | 215          | 233           | 223                    | 204             | 724                  | 121                        | 192                    | 196   | 166          | 170  | 21              | 33                   | 40      | 27               | 200                  | 362                | 292           | 491                           | 179                       | 193                            |  |  |  |
| Yes                        | 91%                       | 96%          | 96%           | 83%                    | 96%             | 91%                  | 98%                        | 96%                    | 96%   | 82%          | 95%  | 100%            | 97%                  | 98%     | 96%              | 83%                  | 92%                | 96%           | 90%                           | 92%                       | 94%                            |  |  |  |
| No                         | 8%                        | 3%           | 4%            | 17%                    | 4%              | 8%                   | 2%                         | 3%                     | 4%    | 17%          | 4%   | 0%              | 3%                   | 2%      | 4%               | 17%                  | 7%                 | 4%            | 9%                            | 8%                        | 6%                             |  |  |  |
| DK/NR                      | 0%                        | 1%           | 0%            | 1%                     | 0%              | 1%                   | 0%                         | 1%                     | 0%    | 1%           | 1%   | 0%              | 0%                   | 0%      | 0%               | 0%                   | 1%                 | 0%            | 1%                            | 0%                        | 0%                             |  |  |  |
| chi <sup>2</sup> :         |                           | (***)        |               |                        |                 | (*)                  |                            | (***)                  |       |              |      |                 |                      |         |                  | (***)                |                    |               |                               |                           |                                |  |  |  |
| ± ... at 50%:              | 4                         | 7            | 7             | 7                      | 7               | 4                    | 9                          | 8                      | 7     | 8            | 8    | 23              | 18                   | 16      | 20               | 7                    | 5                  | 6             | 5                             | 8                         | 7                              |  |  |  |
|                            | -----                     |              |               |                        |                 |                      |                            |                        |       |              |      |                 |                      |         |                  |                      |                    |               |                               |                           |                                |  |  |  |
|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        |                 |                      |                            | --YEARS OF EXISTENCE-- |       |              |      |                 | --CLIENT LOCATIONS-- |         |                  |                      | --GROSS REVENUES-- |               |                               |                           | --EMPLOYMENT--                 |  |  |  |
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years | 4 to<br>10<br>years  | 11<br>years<br>and<br>more | Mani-<br>toba          | Sask. | Alber-<br>ta | BC   | USA             | Other                | <\$250k | \$250k-<br><\$1M | \$1M-<br><\$5M       | \$5M+              | <5            | 5-9                           | 10-49                     | 50+                            |  |  |  |
| Q28B                       |                           |              |               |                        |                 |                      |                            |                        |       |              |      |                 |                      |         |                  |                      |                    |               |                               |                           |                                |  |  |  |
| weightd # of participants: | 875                       | 528          | 347           | 175                    | 177             | 261                  | 226                        | 157                    | 265   | 182          | 167  | 108             | 188                  | 366     | 147              | 103                  | 66                 | 453           | 106                           | 164                       | 73                             |  |  |  |
| real # of participants:    | 875                       | 460          | 415           | 173                    | 176             | 268                  | 227                        | 174                    | 208   | 191          | 183  | 106             | 199                  | 365     | 146              | 104                  | 71                 | 447           | 113                           | 170                       | 76                             |  |  |  |
| Yes                        | 91%                       | 91%          | 91%           | 80%                    | 96%             | 95%                  | 94%                        | 93%                    | 84%   | 95%          | 96%  | 98%             | 96%                  | 92%     | 95%              | 99%                  | 99%                | 90%           | 99%                           | 97%                       | 99%                            |  |  |  |
| No                         | 8%                        | 8%           | 9%            | 19%                    | 4%              | 5%                   | 5%                         | 6%                     | 15%   | 5%           | 4%   | 1%              | 4%                   | 8%      | 5%               | 1%                   | 1%                 | 10%           | 1%                            | 2%                        | 1%                             |  |  |  |
| DK/NR                      | 0%                        | 1%           | 0%            | 1%                     | 0%              | 0%                   | 1%                         | 1%                     | 1%    | 0%           | 0%   | 1%              | 0%                   | 0%      | 0%               | 0%                   | 0%                 | 1%            | 0%                            | 0%                        | 0%                             |  |  |  |
| chi <sup>2</sup> :         |                           |              |               | (***)                  |                 |                      |                            | (***)                  |       |              |      |                 |                      |         |                  |                      |                    | (***)         |                               |                           |                                |  |  |  |
| ± ... at 50%:              | 4                         | 5            | 5             | 8                      | 8               | 6                    | 7                          | 8                      | 7     | 8            | 8    | 10              | 7                    | 5       | 9                | 10                   | 12                 | 5             | 10                            | 8                         | 12                             |  |  |  |

Have you ever USED the Internet to access business information?  
BASE: has Internet access but Internet is not the main method of access to business information

|                            | -WD PROVINCE-           |              |               |                        |                 | -TYPE-               |                            | -WD PROVINCE- |       |                    |      | -WD PROVINCE- |       |                  |                  | -CONTACTS WITH WD- |              |               | -FIRST WD CONTACT--           |                           |                                |
|----------------------------|-------------------------|--------------|---------------|------------------------|-----------------|----------------------|----------------------------|---------------|-------|--------------------|------|---------------|-------|------------------|------------------|--------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|                            | TOTAL                   | BC           | Alta          | Sask.                  | Man.            | Com-<br>mer-<br>cial | Not<br>for<br>profit       | BC            | Alta  | Sask.              | Man. | BC            | Alta  | Sask.            | Man.             | Once               | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q29                        |                         |              |               |                        |                 |                      |                            |               |       |                    |      |               |       |                  |                  |                    |              |               |                               |                           |                                |
| weightd # of participants: | 404                     | 71           | 97            | 148                    | 89              | 329                  | 61                         | 61            | 76    | 118                | 74   | 9             | 20    | 23               | 10               | 104                | 146          | 146           | 205                           | 94                        | 100                            |
| real # of participants:    | 403                     | 80           | 109           | 108                    | 106             | 327                  | 62                         | 69            | 85    | 84                 | 89   | 10            | 22    | 18               | 12               | 96                 | 150          | 150           | 213                           | 87                        | 98                             |
| Yes                        | 87%                     | 91%          | 85%           | 83%                    | 92%             | 88%                  | 84%                        | 90%           | 85%   | 85%                | 94%  | 100%          | 91%   | 77%              | 75%              | 83%                | 88%          | 88%           | 85%                           | 88%                       | 90%                            |
| No                         | 13%                     | 9%           | 15%           | 17%                    | 8%              | 12%                  | 14%                        | 10%           | 15%   | 15%                | 6%   | 0%            | 9%    | 20%              | 25%              | 17%                | 12%          | 11%           | 15%                           | 12%                       | 10%                            |
| DK/NR                      | 0%                      | 0%           | 0%            | 1%                     | 0%              | 0%                   | 1%                         | 0%            | 0%    | 0%                 | 0%   | 0%            | 0%    | 3%               | 0%               | 0%                 | 0%           | 1%            | 0%                            | 1%                        | 0%                             |
| chi <sup>2</sup> :         |                         |              |               |                        |                 |                      |                            |               |       |                    |      |               |       |                  |                  |                    |              |               |                               |                           |                                |
| ± ... at 50%:              | 5                       | 12           | 10            | 10                     | 10              | 6                    | 13                         | 13            | 11    | 11                 | 11   | 33            | 22    | 25               | 30               | 11                 | 9            | 9             | 7                             | 11                        | 11                             |
|                            | -DEPTH OF RELATIONSHIP- |              |               |                        |                 | -YEARS OF EXISTENCE- |                            |               |       | -CLIENT LOCATIONS- |      |               |       | -GROSS REVENUES- |                  |                    |              | -EMPLOYMENT-  |                               |                           |                                |
|                            | TOTAL                   | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years | 4 to<br>10<br>years  | 11<br>years<br>and<br>more | Mani-<br>toba | Sask. | Alber-<br>ta       | BC   | USA           | Other | <\$250k          | \$250k-<br><\$1M | \$1M-<br><\$5M     | \$5M+        | <5            | 5-9                           | 10-49                     | 50+                            |
| Q29                        |                         |              |               |                        |                 |                      |                            |               |       |                    |      |               |       |                  |                  |                    |              |               |                               |                           |                                |
| weightd # of participants: | 404                     | 246          | 158           | 64                     | 86              | 124                  | 117                        | 75            | 122   | 95                 | 75   | 43            | 86    | 166              | 71               | 51                 | 39           | 211           | 42                            | 79                        | 40                             |
| real # of participants:    | 403                     | 216          | 187           | 63                     | 84              | 126                  | 117                        | 84            | 96    | 97                 | 78   | 41            | 91    | 158              | 69               | 51                 | 42           | 201           | 47                            | 80                        | 43                             |
| Yes                        | 87%                     | 86%          | 88%           | 80%                    | 91%             | 93%                  | 82%                        | 89%           | 82%   | 85%                | 91%  | 96%           | 90%   | 87%              | 84%              | 95%                | 91%          | 88%           | 96%                           | 89%                       | 86%                            |
| No                         | 13%                     | 14%          | 11%           | 20%                    | 9%              | 7%                   | 17%                        | 11%           | 18%   | 15%                | 9%   | 4%            | 10%   | 13%              | 16%              | 3%                 | 9%           | 12%           | 4%                            | 11%                       | 12%                            |
| DK/NR                      | 0%                      | 0%           | 1%            | 0%                     | 0%              | 0%                   | 1%                         | 0%            | 1%    | 0%                 | 0%   | 0%            | 0%    | 0%               | 0%               | 2%                 | 0%           | 0%            | 0%                            | 0%                        | 2%                             |
| chi <sup>2</sup> :         |                         |              |               |                        |                 |                      |                            |               |       |                    |      |               |       |                  |                  |                    |              |               |                               |                           |                                |
| ± ... at 50%:              | 5                       | 7            | 8             | 13                     | 11              | 9                    | 10                         | 11            | 11    | 11                 | 12   | 16            | 11    | 8                | 13               | 15                 | 16           | 7             | 15                            | 12                        | 16                             |

Has used the Internet to access business information  
BASE: has Internet access

|                            | --WD PROVINCE--           |              |               |                        |                 | --TYPE--             |                            | * COMMERCIAL CLIENTS * |       |              |      | * NOT-FOR-PROFIT CLIENTS * |       |         |                  | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |  |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|-----------------|----------------------|----------------------------|------------------------|-------|--------------|------|----------------------------|-------|---------|------------------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|--|--|
|                            | TOTAL                     | BC           | Alta          | Sask.                  | Man.            | Com-<br>mer-<br>cial | Not<br>for<br>profit       | BC                     | Alta  | Sask.        | Man. | BC                         | Alta  | Sask.   | Man.             | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |  |
| Q29B                       |                           |              |               |                        |                 |                      |                            |                        |       |              |      |                            |       |         |                  |                      |              |               |                               |                           |                                |  |  |
| weightd # of participants: | 798                       | 179          | 198           | 257                    | 163             | 659                  | 118                        | 160                    | 168   | 196          | 135  | 17                         | 28    | 50      | 22               | 187                  | 321          | 270           | 414                           | 181                       | 191                            |  |  |
|                            | 100%                      | 22%          | 25%           | 32%                    | 20%             | 83%                  | 15%                        | 20%                    | 21%   | 25%          | 17%  | 2%                         | 4%    | 6%      | 3%               | 23%                  | 40%          | 34%           | 52%                           | 23%                       | 24%                            |  |  |
| real # of participants:    | 807                       | 207          | 223           | 182                    | 195             | 670                  | 118                        | 185                    | 189   | 134          | 162  | 21                         | 32    | 39      | 26               | 172                  | 334          | 280           | 446                           | 166                       | 184                            |  |  |
| Yes                        | 93%                       | 97%          | 93%           | 90%                    | 96%             | 94%                  | 92%                        | 96%                    | 93%   | 91%          | 97%  | 100%                       | 94%   | 89%     | 88%              | 91%                  | 94%          | 94%           | 93%                           | 94%                       | 95%                            |  |  |
| No                         | 7%                        | 3%           | 7%            | 10%                    | 4%              | 6%                   | 7%                         | 4%                     | 7%    | 9%           | 3%   | 0%                         | 6%    | 9%      | 12%              | 9%                   | 6%           | 6%            | 7%                            | 6%                        | 5%                             |  |  |
| DK/NR                      | 0%                        | 0%           | 0%            | 0%                     | 0%              | 0%                   | 1%                         | 0%                     | 0%    | 0%           | 0%   | 0%                         | 0%    | 2%      | 0%               | 0%                   | 0%           | 0%            | 0%                            | 0%                        | 0%                             |  |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                 |                      |                            |                        |       |              |      |                            |       |         |                  |                      |              |               |                               |                           |                                |  |  |
| ± ... at 50%:              | 4                         | 7            | 7             | 8                      | 7               | 4                    | 10                         | 8                      | 8     | 9            | 8    | 23                         | 18    | 17      | 20               | 8                    | 6            | 6             | 5                             | 8                         | 8                              |  |  |
|                            | -----                     |              |               |                        |                 |                      |                            |                        |       |              |      |                            |       |         |                  |                      |              |               |                               |                           |                                |  |  |
|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        |                 |                      |                            | --YEARS OF EXISTENCE-- |       |              |      | --CLIENT LOCATIONS--       |       |         |                  | --GROSS REVENUES--   |              |               |                               | --EMPLOYMENT--            |                                |  |  |
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years | 4 to<br>10<br>years  | 11<br>years<br>and<br>more | Mani-<br>toba          | Sask. | Alber-<br>ta | BC   | USA                        | Other | <\$250k | \$250k-<br><\$1M | \$1M-<br><\$5M       | \$5M+        | <5            | 5-9                           | 10-49                     | 50+                            |  |  |
| Q29B                       |                           |              |               |                        |                 |                      |                            |                        |       |              |      |                            |       |         |                  |                      |              |               |                               |                           |                                |  |  |
| weightd # of participants: | 798                       | 481          | 317           | 140                    | 169             | 249                  | 213                        | 146                    | 223   | 172          | 160  | 105                        | 181   | 336     | 140              | 102                  | 65           | 407           | 105                           | 160                       | 72                             |  |  |
|                            | 100%                      | 60%          | 40%           | 18%                    | 21%             | 31%                  | 27%                        | 18%                    | 28%   | 22%          | 20%  | 13%                        | 23%   | 42%     | 18%              | 13%                  | 8%           | 51%           | 13%                           | 20%                       | 9%                             |  |  |
| real # of participants:    | 807                       | 428          | 379           | 142                    | 168             | 258                  | 214                        | 164                    | 175   | 182          | 176  | 103                        | 192   | 336     | 140              | 103                  | 70           | 405           | 112                           | 165                       | 75                             |  |  |
| Yes                        | 93%                       | 93%          | 94%           | 91%                    | 95%             | 97%                  | 90%                        | 94%                    | 90%   | 92%          | 96%  | 98%                        | 95%   | 94%     | 92%              | 98%                  | 94%          | 94%           | 98%                           | 94%                       | 93%                            |  |  |
| No                         | 7%                        | 7%           | 6%            | 9%                     | 5%              | 3%                   | 9%                         | 6%                     | 10%   | 8%           | 4%   | 2%                         | 5%    | 6%      | 8%               | 2%                   | 6%           | 6%            | 2%                            | 6%                        | 6%                             |  |  |
| DK/NR                      | 0%                        | 0%           | 0%            | 0%                     | 0%              | 0%                   | 0%                         | 0%                     | 0%    | 0%           | 0%   | 0%                         | 0%    | 0%      | 0%               | 1%                   | 0%           | 0%            | 0%                            | 0%                        | 1%                             |  |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                 |                      |                            |                        |       |              |      |                            |       |         |                  |                      |              |               |                               |                           |                                |  |  |
| ± ... at 50%:              | 4                         | 5            | 5             | 9                      | 8               | 6                    | 7                          | 8                      | 8     | 8            | 8    | 10                         | 8     | 6       | 9                | 10                   | 12           | 5             | 10                            | 8                         | 12                             |  |  |

Have you ever used the Internet to access information about government programs?  
BASE: have an Internet access

|                            | --WD PROVINCE--           |              |               |                        |                        | --TYPE--             |                            | --WD PROVINCE-- |                      |              |      | --WD PROVINCE-- |       |                    |                  | --CONTACTS WITH WD-- |              |                | --FIRST WD CONTACT--          |                        |                                |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|------------------------|----------------------|----------------------------|-----------------|----------------------|--------------|------|-----------------|-------|--------------------|------------------|----------------------|--------------|----------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL                     | BC           | Alta          | Sask.                  | Man.                   | Com-<br>mer-<br>cial | Not<br>for<br>profit       | BC              | Alta                 | Sask.        | Man. | BC              | Alta  | Sask.              | Man.             | Once                 | 2-5<br>times | 6 and<br>more  | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q30                        |                           |              |               |                        |                        |                      |                            |                 |                      |              |      |                 |       |                    |                  |                      |              |                |                               |                        |                                |  |
| weightd # of participants: | 798                       | 179          | 198           | 257                    | 163                    | 659                  | 118                        | 160             | 168                  | 196          | 135  | 17              | 28    | 50                 | 22               | 187                  | 321          | 270            | 414                           | 181                    | 191                            |  |
| real # of participants:    | 807                       | 207          | 223           | 182                    | 195                    | 670                  | 118                        | 185             | 189                  | 134          | 162  | 21              | 32    | 39                 | 26               | 172                  | 334          | 280            | 446                           | 166                    | 184                            |  |
| Yes                        | 85%                       | 93%          | 84%           | 79%                    | 87%                    | 84%                  | 95%                        | 92%             | 84%                  | 76%          | 85%  | 100%            | 90%   | 95%                | 96%              | 73%                  | 89%          | 89%            | 84%                           | 83%                    | 90%                            |  |
| No                         | 15%                       | 7%           | 16%           | 21%                    | 12%                    | 16%                  | 5%                         | 8%              | 16%                  | 24%          | 14%  | 0%              | 10%   | 5%                 | 4%               | 27%                  | 11%          | 11%            | 16%                           | 17%                    | 10%                            |  |
| DK/NR                      | 0%                        | 0%           | 0%            | 0%                     | 0%                     | 0%                   | 0%                         | 0%              | 0%                   | 0%           | 1%   | 0%              | 0%    | 0%                 | 0%               | 0%                   | 0%           | 0%             | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :         |                           | (**)         |               |                        |                        | (**)                 |                            | (**)            |                      |              |      |                 |       |                    |                  | (***)                |              |                |                               |                        |                                |  |
| ± ... at 50%:              | 4                         | 7            | 7             | 8                      | 7                      | 4                    | 10                         | 8               | 8                    | 9            | 8    | 23              | 18    | 17                 | 20               | 8                    | 6            | 6              | 5                             | 8                      | 8                              |  |
|                            | -----                     |              |               |                        |                        |                      |                            |                 |                      |              |      |                 |       |                    |                  |                      |              |                |                               |                        |                                |  |
|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        | --YEARS OF EXISTENCE-- |                      |                            |                 | --CLIENT LOCATIONS-- |              |      |                 |       | --GROSS REVENUES-- |                  |                      |              | --EMPLOYMENT-- |                               |                        |                                |  |
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years        | 4 to<br>10<br>years  | 11<br>years<br>and<br>more | Mani-<br>toba   | Sask.                | Alber-<br>ta | BC   | USA             | Other | <\$250k            | \$250k-<br><\$1M | \$1M-<br><\$5M       | \$5M+        | <5             | 5-9                           | 10-49                  | 50+                            |  |
| Q30                        |                           |              |               |                        |                        |                      |                            |                 |                      |              |      |                 |       |                    |                  |                      |              |                |                               |                        |                                |  |
| weightd # of participants: | 798                       | 481          | 317           | 140                    | 169                    | 249                  | 213                        | 146             | 223                  | 172          | 160  | 105             | 181   | 336                | 140              | 102                  | 65           | 407            | 105                           | 160                    | 72                             |  |
| real # of participants:    | 807                       | 428          | 379           | 142                    | 168                    | 258                  | 214                        | 164             | 175                  | 182          | 176  | 103             | 192   | 336                | 140              | 103                  | 70           | 405            | 112                           | 165                    | 75                             |  |
| Yes                        | 85%                       | 83%          | 88%           | 84%                    | 89%                    | 88%                  | 79%                        | 84%             | 79%                  | 81%          | 90%  | 91%             | 88%   | 85%                | 83%              | 91%                  | 86%          | 85%            | 81%                           | 88%                    | 86%                            |  |
| No                         | 15%                       | 16%          | 12%           | 16%                    | 11%                    | 12%                  | 20%                        | 16%             | 21%                  | 19%          | 10%  | 9%              | 12%   | 15%                | 17%              | 9%                   | 14%          | 15%            | 19%                           | 11%                    | 14%                            |  |
| DK/NR                      | 0%                        | 0%           | 0%            | 0%                     | 0%                     | 0%                   | 0%                         | 1%              | 0%                   | 0%           | 0%   | 0%              | 0%    | 0%                 | 1%               | 0%                   | 0%           | 0%             | 0%                            | 1%                     | 0%                             |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                        |                      |                            | (*)             |                      |              |      |                 |       |                    |                  |                      |              |                |                               |                        |                                |  |
| ± ... at 50%:              | 4                         | 5            | 5             | 9                      | 8                      | 6                    | 7                          | 8               | 8                    | 8            | 8    | 10              | 8     | 6                  | 9                | 10                   | 12           | 5              | 10                            | 8                      | 12                             |  |

Have you ever visited the WD Web site?  
BASE: have used the Internet to access government information

|                            | --WD PROVINCE-- |      |      |       |      | --TYPE--             |                      | --WD PROVINCE-- |      |       |      | --WD PROVINCE-- |      |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|----------------------------|-----------------|------|------|-------|------|----------------------|----------------------|-----------------|------|-------|------|-----------------|------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL           | BC   | Alta | Sask. | Man. | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta | Sask. | Man. | BC              | Alta | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q31                        |                 |      |      |       |      |                      |                      |                 |      |       |      |                 |      |       |       |                      |              |               |                               |                        |                                |  |
| weightd # of participants: | 680             | 167  | 167  | 203   | 143  | 553                  | 112                  | 148             | 141  | 149   | 115  | 17              | 26   | 48    | 21    | 137                  | 285          | 241           | 346                           | 151                    | 173                            |  |
|                            | 100%            | 25%  | 25%  | 30%   | 21%  | 81%                  | 16%                  | 22%             | 21%  | 22%   | 17%  | 3%              | 4%   | 7%    | 3%    | 20%                  | 42%          | 35%           | 51%                           | 22%                    | 25%                            |  |
| real # of participants:    | 697             | 193  | 188  | 146   | 170  | 571                  | 112                  | 171             | 158  | 104   | 138  | 21              | 29   | 37    | 25    | 130                  | 297          | 252           | 380                           | 140                    | 167                            |  |
| Yes                        | 71%             | 83%  | 71%  | 63%   | 69%  | 71%                  | 70%                  | 83%             | 69%  | 62%   | 71%  | 90%             | 83%  | 63%   | 56%   | 50%                  | 75%          | 79%           | 72%                           | 70%                    | 71%                            |  |
| No                         | 26%             | 16%  | 26%  | 34%   | 27%  | 26%                  | 28%                  | 16%             | 27%  | 34%   | 25%  | 10%             | 17%  | 37%   | 36%   | 44%                  | 22%          | 20%           | 25%                           | 27%                    | 27%                            |  |
| DK/NR                      | 3%              | 1%   | 3%   | 3%    | 4%   | 3%                   | 2%                   | 1%              | 4%   | 4%    | 4%   | 0%              | 0%   | 0%    | 8%    | 6%                   | 2%           | 1%            | 3%                            | 3%                     | 2%                             |  |
| chi <sup>2</sup> :         |                 | (**) |      |       |      |                      |                      | (**)            |      |       |      | (*)             |      |       | (***) |                      |              |               |                               |                        |                                |  |
| ± ... at 50%:              | 4               | 7    | 8    | 9     | 8    | 4                    | 10                   | 8               | 8    | 10    | 9    | 23              | 19   | 17    | 21    | 9                    | 6            | 7             | 5                             | 9                      | 8                              |  |

|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        | --YEARS OF EXISTENCE-- |                     |                            |               | --CLIENT LOCATIONS-- |              |     |     |       | --GROSS REVENUES-- |                  |                |       | --EMPLOYMENT-- |     |       |     |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|------------------------|---------------------|----------------------------|---------------|----------------------|--------------|-----|-----|-------|--------------------|------------------|----------------|-------|----------------|-----|-------|-----|--|
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years        | 4 to<br>10<br>years | 11<br>years<br>and<br>more | Mani-<br>toba | Sask.                | Alber-<br>ta | BC  | USA | Other | <\$250k            | \$250k-<br><\$1M | \$1M-<br><\$5M | \$5M+ | <5             | 5-9 | 10-49 | 50+ |  |
| Q31                        |                           |              |               |                        |                        |                     |                            |               |                      |              |     |     |       |                    |                  |                |       |                |     |       |     |  |
| weightd # of participants: | 680                       | 401          | 279           | 118                    | 150                    | 219                 | 169                        | 123           | 176                  | 140          | 144 | 95  | 160   | 284                | 116              | 93             | 57    | 346            | 86  | 141   | 62  |  |
|                            | 100%                      | 59%          | 41%           | 17%                    | 22%                    | 32%                 | 25%                        | 18%           | 26%                  | 21%          | 21% | 14% | 24%   | 42%                | 17%              | 14%            | 8%    | 51%            | 13% | 21%   | 9%  |  |
| real # of participants:    | 697                       | 363          | 334           | 121                    | 154                    | 228                 | 172                        | 138           | 142                  | 150          | 160 | 94  | 172   | 291                | 117              | 92             | 61    | 354            | 92  | 146   | 65  |  |
| Yes                        | 71%                       | 71%          | 72%           | 71%                    | 79%                    | 67%                 | 70%                        | 70%           | 61%                  | 70%          | 80% | 70% | 79%   | 67%                | 78%              | 76%            | 70%   | 67%            | 80% | 77%   | 66% |  |
| No                         | 26%                       | 26%          | 26%           | 25%                    | 19%                    | 30%                 | 27%                        | 26%           | 37%                  | 26%          | 19% | 24% | 19%   | 29%                | 20%              | 22%            | 30%   | 30%            | 16% | 21%   | 33% |  |
| DK/NR                      | 3%                        | 3%           | 2%            | 4%                     | 2%                     | 3%                  | 3%                         | 3%            | 2%                   | 3%           | 1%  | 6%  | 2%    | 4%                 | 2%               | 2%             | 0%    | 4%             | 3%  | 1%    | 1%  |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                        |                     |                            | (**)          |                      |              |     |     |       | +                  |                  |                |       | +              | -   |       |     |  |
| ± ... at 50%:              | 4                         | 5            | 6             | 9                      | 8                      | 7                   | 8                          | 9             | 9                    | 9            | 8   | 11  | 8     | 6                  | 10               | 11             | 13    | 6              | 11  | 9     | 13  |  |

If you knew that WD offered access to its information and services through its Web site, how likely would you be to use it? Would you be...  
BASE: have never used the Internet to access government information or have never accessed the WD Web site

|                            | WD PROVINCE |       |       |       | TYPE  |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |
|----------------------------|-------------|-------|-------|-------|-------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                            | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q32                        |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |
| weightd # of participants: | 314         | 40    | 80    | 128   | 65    | 265                  | 39                   | 37    | 71    | 104   | 53          | 2     | 7     | 20    | 10               | 119   | 107          | 80               | 166                           | 76                     | 68                             |
| real # of participants:    | 100%        | 13%   | 25%   | 41%   | 21%   | 85%                  | 13%                  | 12%   | 23%   | 33%   | 17%         | 1%    | 2%    | 7%    | 3%               | 38%   | 34%          | 26%              | 53%                           | 24%                    | 22%                            |
| Not at all likely (0)      | 306         | 46    | 90    | 92    | 78    | 260                  | 37                   | 43    | 80    | 73    | 64          | 2     | 8     | 15    | 12               | 108   | 112          | 77               | 173                           | 67                     | 62                             |
|                            | 8%          | 11%   | 10%   | 6%    | 5%    | 7%                   | 0%                   | 9%    | 10%   | 6%    | 5%          | 0%    | 0%    | 0%    | 0%               | 8%    | 6%           | 9%               | 9%                            | 5%                     | 6%                             |
| Not very likely (1)        | 9%          | 11%   | 9%    | 9%    | 9%    | 9%                   | 9%                   | 9%    | 9%    | 8%    | 9%          | 57%   | 0%    | 8%    | 8%               | 6%    | 8%           | 14%              | 9%                            | 11%                    | 8%                             |
| Somewhat likely (2)        | 33%         | 35%   | 32%   | 30%   | 41%   | 34%                  | 31%                  | 37%   | 31%   | 31%   | 42%         | 0%    | 50%   | 26%   | 34%              | 35%   | 32%          | 33%              | 36%                           | 28%                    | 34%                            |
| Very likely (3)            | 49%         | 41%   | 47%   | 56%   | 44%   | 48%                  | 60%                  | 42%   | 47%   | 54%   | 42%         | 43%   | 50%   | 66%   | 58%              | 50%   | 52%          | 43%              | 44%                           | 57%                    | 52%                            |
| DK/NR                      | 1%          | 2%    | 2%    | 0%    | 1%    | 1%                   | 0%                   | 2%    | 2%    | 0%    | 2%          | 0%    | 0%    | 0%    | 0%               | 1%    | 1%           | 0%               | 2%                            | 0%                     | 0%                             |
| chi <sup>2</sup> :         | 6           | 15    | 11    | 11    | 12    | 6                    | 17                   | 16    | 12    | 12    | 13          | 74    | 37    | 27    | 30               | 10    | 10           | 12               | 8                             | 13                     | 13                             |
| ± ... at 50%:              | 75.10       | 69.46 | 72.73 | 78.23 | 75.15 | 75.10                | 83.96                | 71.68 | 73.05 | 77.82 | 74.82       | 61.76 | 83.50 | 86.20 | 83.53            | 75.93 | 77.85        | 70.49            | 72.34                         | 79.17                  | 77.17                          |
| mean for these data:       | 1.75        | 4.97  | 3.48  | 3.07  | 3.13  | 1.88                 | 3.60                 | 4.89  | 3.72  | 3.42  | 3.42        | 36.29 | 6.29  | 5.57  | 6.47             | 2.92  | 2.75         | 3.67             | 2.41                          | 3.48                   | 3.70                           |
| standard error:            |             |       |       |       |       | *                    | *                    |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |
| sig. test for means:       |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |

If you knew that WD offered access to its information and services through its Web site, how likely would you be to use it? Would you be...  
BASE: have never used the Internet to access government information or have never accessed the WD Web site

|                            | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|----------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|                            | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q32                        |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants: | 314                         | 196       | 118        | 56                       | 50           | 101           | 94                | 60                     | 115   | 73       | 44    | 38    | 54    | 147                  | 50           | 32         | 26    | 175              | 37    | 50    | 31    |  |
| real # of participants:    | 100%                        | 63%       | 37%        | 18%                      | 16%          | 32%           | 30%               | 19%                    | 37%   | 23%      | 14%   | 12%   | 17%   | 47%                  | 16%          | 10%        | 8%    | 56%              | 12%   | 16%   | 10%   |  |
| Not at all likely (0)      | 306                         | 167       | 139        | 56                       | 47           | 103           | 89                | 67                     | 87    | 76       | 47    | 38    | 55    | 137                  | 49           | 31         | 27    | 163              | 40    | 49    | 32    |  |
|                            | 8%                          | 8%        | 7%         | 11%                      | 10%          | 4%            | 7%                | 5%                     | 5%    | 10%      | 4%    | 2%    | 7%    | 5%                   | 7%           | 8%         | 7%    | 4%               | 12%   | 9%    | 9%    |  |
| Not very likely (1)        | 9%                          | 7%        | 12%        | 12%                      | 13%          | 8%            | 6%                | 11%                    | 7%    | 7%       | 16%   | 5%    | 9%    | 11%                  | 3%           | 3%         | 17%   | 10%              | 5%    | 5%    | 11%   |  |
| Somewhat likely (2)        | 33%                         | 31%       | 37%        | 37%                      | 29%          | 37%           | 32%               | 30%                    | 29%   | 30%      | 36%   | 44%   | 32%   | 34%                  | 42%          | 22%        | 34%   | 33%              | 35%   | 35%   | 26%   |  |
| Very likely (3)            | 49%                         | 52%       | 43%        | 40%                      | 48%          | 49%           | 55%               | 52%                    | 59%   | 51%      | 42%   | 50%   | 51%   | 50%                  | 46%          | 67%        | 41%   | 51%              | 47%   | 51%   | 55%   |  |
| DK/NR                      | 1%                          | 1%        | 1%         | 0%                       | 0%           | 2%            | 0%                | 1%                     | 0%    | 2%       | 2%    | 0%    | 0%    | 1%                   | 2%           | 0%         | 0%    | 0%               | 2%    | 0%    | 0%    |  |
| chi <sup>2</sup> :         |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| ± ... at 50%:              | 6                           | 8         | 9          | 14                       | 15           | 10            | 11                | 13                     | 11    | 12       | 15    | 17    | 14    | 9                    | 15           | 19         | 20    | 8                | 16    | 15    | 18    |  |
| mean for these data:       | 75.10                       | 76.73     | 72.39      | 68.91                    | 71.60        | 77.95         | 78.64             | 77.01                  | 80.62 | 74.98    | 73.03 | 80.47 | 76.09 | 76.88                | 76.94        | 82.72      | 69.84 | 77.50            | 73.14 | 75.98 | 75.29 |  |
| standard error:            | 1.75                        | 2.37      | 2.58       | 4.37                     | 4.90         | 2.68          | 3.09              | 3.63                   | 2.99  | 3.76     | 4.21  | 3.68  | 4.07  | 2.42                 | 4.01         | 5.45       | 6.12  | 2.20             | 5.34  | 4.43  | 5.83  |  |
| sig. test for means:       |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |

If WD offered access to on-line application of its programs through its Web site, how likely would you be to use it? Would you be...  
BASE: have an Internet access

|                            | WD PROVINCE |       |       |       | -TYPE- |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |
|----------------------------|-------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                            | TOTAL       | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q33                        |             |       |       |       |        |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |
| weightd # of participants: | 798         | 179   | 198   | 257   | 163    | 659                  | 118                  | 160   | 168   | 196   | 135         | 17    | 28    | 50    | 22               | 187   | 321          | 270              | 414                           | 181                    | 191                            |
| real # of participants:    | 100%        | 22%   | 25%   | 32%   | 20%    | 83%                  | 15%                  | 20%   | 21%   | 25%   | 17%         | 2%    | 4%    | 6%    | 3%               | 23%   | 40%          | 34%              | 52%                           | 23%                    | 24%                            |
| Not at all likely (0)      | 8%          | 8%    | 8%    | 8%    | 10%    | 8%                   | 6%                   | 8%    | 8%    | 7%    | 8%          | 0%    | 0%    | 8%    | 12%              | 8%    | 8%           | 9%               | 8%                            | 9%                     | 9%                             |
| Not very likely (1)        | 8%          | 10%   | 6%    | 9%    | 8%     | 9%                   | 7%                   | 10%   | 7%    | 10%   | 9%          | 15%   | 3%    | 7%    | 4%               | 9%    | 7%           | 10%              | 9%                            | 9%                     | 8%                             |
| Somewhat likely (2)        | 24%         | 20%   | 26%   | 23%   | 28%    | 24%                  | 27%                  | 21%   | 25%   | 23%   | 27%         | 14%   | 35%   | 24%   | 34%              | 30%   | 23%          | 20%              | 26%                           | 23%                    | 23%                            |
| Very likely (3)            | 58%         | 60%   | 56%   | 60%   | 54%    | 58%                  | 60%                  | 59%   | 56%   | 60%   | 55%         | 70%   | 59%   | 61%   | 50%              | 52%   | 61%          | 60%              | 57%                           | 58%                    | 59%                            |
| DK/NR                      | 2%          | 2%    | 4%    | 0%    | 1%     | 2%                   | 1%                   | 2%    | 4%    | 0%    | 1%          | 0%    | 3%    | 0%    | 0%               | 0%    | 2%           | 2%               | 1%                            | 2%                     | 1%                             |
| chi <sup>2</sup> :         |             |       | ++    | -     |        |                      |                      |       | +     |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |
| ± ... at 50%:              | 4           | 7     | 7     | 8     | 7      | 4                    | 10                   | 8     | 8     | 9     | 8           | 23    | 18    | 17    | 20               | 8     | 6            | 6                | 5                             | 8                      | 8                              |
| mean for these data:       | 77.79       | 78.08 | 78.74 | 78.22 | 75.68  | 78.03                | 80.82                | 77.80 | 78.00 | 78.99 | 76.92       | 84.98 | 85.96 | 79.41 | 74.37            | 76.12 | 79.84        | 77.73            | 77.78                         | 77.16                  | 77.85                          |
| standard error:            | 1.12        | 2.25  | 2.08  | 2.34  | 2.34   | 1.22                 | 2.62                 | 2.39  | 2.34  | 2.65  | 2.47        | 5.61  | 3.36  | 4.97  | 6.55             | 2.35  | 1.70         | 1.97             | 1.48                          | 2.56                   | 2.39                           |
| sig. test for means:       |             |       |       |       |        |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |



If WD offered access to on-line application of its programs through its Web site, how likely would you be to use it? Would you be...  
BASE: have an Internet access

|                            | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |  |
|----------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|--|
|                            | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |  |
| Q33                        |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |  |
| weightd # of participants: | 798                         | 481       | 317        | 140                      | 169          | 249           | 213               | 146                    | 223   | 172      | 160   | 105   | 181   | 336                  | 140          | 102        | 65    | 407              | 105   | 160   | 72    |  |
| real # of participants:    | 100%                        | 60%       | 40%        | 18%                      | 21%          | 31%           | 27%               | 18%                    | 28%   | 22%      | 20%   | 13%   | 23%   | 42%                  | 18%          | 13%        | 8%    | 51%              | 13%   | 20%   | 9%    |  |
| Not at all likely (0)      | 8%                          | 7%        | 10%        | 8%                       | 7%           | 9%            | 7%                | 9%                     | 6%    | 7%       | 5%    | 5%    | 7%    | 9%                   | 5%           | 4%         | 14%   | 8%               | 9%    | 5%    | 11%   |  |
| Not very likely (1)        | 8%                          | 8%        | 9%         | 11%                      | 11%          | 6%            | 9%                | 8%                     | 6%    | 6%       | 10%   | 4%    | 11%   | 8%                   | 6%           | 9%         | 14%   | 8%               | 6%    | 8%    | 11%   |  |
| Somewhat likely (2)        | 24%                         | 24%       | 24%        | 21%                      | 26%          | 24%           | 25%               | 22%                    | 24%   | 24%      | 23%   | 21%   | 25%   | 27%                  | 21%          | 18%        | 24%   | 27%              | 20%   | 20%   | 24%   |  |
| Very likely (3)            | 58%                         | 59%       | 55%        | 59%                      | 56%          | 58%           | 58%               | 62%                    | 64%   | 60%      | 60%   | 69%   | 53%   | 55%                  | 68%          | 68%        | 44%   | 56%              | 62%   | 66%   | 52%   |  |
| DK/NR                      | 2%                          | 1%        | 2%         | 0%                       | 1%           | 2%            | 2%                | 0%                     | 0%    | 3%       | 1%    | 1%    | 3%    | -                    | +            | +          | 4%    | 1%               | 2%    | 1%    | 2%    |  |
| chi <sup>2</sup> :         |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       | (*)                  |              |            |       |                  |       |       |       |  |
| ± ... at 50%:              | 4                           | 5         | 5          | 9                        | 8            | 6             | 7                 | 8                      | 8     | 8        | 8     | 10    | 8     | 6                    | 9            | 10         | 12    | 5                | 10    | 8     | 12    |  |
| mean for these data:       | 77.79                       | 79.04     | 75.88      | 77.45                    | 77.56        | 78.35         | 78.52             | 78.86                  | 82.27 | 80.58    | 80.23 | 84.67 | 76.39 | 76.33                | 84.63        | 83.90      | 67.70 | 77.29            | 79.65 | 82.61 | 73.17 |  |
| standard error:            | 1.12                        | 1.48      | 1.72       | 2.70                     | 2.36         | 2.01          | 2.12              | 2.49                   | 2.14  | 2.25     | 2.20  | 2.70  | 2.30  | 1.75                 | 2.27         | 2.72       | 4.45  | 1.55             | 3.10  | 2.24  | 4.04  |  |
| sig. test for means:       |                             |           |            |                          |              |               |                   |                        |       |          |       |       |       |                      | **           | *          | *     |                  |       | *     |       |  |

On the whole, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with your most recent contact with WD?

|                                | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|--------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|                                | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q34                            |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                        |                                |  |
| weightd # of participants:     | 869             | 184   | 206   | 311   | 169   | 715                  | 121                  | 165             | 173   | 238   | 140   | 17              | 29    | 51    | 23    | 225                  | 345          | 280           | 457                           | 198                    | 202                            |  |
| real # of participants:        | 100%            | 21%   | 24%   | 36%   | 19%   | 82%                  | 14%                  | 19%             | 20%   | 27%   | 16%   | 2%              | 3%    | 6%    | 3%    | 26%                  | 40%          | 32%           | 53%                           | 23%                    | 23%                            |  |
| DISSATISFIED (very and smwhat) | 868             | 213   | 231   | 222   | 202   | 717                  | 121                  | 190             | 194   | 165   | 168   | 21              | 33    | 40    | 27    | 199                  | 359          | 289           | 487                           | 179                    | 190                            |  |
|                                | 13%             | 16%   | 6%    | 15%   | 13%   | 13%                  | 6%                   | 16%             | 6%    | 16%   | 14%   | 10%             | 3%    | 8%    | 4%    | 16%                  | 14%          | 9%            | 12%                           | 16%                    | 9%                             |  |
| SATISFIED (very and smwhat)    | 75%             | 67%   | 83%   | 73%   | 75%   | 73%                  | 82%                  | 66%             | 82%   | 71%   | 73%   | 73%             | 88%   | 80%   | 89%   | 67%                  | 72%          | 85%           | 76%                           | 71%                    | 76%                            |  |
| Very dissatisfied (0)          | 6%              | 7%    | 3%    | 7%    | 8%    | 7%                   | 4%                   | 7%              | 4%    | 8%    | 8%    | 4%              | 3%    | 5%    | 4%    | 8%                   | 6%           | 6%            | 7%                            | 8%                     | 5%                             |  |
| Dissatisfied (25)              | 6%              | 9%    | 3%    | 7%    | 5%    | 7%                   | 2%                   | 9%              | 3%    | 8%    | 6%    | 6%              | 0%    | 3%    | 0%    | 8%                   | 8%           | 3%            | 6%                            | 9%                     | 4%                             |  |
| Neutral (50)                   | 13%             | 18%   | 11%   | 12%   | 11%   | 14%                  | 11%                  | 18%             | 11%   | 13%   | 13%   | 17%             | 9%    | 12%   | 8%    | 18%                  | 14%          | 7%            | 12%                           | 12%                    | 14%                            |  |
| Satisfied (75)                 | 38%             | 33%   | 42%   | 40%   | 36%   | 38%                  | 42%                  | 32%             | 41%   | 39%   | 38%   | 44%             | 48%   | 42%   | 34%   | 42%                  | 41%          | 33%           | 40%                           | 35%                    | 39%                            |  |
| Very satisfied (100)           | 36%             | 34%   | 41%   | 34%   | 39%   | 35%                  | 40%                  | 33%             | 41%   | 32%   | 36%   | 30%             | 40%   | 38%   | 55%   | 25%                  | 31%          | 52%           | 36%                           | 37%                    | 38%                            |  |
| Don't know                     | 0%              | 0%    | 0%    | 0%    | 0%    | 0%                   | 0%                   | 0%              | 0%    | 0%    | 0%    | 0%              | 0%    | 0%    | 0%    | 0%                   | 0%           | 0%            | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :             |                 | *     |       |       |       |                      |                      | *               |       |       |       |                 |       |       |       | ***                  |              |               |                               |                        |                                |  |
| ± ... at 50%:                  | 4               | 7     | 7     | 7     | 7     | 4                    | 9                    | 8               | 7     | 8     | 8     | 23              | 18    | 16    | 20    | 7                    | 5            | 6             | 5                             | 8                      | 8                              |  |
| mean for these data:           | 73.00           | 69.39 | 78.61 | 71.20 | 73.41 | 72.04                | 78.11                | 68.77           | 78.37 | 69.89 | 71.72 | 72.18           | 80.39 | 76.04 | 84.28 | 66.99                | 70.62        | 80.58         | 73.19                         | 71.00                  | 74.87                          |  |
| standard error:                | 0.97            | 2.06  | 1.58  | 1.98  | 2.10  | 1.08                 | 2.24                 | 2.21            | 1.75  | 2.33  | 2.32  | 5.78            | 3.72  | 4.17  | 4.42  | 2.07                 | 1.50         | 1.60          | 1.29                          | 2.30                   | 1.96                           |  |
| sig. test for means:           |                 | *     | ***   |       |       | *                    | *                    |                 | ***   |       |       |                 |       |       |       | ***                  | *            | ***           |                               |                        |                                |  |

On the whole, would you say you were very dissatisfied, dissatisfied, neutral, satisfied or very satisfied with your most recent contact with WD?

|                                | DEPTH OF RELATIONSHIP |           |            |                  | YEARS OF EXISTENCE |               |             |          | CLIENT LOCATIONS |          |       |       |       |         | GROSS REVENUES |            |       |       | EMPLOYMENT |       |       |  |
|--------------------------------|-----------------------|-----------|------------|------------------|--------------------|---------------|-------------|----------|------------------|----------|-------|-------|-------|---------|----------------|------------|-------|-------|------------|-------|-------|--|
|                                | TOTAL                 | Long term | Short term | Less than 1 year | 1 to 3 years       | 4 to 10 years | 11 and more | Manitoba | Sask.            | Alber-ta | BC    | USA   | Other | <\$250k | \$250k-<\$1M   | \$1M-<\$5M | \$5M+ | <5    | 5-9        | 10-49 | 50+   |  |
| Q34                            |                       |           |            |                  |                    |               |             |          |                  |          |       |       |       |         |                |            |       |       |            |       |       |  |
| weightd # of participants:     | 869                   | 526       | 343        | 175              | 176                | 259           | 224         | 155      | 263              | 180      | 164   | 108   | 188   | 364     | 145            | 103        | 66    | 450   | 104        | 163   | 73    |  |
| real # of participants:        | 100%                  | 60%       | 40%        | 20%              | 20%                | 30%           | 26%         | 18%      | 30%              | 21%      | 19%   | 12%   | 22%   | 42%     | 17%            | 12%        | 8%    | 52%   | 12%        | 19%   | 8%    |  |
| DISSATISFIED (very and smwhat) | 868                   | 457       | 411        | 173              | 175                | 265           | 224         | 172      | 206              | 188      | 180   | 106   | 199   | 362     | 143            | 104        | 71    | 444   | 110        | 169   | 76    |  |
|                                | 13%                   | 13%       | 11%        | 11%              | 17%                | 12%           | 13%         | 12%      | 15%              | 9%       | 15%   | 17%   | 12%   | 15%     | 13%            | 11%        | 3%    | 15%   | 14%        | 12%   | 6%    |  |
| SATISFIED (very and smwhat)    | 75%                   | 74%       | 75%        | 78%              | 68%                | 78%           | 71%         | 77%      | 73%              | 80%      | 71%   | 74%   | 72%   | 73%     | 77%            | 72%        | 79%   | 72%   | 73%        | 77%   | 80%   |  |
| Very dissatisfied (0)          | 6%                    | 7%        | 5%         | 6%               | 5%                 | 6%            | 9%          | 5%       | 8%               | 3%       | 5%    | 6%    | 7%    | 6%      | 6%             | 9%         | 3%    | 7%    | 8%         | 8%    | 5%    |  |
| Dissatisfied (25)              | 6%                    | 6%        | 6%         | 5%               | 12%                | 5%            | 4%          | 6%       | 7%               | 6%       | 10%   | 10%   | 5%    | 8%      | 7%             | 2%         | 0%    | 8%    | 6%         | 4%    | 1%    |  |
| Neutral (50)                   | 13%                   | 12%       | 14%        | 11%              | 16%                | 10%           | 16%         | 11%      | 12%              | 11%      | 14%   | 9%    | 16%   | 12%     | 10%            | 17%        | 18%   | 14%   | 12%        | 11%   | 14%   |  |
| Satisfied (75)                 | 38%                   | 38%       | 38%        | 41%              | 35%                | 40%           | 36%         | 36%      | 38%              | 35%      | 35%   | 40%   | 36%   | 39%     | 38%            | 35%        | 38%   | 37%   | 40%        | 35%   | 36%   |  |
| Very satisfied (100)           | 36%                   | 36%       | 37%        | 37%              | 32%                | 39%           | 35%         | 42%      | 35%              | 45%      | 36%   | 34%   | 36%   | 33%     | 38%            | 37%        | 41%   | 35%   | 33%        | 42%   | 44%   |  |
| Don't know                     | 0%                    | 0%        | 0%         | 0%               | 0%                 | 0%            | 0%          | 0%       | 0%               | 0%       | 0%    | 0%    | 0%    | 0%      | 0%             | 0%         | 0%    | 0%    | 0%         | 0%    | 0%    |  |
| chi <sup>2</sup> :             |                       |           |            |                  |                    |               |             |          |                  |          |       |       |       |         |                |            |       |       |            |       |       |  |
| ± ... at 50%:                  | 4                     | 5         | 5          | 8                | 8                  | 6             | 7           | 8        | 7                | 8        | 8     | 10    | 7     | 5       | 9              | 10         | 12    | 5     | 10         | 8     | 12    |  |
| mean for these data:           | 73.00                 | 72.55     | 73.69      | 74.47            | 69.63              | 74.70         | 71.28       | 75.40    | 71.37            | 77.95    | 71.69 | 71.00 | 72.24 | 71.22   | 73.87          | 72.05      | 78.66 | 71.19 | 70.96      | 74.53 | 78.17 |  |
| standard error:                | 0.97                  | 1.37      | 1.37       | 2.09             | 2.20               | 1.74          | 2.00        | 2.16     | 2.08             | 1.90     | 2.18  | 2.89  | 2.06  | 1.53    | 2.42           | 2.96       | 2.69  | 1.40  | 2.83       | 2.29  | 2.94  |  |
| sig. test for means:           |                       |           |            |                  |                    |               |             |          |                  | **       |       |       |       |         |                |            | *     |       |            |       | *     |  |

Thinking of your most recent contact with WD, did you get what you needed?

|                            | --WD PROVINCE--           |              |               |                        | --TYPE--        |                      | --WD PROVINCE--      |                        |       |              | --WD PROVINCE-- |     |                      |         | --CONTACTS WITH WD-- |                |                    | --FIRST WD CONTACT-- |                               |                        |                                |  |  |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|-----------------|----------------------|----------------------|------------------------|-------|--------------|-----------------|-----|----------------------|---------|----------------------|----------------|--------------------|----------------------|-------------------------------|------------------------|--------------------------------|--|--|--|
|                            | TOTAL                     | BC           | Alta          | Sask.                  | Man.            | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC                     | Alta  | Sask.        | Man.            | BC  | Alta                 | Sask.   | Man.                 | Once           | 2-5<br>times       | 6 and<br>more        | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |  |  |
| Q35                        |                           |              |               |                        |                 |                      |                      |                        |       |              |                 |     |                      |         |                      |                |                    |                      |                               |                        |                                |  |  |  |
| weightd # of participants: | 875                       | 185          | 207           | 311                    | 171             | 721                  | 121                  | 166                    | 174   | 238          | 142             | 17  | 29                   | 51      | 23                   | 225            | 348                | 282                  | 460                           | 198                    | 204                            |  |  |  |
| real # of participants:    | 100%                      | 21%          | 24%           | 36%                    | 20%             | 82%                  | 14%                  | 19%                    | 20%   | 27%          | 16%             | 2%  | 3%                   | 6%      | 3%                   | 26%            | 40%                | 32%                  | 53%                           | 23%                    | 23%                            |  |  |  |
| Yes                        | 63%                       | 55%          | 71%           | 63%                    | 60%             | 60%                  | 75%                  | 55%                    | 70%   | 59%          | 57%             | 54% | 76%                  | 83%     | 74%                  | 55%            | 59%                | 72%                  | 63%                           | 57%                    | 68%                            |  |  |  |
| In part                    | 14%                       | 15%          | 12%           | 13%                    | 17%             | 15%                  | 8%                   | 14%                    | 13%   | 16%          | 19%             | 28% | 9%                   | 2%      | 7%                   | 16%            | 15%                | 11%                  | 14%                           | 19%                    | 10%                            |  |  |  |
| No                         | 21%                       | 28%          | 15%           | 22%                    | 20%             | 22%                  | 14%                  | 30%                    | 15%   | 24%          | 19%             | 14% | 15%                  | 12%     | 15%                  | 27%            | 24%                | 14%                  | 21%                           | 24%                    | 20%                            |  |  |  |
| DK/NR                      | 2%                        | 1%           | 2%            | 2%                     | 4%              | 2%                   | 3%                   | 1%                     | 2%    | 1%           | 4%              | 4%  | 0%                   | 4%      | 4%                   | 2%             | 1%                 | 3%                   | 2%                            | 1%                     | 2%                             |  |  |  |
| chi <sup>2</sup> :         |                           | (*)          |               |                        |                 | (*)                  |                      | (*)                    |       |              |                 |     |                      |         | (**)                 |                |                    |                      |                               |                        |                                |  |  |  |
| ± ... at 50%:              | 4                         | 7            | 7             | 7                      | 7               | 4                    | 9                    | 8                      | 7     | 8            | 8               | 23  | 18                   | 16      | 20                   | 7              | 5                  | 6                    | 5                             | 8                      | 7                              |  |  |  |
| -----                      |                           |              |               |                        |                 |                      |                      |                        |       |              |                 |     |                      |         |                      |                |                    |                      |                               |                        |                                |  |  |  |
|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        |                 |                      |                      | --YEARS OF EXISTENCE-- |       |              |                 |     | --CLIENT LOCATIONS-- |         |                      |                | --GROSS REVENUES-- |                      |                               |                        | --EMPLOYMENT--                 |  |  |  |
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years | 4 to 10<br>years     | 11<br>and<br>more    | Mani-<br>toba          | Sask. | Alber-<br>ta | BC              | USA | Other                | <\$250k | \$250k-<br><\$1M     | \$1M-<br><\$5M | \$5M+              | <5                   | 5-9                           | 10-49                  | 50+                            |  |  |  |
| Q35                        |                           |              |               |                        |                 |                      |                      |                        |       |              |                 |     |                      |         |                      |                |                    |                      |                               |                        |                                |  |  |  |
| weightd # of participants: | 875                       | 528          | 347           | 175                    | 177             | 261                  | 226                  | 157                    | 265   | 182          | 167             | 108 | 188                  | 366     | 147                  | 103            | 66                 | 453                  | 106                           | 164                    | 73                             |  |  |  |
| real # of participants:    | 100%                      | 60%          | 40%           | 20%                    | 20%             | 30%                  | 26%                  | 18%                    | 30%   | 21%          | 19%             | 12% | 22%                  | 42%     | 17%                  | 12%            | 8%                 | 52%                  | 12%                           | 19%                    | 8%                             |  |  |  |
| Yes                        | 63%                       | 61%          | 66%           | 61%                    | 57%             | 67%                  | 62%                  | 61%                    | 64%   | 68%          | 56%             | 58% | 62%                  | 59%     | 62%                  | 63%            | 76%                | 58%                  | 59%                           | 72%                    | 71%                            |  |  |  |
| In part                    | 14%                       | 15%          | 12%           | 14%                    | 19%             | 14%                  | 12%                  | 17%                    | 12%   | 11%          | 14%             | 17% | 16%                  | 15%     | 14%                  | 13%            | 11%                | 17%                  | 14%                           | 9%                     | 9%                             |  |  |  |
| No                         | 21%                       | 22%          | 21%           | 22%                    | 23%             | 18%                  | 23%                  | 20%                    | 22%   | 18%          | 29%             | 24% | 21%                  | 23%     | 23%                  | 22%            | 13%                | 24%                  | 24%                           | 17%                    | 17%                            |  |  |  |
| DK/NR                      | 2%                        | 3%           | 1%            | 2%                     | 1%              | 1%                   | 3%                   | 3%                     | 2%    | 2%           | 1%              | 0%  | 1%                   | 3%      | 1%                   | 2%             | 0%                 | 2%                   | 3%                            | 2%                     | 3%                             |  |  |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                 |                      |                      |                        |       |              |                 |     |                      |         |                      |                |                    |                      |                               |                        |                                |  |  |  |
| ± ... at 50%:              | 4                         | 5            | 5             | 8                      | 8               | 6                    | 7                    | 8                      | 7     | 8            | 8               | 10  | 7                    | 5       | 9                    | 10             | 12                 | 5                    | 10                            | 8                      | 12                             |  |  |  |

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

|                            | --WD PROVINCE--           |           |            |                  | --TYPE--               |               | --WD PROVINCE-- |           |                      |          | --WD PROVINCE-- |     |                    |         | --CONTACTS WITH WD-- |            |                | --FIRST WD CONTACT-- |                      |                  |                       |  |
|----------------------------|---------------------------|-----------|------------|------------------|------------------------|---------------|-----------------|-----------|----------------------|----------|-----------------|-----|--------------------|---------|----------------------|------------|----------------|----------------------|----------------------|------------------|-----------------------|--|
|                            | TOTAL                     | BC        | Alta       | Sask.            | Man.                   | Com-mer-cial  | Not for profit  | BC        | Alta                 | Sask.    | Man.            | BC  | Alta               | Sask.   | Man.                 | Once       | 2-5 times      | 6 and more           | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |  |
| Q37                        |                           |           |            |                  |                        |               |                 |           |                      |          |                 |     |                    |         |                      |            |                |                      |                      |                  |                       |  |
| weightd # of participants: | 875                       | 185       | 207        | 311              | 171                    | 721           | 121             | 166       | 174                  | 238      | 142             | 17  | 29                 | 51      | 23                   | 225        | 348            | 282                  | 460                  | 198              | 204                   |  |
| real # of participants:    | 100%                      | 21%       | 24%        | 36%              | 20%                    | 82%           | 14%             | 19%       | 20%                  | 27%      | 16%             | 2%  | 3%                 | 6%      | 3%                   | 26%        | 40%            | 32%                  | 53%                  | 23%              | 23%                   |  |
| Yes                        | 875                       | 215       | 233        | 223              | 204                    | 724           | 121             | 192       | 196                  | 166      | 170             | 21  | 33                 | 40      | 27                   | 200        | 362            | 292                  | 491                  | 179              | 193                   |  |
|                            | 86%                       | 78%       | 91%        | 88%              | 86%                    | 86%           | 90%             | 78%       | 92%                  | 87%      | 86%             | 80% | 91%                | 93%     | 89%                  | 87%        | 84%            | 88%                  | 86%                  | 86%              | 88%                   |  |
| No                         | 7%                        | 10%       | 6%         | 7%               | 8%                     | 8%            | 3%              | 10%       | 5%                   | 9%       | 9%              | 4%  | 6%                 | 2%      | 4%                   | 5%         | 10%            | 6%                   | 7%                   | 9%               | 6%                    |  |
| DK/NR                      | 6%                        | 12%       | 3%         | 5%               | 6%                     | 6%            | 7%              | 12%       | 3%                   | 4%       | 5%              | 15% | 3%                 | 5%      | 8%                   | 8%         | 6%             | 5%                   | 7%                   | 6%               | 6%                    |  |
|                            |                           | +++       | +          | -                |                        |               |                 | +++       | ++                   |          |                 |     |                    |         |                      |            | +              |                      |                      |                  |                       |  |
| chi <sup>2</sup> :         |                           | ***       |            |                  |                        |               |                 | ***       |                      |          |                 |     |                    |         |                      |            |                |                      |                      |                  |                       |  |
| ± ... at 50%:              | 4                         | 7         | 7          | 7                | 7                      | 4             | 9               | 8         | 7                    | 8        | 8               | 23  | 18                 | 16      | 20                   | 7          | 5              | 6                    | 5                    | 8                | 7                     |  |
|                            | --DEPTH OF RELATIONSHIP-- |           |            |                  | --YEARS OF EXISTENCE-- |               |                 |           | --CLIENT LOCATIONS-- |          |                 |     | --GROSS REVENUES-- |         |                      |            | --EMPLOYMENT-- |                      |                      |                  |                       |  |
|                            | TOTAL                     | Long term | Short term | Less than 1 year | 1 to 3 years           | 4 to 10 years | 11 and more     | Mani-toba | Sask.                | Alber-ta | BC              | USA | Other              | <\$250k | \$250k-<\$1M         | \$1M-<\$5M | \$5M+          | <5                   | 5-9                  | 10-49            | 50+                   |  |
| Q37                        |                           |           |            |                  |                        |               |                 |           |                      |          |                 |     |                    |         |                      |            |                |                      |                      |                  |                       |  |
| weightd # of participants: | 875                       | 528       | 347        | 175              | 177                    | 261           | 226             | 157       | 265                  | 182      | 167             | 108 | 188                | 366     | 147                  | 103        | 66             | 453                  | 106                  | 164              | 73                    |  |
| real # of participants:    | 100%                      | 60%       | 40%        | 20%              | 20%                    | 30%           | 26%             | 18%       | 30%                  | 21%      | 19%             | 12% | 22%                | 42%     | 17%                  | 12%        | 8%             | 52%                  | 12%                  | 19%              | 8%                    |  |
| Yes                        | 875                       | 460       | 415        | 173              | 176                    | 268           | 227             | 174       | 208                  | 191      | 183             | 106 | 199                | 365     | 146                  | 104        | 71             | 447                  | 113                  | 170              | 76                    |  |
|                            | 86%                       | 85%       | 88%        | 85%              | 88%                    | 87%           | 86%             | 87%       | 89%                  | 90%      | 82%             | 84% | 85%                | 86%     | 89%                  | 83%        | 95%            | 87%                  | 80%                  | 88%              | 90%                   |  |
| No                         | 7%                        | 9%        | 6%         | 8%               | 7%                     | 7%            | 8%              | 6%        | 6%                   | 6%       | 7%              | 9%  | 8%                 | 7%      | 7%                   | 9%         | 3%             | 6%                   | 12%                  | 7%               | 5%                    |  |
| DK/NR                      | 6%                        | 6%        | 6%         | 7%               | 5%                     | 6%            | 6%              | 7%        | 4%                   | 4%       | 12%             | 8%  | 7%                 | 7%      | 4%                   | 8%         | 3%             | 7%                   | 9%                   | 4%               | 5%                    |  |
|                            |                           |           |            |                  |                        |               |                 |           |                      | ++       |                 |     |                    |         |                      |            |                |                      |                      |                  |                       |  |
| chi <sup>2</sup> :         |                           |           |            |                  |                        |               |                 |           |                      |          |                 |     |                    |         |                      |            |                |                      |                      |                  |                       |  |
| ± ... at 50%:              | 4                         | 5         | 5          | 8                | 8                      | 6             | 7               | 8         | 7                    | 8        | 8               | 10  | 7                  | 5       | 9                    | 10         | 12             | 5                    | 10                   | 8                | 12                    |  |

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                 | -WD PROVINCE- |       |       |       | -TYPE- |                      | -WD PROVINCE-        |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |              | -FIRST WD CONTACT-- |                               |                        |                                |
|---------------------------------|---------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|--------------|---------------------|-------------------------------|------------------------|--------------------------------|
|                                 | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5<br>times | 6 and<br>more       | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q38A sensitivity to needs       |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                     |                               |                        |                                |
| mean for these data:            | 83.83         | 85.89 | 86.06 | 81.57 | 83.52  | 85.00                | 77.59                | 86.80 | 86.21 | 84.48 | 82.52         | 77.75 | 85.49 | 66.01 | 89.05              | 83.04 | 83.39        | 85.40               | 84.03                         | 84.96                  | 82.09                          |
| sig. test for means:            |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                     |                               |                        |                                |
| Q38B reliability of the service |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                     |                               |                        |                                |
| mean for these data:            | 86.93         | 91.00 | 87.47 | 82.99 | 89.97  | 88.67                | 77.22                | 91.08 | 88.59 | 86.77 | 89.57         | 90.28 | 83.33 | 62.51 | 89.32              | 87.40 | 86.58        | 87.02               | 87.69                         | 87.16                  | 85.07                          |
| sig. test for means:            |               |       |       |       |        | *                    | *                    |       |       |       |               |       |       | *     | *                  |       |              |                     |                               |                        |                                |
| Q38C communications             |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                     |                               |                        |                                |
| mean for these data:            | 85.66         | 86.65 | 85.99 | 82.68 | 90.08  | 86.47                | 78.66                | 86.08 | 87.27 | 84.58 | 89.48         | 91.65 | 81.17 | 67.51 | 89.32              | 85.92 | 84.39        | 87.28               | 87.29                         | 85.31                  | 83.52                          |
| sig. test for means:            |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                     |                               |                        |                                |
| Q38D access to the service      |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                     |                               |                        |                                |
| mean for these data:            | 83.33         | 87.15 | 87.78 | 78.01 | 84.58  | 84.89                | 76.24                | 87.42 | 87.85 | 80.31 | 86.99         | 84.72 | 87.50 | 63.52 | 78.10              | 82.28 | 83.06        | 84.94               | 83.97                         | 83.52                  | 81.98                          |
| sig. test for means:            |               |       |       | *     |        |                      |                      |       |       |       |               |       | *     |       |                    |       |              |                     |                               |                        |                                |

|                                 | ---DEPTH OF RELATIONSHIP--- |           |            |                  |              |               |                   | -----YEARS OF EXISTENCE----- |       |          |       |       |       | -----CLIENT LOCATIONS----- |              |            |       |       | -----GROSS REVENUES----- |       |       |  | -----EMPLOYMENT----- |  |  |  |
|---------------------------------|-----------------------------|-----------|------------|------------------|--------------|---------------|-------------------|------------------------------|-------|----------|-------|-------|-------|----------------------------|--------------|------------|-------|-------|--------------------------|-------|-------|--|----------------------|--|--|--|
|                                 | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Manitoba                     | Sask. | Alber-ta | BC    | USA   | Other | <\$250k                    | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5    | 5-9                      | 10-49 | 50+   |  |                      |  |  |  |
| Q38A sensitivity to needs       |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:            | 83.83                       | 83.69     | 84.06      | 90.02            | 83.64        | 89.59         | 74.09             | 83.78                        | 81.55 | 85.44    | 88.63 | 86.37 | 80.70 | 85.71                      | 88.75        | 80.63      | 73.36 | 86.06 | 89.41                    | 78.12 | 77.75 |  |                      |  |  |  |
| sig. test for means:            |                             |           |            |                  |              | **            | **                |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| Q38B reliability of the service |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:            | 86.93                       | 86.15     | 88.14      | 93.81            | 86.81        | 92.14         | 77.28             | 88.95                        | 83.82 | 86.55    | 93.92 | 87.55 | 84.80 | 88.80                      | 90.46        | 79.77      | 76.97 | 90.34 | 87.14                    | 81.70 | 78.92 |  |                      |  |  |  |
| sig. test for means:            |                             |           |            | **               |              | **            | **                |                              |       |          | ***   |       |       |                            |              |            |       |       | *                        |       |       |  |                      |  |  |  |
| Q38C communications             |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:            | 85.66                       | 85.02     | 86.68      | 93.11            | 86.34        | 86.51         | 78.93             | 87.34                        | 82.18 | 86.32    | 87.58 | 83.70 | 82.89 | 84.04                      | 92.11        | 78.70      | 79.48 | 86.66 | 88.85                    | 81.61 | 81.77 |  |                      |  |  |  |
| sig. test for means:            |                             |           |            | **               |              |               | *                 |                              |       |          |       |       |       |                            | **           |            |       |       |                          |       |       |  |                      |  |  |  |
| Q38D access to the service      |                             |           |            |                  |              |               |                   |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |
| mean for these data:            | 83.33                       | 81.97     | 85.50      | 90.34            | 82.63        | 88.48         | 74.88             | 82.79                        | 78.94 | 87.27    | 88.20 | 84.71 | 82.44 | 84.60                      | 85.61        | 80.34      | 72.35 | 84.67 | 87.45                    | 80.66 | 75.08 |  |                      |  |  |  |
| sig. test for means:            |                             |           |            | **               |              | **            | **                |                              |       |          |       |       |       |                            |              |            |       |       |                          |       |       |  |                      |  |  |  |

|                            | WD PROVINCE |       |       |       |       | TYPE         |                | * COMMERCIAL CLIENTS * |       |       |       | * NOT-FOR-PROFIT CLIENTS * |       |       |       | CONTACTS WITH WD OVER THE PAST YEAR |           |            | FIRST WD CONTACT     |                  |                       |
|----------------------------|-------------|-------|-------|-------|-------|--------------|----------------|------------------------|-------|-------|-------|----------------------------|-------|-------|-------|-------------------------------------|-----------|------------|----------------------|------------------|-----------------------|
|                            | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC                     | Alta  | Sask. | Man.  | BC                         | Alta  | Sask. | Man.  | Once                                | 2-5 times | 6 and more | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q38A sensitivity to needs  | 227         | 44    | 52    | 88    | 43    | 180          | 35             | 39                     | 40    | 66    | 34    | 4                          | 12    | 13    | 6     | 70                                  | 82        | 72         | 110                  | 52               | 63                    |
| weightd # of participants: | 100%        | 19%   | 23%   | 39%   | 19%   | 80%          | 16%            | 17%                    | 18%   | 29%   | 15%   | 2%                         | 5%    | 6%    | 3%    | 31%                                 | 36%       | 32%        | 48%                  | 23%              | 28%                   |
| real # of participants:    | 219         | 51    | 58    | 59    | 51    | 174          | 35             | 46                     | 45    | 42    | 41    | 5                          | 13    | 10    | 7     | 61                                  | 81        | 74         | 117                  | 42               | 58                    |
| Very unimportant (0)       | 3%          | 0%    | 0%    | 4%    | 6%    | 2%           | 5%             | 0%                     | 0%    | 3%    | 8%    | 0%                         | 0%    | 14%   | 0%    | 1%                                  | 4%        | 3%         | 3%                   | 5%               | 0%                    |
| Unimportant (25)           | 2%          | 2%    | 2%    | 2%    | 2%    | 3%           | 0%             | 2%                     | 2%    | 3%    | 3%    | 0%                         | 0%    | 0%    | 0%    | 3%                                  | 1%        | 1%         | 2%                   | 0%               | 3%                    |
| Neutral (50)               | 8%          | 9%    | 7%    | 8%    | 6%    | 7%           | 9%             | 6%                     | 9%    | 8%    | 3%    | 33%                        | 0%    | 6%    | 15%   | 8%                                  | 10%       | 5%         | 7%                   | 8%               | 8%                    |
| Important (75)             | 31%         | 32%   | 36%   | 31%   | 24%   | 28%          | 48%            | 33%                    | 31%   | 23%   | 27%   | 22%                        | 54%   | 68%   | 15%   | 35%                                 | 27%       | 33%        | 27%                  | 22%              | 46%                   |
| Very important (100)       | 54%         | 57%   | 54%   | 50%   | 62%   | 59%          | 35%            | 58%                    | 58%   | 59%   | 60%   | 44%                        | 39%   | 12%   | 71%   | 47%                                 | 58%       | 57%        | 56%                  | 64%              | 43%                   |
| DK/NR                      | 2%          | 0%    | 2%    | 5%    | 0%    | 1%           | 2%             | 0%                     | 0%    | 4%    | 0%    | 0%                         | 7%    | 0%    | 0%    | 6%                                  | 0%        | 1%         | 5%                   | 0%               | 0%                    |
| chi <sup>2</sup> :         |             |       |       |       |       |              |                |                        |       |       |       |                            |       |       |       |                                     |           |            | (*)                  |                  |                       |
| ± ... at 50%:              | 7           | 15    | 14    | 14    | 15    | 8            | 18             | 15                     | 16    | 16    | 16    | 47                         | 29    | 33    | 39    | 13                                  | 12        | 12         | 10                   | 16               | 14                    |
| mean for these data:       | 83.83       | 85.89 | 86.06 | 81.57 | 83.52 | 85.00        | 77.59          | 86.80                  | 86.21 | 84.48 | 82.52 | 77.75                      | 85.49 | 66.01 | 89.05 | 83.04                               | 83.39     | 85.40      | 84.03                | 84.96            | 82.09                 |
| standard error:            | 1.58        | 2.65  | 2.33  | 3.41  | 3.87  | 1.75         | 4.18           | 2.70                   | 2.80  | 3.85  | 4.56  | 11.13                      | 3.74  | 9.41  | 7.60  | 2.79                                | 2.80      | 2.55       | 2.30                 | 3.97             | 2.44                  |
| sig. test for means:       |             |       |       |       |       |              |                |                        |       |       |       |                            |       |       |       |                                     |           |            |                      |                  |                       |



Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                            | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|----------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|                            | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q38A sensitivity to needs  | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants: | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:    | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)       | 3%                          | 3%        | 3%         | 3%                       | 2%           | 0%            | 7%                | 4%                     | 4%    | 2%       | 0%    | 0%    | 6%    | 4%                   | 0%           | 5%         | 5%    | 3%               | 0%    | 4%    | 5%    |
| Unimportant (25)           | 2%                          | 3%        | 1%         | 0%                       | 2%           | 1%            | 4%                | 2%                     | 2%    | 0%       | 0%    | 0%    | 4%    | 2%                   | 0%           | 2%         | 0%    | 2%               | 0%    | 4%    | 0%    |
| Neutral (50)               | 8%                          | 7%        | 8%         | 6%                       | 9%           | 6%            | 8%                | 7%                     | 7%    | 8%       | 8%    | 15%   | 4%    | 3%                   | 5%           | 10%        | 25%   | 3%               | 8%    | 14%   | 17%   |
| Important (75)             | 31%                         | 31%       | 31%        | 16%                      | 34%          | 26%           | 42%               | 31%                    | 33%   | 35%      | 29%   | 24%   | 34%   | 30%                  | 35%          | 30%        | 36%   | 30%              | 25%   | 31%   | 34%   |
| Very important (100)       | 54%                         | 54%       | 55%        | 70%                      | 53%          | 66%           | 35%               | 57%                    | 47%   | 54%      | 63%   | 61%   | 53%   | 59%                  | 58%          | 53%        | 33%   | 59%              | 64%   | 47%   | 44%   |
| DK/NR                      | 2%                          | 3%        | 1%         | 6%                       | 0%           | 1%            | 3%                | 0%                     | 6%    | 2%       | 0%    | 0%    | 0%    | 3%                   | 2%           | 0%         | 0%    | 4%               | 3%    | 0%    | 0%    |
| chi <sup>2</sup> :         |                             |           |            | (*)                      |              |               |                   |                        | ++    |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:              | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:       | 83.83                       | 83.69     | 84.06      | 90.02                    | 83.64        | 89.59         | 74.09             | 83.78                  | 81.55 | 85.44    | 88.63 | 86.37 | 80.70 | 85.71                | 88.75        | 80.63      | 73.36 | 86.06            | 89.41 | 78.12 | 77.75 |
| standard error:            | 1.58                        | 2.19      | 2.26       | 3.64                     | 3.31         | 1.98          | 3.75              | 3.35                   | 3.45  | 2.89     | 2.45  | 4.07  | 4.06  | 2.41                 | 2.59         | 4.80       | 6.14  | 2.09             | 3.02  | 4.13  | 6.71  |
| sig. test for means:       |                             |           |            |                          |              | **            | **                |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                                 | WD PROVINCE |       |       |       | TYPE  |              | WD PROVINCE    |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |           | FIRST WD CONTACT |                      |                  |                       |
|---------------------------------|-------------|-------|-------|-------|-------|--------------|----------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|-----------|------------------|----------------------|------------------|-----------------------|
|                                 | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-mer-cial | Not for profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5 times | 6 and more       | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |
| Q38B reliability of the service | 227         | 44    | 52    | 88    | 43    | 180          | 35             | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82        | 72               | 110                  | 52               | 63                    |
| weightd # of participants:      | 100%        | 19%   | 23%   | 39%   | 19%   | 80%          | 16%            | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%       | 32%              | 48%                  | 23%              | 28%                   |
| real # of participants:         | 219         | 51    | 58    | 59    | 51    | 174          | 35             | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81        | 74               | 117                  | 42               | 58                    |
| Very unimportant (0)            | 2%          | 0%    | 0%    | 4%    | 2%    | 2%           | 5%             | 0%    | 0%    | 3%    | 3%          | 0%    | 0%    | 14%   | 0%               | 0%    | 3%        | 3%               | 2%                   | 5%               | 0%                    |
| Unimportant (25)                | 1%          | 0%    | 2%    | 2%    | 0%    | 2%           | 0%             | 0%    | 2%    | 3%    | 0%          | 0%    | 0%    | 0%    | 0%               | 3%    | 1%        | 0%               | 2%                   | 0%               | 1%                    |
| Neutral (50)                    | 5%          | 6%    | 7%    | 4%    | 4%    | 5%           | 8%             | 6%    | 9%    | 1%    | 5%          | 0%    | 0%    | 20%   | 0%               | 4%    | 6%        | 4%               | 4%                   | 0%               | 11%                   |
| Important (75)                  | 29%         | 24%   | 29%   | 34%   | 23%   | 24%          | 53%            | 22%   | 20%   | 29%   | 22%         | 39%   | 62%   | 54%   | 43%              | 32%   | 23%       | 34%              | 27%                  | 30%              | 32%                   |
| Very important (100)            | 59%         | 68%   | 59%   | 51%   | 69%   | 66%          | 32%            | 69%   | 67%   | 60%   | 71%         | 61%   | 31%   | 12%   | 57%              | 55%   | 63%       | 59%              | 60%                  | 64%              | 54%                   |
| DK/NR                           | 4%          | 2%    | 3%    | 5%    | 2%    | 2%           | 2%             | 2%    | 2%    | 4%    | 0%          | 0%    | 7%    | 0%    | 0%               | 6%    | 3%        | 1%               | 6%                   | 2%               | 2%                    |
| chi <sup>2</sup> :              |             |       |       |       |       | (**)         |                |       |       |       |             |       |       |       |                  |       |           |                  |                      |                  |                       |
| ± ... at 50%:                   | 7           | 15    | 14    | 14    | 15    | 8            | 18             | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12        | 12               | 10                   | 16               | 14                    |
| mean for these data:            | 86.93       | 91.00 | 87.47 | 82.99 | 89.97 | 88.67        | 77.22          | 91.08 | 88.59 | 86.77 | 89.57       | 90.28 | 83.33 | 62.51 | 89.32            | 87.40 | 86.58     | 87.02            | 87.69                | 87.16            | 85.07                 |
| standard error:                 | 1.42        | 2.10  | 2.39  | 3.30  | 2.70  | 1.52         | 4.09           | 2.26  | 2.88  | 3.56  | 3.18        | 6.20  | 3.57  | 9.48  | 5.12             | 2.33  | 2.64      | 2.35             | 1.92                 | 3.72             | 2.48                  |
| sig. test for means:            |             |       |       |       |       | *            | *              |       |       |       |             |       |       | *     | *                |       |           |                  |                      |                  |                       |

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|   | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|---|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|   | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q38B reliability of the service<br>weightd # of participants: | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| real # of participants:                                       | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)  | 2%                          | 3%        | 1%         | 0%                       | 0%           | 0%            | 7%                | 2%                     | 2%    | 0%       | 0%    | 0%    | 4%    | 2%                   | 0%           | 5%         | 5%    | 1%               | 0%    | 4%    | 5%    |
| Unimportant (25)  | 1%                          | 1%        | 1%         | 0%                       | 0%           | 0%            | 4%                | 0%                     | 2%    | 2%       | 0%    | 0%    | 0%    | 2%                   | 0%           | 0%         | 5%    | 1%               | 0%    | 0%    | 6%    |
| Neutral (50)  | 5%                          | 4%        | 7%         | 2%                       | 6%           | 5%            | 7%                | 4%                     | 3%    | 4%       | 2%    | 12%   | 11%   | 3%                   | 4%           | 15%        | 10%   | 1%               | 6%    | 14%   | 5%    |
| Important (75)  | 29%                         | 30%       | 26%        | 18%                      | 41%          | 22%           | 33%               | 29%                    | 37%   | 38%      | 21%   | 25%   | 22%   | 25%                  | 28%          | 30%        | 37%   | 24%              | 37%   | 29%   | 35%   |
| Very important (100)  | 59%                         | 57%       | 64%        | 71%                      | 53%          | 71%           | 46%               | 64%                    | 49%   | 52%      | 77%   | 60%   | 63%   | 66%                  | 63%          | 50%        | 43%   | 68%              | 51%   | 53%   | 49%   |
| DK/NR   | 4%                          | 5%        | 1%         | 8%                       | 0%           | 2%            | 3%                | 2%                     | 6%    | 4%       | 0%    | 4%    | 0%    | 3%                   | 5%           | 0%         | 0%    | 4%               | 6%    | 0%    | 0%    |
| chi <sup>2</sup> :  |                             |           |            | (**)                     |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:   | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:  | 86.93                       | 86.15     | 88.14      | 93.81                    | 86.81        | 92.14         | 77.28             | 88.95                  | 83.82 | 86.55    | 93.92 | 87.55 | 84.80 | 88.80                | 90.46        | 79.77      | 76.97 | 90.34            | 87.14 | 81.70 | 78.92 |
| standard error:   | 1.42                        | 2.07      | 1.88       | 2.17                     | 2.29         | 1.68          | 3.87              | 2.61                   | 3.09  | 2.48     | 1.79  | 3.91  | 3.60  | 2.09                 | 2.56         | 4.66       | 6.56  | 1.73             | 2.92  | 3.81  | 7.15  |
| sig. test for means:  |                             |           |            | **                       |              | **            | **                |                        |       |          | ***   |       |       |                      |              |            |       | *                |       |       |       |

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                            | WD PROVINCE |       |       |       | TYPE  |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |  |
|----------------------------|-------------|-------|-------|-------|-------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q38C communications        |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |  |
| weightd # of participants: | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82           | 72               | 110                           | 52                     | 63                             |  |
| real # of participants:    | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%          | 32%              | 48%                           | 23%                    | 28%                            |  |
| Very unimportant (0)       | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81           | 74               | 117                           | 42                     | 58                             |  |
|                            | 1%          | 0%    | 0%    | 2%    | 2%    | 0%                   | 5%                   | 0%    | 0%    | 0%    | 3%          | 0%    | 0%    | 14%   | 0%               | 0%    | 1%           | 3%               | 0%                            | 5%                     | 0%                             |  |
| Unimportant (25)           |             |       |       |       |       | -                    | +                    |       |       |       |             |       |       |       |                  |       |              |                  | +                             | ++                     |                                |  |
|                            | 1%          | 0%    | 0%    | 2%    | 0%    | 1%                   | 0%                   | 0%    | 0%    | 3%    | 0%          | 0%    | 0%    | 0%    | 0%               | 3%    | 0%           | 0%               | 2%                            | 0%                     | 0%                             |  |
| Neutral (50)               | 8%          | 12%   | 14%   | 4%    | 4%    | 7%                   | 12%                  | 11%   | 13%   | 3%    | 5%          | 17%   | 15%   | 14%   | 0%               | 4%    | 12%          | 6%               | 6%                            | 5%                     | 13%                            |  |
| Important (75)             | 33%         | 29%   | 28%   | 43%   | 24%   | 33%                  | 37%                  | 32%   | 24%   | 45%   | 22%         | 0%    | 39%   | 46%   | 43%              | 37%   | 34%          | 28%              | 30%                           | 28%                    | 39%                            |  |
| Very important (100)       | 55%         | 58%   | 57%   | 44%   | 70%   | 56%                  | 43%                  | 55%   | 62%   | 45%   | 70%         | 83%   | 38%   | 26%   | 57%              | 49%   | 53%          | 62%              | 57%                           | 62%                    | 47%                            |  |
| DK/NR                      | 3%          | 2%    | 2%    | 5%    | 0%    | 2%                   | 2%                   | 2%    | 0%    | 4%    | 0%          | 0%    | 7%    | 0%    | 0%               | 7%    | 0%           | 1%               | 5%                            | 0%                     | 1%                             |  |
| chi <sup>2</sup> :         |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  | ++    |              |                  | (*)                           |                        |                                |  |
| ± ... at 50%:              | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12           | 12               | 10                            | 16                     | 14                             |  |
| mean for these data:       | 85.66       | 86.65 | 85.99 | 82.68 | 90.08 | 86.47                | 78.66                | 86.08 | 87.27 | 84.58 | 89.48       | 91.65 | 81.17 | 67.51 | 89.32            | 85.92 | 84.39        | 87.28            | 87.29                         | 85.31                  | 83.52                          |  |
| standard error:            | 1.33        | 2.50  | 2.43  | 2.81  | 2.65  | 1.38                 | 4.41                 | 2.60  | 2.71  | 2.73  | 3.18        | 9.48  | 5.46  | 10.30 | 5.12             | 2.36  | 2.17         | 2.44             | 1.66                          | 3.83                   | 2.33                           |  |
| sig. test for means:       |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |  |

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                            | ---DEPTH OF RELATIONSHIP--- |           |            |                  | ---YEARS OF EXISTENCE--- |               |                   |           | ---CLIENT LOCATIONS--- |          |       |       |       |         | ---GROSS REVENUES--- |            |       |       | ---EMPLOYMENT--- |       |       |  |
|----------------------------|-----------------------------|-----------|------------|------------------|--------------------------|---------------|-------------------|-----------|------------------------|----------|-------|-------|-------|---------|----------------------|------------|-------|-------|------------------|-------|-------|--|
|                            | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years             | 4 to 10 years | 11 years and more | Mani-toba | Sask.                  | Alber-ta | BC    | USA   | Other | <\$250k | \$250k-<\$1M         | \$1M-<\$5M | \$5M+ | <5    | 5-9              | 10-49 | 50+   |  |
| Q38C communications        | 227                         | 140       | 86         | 33               | 45                       | 75            | 65                | 48        | 76                     | 46       | 41    | 23    | 46    | 97      | 37                   | 35         | 18    | 124   | 31               | 44    | 16    |  |
| weightd # of participants: | 100%                        | 62%       | 38%        | 14%              | 20%                      | 33%           | 28%               | 21%       | 33%                    | 20%      | 18%   | 10%   | 20%   | 43%     | 16%                  | 16%        | 8%    | 55%   | 14%              | 19%   | 7%    |  |
| real # of participants:    | 219                         | 116       | 103        | 35               | 44                       | 71            | 59                | 52        | 54                     | 49       | 44    | 22    | 47    | 97      | 34                   | 32         | 18    | 119   | 30               | 43    | 16    |  |
| Very unimportant (0)       | 1%                          | 1%        | 1%         | 0%               | 0%                       | 0%            | 4%                | 2%        | 2%                     | 0%       | 0%    | 0%    | 0%    | 2%      | 0%                   | 0%         | 5%    | 1%    | 0%               | 0%    | 5%    |  |
| Unimportant (25)           | 1%                          | 1%        | 0%         | 0%               | 0%                       | 0%            | 3%                | 0%        | 2%                     | 0%       | 0%    | 0%    | 0%    | 2%      | 0%                   | 0%         | 0%    | 1%    | 0%               | 0%    | 0%    |  |
| Neutral (50)               | 8%                          | 8%        | 8%         | 3%               | 11%                      | 5%            | 12%               | 11%       | 5%                     | 11%      | 10%   | 11%   | 18%   | 7%      | 5%                   | 20%        | 11%   | 5%    | 6%               | 16%   | 11%   |  |
| Important (75)             | 33%                         | 33%       | 33%        | 21%              | 32%                      | 44%           | 30%               | 21%       | 40%                    | 31%      | 28%   | 43%   | 33%   | 34%     | 21%                  | 43%        | 41%   | 31%   | 31%              | 40%   | 29%   |  |
| Very important (100)       | 55%                         | 53%       | 57%        | 71%              | 57%                      | 50%           | 46%               | 66%       | 44%                    | 56%      | 60%   | 46%   | 49%   | 52%     | 72%                  | 35%        | 43%   | 57%   | 60%              | 42%   | 54%   |  |
| DK/NR                      | 3%                          | 3%        | 2%         | 6%               | 0%                       | 1%            | 4%                | 0%        | 6%                     | 2%       | 2%    | 0%    | 0%    | 3%      | 2%                   | 2%         | 0%    | 4%    | 3%               | 2%    | 0%    |  |
| chi <sup>2</sup> :         |                             |           |            | (*)              |                          |               |                   |           |                        |          |       |       |       |         |                      |            |       |       |                  |       |       |  |
| ± ... at 50%:              | 7                           | 10        | 10         | 18               | 16                       | 12            | 14                | 14        | 14                     | 15       | 16    | 22    | 15    | 11      | 18                   | 18         | 25    | 10    | 19               | 16    | 26    |  |
| mean for these data:       | 85.66                       | 85.02     | 86.68      | 93.11            | 86.34                    | 86.51         | 78.93             | 87.34     | 82.18                  | 86.32    | 87.58 | 83.70 | 82.89 | 84.04   | 92.11                | 78.70      | 79.48 | 86.66 | 88.85            | 81.61 | 81.77 |  |
| standard error:            | 1.33                        | 1.90      | 1.82       | 2.21             | 2.63                     | 1.77          | 3.50              | 2.91      | 3.11                   | 2.53     | 2.63  | 3.66  | 2.78  | 2.21    | 2.47                 | 3.36       | 5.91  | 1.85  | 2.89             | 2.83  | 6.66  |  |
| sig. test for means:       |                             |           |            | **               |                          |               | *                 |           |                        |          |       |       |       |         | **                   |            |       |       |                  |       |       |  |

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                            | WD PROVINCE |       |       |       | TYPE  |                      | WD PROVINCE          |       |       |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |
|----------------------------|-------------|-------|-------|-------|-------|----------------------|----------------------|-------|-------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                            | TOTAL       | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q38D access to the service | 227         | 44    | 52    | 88    | 43    | 180                  | 35                   | 39    | 40    | 66    | 34          | 4     | 12    | 13    | 6                | 70    | 82           | 72               | 110                           | 52                     | 63                             |
| weightd # of participants: | 100%        | 19%   | 23%   | 39%   | 19%   | 80%                  | 16%                  | 17%   | 18%   | 29%   | 15%         | 2%    | 5%    | 6%    | 3%               | 31%   | 36%          | 32%              | 48%                           | 23%                    | 28%                            |
| real # of participants:    | 219         | 51    | 58    | 59    | 51    | 174                  | 35                   | 46    | 45    | 42    | 41          | 5     | 13    | 10    | 7                | 61    | 81           | 74               | 117                           | 42                     | 58                             |
| Very unimportant (0)       | 2%          | 0%    | 2%    | 4%    | 2%    | 2%                   | 5%                   | 0%    | 2%    | 3%    | 3%          | 0%    | 0%    | 14%   | 0%               | 4%    | 3%           | 2%               | 5%                            | 1%                     |                                |
| Unimportant (25)           | 1%          | 0%    | 0%    | 2%    | 2%    | 1%                   | 2%                   | 0%    | 0%    | 3%    | 0%          | 0%    | 0%    | 15%   | 3%               | 0%    | 1%           | 2%               | 0%                            | 0%                     |                                |
| Neutral (50)               | 9%          | 9%    | 3%    | 11%   | 10%   | 8%                   | 11%                  | 10%   | 4%    | 8%    | 8%          | 0%    | 0%    | 28%   | 8%               | 10%   | 8%           | 7%               | 5%                            | 16%                    |                                |
| Important (75)             | 34%         | 34%   | 34%   | 38%   | 27%   | 33%                  | 43%                  | 30%   | 31%   | 39%   | 27%         | 61%   | 46%   | 34%   | 44%              | 43%   | 30%          | 30%              | 33%                           | 35%                    | 35%                            |
| Very important (100)       | 51%         | 58%   | 59%   | 40%   | 58%   | 55%                  | 36%                  | 60%   | 63%   | 43%   | 63%         | 39%   | 46%   | 24%   | 42%              | 40%   | 55%          | 57%              | 51%                           | 55%                    | 48%                            |
| DK/NR                      | 2%          | 0%    | 2%    | 5%    | 0%    | 1%                   | 2%                   | 0%    | 0%    | 4%    | 0%          | 0%    | 7%    | 0%    | 0%               | 6%    | 0%           | 1%               | 5%                            | 0%                     | 0%                             |
| chi <sup>2</sup> :         |             |       |       |       |       |                      |                      |       |       |       |             |       |       |       |                  | ++    |              |                  | +                             |                        |                                |
| ± ... at 50%:              | 7           | 15    | 14    | 14    | 15    | 8                    | 18                   | 15    | 16    | 16    | 16          | 47    | 29    | 33    | 39               | 13    | 12           | 12               | 10                            | 16                     | 14                             |
| mean for these data:       | 83.33       | 87.15 | 87.78 | 78.01 | 84.58 | 84.89                | 76.24                | 87.42 | 87.85 | 80.31 | 86.99       | 84.72 | 87.50 | 63.52 | 78.10            | 82.28 | 83.06        | 84.94            | 83.97                         | 83.52                  | 81.98                          |
| standard error:            | 1.50        | 2.32  | 2.45  | 3.38  | 3.17  | 1.60                 | 4.49                 | 2.50  | 2.95  | 3.71  | 3.33        | 6.20  | 3.79  | 10.30 | 10.27            | 2.43  | 2.73         | 2.61             | 2.03                          | 3.81                   | 2.75                           |
| sig. test for means:       |             |       |       | *     |       |                      |                      |       |       |       |             |       | *     |       |                  |       |              |                  |                               |                        |                                |

Do you find each of the following general aspects of service to be very unimportant, unimportant, neutral, important or very important in deciding to deal with WD?

|                            | ---DEPTH OF RELATIONSHIP--- |           |            | ---YEARS OF EXISTENCE--- |              |               |                   | ---CLIENT LOCATIONS--- |       |          |       |       |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |       |       |       |
|----------------------------|-----------------------------|-----------|------------|--------------------------|--------------|---------------|-------------------|------------------------|-------|----------|-------|-------|-------|----------------------|--------------|------------|-------|------------------|-------|-------|-------|
|                            | TOTAL                       | Long term | Short term | Less than 1 year         | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba              | Sask. | Alber-ta | BC    | USA   | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9   | 10-49 | 50+   |
| Q38D access to the service | 227                         | 140       | 86         | 33                       | 45           | 75            | 65                | 48                     | 76    | 46       | 41    | 23    | 46    | 97                   | 37           | 35         | 18    | 124              | 31    | 44    | 16    |
| weightd # of participants: | 100%                        | 62%       | 38%        | 14%                      | 20%          | 33%           | 28%               | 21%                    | 33%   | 20%      | 18%   | 10%   | 20%   | 43%                  | 16%          | 16%        | 8%    | 55%              | 14%   | 19%   | 7%    |
| real # of participants:    | 219                         | 116       | 103        | 35                       | 44           | 71            | 59                | 52                     | 54    | 49       | 44    | 22    | 47    | 97                   | 34           | 32         | 18    | 119              | 30    | 43    | 16    |
| Very unimportant (0)       | 2%                          | 3%        | 2%         | 0%                       | 0%           | 0%            | 9%                | 2%                     | 2%    | 2%       | 0%    | 0%    | 4%    | 2%                   | 0%           | 5%         | 10%   | 1%               | 0%    | 4%    | 11%   |
| Unimportant (25)           | 1%                          | 1%        | 1%         | 0%                       | 2%           | 0%            | 3%                | 2%                     | 2%    | 0%       | 0%    | 0%    | 0%    | 2%                   | 0%           | 0%         | 0%    | 1%               | 3%    | 0%    | 0%    |
| Neutral (50)               | 9%                          | 11%       | 5%         | 3%                       | 15%          | 9%            | 6%                | 15%                    | 11%   | 6%       | 9%    | 12%   | 8%    | 8%                   | 15%          | 13%        | 5%    | 10%              | 3%    | 8%    | 11%   |
| Important (75)             | 34%                         | 33%       | 36%        | 31%                      | 34%          | 28%           | 44%               | 27%                    | 40%   | 30%      | 29%   | 37%   | 38%   | 31%                  | 26%          | 32%        | 60%   | 29%              | 34%   | 43%   | 34%   |
| Very important (100)       | 51%                         | 49%       | 55%        | 61%                      | 49%          | 62%           | 36%               | 55%                    | 38%   | 60%      | 62%   | 51%   | 50%   | 55%                  | 57%          | 50%        | 25%   | 54%              | 57%   | 44%   | 44%   |
| DK/NR                      | 2%                          | 3%        | 1%         | 6%                       | 0%           | 1%            | 3%                | 0%                     | 6%    | 2%       | 0%    | 0%    | 0%    | 3%                   | 2%           | 0%         | 0%    | 4%               | 3%    | 0%    | 0%    |
| chi <sup>2</sup> :         |                             |           |            | (**)                     |              |               |                   |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |
| ± ... at 50%:              | 7                           | 10        | 10         | 18                       | 16           | 12            | 14                | 14                     | 14    | 15       | 16    | 22    | 15    | 11                   | 18           | 18         | 25    | 10               | 19    | 16    | 26    |
| mean for these data:       | 83.33                       | 81.97     | 85.50      | 90.34                    | 82.63        | 88.48         | 74.88             | 82.79                  | 78.94 | 87.27    | 88.20 | 84.71 | 82.44 | 84.60                | 85.61        | 80.34      | 72.35 | 84.67            | 87.45 | 80.66 | 75.08 |
| standard error:            | 1.50                        | 2.17      | 2.02       | 2.36                     | 3.01         | 1.96          | 3.83              | 3.20                   | 3.22  | 2.85     | 2.52  | 3.78  | 3.42  | 2.23                 | 3.29         | 4.61       | 6.62  | 1.98             | 3.30  | 3.57  | 8.03  |
| sig. test for means:       |                             |           |            | **                       |              | **            | **                |                        |       |          |       |       |       |                      |              |            |       |                  |       |       |       |

If only one general area of the WD service could be improved, which one should be focussed on?

|                            | WD PROVINCE |     |      |       | TYPE |                      | WD PROVINCE          |     |      |       | WD PROVINCE |     |      |       | CONTACTS WITH WD |      |              | FIRST WD CONTACT |                               |                        |                                |
|----------------------------|-------------|-----|------|-------|------|----------------------|----------------------|-----|------|-------|-------------|-----|------|-------|------------------|------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                            | TOTAL       | BC  | Alta | Sask. | Man. | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC  | Alta | Sask. | Man.        | BC  | Alta | Sask. | Man.             | Once | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q39                        |             |     |      |       |      |                      |                      |     |      |       |             |     |      |       |                  |      |              |                  |                               |                        |                                |
| weightd # of participants: | 875         | 185 | 207  | 311   | 171  | 721                  | 121                  | 166 | 174  | 238   | 142         | 17  | 29   | 51    | 23               | 225  | 348          | 282              | 460                           | 198                    | 204                            |
|                            | 100%        | 21% | 24%  | 36%   | 20%  | 82%                  | 14%                  | 19% | 20%  | 27%   | 16%         | 2%  | 3%   | 6%    | 3%               | 26%  | 40%          | 32%              | 53%                           | 23%                    | 23%                            |
| real # of participants:    | 875         | 215 | 233  | 223   | 204  | 724                  | 121                  | 192 | 196  | 166   | 170         | 21  | 33   | 40    | 27               | 200  | 362          | 292              | 491                           | 179                    | 193                            |
| DK/NR                      | 28%         | 23% | 36%  | 23%   | 35%  | 27%                  | 30%                  | 23% | 37%  | 19%   | 32%         | 18% | 33%  | 24%   | 48%              | 32%  | 21%          | 31%              | 31%                           | 21%                    | 26%                            |
| access to the service      | 20%         | 18% | 20%  | 23%   | 17%  | 19%                  | 26%                  | 17% | 20%  | 21%   | 16%         | 24% | 18%  | 32%   | 22%              | 20%  | 19%          | 23%              | 19%                           | 21%                    | 21%                            |
| sensitivity to needs       | 20%         | 20% | 15%  | 22%   | 21%  | 21%                  | 15%                  | 20% | 15%  | 24%   | 22%         | 24% | 15%  | 11%   | 15%              | 16%  | 26%          | 15%              | 18%                           | 25%                    | 17%                            |
| other                      | 18%         | 24% | 16%  | 18%   | 13%  | 19%                  | 15%                  | 25% | 16%  | 20%   | 15%         | 14% | 18%  | 17%   | 7%               | 20%  | 19%          | 15%              | 18%                           | 18%                    | 19%                            |
| communications             | 10%         | 12% | 8%   | 10%   | 11%  | 10%                  | 11%                  | 11% | 8%   | 9%    | 12%         | 14% | 9%   | 14%   | 4%               | 7%   | 11%          | 12%              | 10%                           | 10%                    | 12%                            |
| reliability of the service | 4%          | 4%  | 4%   | 5%    | 3%   | 4%                   | 4%                   | 4%  | 4%   | 6%    | 3%          | 6%  | 6%   | 2%    | 4%               | 5%   | 5%           | 3%               | 4%                            | 5%                     | 4%                             |
| chi <sup>2</sup> :         |             | *   |      |       |      |                      |                      | *   |      |       |             |     |      |       | **               |      |              |                  |                               |                        |                                |
| ± ... at 50%:              | 4           | 7   | 7    | 7     | 7    | 4                    | 9                    | 8   | 7    | 8     | 8           | 23  | 18   | 16    | 20               | 7    | 5            | 6                | 5                             | 8                      | 7                              |



If only one general area of the WD service could be improved, which one should be focussed on?

|                            | ---DEPTH OF RELATIONSHIP--- |           |            |                  | ---YEARS OF EXISTENCE--- |               |                   |           | ---CLIENT LOCATIONS--- |          |     |     |       | ---GROSS REVENUES--- |              |            |       | ---EMPLOYMENT--- |     |       |     |  |
|----------------------------|-----------------------------|-----------|------------|------------------|--------------------------|---------------|-------------------|-----------|------------------------|----------|-----|-----|-------|----------------------|--------------|------------|-------|------------------|-----|-------|-----|--|
|                            | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years             | 4 to 10 years | 11 years and more | Mani-toba | Sask.                  | Alber-ta | BC  | USA | Other | <\$250k              | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5               | 5-9 | 10-49 | 50+ |  |
| Q39                        |                             |           |            |                  |                          |               |                   |           |                        |          |     |     |       |                      |              |            |       |                  |     |       |     |  |
| weightd # of participants: | 875                         | 528       | 347        | 175              | 177                      | 261           | 226               | 157       | 265                    | 182      | 167 | 108 | 188   | 366                  | 147          | 103        | 66    | 453              | 106 | 164   | 73  |  |
| real # of participants:    | 875                         | 460       | 415        | 173              | 176                      | 268           | 227               | 174       | 208                    | 191      | 183 | 106 | 199   | 365                  | 146          | 104        | 71    | 447              | 113 | 170   | 76  |  |
| DK/NR                      | 28%                         | 26%       | 32%        | 28%              | 22%                      | 27%           | 30%               | 31%       | 24%                    | 30%      | 24% | 20% | 32%   | 25%                  | 23%          | 24%        | 41%   | 26%              | 25% | 30%   | 42% |  |
| access to the service      | 20%                         | 19%       | 21%        | 25%              | 21%                      | 17%           | 20%               | 21%       | 24%                    | 19%      | 17% | 16% | 15%   | 21%                  | 21%          | 25%        | 14%   | 21%              | 16% | 22%   | 15% |  |
| sensitivity to needs       | 20%                         | 22%       | 16%        | 23%              | 20%                      | 18%           | 18%               | 22%       | 21%                    | 19%      | 23% | 22% | 17%   | 21%                  | 21%          | 17%        | 9%    | 22%              | 24% | 14%   | 7%  |  |
| other                      | 18%                         | 18%       | 17%        | 15%              | 21%                      | 23%           | 15%               | 13%       | 17%                    | 19%      | 24% | 25% | 21%   | 19%                  | 23%          | 18%        | 12%   | 19%              | 22% | 17%   | 15% |  |
| communications             | 10%                         | 10%       | 10%        | 8%               | 10%                      | 11%           | 12%               | 10%       | 9%                     | 10%      | 9%  | 13% | 10%   | 8%                   | 11%          | 10%        | 18%   | 9%               | 11% | 10%   | 18% |  |
| reliability of the service | 4%                          | 4%        | 4%         | 2%               | 5%                       | 5%            | 5%                | 3%        | 5%                     | 3%       | 3%  | 3%  | 6%    | 5%                   | 2%           | 5%         | 6%    | 4%               | 3%  | 6%    | 3%  |  |
| chi <sup>2</sup> :         |                             |           |            |                  |                          |               |                   |           |                        |          |     |     |       | (*)                  |              |            |       | (*)              |     |       |     |  |
| ± ... at 50%:              | 4                           | 5         | 5          | 8                | 8                        | 6             | 7                 | 8         | 7                      | 8        | 8   | 10  | 7     | 5                    | 9            | 10         | 12    | 5                | 10  | 8     | 12  |  |

Overall, would you say that the services provided by WD have made your organization much more successful, somewhat more successful, a little more successful or that they have had no impact on your organization's success?

|                                | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |
|--------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|                                | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q40                            |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                        |                                |
| weightd # of participants:     | 875             | 185   | 207   | 311   | 171   | 721                  | 121                  | 166             | 174   | 238   | 142   | 17              | 29    | 51    | 23    | 225                  | 348          | 282           | 460                           | 198                    | 204                            |
| real # of participants:        | 100%            | 21%   | 24%   | 36%   | 20%   | 82%                  | 14%                  | 19%             | 20%   | 27%   | 16%   | 2%              | 3%    | 6%    | 3%    | 26%                  | 40%          | 32%           | 53%                           | 23%                    | 23%                            |
| MORE SUCCESSFUL (much & smwht) | 875             | 215   | 233   | 223   | 204   | 724                  | 121                  | 192             | 196   | 166   | 170   | 21              | 33    | 40    | 27    | 200                  | 362          | 292           | 491                           | 179                    | 193                            |
| Much more successful (100)     | 38%             | 31%   | 43%   | 38%   | 41%   | 36%                  | 58%                  | 28%             | 43%   | 35%   | 40%   | 52%             | 49%   | 62%   | 63%   | 19%                  | 33%          | 61%           | 29%                           | 45%                    | 53%                            |
| Somewhat more successful (67)  | -               | -     | -     | -     | -     | ---                  | +++                  | -               | +     | -     | -     | ---             | --    | +++   | ---   | --                   | +++          | ---           | +                             | +++                    | ---                            |
| A little more successful (33)  | 18%             | 12%   | 22%   | 19%   | 15%   | 16%                  | 31%                  | 10%             | 20%   | 17%   | 15%   | 34%             | 34%   | 33%   | 22%   | 8%                   | 10%          | 35%           | 12%                           | 22%                    | 26%                            |
| No impact on success (0)       | 21%             | 18%   | 21%   | 19%   | 26%   | 21%                  | 27%                  | 19%             | 23%   | 18%   | 25%   | 18%             | 15%   | 30%   | 41%   | 11%                  | 22%          | 26%           | 17%                           | 23%                    | 27%                            |
| DK/NR                          | 17%             | 16%   | 19%   | 16%   | 15%   | 17%                  | 17%                  | 16%             | 19%   | 18%   | 15%   | 14%             | 24%   | 15%   | 15%   | 13%                  | 21%          | 13%           | 17%                           | 12%                    | 19%                            |
| chi <sup>2</sup> :             | 34%             | 42%   | 26%   | 37%   | 33%   | 37%                  | 17%                  | 44%             | 25%   | 40%   | 37%   | 24%             | 24%   | 17%   | 4%    | 56%                  | 36%          | 16%           | 39%                           | 34%                    | 25%                            |
| ± ... at 50%:                  | 4               | 7     | 7     | 7     | 7     | 4                    | 9                    | 8               | 7     | 8     | 8     | 23              | 18    | 16    | 20    | 7                    | 5            | 6             | 5                             | 8                      | 7                              |
| mean for these data:           | 1.33            | 33.93 | 48.23 | 40.74 | 42.07 | 38.84                | 59.24                | 31.11           | 47.84 | 37.44 | 39.48 | 56.26           | 53.33 | 60.85 | 66.54 | 22.09                | 35.96        | 62.82         | 34.14                         | 45.35                  | 52.11                          |
| standard error:                | 1.39            | 2.71  | 2.69  | 2.80  | 2.79  | 1.50                 | 3.52                 | 2.75            | 2.91  | 3.15  | 3.03  | 9.68            | 7.19  | 5.99  | 5.86  | 2.51                 | 1.96         | 2.29          | 1.79                          | 3.19                   | 2.81                           |
| sig. test for means:           |                 | **    | **    |       |       | ***                  | ***                  | **              | ***   |       |       |                 |       |       | ***   | **                   | ***          | ***           | ***                           | ***                    | ***                            |

Overall, would you say that the services provided by WD have made your organization much more successful, somewhat more successful, a little more successful or that they have had no impact on your organization's success?

|                                | ---DEPTH OF RELATIONSHIP--- |           |            | -----YEARS OF EXISTENCE----- |              |               |                   | -----CLIENT LOCATIONS----- |       |          |       |       |       | -----GROSS REVENUES----- |              |            |       | -----EMPLOYMENT----- |       |       |       |  |
|--------------------------------|-----------------------------|-----------|------------|------------------------------|--------------|---------------|-------------------|----------------------------|-------|----------|-------|-------|-------|--------------------------|--------------|------------|-------|----------------------|-------|-------|-------|--|
|                                | TOTAL                       | Long term | Short term | Less than 1 year             | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba                  | Sask. | Alber-ta | BC    | USA   | Other | <\$250k                  | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5                   | 5-9   | 10-49 | 50+   |  |
| Q40                            |                             |           |            |                              |              |               |                   |                            |       |          |       |       |       |                          |              |            |       |                      |       |       |       |  |
| weightd # of participants:     | 875                         | 528       | 347        | 175                          | 177          | 261           | 226               | 157                        | 265   | 182      | 167   | 108   | 188   | 366                      | 147          | 103        | 66    | 453                  | 106   | 164   | 73    |  |
| real # of participants:        | 100%                        | 60%       | 40%        | 20%                          | 20%          | 30%           | 26%               | 18%                        | 30%   | 21%      | 19%   | 12%   | 22%   | 42%                      | 17%          | 12%        | 8%    | 52%                  | 12%   | 19%   | 8%    |  |
| MORE SUCCESSFUL (much & smwht) | 875                         | 460       | 415        | 173                          | 176          | 268           | 227               | 174                        | 208   | 191      | 183   | 106   | 199   | 365                      | 146          | 104        | 71    | 447                  | 113   | 170   | 76    |  |
| Much more successful (100)     | 38%                         | 39%       | 38%        | 31%                          | 40%          | 42%           | 39%               | 46%                        | 40%   | 49%      | 35%   | 36%   | 41%   | 35%                      | 48%          | 43%        | 42%   | 34%                  | 49%   | 48%   | 39%   |  |
| Somewhat more successful (67)  | 18%                         | 18%       | 17%        | 14%                          | 17%          | 21%           | 18%               | 19%                        | 21%   | 26%      | 18%   | 20%   | 15%   | 15%                      | 29%          | 17%        | 23%   | 13%                  | 29%   | 26%   | 18%   |  |
| A little more successful (33)  | 21%                         | 21%       | 21%        | 17%                          | 23%          | 21%           | 21%               | 27%                        | 19%   | 23%      | 18%   | 16%   | 26%   | 20%                      | 18%          | 25%        | 19%   | 21%                  | 20%   | 22%   | 21%   |  |
| No impact on success (0)       | 17%                         | 16%       | 18%        | 15%                          | 15%          | 19%           | 18%               | 14%                        | 14%   | 16%      | 15%   | 20%   | 17%   | 17%                      | 18%          | 17%        | 25%   | 19%                  | 11%   | 15%   | 28%   |  |
| DK/NR                          | 34%                         | 36%       | 33%        | 38%                          | 36%          | 32%           | 35%               | 31%                        | 36%   | 27%      | 41%   | 36%   | 31%   | 38%                      | 31%          | 32%        | 25%   | 37%                  | 33%   | 27%   | 28%   |  |
| chi <sup>2</sup> :             | 11%                         | 10%       | 12%        | 17%                          | 9%           | 7%            | 8%                | 9%                         | 10%   | 8%       | 9%    | 8%    | 10%   | 9%                       | 4%           | 8%         | 8%    | 11%                  | 8%    | 10%   | 5%    |  |
| ± ... at 50%:                  |                             |           |            | +++                          | -            |               |                   |                            |       |          |       |       |       | *                        | -            |            |       | ***                  |       |       |       |  |
| mean for these data:           | 4                           | 5         | 5          | 8                            | 8            | 6             | 7                 | 8                          | 7     | 8        | 8     | 10    | 7     | 5                        | 9            | 10         | 12    | 5                    | 10    | 8     | 12    |  |
| standard error:                | 41.33                       | 41.24     | 41.47      | 36.24                        | 41.23        | 44.73         | 41.29             | 46.11                      | 42.28 | 51.04    | 37.98 | 40.53 | 42.49 | 37.57                    | 49.15        | 43.45      | 47.81 | 37.42                | 49.40 | 50.59 | 43.68 |  |
| sig. test for means:           | 1.39                        | 1.92      | 2.00       | 3.20                         | 3.08         | 2.47          | 2.68              | 3.08                       | 2.95  | 3.00     | 3.07  | 4.03  | 2.78  | 2.08                     | 3.46         | 3.90       | 4.73  | 1.85                 | 4.15  | 3.25  | 4.30  |  |
|                                |                             |           |            |                              |              |               |                   |                            | **    | *        | *     |       |       | **                       | *            |            |       | ***                  |       | **    |       |  |

Over the coming 12 months, do you intend to consult with WD...

|                              | --WD PROVINCE-- |       |       |       |       | --TYPE--             |                      | --WD PROVINCE-- |       |       |       | --WD PROVINCE-- |       |       |       | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                           |                                |
|------------------------------|-----------------|-------|-------|-------|-------|----------------------|----------------------|-----------------|-------|-------|-------|-----------------|-------|-------|-------|----------------------|--------------|---------------|-------------------------------|---------------------------|--------------------------------|
|                              | TOTAL           | BC    | Alta  | Sask. | Man.  | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta  | Sask. | Man.  | BC              | Alta  | Sask. | Man.  | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1<br>to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q41                          |                 |       |       |       |       |                      |                      |                 |       |       |       |                 |       |       |       |                      |              |               |                               |                           |                                |
| weightd # of participants:   | 875             | 185   | 207   | 311   | 171   | 721                  | 121                  | 166             | 174   | 238   | 142   | 17              | 29    | 51    | 23    | 225                  | 348          | 282           | 460                           | 198                       | 204                            |
| real # of participants:      | 100%            | 21%   | 24%   | 36%   | 20%   | 82%                  | 14%                  | 19%             | 20%   | 27%   | 16%   | 2%              | 3%    | 6%    | 3%    | 26%                  | 40%          | 32%           | 53%                           | 23%                       | 23%                            |
| LESS (considerably & smwhat) | 25%             | 34%   | 16%   | 29%   | 20%   | 28%                  | 10%                  | 36%             | 17%   | 34%   | 23%   | 11%             | 6%    | 14%   | 8%    | 39%                  | 25%          | 15%           | 27%                           | 26%                       | 22%                            |
| MORE (considerably & smwhat) | 37%             | 32%   | 45%   | 34%   | 39%   | 36%                  | 46%                  | 31%             | 44%   | 33%   | 39%   | 30%             | 52%   | 49%   | 44%   | 23%                  | 36%          | 49%           | 34%                           | 41%                       | 40%                            |
| Considerably less (0)        | 17%             | 25%   | 9%    | 20%   | 13%   | 18%                  | 8%                   | 27%             | 9%    | 22%   | 14%   | 11%             | 3%    | 11%   | 8%    | 32%                  | 15%          | 8%            | 17%                           | 17%                       | 16%                            |
| Somewhat less (25)           | 8%              | 8%    | 7%    | 10%   | 8%    | 10%                  | 2%                   | 9%              | 8%    | 12%   | 9%    | 0%              | 3%    | 3%    | 0%    | 7%                   | 9%           | 8%            | 9%                            | 9%                        | 6%                             |
| The same (50)                | 29%             | 29%   | 31%   | 24%   | 35%   | 28%                  | 40%                  | 27%             | 30%   | 23%   | 33%   | 51%             | 42%   | 33%   | 45%   | 20%                  | 32%          | 33%           | 28%                           | 27%                       | 33%                            |
| Somewhat more (75)           | 24%             | 20%   | 27%   | 25%   | 23%   | 23%                  | 31%                  | 21%             | 25%   | 24%   | 23%   | 6%              | 40%   | 39%   | 22%   | 16%                  | 24%          | 30%           | 21%                           | 25%                       | 28%                            |
| Considerably more (100)      | 13%             | 12%   | 18%   | 9%    | 16%   | 13%                  | 15%                  | 10%             | 19%   | 9%    | 15%   | 24%             | 12%   | 10%   | 22%   | 8%                   | 12%          | 20%           | 13%                           | 16%                       | 12%                            |
| DK/NR                        | 8%              | 5%    | 8%    | 12%   | 5%    | 8%                   | 3%                   | 5%              | 9%    | 10%   | 5%    | 8%              | 0%    | 4%    | 4%    | 18%                  | 7%           | 3%            | 10%                           | 5%                        | 5%                             |
| chi <sup>2</sup> :           |                 | ***   |       |       |       | ***                  |                      | ***             |       |       |       | ***             |       |       | ***   | ***                  | ***          | ***           | ***                           | ***                       | ***                            |
| ± ... at 50%:                | 4               | 7     | 7     | 7     | 7     | 4                    | 9                    | 8               | 7     | 8     | 8     | 23              | 18    | 16    | 20    | 7                    | 5            | 6             | 5                             | 8                         | 7                              |
| mean for these data:         | 52.24           | 46.08 | 60.24 | 48.42 | 55.94 | 50.77                | 60.88                | 44.36           | 60.05 | 46.24 | 54.50 | 58.47           | 63.76 | 58.92 | 63.15 | 37.73                | 52.38        | 61.80         | 50.85                         | 53.50                     | 53.53                          |
| standard error:              | 1.13            | 2.40  | 2.01  | 2.33  | 2.19  | 1.27                 | 2.46                 | 2.53            | 2.25  | 2.73  | 2.45  | 7.22            | 3.78  | 4.41  | 5.45  | 2.72                 | 1.69         | 1.68          | 1.55                          | 2.54                      | 2.28                           |
| sig. test for means:         |                 | **    | ***   | *     |       | ***                  | ***                  | **              | ***   | *     |       |                 |       |       | ***   | ***                  | ***          | ***           | ***                           | ***                       | ***                            |

Over the coming 12 months, do you intend to consult with WD...

|                              | -DEPTH OF RELATIONSHIP- |           |            |                  |              |               |             |           | -YEARS OF EXISTENCE- |          |       |       |       |         | -CLIENT LOCATIONS- |             |       |       |       | -GROSS REVENUES- |       |  |  | -EMPLOYMENT- |  |  |  |
|------------------------------|-------------------------|-----------|------------|------------------|--------------|---------------|-------------|-----------|----------------------|----------|-------|-------|-------|---------|--------------------|-------------|-------|-------|-------|------------------|-------|--|--|--------------|--|--|--|
|                              | TOTAL                   | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 and more | Mani-toba | Sask.                | Alber-ta | BC    | USA   | Other | <\$250k | \$250k- <\$1M      | \$1M- <\$5M | \$5M+ | <5    | 5-9   | 10-49            | 50+   |  |  |              |  |  |  |
| Q41                          |                         |           |            |                  |              |               |             |           |                      |          |       |       |       |         |                    |             |       |       |       |                  |       |  |  |              |  |  |  |
| weightd # of participants:   | 875                     | 528       | 347        | 175              | 177          | 261           | 226         | 157       | 265                  | 182      | 167   | 108   | 188   | 366     | 147                | 103         | 66    | 453   | 106   | 164              | 73    |  |  |              |  |  |  |
| real # of participants:      | 100%                    | 60%       | 40%        | 20%              | 20%          | 30%           | 26%         | 18%       | 30%                  | 21%      | 19%   | 12%   | 22%   | 42%     | 17%                | 12%         | 8%    | 52%   | 12%   | 19%              | 8%    |  |  |              |  |  |  |
| LESS (considerably & smwhat) | 25%                     | 28%       | 22%        | 31%              | 33%          | 20%           | 23%         | 17%       | 25%                  | 16%      | 26%   | 34%   | 27%   | 30%     | 20%                | 26%         | 9%    | 28%   | 26%   | 20%              | 12%   |  |  |              |  |  |  |
| MORE (considerably & smwhat) | 37%                     | 38%       | 37%        | 39%              | 38%          | 37%           | 37%         | 44%       | 37%                  | 49%      | 36%   | 27%   | 39%   | 37%     | 39%                | 35%         | 42%   | 38%   | 33%   | 39%              | 40%   |  |  |              |  |  |  |
| Considerably less (0)        | 17%                     | 19%       | 14%        | 20%              | 20%          | 15%           | 14%         | 9%        | 16%                  | 8%       | 17%   | 22%   | 17%   | 20%     | 14%                | 13%         | 7%    | 19%   | 14%   | 13%              | 7%    |  |  |              |  |  |  |
| Somewhat less (25)           | 8%                      | 9%        | 8%         | 11%              | 13%          | 5%            | 8%          | 8%        | 10%                  | 8%       | 9%    | 12%   | 10%   | 10%     | 6%                 | 14%         | 1%    | 9%    | 12%   | 7%               | 5%    |  |  |              |  |  |  |
| The same (50)                | 29%                     | 25%       | 35%        | 19%              | 26%          | 33%           | 34%         | 34%       | 27%                  | 28%      | 30%   | 33%   | 28%   | 24%     | 34%                | 33%         | 42%   | 25%   | 34%   | 34%              | 46%   |  |  |              |  |  |  |
| Somewhat more (75)           | 24%                     | 26%       | 21%        | 23%              | 26%          | 24%           | 23%         | 27%       | 26%                  | 30%      | 22%   | 13%   | 24%   | 25%     | 24%                | 21%         | 21%   | 26%   | 21%   | 23%              | 24%   |  |  |              |  |  |  |
| Considerably more (100)      | 13%                     | 12%       | 16%        | 16%              | 12%          | 13%           | 14%         | 17%       | 11%                  | 19%      | 13%   | 13%   | 15%   | 12%     | 15%                | 14%         | 22%   | 13%   | 12%   | 16%              | 16%   |  |  |              |  |  |  |
| DK/NR                        | 8%                      | 9%        | 7%         | 11%              | 3%           | 10%           | 6%          | 5%        | 11%                  | 7%       | 8%    | 6%    | 5%    | 8%      | 7%                 | 5%          | 7%    | 8%    | 7%    | 7%               | 2%    |  |  |              |  |  |  |
| chi <sup>2</sup> :           |                         |           |            |                  |              |               |             |           |                      |          |       |       |       |         |                    |             |       |       |       |                  |       |  |  |              |  |  |  |
| ± ... at 50%:                | 4                       | 5         | 5          | 8                | 8            | 6             | 7           | 8         | 7                    | 8        | 8     | 10    | 7     | 5       | 9                  | 10          | 12    | 5     | 10    | 8                | 12    |  |  |              |  |  |  |
| mean for these data:         | 52.24                   | 50.70     | 54.54      | 50.85            | 49.28        | 54.07         | 53.69       | 59.21     | 51.91                | 61.70    | 51.56 | 45.59 | 52.77 | 49.75   | 55.39              | 52.54       | 62.97 | 51.04 | 51.57 | 55.81            | 59.53 |  |  |              |  |  |  |
| standard error:              | 1.13                    | 1.60      | 1.58       | 2.84             | 2.52         | 1.98          | 2.11        | 2.25      | 2.32                 | 2.20     | 2.48  | 3.34  | 2.38  | 1.81    | 2.65               | 3.05        | 3.41  | 1.64  | 2.97  | 2.45             | 3.07  |  |  |              |  |  |  |
| sig. test for means:         |                         |           |            |                  |              |               |             | *         |                      | ***      |       | **    |       | *       |                    | **          |       | **    |       |                  | *     |  |  |              |  |  |  |

Would you recommend WD services without reservation, recommend with reservation or not recommend WD services at all?

|                               | WD PROVINCE           |              |               |                        | TYPE               |                      | WD PROVINCE                |               |                  |              | WD PROVINCE |     |                |         | CONTACTS WITH WD |                |              | FIRST WD CONTACT |                               |                        |                                |
|-------------------------------|-----------------------|--------------|---------------|------------------------|--------------------|----------------------|----------------------------|---------------|------------------|--------------|-------------|-----|----------------|---------|------------------|----------------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                               | TOTAL                 | BC           | Alta          | Sask.                  | Man.               | Com-<br>mer-<br>cial | Not<br>for<br>profit       | BC            | Alta             | Sask.        | Man.        | BC  | Alta           | Sask.   | Man.             | Once           | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q42                           |                       |              |               |                        |                    |                      |                            |               |                  |              |             |     |                |         |                  |                |              |                  |                               |                        |                                |
| weightd # of participants:    | 875                   | 185          | 207           | 311                    | 171                | 721                  | 121                        | 166           | 174              | 238          | 142         | 17  | 29             | 51      | 23               | 225            | 348          | 282              | 460                           | 198                    | 204                            |
| real # of participants:       | 100%                  | 21%          | 24%           | 36%                    | 20%                | 82%                  | 14%                        | 19%           | 20%              | 27%          | 16%         | 2%  | 3%             | 6%      | 3%               | 26%            | 40%          | 32%              | 53%                           | 23%                    | 23%                            |
| Recommend without reservation | 67%                   | 59%          | 74%           | 68%                    | 67%                | 65%                  | 80%                        | 59%           | 71%              | 64%          | 66%         | 62% | 94%            | 83%     | 70%              | 57%            | 65%          | 78%              | 66%                           | 68%                    | 70%                            |
| Recommend with reservation    | 21%                   | 25%          | 19%           | 21%                    | 20%                | 22%                  | 18%                        | 24%           | 20%              | 25%          | 19%         | 38% | 6%             | 12%     | 30%              | 25%            | 24%          | 15%              | 20%                           | 23%                    | 23%                            |
| Not recommend                 | 9%                    | 12%          | 6%            | 8%                     | 12%                | 10%                  | 2%                         | 14%           | 7%               | 8%           | 13%         | 0%  | 0%             | 4%      | 0%               | 15%            | 10%          | 4%               | 11%                           | 7%                     | 7%                             |
| DK/NR                         | 2%                    | 3%           | 2%            | 3%                     | 2%                 | 3%                   | 1%                         | 3%            | 2%               | 3%           | 2%          | 0%  | 0%             | 2%      | 0%               | 4%             | 2%           | 2%               | 3%                            | 2%                     | 0%                             |
| chi <sup>2</sup> :            |                       |              |               |                        |                    | (**)                 |                            |               |                  |              |             |     |                |         |                  | ***            |              |                  | (*)                           |                        |                                |
| ± ... at 50%:                 | 4                     | 7            | 7             | 7                      | 7                  | 4                    | 9                          | 8             | 7                | 8            | 8           | 23  | 18             | 16      | 20               | 7              | 5            | 6                | 5                             | 8                      | 7                              |
|                               | DEPTH OF RELATIONSHIP |              |               |                        | YEARS OF EXISTENCE |                      |                            |               | CLIENT LOCATIONS |              |             |     | GROSS REVENUES |         |                  |                | EMPLOYMENT   |                  |                               |                        |                                |
|                               | TOTAL                 | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years    | 4 to<br>10<br>years  | 11<br>years<br>and<br>more | Mani-<br>toba | Sask.            | Alber-<br>ta | BC          | USA | Other          | <\$250k | \$250k-<br><\$1M | \$1M-<br><\$5M | \$5M+        | <5               | 5-9                           | 10-49                  | 50+                            |
| Q42                           |                       |              |               |                        |                    |                      |                            |               |                  |              |             |     |                |         |                  |                |              |                  |                               |                        |                                |
| weightd # of participants:    | 875                   | 528          | 347           | 175                    | 177                | 261                  | 226                        | 157           | 265              | 182          | 167         | 108 | 188            | 366     | 147              | 103            | 66           | 453              | 106                           | 164                    | 73                             |
| real # of participants:       | 100%                  | 60%          | 40%           | 20%                    | 20%                | 30%                  | 26%                        | 18%           | 30%              | 21%          | 19%         | 12% | 22%            | 42%     | 17%              | 12%            | 8%           | 52%              | 12%                           | 19%                    | 8%                             |
| Recommend without reservation | 67%                   | 68%          | 66%           | 69%                    | 62%                | 70%                  | 68%                        | 68%           | 67%              | 69%          | 61%         | 63% | 69%            | 63%     | 69%              | 68%            | 79%          | 63%              | 65%                           | 76%                    | 73%                            |
| Recommend with reservation    | 21%                   | 21%          | 22%           | 16%                    | 28%                | 20%                  | 21%                        | 21%           | 22%              | 24%          | 28%         | 25% | 19%            | 24%     | 20%              | 25%            | 17%          | 25%              | 22%                           | 15%                    | 22%                            |
| Not recommend                 | 9%                    | 9%           | 9%            | 12%                    | 7%                 | 9%                   | 10%                        | 9%            | 8%               | 4%           | 7%          | 11% | 11%            | 9%      | 11%              | 8%             | 4%           | 9%               | 11%                           | 9%                     | 5%                             |
| DK/NR                         | 2%                    | 2%           | 3%            | 3%                     | 3%                 | 2%                   | 1%                         | 2%            | 3%               | 3%           | 3%          | 2%  | 1%             | 4%      | 1%               | 0%             | 0%           | 3%               | 2%                            | 0%                     | 1%                             |
| chi <sup>2</sup> :            |                       |              |               |                        |                    |                      |                            |               |                  |              |             |     |                | ++      |                  |                |              | +                |                               |                        |                                |
| ± ... at 50%:                 | 4                     | 5            | 5             | 8                      | 8                  | 6                    | 7                          | 8             | 7                | 8            | 8           | 10  | 7              | 5       | 9                | 10             | 12           | 5                | 10                            | 8                      | 12                             |

Over the past 12 months, approximately how many times have you been in contact with WD?  
UPPER LIMIT: the averages are truncated at 98 contacts

|                            | WD PROVINCE |       |      |       | TYPE |                      | WD PROVINCE          |       |      |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |      |              | FIRST WD CONTACT |                               |                        |                                |
|----------------------------|-------------|-------|------|-------|------|----------------------|----------------------|-------|------|-------|-------------|-------|-------|-------|------------------|------|--------------|------------------|-------------------------------|------------------------|--------------------------------|
|                            | TOTAL       | BC    | Alta | Sask. | Man. | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q43                        |             |       |      |       |      |                      |                      |       |      |       |             |       |       |       |                  |      |              |                  |                               |                        |                                |
| weightd # of participants: | 875         | 185   | 207  | 311   | 171  | 721                  | 121                  | 166   | 174  | 238   | 142         | 17    | 29    | 51    | 23               | 225  | 348          | 282              | 460                           | 198                    | 204                            |
|                            | 100%        | 21%   | 24%  | 36%   | 20%  | 82%                  | 14%                  | 19%   | 20%  | 27%   | 16%         | 2%    | 3%    | 6%    | 3%               | 26%  | 40%          | 32%              | 53%                           | 23%                    | 23%                            |
| real # of participants:    | 875         | 215   | 233  | 223   | 204  | 724                  | 121                  | 192   | 196  | 166   | 170         | 21    | 33    | 40    | 27               | 200  | 362          | 292              | 491                           | 179                    | 193                            |
| Once                       | 26%         | 20%   | 17%  | 40%   | 17%  | 27%                  | 15%                  | 21%   | 17%  | 42%   | 19%         | 4%    | 15%   | 23%   | 4%               | 100% | 0%           | 0%               | 28%                           | 25%                    | 22%                            |
|                            |             |       |      | +++   | --   | ++                   | --                   |       | --   | +++   | -           |       |       |       | +                | +++  | ---          | ---              |                               |                        |                                |
| 2-5 times                  | 40%         | 48%   | 41%  | 34%   | 41%  | 43%                  | 23%                  | 50%   | 43%  | 39%   | 42%         | 32%   | 27%   | 16%   | 26%              | 0%   | 100%         | 0%               | 45%                           | 35%                    | 34%                            |
|                            |             | ++    |      | -     |      | +++                  | ---                  |       | +    |       |             |       |       |       | ---              | +++  | ---          | ---              | ++                            |                        | -                              |
| 6-10 times                 | 18%         | 20%   | 22%  | 14%   | 19%  | 17%                  | 28%                  | 20%   | 23%  | 9%    | 19%         | 23%   | 18%   | 37%   | 23%              | 0%   | 0%           | 57%              | 17%                           | 22%                    | 17%                            |
|                            |             |       |      | -     |      | --                   | ++                   |       | ++   | ---   |             |       |       |       | ---              | ---  | +++          | ---              |                               |                        |                                |
| More than 10 times         | 14%         | 12%   | 18%  | 10%   | 18%  | 11%                  | 31%                  | 8%    | 15%  | 8%    | 15%         | 41%   | 37%   | 22%   | 37%              | 0%   | 0%           | 43%              | 8%                            | 15%                    | 25%                            |
|                            |             |       |      | -     |      | ---                  | +++                  |       |      |       |             |       |       |       | ---              | ---  | +++          | ---              |                               |                        | +++                            |
| DK/NR                      | 2%          | 1%    | 3%   | 1%    | 5%   | 2%                   | 4%                   | 1%    | 2%   | 2%    | 4%          | 0%    | 3%    | 2%    | 11%              | 0%   | 0%           | 0%               | 2%                            | 2%                     | 3%                             |
|                            |             |       |      |       | ++   |                      |                      |       |      |       |             |       |       |       |                  |      |              |                  |                               |                        |                                |
| chi <sup>2</sup> :         |             | (***) |      |       |      | (***)                |                      | (***) |      |       |             |       |       |       |                  | ***  |              |                  | (***)                         |                        |                                |
| ± ... at 50%:              | 4           | 7     | 7    | 7     | 7    | 4                    | 9                    | 8     | 7    | 8     | 8           | 23    | 18    | 16    | 20               | 7    | 5            | 6                | 5                             | 8                      | 7                              |
| mean for these data:       | 6.56        | 6.79  | 7.01 | 5.13  | 8.46 | 5.37                 | 13.68                | 5.16  | 6.15 | 4.13  | 6.80        | 20.65 | 12.40 | 9.96  | 18.65            | 0.78 | 3.33         | 15.17            | 4.84                          | 7.31                   | 9.70                           |
| standard error:            | 0.35        | 0.79  | 0.54 | 0.57  | 0.99 | 0.28                 | 1.69                 | 0.46  | 0.46 | 0.54  | 0.83        | 6.12  | 2.54  | 1.87  | 4.87             | 0.03 | 0.06         | 0.85             | 0.31                          | 0.85                   | 1.07                           |
| sig. test for means:       |             |       |      | **    | *    | ***                  | ***                  |       |      | **    | *           |       |       | *     |                  | ***  | ***          | ***              | ***                           |                        | ***                            |

Over the past 12 months, approximately how many times have you been in contact with WD?  
UPPER LIMIT: the averages are truncated at 98 contacts

|                            | ---DEPTH OF RELATIONSHIP--- |           |            |                  |              |               |                   | ---YEARS OF EXISTENCE--- |       |          |      |      |       | ---CLIENT LOCATIONS--- |              |            |       |      | ---GROSS REVENUES--- |       |      |  | ---EMPLOYMENT--- |  |  |  |
|----------------------------|-----------------------------|-----------|------------|------------------|--------------|---------------|-------------------|--------------------------|-------|----------|------|------|-------|------------------------|--------------|------------|-------|------|----------------------|-------|------|--|------------------|--|--|--|
|                            | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba                | Sask. | Alber-ta | BC   | USA  | Other | <\$250k                | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5   | 5-9                  | 10-49 | 50+  |  |                  |  |  |  |
| Q43                        |                             |           |            |                  |              |               |                   |                          |       |          |      |      |       |                        |              |            |       |      |                      |       |      |  |                  |  |  |  |
| weightd # of participants: | 875                         | 528       | 347        | 175              | 177          | 261           | 226               | 157                      | 265   | 182      | 167  | 108  | 188   | 366                    | 147          | 103        | 66    | 453  | 106                  | 164   | 73   |  |                  |  |  |  |
| real # of participants:    | 875                         | 460       | 415        | 173              | 176          | 268           | 227               | 174                      | 208   | 191      | 183  | 106  | 199   | 365                    | 146          | 104        | 71    | 447  | 113                  | 170   | 76   |  |                  |  |  |  |
| Once                       | 26%                         | 30%       | 20%        | 27%              | 22%          | 27%           | 24%               | 17%                      | 38%   | 19%      | 23%  | 25%  | 21%   | 32%                    | 13%          | 17%        | 31%   | 28%  | 21%                  | 17%   | 19%  |  |                  |  |  |  |
| 2-5 times                  | 40%                         | 37%       | 44%        | 49%              | 38%          | 39%           | 38%               | 39%                      | 33%   | 38%      | 42%  | 49%  | 46%   | 39%                    | 42%          | 44%        | 33%   | 42%  | 34%                  | 41%   | 39%  |  |                  |  |  |  |
| 6-10 times                 | 18%                         | 17%       | 20%        | 15%              | 19%          | 16%           | 22%               | 20%                      | 15%   | 22%      | 21%  | 17%  | 18%   | 15%                    | 26%          | 22%        | 24%   | 14%  | 26%                  | 24%   | 25%  |  |                  |  |  |  |
| More than 10 times         | 14%                         | 13%       | 15%        | 7%               | 17%          | 15%           | 14%               | 20%                      | 13%   | 20%      | 14%  | 8%   | 11%   | 13%                    | 17%          | 15%        | 13%   | 13%  | 17%                  | 17%   | 17%  |  |                  |  |  |  |
| DK/NR                      | 2%                          | 2%        | 2%         | 1%               | 3%           | 2%            | 2%                | 4%                       | 1%    | 0%       | 0%   | 1%   | 4%    | 2%                     | 1%           | 2%         | 0%    | 3%   | 2%                   | 1%    | 0%   |  |                  |  |  |  |
| chi²:                      |                             |           |            |                  |              |               |                   |                          |       |          |      |      |       |                        |              |            |       |      |                      |       |      |  |                  |  |  |  |
| ± ... at 50%:              | 4                           | 5         | 5          | 8                | 8            | 6             | 7                 | 8                        | 7     | 8        | 8    | 10   | 7     | 5                      | 9            | 10         | 12    | 5    | 10                   | 8     | 12   |  |                  |  |  |  |
| mean for these data:       | 6.56                        | 5.79      | 7.74       | 4.54             | 7.49         | 7.14          | 6.35              | 9.24                     | 5.50  | 7.99     | 6.94 | 4.55 | 5.77  | 5.83                   | 8.17         | 7.78       | 7.02  | 6.10 | 7.57                 | 7.67  | 8.39 |  |                  |  |  |  |
| standard error:            | 0.35                        | 0.39      | 0.63       | 0.49             | 0.90         | 0.74          | 0.58              | 1.11                     | 0.58  | 0.82     | 0.83 | 0.50 | 0.55  | 0.50                   | 1.01         | 1.09       | 1.34  | 0.51 | 0.83                 | 0.85  | 1.45 |  |                  |  |  |  |
| sig. test for means:       |                             | **        | **         | ***              |              |               |                   | **                       | *     |          |      | ***  |       | *                      |              |            |       | *    |                      |       |      |  |                  |  |  |  |



How long ago did you first contact WD for services? Is it...  
NOTE: averages are approximated from the category mid-points

|                            | --WD PROVINCE-- |       |      |       | --TYPE-- |                      | --WD PROVINCE--      |       |      |       | --WD PROVINCE-- |      |      |       | --CONTACTS WITH WD-- |      |              | --FIRST WD CONTACT-- |                               |                        |                                |  |
|----------------------------|-----------------|-------|------|-------|----------|----------------------|----------------------|-------|------|-------|-----------------|------|------|-------|----------------------|------|--------------|----------------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL           | BC    | Alta | Sask. | Man.     | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta | Sask. | Man.            | BC   | Alta | Sask. | Man.                 | Once | 2-5<br>times | 6 and<br>more        | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q44                        |                 |       |      |       |          |                      |                      |       |      |       |                 |      |      |       |                      |      |              |                      |                               |                        |                                |  |
| weightd # of participants: | 875             | 185   | 207  | 311   | 171      | 721                  | 121                  | 166   | 174  | 238   | 142             | 17   | 29   | 51    | 23                   | 225  | 348          | 282                  | 460                           | 198                    | 204                            |  |
| real # of participants:    | 100%            | 21%   | 24%  | 36%   | 20%      | 82%                  | 14%                  | 19%   | 20%  | 27%   | 16%             | 2%   | 3%   | 6%    | 3%                   | 26%  | 40%          | 32%                  | 53%                           | 23%                    | 23%                            |  |
| Less than 1 year ago       | 875             | 215   | 233  | 223   | 204      | 724                  | 121                  | 192   | 196  | 166   | 170             | 21   | 33   | 40    | 27                   | 200  | 362          | 292                  | 491                           | 179                    | 193                            |  |
| 1 to 2 years ago           | 53%             | 65%   | 61%  | 40%   | 52%      | 55%                  | 40%                  | 66%   | 64%  | 42%   | 55%             | 58%  | 42%  | 32%   | 41%                  | 57%  | 60%          | 41%                  | 100%                          | 0%                     | 0%                             |  |
| 3 to 5 years ago           | 23%             | 16%   | 16%  | 31%   | 22%      | 23%                  | 20%                  | 17%   | 18%  | 31%   | 24%             | 10%  | 6%   | 35%   | 11%                  | 22%  | 20%          | 26%                  | 0%                            | 100%                   | 0%                             |  |
| More than 5 years ago      | 15%             | --    | --   | +++   | 16%      | 15%                  | 16%                  | --    | --   | ++    | 15%             | 14%  | 21%  | 10%   | 22%                  | 17%  | 14%          | 15%                  | ---                           | +++                    | ---                            |  |
| DK/NR                      | 8%              | 9%    | 9%   | 8%    | 8%       | 6%                   | 23%                  | 8%    | 6%   | 5%    | 5%              | 18%  | 31%  | 21%   | 22%                  | 3%   | 6%           | 15%                  | 0%                            | 0%                     | 36%                            |  |
|                            | 1%              | 1%    | 1%   | 1%    | 2%       | 1%                   | 1%                   | 1%    | 2%   | 1%    | 2%              | 0%   | 0%   | 2%    | 4%                   | 1%   | 0%           | 3%                   | 0%                            | 0%                     | 0%                             |  |
| chi <sup>2</sup> :         |                 | (***) |      |       |          | (***)                |                      | (***) |      |       |                 |      |      |       | (***)                |      |              |                      | ***                           |                        |                                |  |
| ± ... at 50%:              | 4               | 7     | 7    | 7     | 7        | 4                    | 9                    | 8     | 7    | 8     | 8               | 23   | 18   | 16    | 20                   | 7    | 5            | 6                    | 5                             | 8                      | 7                              |  |
| mean for these data:       | 1.77            | 1.53  | 1.65 | 1.99  | 1.76     | 1.60                 | 2.67                 | 1.43  | 1.42 | 1.88  | 1.55            | 2.19 | 3.14 | 2.53  | 2.78                 | 1.52 | 1.55         | 2.23                 | 0.50                          | 1.50                   | 4.89                           |  |
| standard error:            | 0.06            | 0.13  | 0.13 | 0.12  | 0.13     | 0.06                 | 0.22                 | 0.13  | 0.12 | 0.13  | 0.13            | 0.53 | 0.46 | 0.37  | 0.49                 | 0.11 | 0.09         | 0.13                 | 0.00                          | 0.00                   | 0.09                           |  |
| sig. test for means:       |                 | *     |      | *     |          | ***                  | ***                  |       |      | **    |                 |      |      |       | *                    | **   | ***          | ***                  | ***                           | ***                    | ***                            |  |

How long ago did you first contact WD for services? Is it...  
NOTE: averages are approximated from the category mid-points

|                            | DEPTH OF RELATIONSHIP |           |            |                  |              |               |                   | YEARS OF EXISTENCE |       |          |      |      |       |         | CLIENT LOCATIONS |            |       |      |      |       | GROSS REVENUES |  |  |  | EMPLOYMENT |  |  |  |
|----------------------------|-----------------------|-----------|------------|------------------|--------------|---------------|-------------------|--------------------|-------|----------|------|------|-------|---------|------------------|------------|-------|------|------|-------|----------------|--|--|--|------------|--|--|--|
|                            | TOTAL                 | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba          | Sask. | Alber-ta | BC   | USA  | Other | <\$250k | \$250k-<\$1M     | \$1M-<\$5M | \$5M+ | <5   | 5-9  | 10-49 | 50+            |  |  |  |            |  |  |  |
| Q44                        |                       |           |            |                  |              |               |                   |                    |       |          |      |      |       |         |                  |            |       |      |      |       |                |  |  |  |            |  |  |  |
| weightd # of participants: | 875                   | 528       | 347        | 175              | 177          | 261           | 226               | 157                | 265   | 182      | 167  | 108  | 188   | 366     | 147              | 103        | 66    | 453  | 106  | 164   | 73             |  |  |  |            |  |  |  |
| real # of participants:    | 100%                  | 60%       | 40%        | 20%              | 20%          | 30%           | 26%               | 18%                | 30%   | 21%      | 19%  | 12%  | 22%   | 42%     | 17%              | 12%        | 8%    | 52%  | 12%  | 19%   | 8%             |  |  |  |            |  |  |  |
| Less than 1 year ago       | 875                   | 460       | 415        | 173              | 176          | 268           | 227               | 174                | 208   | 191      | 183  | 106  | 199   | 365     | 146              | 104        | 71    | 447  | 113  | 170   | 76             |  |  |  |            |  |  |  |
| 1 to 2 years ago           | 53%                   | 46%       | 63%        | 71%              | 60%          | 44%           | 46%               | 49%                | 48%   | 52%      | 61%  | 43%  | 52%   | 59%     | 44%              | 41%        | 42%   | 57%  | 46%  | 48%   | 45%            |  |  |  |            |  |  |  |
| 3 to 5 years ago           | 23%                   | 28%       | 15%        | 21%              | 25%          | 22%           | 22%               | 20%                | 29%   | 20%      | 17%  | 24%  | 25%   | 23%     | 23%              | 29%        | 19%   | 24%  | 23%  | 21%   | 19%            |  |  |  |            |  |  |  |
| More than 5 years ago      | 15%                   | 17%       | 12%        | 6%               | 12%          | 22%           | 17%               | 19%                | 15%   | 16%      | 11%  | 25%  | 16%   | 11%     | 22%              | 16%        | 21%   | 12%  | 18%  | 20%   | 13%            |  |  |  |            |  |  |  |
| DK/NR                      | 8%                    | 8%        | 8%         | 1%               | 2%           | 11%           | 14%               | 10%                | 7%    | 10%      | 10%  | 7%   | 7%    | 7%      | 9%               | 13%        | 17%   | 6%   | 11%  | 11%   | 20%            |  |  |  |            |  |  |  |
| chi²:                      | 1%                    | 1%        | 2%         | 1%               | 1%           | 1%            | 1%                | 2%                 | 1%    | 2%       | 1%   | 1%   | 0%    | 0%      | 2%               | 1%         | 1%    | 0%   | 2%   | 1%    | 3%             |  |  |  |            |  |  |  |
| ± ... at 50%:              |                       | (***)     |            | (***)            |              |               |                   |                    |       |          |      |      |       | (**)    |                  |            |       | (**) |      |       |                |  |  |  |            |  |  |  |
| mean for these data:       | 4                     | 5         | 5          | 8                | 8            | 6             | 7                 | 8                  | 7     | 8        | 8    | 10   | 7     | 5       | 9                | 10         | 12    | 5    | 10   | 8     | 12             |  |  |  |            |  |  |  |
| standard error:            | 1.77                  | 1.89      | 1.59       | 0.97             | 1.30         | 2.14          | 2.17              | 2.00               | 1.75  | 1.90     | 1.67 | 2.06 | 1.71  | 1.54    | 2.08             | 2.13       | 2.49  | 1.55 | 2.04 | 2.06  | 2.39           |  |  |  |            |  |  |  |
| sig. test for means:       | 0.06                  | 0.09      | 0.09       | 0.08             | 0.10         | 0.13          | 0.14              | 0.16               | 0.13  | 0.15     | 0.15 | 0.18 | 0.13  | 0.09    | 0.17             | 0.20       | 0.27  | 0.08 | 0.19 | 0.16  | 0.28           |  |  |  |            |  |  |  |

Is your organization commercial or not for profit?

|                            | --WD PROVINCE--           |              |               |                        |                 | --TYPE--               |                      | --WD PROVINCE-- |       |              |                      | --WD PROVINCE-- |       |         |                    | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|-----------------|------------------------|----------------------|-----------------|-------|--------------|----------------------|-----------------|-------|---------|--------------------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL                     | BC           | Alta          | Sask.                  | Man.            | Com-<br>mer-<br>cial   | Not<br>for<br>profit | BC              | Alta  | Sask.        | Man.                 | BC              | Alta  | Sask.   | Man.               | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q45                        |                           |              |               |                        |                 |                        |                      |                 |       |              |                      |                 |       |         |                    |                      |              |               |                               |                        |                                |  |
| weightd # of participants: | 875                       | 185          | 207           | 311                    | 171             | 721                    | 121                  | 166             | 174   | 238          | 142                  | 17              | 29    | 51      | 23                 | 225                  | 348          | 282           | 460                           | 198                    | 204                            |  |
| real # of participants:    | 875                       | 215          | 233           | 223                    | 204             | 724                    | 121                  | 192             | 196   | 166          | 170                  | 21              | 33    | 40      | 27                 | 200                  | 362          | 292           | 491                           | 179                    | 193                            |  |
| Commercial                 | 82%                       | 90%          | 84%           | 77%                    | 83%             | 100%                   | 0%                   | 100%            | 100%  | 100%         | 100%                 | 0%              | 0%    | 0%      | 0%                 | 85%                  | 90%          | 71%           | 86%                           | 84%                    | 73%                            |  |
| Not for profit             | 14%                       | 9%           | 14%           | 16%                    | 13%             | 0%                     | 100%                 | 0%              | 0%    | 0%           | 0%                   | 100%            | 100%  | 100%    | 100%               | 8%                   | 8%           | 25%           | 10%                           | 12%                    | 23%                            |  |
| DK/NR                      | 4%                        | 1%           | 2%            | 7%                     | 4%              | 0%                     | 0%                   | 0%              | 0%    | 0%           | 0%                   | 0%              | 0%    | 0%      | 0%                 | 7%                   | 2%           | 4%            | 3%                            | 4%                     | 4%                             |  |
| chi <sup>2</sup> :         |                           | **           |               | +++                    |                 | ***                    |                      |                 |       |              |                      |                 |       |         |                    | +                    | -            |               | ***                           |                        |                                |  |
| ± ... at 50%:              | 4                         | 7            | 7             | 7                      | 7               | 4                      | 9                    | 8               | 7     | 8            | 8                    | 23              | 18    | 16      | 20                 | 7                    | 5            | 6             | 5                             | 8                      | 7                              |  |
|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        |                 | --YEARS OF EXISTENCE-- |                      |                 |       |              | --CLIENT LOCATIONS-- |                 |       |         | --GROSS REVENUES-- |                      |              |               | --EMPLOYMENT--                |                        |                                |  |
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years | 4 to<br>10<br>years    | 11<br>and<br>more    | Mani-<br>toba   | Sask. | Alber-<br>ta | BC                   | USA             | Other | <\$250k | \$250k-<br><\$1M   | \$1M-<br><\$5M       | \$5M+        | <5            | 5-9                           | 10-49                  | 50+                            |  |
| Q45                        |                           |              |               |                        |                 |                        |                      |                 |       |              |                      |                 |       |         |                    |                      |              |               |                               |                        |                                |  |
| weightd # of participants: | 875                       | 528          | 347           | 175                    | 177             | 261                    | 226                  | 157             | 265   | 182          | 167                  | 108             | 188   | 366     | 147                | 103                  | 66           | 453           | 106                           | 164                    | 73                             |  |
| real # of participants:    | 875                       | 460          | 415           | 173                    | 176             | 268                    | 227                  | 174             | 208   | 191          | 183                  | 106             | 199   | 365     | 146                | 104                  | 71           | 447           | 113                           | 170                    | 76                             |  |
| Commercial                 | 82%                       | 85%          | 79%           | 91%                    | 90%             | 88%                    | 74%                  | 80%             | 78%   | 83%          | 88%                  | 97%             | 94%   | 88%     | 83%                | 88%                  | 84%          | 88%           | 84%                           | 78%                    | 72%                            |  |
| Not for profit             | 14%                       | 12%          | 17%           | 2%                     | 10%             | 12%                    | 25%                  | 17%             | 19%   | 16%          | 11%                  | 3%              | 5%    | 11%     | 17%                | 12%                  | 12%          | 10%           | 16%                           | 22%                    | 23%                            |  |
| DK/NR                      | 4%                        | 3%           | 4%            | 7%                     | 0%              | 0%                     | 2%                   | 3%              | 3%    | 1%           | 1%                   | 0%              | 1%    | 1%      | 0%                 | 0%                   | 4%           | 2%            | 0%                            | 0%                     | 5%                             |  |
| chi <sup>2</sup> :         |                           |              |               | +++<br>(***)           |                 |                        |                      | +++<br>(***)    |       |              |                      |                 |       |         |                    |                      | +            | +++<br>(***)  |                               |                        |                                |  |
| ± ... at 50%:              | 4                         | 5            | 5             | 8                      | 8               | 6                      | 7                    | 8               | 7     | 8            | 8                    | 10              | 7     | 5       | 9                  | 10                   | 12           | 5             | 10                            | 8                      | 12                             |  |

For how many years has your organization been in existence?

|                            | WD PROVINCE |       |       |       | -TYPE- |                      | WD PROVINCE          |       |      |       | WD PROVINCE |       |       |       | CONTACTS WITH WD |       |              | FIRST WD CONTACT |                               |                        |                                |  |
|----------------------------|-------------|-------|-------|-------|--------|----------------------|----------------------|-------|------|-------|-------------|-------|-------|-------|------------------|-------|--------------|------------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL       | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta | Sask. | Man.        | BC    | Alta  | Sask. | Man.             | Once  | 2-5<br>times | 6 and<br>more    | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q46                        |             |       |       |       |        |                      |                      |       |      |       |             |       |       |       |                  |       |              |                  |                               |                        |                                |  |
| weightd # of participants: | 875         | 185   | 207   | 311   | 171    | 721                  | 121                  | 166   | 174  | 238   | 142         | 17    | 29    | 51    | 23               | 225   | 348          | 282              | 460                           | 198                    | 204                            |  |
| real # of participants:    | 875         | 215   | 233   | 223   | 204    | 724                  | 121                  | 192   | 196  | 166   | 170         | 21    | 33    | 40    | 27               | 200   | 362          | 292              | 491                           | 179                    | 193                            |  |
| Zero                       | 12%         | 9%    | 9%    | 19%   | 7%     | 13%                  | 2%                   | 10%   | 9%   | 21%   | 8%          | 0%    | 0%    | 4%    | 4%               | 15%   | 15%          | 7%               | 17%                           | 10%                    | 4%                             |  |
| Less than one year         | 8%          | 10%   | 6%    | 5%    | 11%    | 9%                   | 1%                   | 12%   | 7%   | 6%    | 13%         | 0%    | 3%    | 0%    | 0%               | 7%    | 9%           | 7%               | 10%                           | 8%                     | 2%                             |  |
| 1 to 3 years               | 20%         | 20%   | 22%   | 19%   | 20%    | 22%                  | 15%                  | 21%   | 25%  | 22%   | 21%         | 18%   | 9%    | 16%   | 18%              | 17%   | 19%          | 23%              | 23%                           | 23%                    | 12%                            |  |
| 4 to 10 years              | 30%         | 33%   | 31%   | 27%   | 30%    | 32%                  | 26%                  | 32%   | 33%  | 30%   | 33%         | 39%   | 21%   | 26%   | 22%              | 32%   | 30%          | 29%              | 25%                           | 29%                    | 41%                            |  |
| 11 years and more          | 26%         | 25%   | 29%   | 23%   | 27%    | 23%                  | 46%                  | 24%   | 24%  | 21%   | 25%         | 37%   | 61%   | 45%   | 37%              | 24%   | 25%          | 29%              | 23%                           | 26%                    | 34%                            |  |
| DK/NR                      | 4%          | 1%    | 3%    | 6%    | 4%     | 1%                   | 10%                  | 1%    | 2%   | 1%    | 1%          | 6%    | 6%    | 10%   | 19%              | 5%    | 2%           | 6%               | 2%                            | 4%                     | 7%                             |  |
| chi <sup>2</sup> :         |             | ***   |       | +     |        | (***)                | ---                  | (*)   |      |       |             |       |       |       |                  | *     | --           |                  | ***                           |                        |                                |  |
| ± ... at 50%:              | 4           | 7     | 7     | 7     | 7      | 4                    | 9                    | 8     | 7    | 8     | 8           | 23    | 18    | 16    | 20               | 7     | 5            | 6                | 5                             | 8                      | 7                              |  |
| mean for these data:       | 11.63       | 10.29 | 12.81 | 10.35 | 13.94  | 9.67                 | 24.35                | 10.16 | 9.09 | 8.34  | 12.00       | 11.60 | 36.12 | 22.19 | 23.44            | 10.43 | 11.94        | 12.44            | 10.19                         | 10.19                  | 16.57                          |  |
| standard error:            | 0.67        | 1.22  | 1.32  | 1.22  | 1.63   | 0.59                 | 2.96                 | 1.33  | 0.86 | 1.09  | 1.51        | 2.23  | 6.72  | 4.74  | 7.34             | 1.21  | 1.14         | 1.14             | 0.87                          | 1.21                   | 1.67                           |  |
| sig. test for means:       |             |       |       |       |        | ***                  | ***                  |       |      |       |             | ***   | *     |       |                  |       |              |                  | *                             |                        | ***                            |  |

For how many years has your organization been in existence?

|                            | ---DEPTH OF RELATIONSHIP--- |           |            |                  |              |               |                   | ---YEARS OF EXISTENCE--- |       |          |      |      |       | ---CLIENT LOCATIONS--- |              |            |       |      |      | ---GROSS REVENUES--- |       |    |   | ---EMPLOYMENT--- |  |  |  |
|----------------------------|-----------------------------|-----------|------------|------------------|--------------|---------------|-------------------|--------------------------|-------|----------|------|------|-------|------------------------|--------------|------------|-------|------|------|----------------------|-------|----|---|------------------|--|--|--|
|                            | TOTAL                       | Long term | Short term | Less than 1 year | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba                | Sask. | Alber-ta | BC   | USA  | Other | <\$250k                | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5   | 5-9  | 10-49                | 50+   |    |   |                  |  |  |  |
| Q46                        |                             |           |            |                  |              |               |                   |                          |       |          |      |      |       |                        |              |            |       |      |      |                      |       |    |   |                  |  |  |  |
| weightd # of participants: | 875                         | 528       | 347        | 175              | 177          | 261           | 226               | 157                      | 265   | 182      | 167  | 108  | 188   | 366                    | 147          | 103        | 66    | 453  | 106  | 164                  | 73    |    |   |                  |  |  |  |
| real # of participants:    | 875                         | 460       | 415        | 173              | 176          | 268           | 227               | 174                      | 208   | 191      | 183  | 106  | 199   | 365                    | 146          | 104        | 71    | 447  | 113  | 170                  | 76    |    |   |                  |  |  |  |
| Zero                       | 12%                         | 13%       | 12%        | 61%              | 0%           | 0%            | 0%                | 9%                       | 17%   | 9%       | 10%  | 2%   | 11%   | 7%                     | 1%           | 0%         | 0%    | 12%  | 3%   | 2%                   | 1%    |    |   |                  |  |  |  |
| Less than one year         | 8%                          | 7%        | 9%         | 39%              | 0%           | 0%            | 0%                | 11%                      | 5%    | 8%       | 10%  | 5%   | 4%    | 15%                    | 4%           | 0%         | 1%    | 13%  | 4%   | 2%                   | 0%    |    |   |                  |  |  |  |
| 1 to 3 years               | 20%                         | 21%       | 19%        | 0%               | 100%         | 0%            | 0%                | 18%                      | 20%   | 22%      | 22%  | 22%  | 26%   | 34%                    | 17%          | 8%         | 3%    | 30%  | 15%  | 12%                  | 4%    |    |   |                  |  |  |  |
| 4 to 10 years              | 30%                         | 29%       | 32%        | 0%               | 0%           | 100%          | 0%                | 26%                      | 29%   | 28%      | 37%  | 44%  | 32%   | 29%                    | 46%          | 47%        | 19%   | 29%  | 53%  | 38%                  | 15%   |    |   |                  |  |  |  |
| 11 years and more          | 26%                         | 26%       | 26%        | 0%               | 0%           | 0%            | 100%              | 32%                      | 26%   | 31%      | 20%  | 27%  | 27%   | 15%                    | 32%          | 44%        | 75%   | 16%  | 23%  | 44%                  | 73%   |    |   |                  |  |  |  |
| DK/NR                      | 4%                          | 5%        | 3%         | 0%               | 0%           | 0%            | 0%                | 4%                       | 3%    | 2%       | 1%   | 0%   | 0%    | 1%                     | 1%           | 0%         | 3%    | 1%   | 2%   | 2%                   | 7%    |    |   |                  |  |  |  |
| chi <sup>2</sup> :         |                             |           |            |                  |              |               |                   |                          |       |          |      |      |       |                        |              |            |       |      |      |                      |       |    |   |                  |  |  |  |
| ± ... at 50%:              | 4                           | 5         | 5          | 8                | 8            | 6             | 7                 | (***)                    | 8     | 7        | 8    | 8    | 10    | 7                      | (***)        | 5          | 9     | 10   | 12   | (***)                | 5     | 10 | 8 | 12               |  |  |  |
| mean for these data:       | 11.63                       | 10.73     | 12.99      | 0.19             | 2.05         | 6.56          | 33.78             | 14.67                    | 11.17 | 12.56    | 8.70 | 9.90 | 11.80 | 6.50                   | 13.02        | 13.42      | 41.12 | 6.96 | 9.48 | 14.22                | 46.29 |    |   |                  |  |  |  |
| standard error:            | 0.67                        | 0.80      | 1.12       | 0.02             | 0.06         | 0.13          | 1.74              | 1.76                     | 1.33  | 1.38     | 1.11 | 1.27 | 1.42  | 0.60                   | 1.49         | 1.37       | 3.87  | 0.59 | 1.21 | 1.23                 | 4.09  |    |   |                  |  |  |  |
| sig. test for means:       |                             |           |            |                  |              |               |                   |                          |       |          |      |      |       |                        |              |            |       |      |      |                      |       |    |   |                  |  |  |  |
|                            |                             |           |            | ***              | ***          | ***           | ***               | *                        |       |          | **   |      |       | ***                    |              | ***        | ***   | ***  | *    |                      | ***   |    |   |                  |  |  |  |

In which region are most of your organization's clients located?  
NOTE: multiple responses allowed

|                            | --WD PROVINCE-- |     |      |       | --TYPE-- |              | * COMMERCIAL CLIENTS * |       |      |       | * NOT-FOR-PROFIT CLIENTS * |       |      |       | --CONTACTS WITH WD-- |      |           | --FIRST WD CONTACT-- |                      |                  |                       |  |
|----------------------------|-----------------|-----|------|-------|----------|--------------|------------------------|-------|------|-------|----------------------------|-------|------|-------|----------------------|------|-----------|----------------------|----------------------|------------------|-----------------------|--|
|                            | TOTAL           | BC  | Alta | Sask. | Man.     | Com-mer-cial | Not for profit         | BC    | Alta | Sask. | Man.                       | BC    | Alta | Sask. | Man.                 | Once | 2-5 times | 6 and more           | Less than 1 year ago | 1 to 2 years ago | More than 2 years ago |  |
| Q48                        |                 |     |      |       |          |              |                        |       |      |       |                            |       |      |       |                      |      |           |                      |                      |                  |                       |  |
| weightd # of participants: | 875             | 185 | 207  | 311   | 171      | 721          | 121                    | 166   | 174  | 238   | 142                        | 17    | 29   | 51    | 23                   | 225  | 348       | 282                  | 460                  | 198              | 204                   |  |
| real # of participants:    | 100%            | 21% | 24%  | 36%   | 20%      | 82%          | 14%                    | 19%   | 20%  | 27%   | 16%                        | 2%    | 3%   | 6%    | 3%                   | 26%  | 40%       | 32%                  | 53%                  | 23%              | 23%                   |  |
| Manitoba                   | 875             | 215 | 233  | 223   | 204      | 724          | 121                    | 192   | 196  | 166   | 170                        | 21    | 33   | 40    | 27                   | 200  | 362       | 292                  | 491                  | 179              | 193                   |  |
|                            | 18%             | 3%  | 6%   | 8%    | 68%      | 17%          | 22%                    | 3%    | 5%   | 8%    | 65%                        | 4%    | 9%   | 7%    | 85%                  | 12%  | 18%       | 22%                  | 17%                  | 15%              | 22%                   |  |
| Saskatchewan               |                 |     |      |       | +++      |              |                        |       |      |       | +++                        |       |      |       |                      |      |           | +                    |                      |                  |                       |  |
|                            | 30%             | 2%  | 8%   | 75%   | 7%       | 29%          | 42%                    | 2%    | 7%   | 75%   | 8%                         | 0%    | 13%  | 92%   | 4%                   | 44%  | 25%       | 27%                  | 28%                  | 38%              | 29%                   |  |
| Alberta                    |                 |     |      |       | ---      |              | ++                     |       |      | +++   | ---                        |       |      | +++   |                      | +++  | ---       |                      |                      | ++               |                       |  |
|                            | 21%             | 4%  | 64%  | 10%   | 6%       | 21%          | 24%                    | 4%    | 61%  | 12%   | 7%                         | 0%    | 88%  | 4%    | 4%                   | 15%  | 20%       | 28%                  | 21%                  | 18%              | 24%                   |  |
| British Columbia           |                 |     |      |       | ---      |              | ---                    |       | +++  | ---   | ---                        |       | +++  | ---   |                      | -    |           | ++                   |                      |                  |                       |  |
|                            | 19%             | 65% | 10%  | 7%    | 3%       | 20%          | 15%                    | 62%   | 10%  | 9%    | 4%                         | 90%   | 9%   | 0%    | 0%                   | 17%  | 20%       | 21%                  | 22%                  | 14%              | 17%                   |  |
| USA                        |                 |     |      |       | ---      |              | ---                    |       | +++  | ---   | ---                        |       | ---  | ---   |                      |      |           |                      | +                    |                  |                       |  |
|                            | 12%             | 21% | 9%   | 10%   | 11%      | 14%          | 3%                     | 23%   | 11%  | 12%   | 13%                        | 0%    | 3%   | 4%    | 4%                   | 12%  | 15%       | 9%                   | 10%                  | 13%              | 17%                   |  |
| Other                      |                 |     |      |       | +++      |              | ---                    |       | +++  | ---   | ---                        |       |      |       |                      |      | +         |                      | -                    |                  | +                     |  |
|                            | 22%             | 27% | 29%  | 12%   | 23%      | 25%          | 7%                     | 30%   | 33%  | 15%   | 25%                        | 6%    | 9%   | 5%    | 11%                  | 18%  | 25%       | 19%                  | 21%                  | 23%              | 21%                   |  |
| DK/NR                      |                 |     |      |       | ---      |              | ---                    |       | ++   | ---   | ---                        |       |      |       |                      |      |           |                      |                      |                  |                       |  |
|                            | 5%              | 1%  | 3%   | 9%    | 3%       | 3%           | 4%                     | 1%    | 2%   | 4%    | 3%                         | 0%    | 3%   | 4%    | 8%                   | 9%   | 5%        | 2%                   | 4%                   | 6%               | 4%                    |  |
| chi <sup>2</sup> :         |                 | *** |      | +++   |          | (***)        |                        | (***) |      |       |                            | (***) |      |       |                      | +++  |           | ---                  | *                    |                  |                       |  |
| ± ... at 50%:              | 4               | 7   | 7    | 7     | 7        | 4            | 9                      | 8     | 7    | 8     | 8                          | 23    | 18   | 16    | 20                   | 7    | 5         | 6                    | 5                    | 8                | 7                     |  |

In which region are most of your organization's clients located?  
NOTE: multiple responses allowed

|                            | DEPTH OF RELATIONSHIP |           |            |                  | YEARS OF EXISTENCE |               |                   |          | CLIENT LOCATIONS |          |      |      |       |         | GROSS REVENUES |            |       |      | EMPLOYMENT |       |     |  |
|----------------------------|-----------------------|-----------|------------|------------------|--------------------|---------------|-------------------|----------|------------------|----------|------|------|-------|---------|----------------|------------|-------|------|------------|-------|-----|--|
|                            | TOTAL                 | Long term | Short term | Less than 1 year | 1 to 3 years       | 4 to 10 years | 11 years and more | Manitoba | Sask.            | Alber-ta | BC   | USA  | Other | <\$250k | \$250k-<\$1M   | \$1M-<\$5M | \$5M+ | <5   | 5-9        | 10-49 | 50+ |  |
| Q48                        |                       |           |            |                  |                    |               |                   |          |                  |          |      |      |       |         |                |            |       |      |            |       |     |  |
| weightd # of participants: | 875                   | 528       | 347        | 175              | 177                | 261           | 226               | 157      | 265              | 182      | 167  | 108  | 188   | 366     | 147            | 103        | 66    | 453  | 106        | 164   | 73  |  |
| real # of participants:    | 875                   | 460       | 415        | 173              | 176                | 268           | 227               | 174      | 208              | 191      | 183  | 106  | 199   | 365     | 146            | 104        | 71    | 447  | 113        | 170   | 76  |  |
| Manitoba                   | 18%                   | 16%       | 21%        | 18%              | 16%                | 16%           | 22%               | 100%     | 18%              | 25%      | 19%  | 9%   | 6%    | 20%     | 20%            | 13%        | 21%   | 20%  | 19%        | 16%   | 19% |  |
| Saskatchewan               | 30%                   | 35%       | 23%        | 33%              | 30%                | 29%           | 31%               | 30%      | 100%             | 30%      | 23%  | 13%  | 4%    | 35%     | 34%            | 22%        | 17%   | 36%  | 25%        | 23%   | 22% |  |
| Alberta                    | 21%                   | 19%       | 24%        | 17%              | 23%                | 20%           | 25%               | 29%      | 20%              | 100%     | 30%  | 17%  | 8%    | 19%     | 29%            | 24%        | 23%   | 19%  | 25%        | 25%   | 23% |  |
| British Columbia           | 19%                   | 19%       | 19%        | 19%              | 21%                | 23%           | 15%               | 21%      | 15%              | 27%      | 100% | 24%  | 7%    | 23%     | 17%            | 20%        | 11%   | 23%  | 22%        | 14%   | 15% |  |
| USA                        | 12%                   | 14%       | 9%         | 4%               | 13%                | 18%           | 13%               | 6%       | 5%               | 10%      | 15%  | 100% | 17%   | 12%     | 14%            | 25%        | 19%   | 11%  | 20%        | 17%   | 13% |  |
| Other                      | 22%                   | 20%       | 24%        | 16%              | 27%                | 23%           | 22%               | 7%       | 3%               | 8%       | 8%   | 29%  | 100%  | 18%     | 21%            | 32%        | 39%   | 19%  | 18%        | 27%   | 33% |  |
| DK/NR                      | 5%                    | 6%        | 4%         | 13%              | 1%                 | 1%            | 1%                | 0%       | 0%               | 0%       | 0%   | 0%   | 0%    | 1%      | 0%             | 0%         | 0%    | 1%   | 0%         | 1%    | 0%  |  |
| chi <sup>2</sup> :         |                       | **        |            | ***              | -                  | --            | -                 | ***      |                  |          |      |      |       | (***)   |                |            |       | (**) |            |       |     |  |
| ± ... at 50%:              | 4                     | 5         | 5          | 8                | 8                  | 6             | 7                 | 8        | 7                | 8        | 8    | 10   | 7     | 5       | 9              | 10         | 12    | 5    | 10         | 8     | 12  |  |

In which of the following categories does your organization's gross revenues belong?  
NOTE: averages are estimated based on the category mid-points

|                                      | --WD PROVINCE-- |      |      |       |      | --TYPE--             |                      | * COMMERCIAL CLIENTS * |      |       |      | * NOT-FOR-PROFIT CLIENTS * |      |       |      | -CONTACTS WITH WD-<br>OVER THE PAST YEAR |              |               | --FIRST WD CONTACT--          |                        |                                |
|--------------------------------------|-----------------|------|------|-------|------|----------------------|----------------------|------------------------|------|-------|------|----------------------------|------|-------|------|--|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|                                      | TOTAL           | BC   | Alta | Sask. | Man. | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC                     | Alta | Sask. | Man. | BC                         | Alta | Sask. | Man. | Once                                     | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| Q49 (averages in million dollars)    |                 |      |      |       |      |                      |                      |                        |      |       |      |                            |      |       |      |  |              |               |                               |                        |                                |
| weightd # of participants:           | 875             | 185  | 207  | 311   | 171  | 721                  | 121                  | 166                    | 174  | 238   | 142  | 17                         | 29   | 51    | 23   | 225                                      | 348          | 282           | 460                           | 198                    | 204                            |
| real # of participants:              | 875             | 215  | 233  | 223   | 204  | 724                  | 121                  | 192                    | 196  | 166   | 170  | 21                         | 33   | 40    | 27   | 200                                      | 362          | 292           | 491                           | 179                    | 193                            |
| Less than \$100,000                  | 31%             | 31%  | 21%  | 33%   | 38%  | 32%                  | 24%                  | 32%                    | 21%  | 38%   | 37%  | 17%                        | 18%  | 23%   | 41%  | 37%                                      | 32%          | 24%           | 35%                           | 33%                    | 20%                            |
| \$100,000 to less than \$250,000     | 11%             | 12%  | 12%  | 10%   | 10%  | 12%                  | 10%                  | 13%                    | 13%  | 11%   | 12%  | 6%                         | 12%  | 13%   | 4%   | 14%                                      | 9%           | 12%           | 12%                           | 10%                    | 12%                            |
| \$250,000 to less than \$1,000,000   | 17%             | 14%  | 20%  | 16%   | 18%  | 17%                  | 21%                  | 15%                    | 21%  | 14%   | 19%  | 14%                        | 18%  | 29%   | 11%  | 9%                                       | 18%          | 23%           | 14%                           | 17%                    | 22%                            |
| \$1,000,000 to less than \$5,000,000 | 12%             | 16%  | 14%  | 10%   | 8%   | 13%                  | 10%                  | 17%                    | 15%  | 10%   | 9%   | 17%                        | 12%  | 10%   | 4%   | 8%                                       | 13%          | 14%           | 9%                            | 15%                    | 15%                            |
| \$5,000,000 or more                  | 8%              | 7%   | 12%  | 5%    | 9%   | 8%                   | 7%                   | 8%                     | 11%  | 5%    | 9%   | 0%                         | 19%  | 3%    | 4%   | 9%                                       | 6%           | 9%            | 6%                            | 6%                     | 13%                            |
| DK/NR                                | 22%             | 19%  | 21%  | 26%   | 18%  | 18%                  | 28%                  | 15%                    | 20%  | 21%   | 14%  | 46%                        | 21%  | 22%   | 37%  | 23%                                      | 22%          | 19%           | 24%                           | 19%                    | 18%                            |
| chi <sup>2</sup> :                   |                 | **   |      | +     |      | -                    | +                    | *                      |      |       |      |                            |      |       | ***  |  |              | +             | +                             |                        |                                |
| ± ... at 50%:                        | 4               | 7    | 7    | 7     | 7    | 4                    | 9                    | 8                      | 7    | 8     | 8    | 23                         | 18   | 16    | 20   | 7  | 5            | 6             | 5                             | 8                      | 7                              |
| mean for these data:                 | 1.16            | 1.23 | 1.53 | 0.90  | 1.05 | 1.15                 | 1.14                 | 1.24                   | 1.47 | 0.89  | 1.06 | 1.15                       | 1.90 | 0.89  | 0.63 | 1.07                                     | 1.12         | 1.30          | 0.96                          | 1.14                   | 1.57                           |
| standard error:                      | 0.07            | 0.13 | 0.14 | 0.12  | 0.13 | 0.07                 | 0.18                 | 0.14                   | 0.15 | 0.13  | 0.14 | 0.39                       | 0.43 | 0.24  | 0.34 | 0.14                                     | 0.10         | 0.11          | 0.08                          | 0.14                   | 0.15                           |
| sig. test for means:                 |                 | **   | **   | **    | **   |                      |                      | *                      | *    | *     | *    |                            | *    | *     | *    |  |              |               | **                            | **                     | **                             |



In which of the following categories does your organization's gross revenues belong?  
NOTE: averages are estimated based on the category mid-points

|                                      | DEPTH OF RELATIONSHIP |           |            | YEARS OF EXISTENCE |              |               |                   | CLIENT LOCATIONS |       |          |      |      | GROSS REVENUES |         |              |            | EMPLOYMENT |      |      |       |      |     |
|--------------------------------------|-----------------------|-----------|------------|--------------------|--------------|---------------|-------------------|------------------|-------|----------|------|------|----------------|---------|--------------|------------|------------|------|------|-------|------|-----|
|                                      | TOTAL                 | Long term | Short term | Less than 1 year   | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba        | Sask. | Alber-ta | BC   | USA  | Other          | <\$250k | \$250k-<\$1M | \$1M-<\$5M | \$5M+      | <5   | 5-9  | 10-49 | 50+  |     |
| Q49 (averages in million dollars)    |                       |           |            |                    |              |               |                   |                  |       |          |      |      |                |         |              |            |            |      |      |       |      |     |
| weightd # of participants:           | 875                   | 528       | 347        | 175                | 177          | 261           | 226               | 157              | 265   | 182      | 167  | 108  | 188            | 366     | 147          | 103        | 66         | 453  | 106  | 164   | 73   |     |
| real # of participants:              | 875                   | 460       | 415        | 173                | 176          | 268           | 227               | 174              | 208   | 191      | 183  | 106  | 199            | 365     | 146          | 104        | 71         | 447  | 113  | 170   | 76   |     |
| Less than \$100,000                  | 31%                   | 32%       | 29%        | 43%                | 55%          | 23%           | 14%               | 34%              | 36%   | 26%      | 33%  | 25%  | 23%            | 73%     | 0%           | 0%         | 0%         | 54%  | 12%  | 6%    | 3%   |     |
| \$100,000 to less than \$250,000     | 11%                   | 12%       | 10%        | 3%                 | 15%          | 17%           | 10%               | 12%              | 13%   | 12%      | 17%  | 14%  | 12%            | 27%     | 0%           | 0%         | 0%         | 17%  | 14%  | 3%    | 0%   |     |
| \$250,000 to less than \$1,000,000   | 17%                   | 18%       | 15%        | 4%                 | 14%          | 26%           | 21%               | 19%              | 19%   | 23%      | 15%  | 19%  | 16%            | 0%      | 100%         | 0%         | 0%         | 14%  | 49%  | 19%   | 2%   |     |
| \$1,000,000 to less than \$5,000,000 | 12%                   | 12%       | 12%        | 1%                 | 4%           | 19%           | 20%               | 8%               | 9%    | 13%      | 12%  | 24%  | 17%            | 0%      | 0%           | 100%       | 0%         | 2%   | 16%  | 40%   | 15%  |     |
| \$5,000,000 or more                  | 8%                    | 6%        | 9%         | 0%                 | 1%           | 5%            | 22%               | 9%               | 4%    | 8%       | 4%   | 12%  | 14%            | 0%      | 0%           | 0%         | 100%       | 1%   | 0%   | 11%   | 61%  |     |
| DK/NR                                | 22%                   | 20%       | 25%        | 49%                | 11%          | 10%           | 13%               | 18%              | 20%   | 17%      | 18%  | 6%   | 18%            | 0%      | 0%           | 0%         | 0%         | 13%  | 10%  | 20%   | 20%  |     |
| chi <sup>2</sup> :                   |                       |           |            | +++                | ---          | ---           | ---               | +++              | ---   | ---      | ---  | ---  | ---            | +++     | ---          | ---        | ---        | +++  | ---  | ---   | ---  | +   |
| ± ... at 50%:                        | 4                     | 5         | 5          | 8                  | 8            | 6             | 7                 | 8                | 7     | 8        | 8    | 10   | 7              | 5       | 9            | 10         | 12         | 5    | 10   | 8     | 12   |     |
| mean for these data:                 | 1.16                  | 1.05      | 1.32       | 0.18               | 0.37         | 1.14          | 2.24              | 1.08             | 0.80  | 1.24     | 0.91 | 1.60 | 1.71           | 0.08    | 0.62         | 3.00       | 5.38       | 0.27 | 0.89 | 2.42  | 4.63 |     |
| standard error:                      | 0.07                  | 0.08      | 0.10       | 0.06               | 0.07         | 0.10          | 0.15              | 0.14             | 0.11  | 0.14     | 0.12 | 0.19 | 0.16           | 0.00    | 0.00         | 0.00       | 0.00       | 0.03 | 0.10 | 0.15  | 0.18 |     |
| sig. test for means:                 |                       | *         | *          | ***                | ***          | ***           | ***               | *                | ***   | ***      | *    | *    | ***            | ***     | ***          | ***        | ***        | ***  | *    | *     | ***  | *** |

Including yourself, how many people are employed full-time by your organization? Is it...  
NOTE: averages are estimated using category mid-points

|                            | -WD PROVINCE- |       |       |       | -TYPE- |                      | -WD PROVINCE-        |       |       |       | -WD PROVINCE- |       |       |       | -CONTACTS WITH WD- |       |              | -FIRST WD CONTACT- |                               |                        |                                |  |
|----------------------------|---------------|-------|-------|-------|--------|----------------------|----------------------|-------|-------|-------|---------------|-------|-------|-------|--------------------|-------|--------------|--------------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL         | BC    | Alta  | Sask. | Man.   | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC    | Alta  | Sask. | Man.          | BC    | Alta  | Sask. | Man.               | Once  | 2-5<br>times | 6 and<br>more      | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| Q50                        |               |       |       |       |        |                      |                      |       |       |       |               |       |       |       |                    |       |              |                    |                               |                        |                                |  |
| weightd # of participants: | 875           | 185   | 207   | 311   | 171    | 721                  | 121                  | 166   | 174   | 238   | 142           | 17    | 29    | 51    | 23                 | 225   | 348          | 282                | 460                           | 198                    | 204                            |  |
| real # of participants:    | 875           | 215   | 233   | 223   | 204    | 724                  | 121                  | 192   | 196   | 166   | 170           | 21    | 33    | 40    | 27                 | 200   | 362          | 292                | 491                           | 179                    | 193                            |  |
| Less than 5                | 52%           | 54%   | 39%   | 55%   | 59%    | 55%                  | 37%                  | 55%   | 41%   | 63%   | 60%           | 41%   | 30%   | 36%   | 48%                | 57%   | 55%          | 43%                | 56%                           | 55%                    | 41%                            |  |
| 5 to 9                     | 12%           | 11%   | 16%   | 10%   | 14%    | 12%                  | 14%                  | 10%   | 16%   | 10%   | 15%           | 18%   | 18%   | 12%   | 11%                | 10%   | 10%          | 16%                | 11%                           | 12%                    | 15%                            |  |
| 10 to less than 25         | 13%           | 17%   | 16%   | 10%   | 10%    | 12%                  | 19%                  | 16%   | 16%   | 8%    | 11%           | 25%   | 15%   | 23%   | 11%                | 8%    | 13%          | 17%                | 13%                           | 12%                    | 13%                            |  |
| 25 to less than 50         | 6%            | 7%    | 9%    | 5%    | 5%     | 6%                   | 10%                  | 6%    | 8%    | 4%    | 5%            | 15%   | 12%   | 8%    | 8%                 | 5%    | 6%           | 7%                 | 4%                            | 5%                     | 11%                            |  |
| 50 to less than 100        | 3%            | 4%    | 4%    | 2%    | 2%     | 3%                   | 1%                   | 4%    | 5%    | 2%    | 2%            | 0%    | 0%    | 2%    | 4%                 | 2%    | 3%           | 3%                 | 3%                            | 4%                     | 1%                             |  |
| 100 or more                | 6%            | 5%    | 7%    | 4%    | 7%     | 4%                   | 12%                  | 5%    | 5%    | 2%    | 5%            | 0%    | 22%   | 12%   | 11%                | 5%    | 5%           | 7%                 | 4%                            | 4%                     | 11%                            |  |
| DK/NR                      | 9%            | 4%    | 9%    | 15%   | 3%     | 7%                   | 5%                   | 4%    | 9%    | 11%   | 2%            | 0%    | 3%    | 7%    | 8%                 | 14%   | 8%           | 6%                 | 9%                            | 9%                     | 8%                             |  |
| chi <sup>2</sup> :         |               | (***) |       | +++   | --     | (***)                |                      | (***) |       | ++    | --            |       |       |       |                    | +++   |              |                    | +++                           |                        |                                |  |
| ± ... at 50%:              | 4             | 7     | 7     | 7     | 7      | 4                    | 9                    | 8     | 7     | 8     | 8             | 23    | 18    | 16    | 20                 | 7     | 5            | 6                  | 5                             | 8                      | 7                              |  |
| mean for these data:       | 16.45         | 16.32 | 21.45 | 13.22 | 16.06  | 14.65                | 25.44                | 16.37 | 19.16 | 10.36 | 14.03         | 12.54 | 34.82 | 25.37 | 23.60              | 13.70 | 15.76        | 20.04              | 14.09                         | 14.07                  | 23.29                          |  |
| standard error:            | 1.01          | 1.90  | 2.20  | 1.86  | 2.14   | 1.01                 | 3.38                 | 2.07  | 2.16  | 1.74  | 2.11          | 2.75  | 7.78  | 5.91  | 7.44               | 2.05  | 1.50         | 1.89               | 1.21                          | 1.97                   | 2.59                           |  |
| sig. test for means:       |               |       | **    | *     |        | **                   | **                   |       | *     | **    |               | **    |       |       |                    | *     |              | *                  | *                             |                        | **                             |  |

Including yourself, how many people are employed full-time by your organization? Is it...  
NOTE: averages are estimated using category mid-points

|                            | DEPTH OF RELATIONSHIP |           |            | YEARS OF EXISTENCE |              |               |                   | CLIENT LOCATIONS |       |          |       |       |       | GROSS REVENUES |              |            |       | EMPLOYMENT |      |       |       |     |
|----------------------------|-----------------------|-----------|------------|--------------------|--------------|---------------|-------------------|------------------|-------|----------|-------|-------|-------|----------------|--------------|------------|-------|------------|------|-------|-------|-----|
|                            | TOTAL                 | Long term | Short term | Less than 1 year   | 1 to 3 years | 4 to 10 years | 11 years and more | Mani-toba        | Sask. | Alber-ta | BC    | USA   | Other | <\$250k        | \$250k-<\$1M | \$1M-<\$5M | \$5M+ | <5         | 5-9  | 10-49 | 50+   |     |
| Q50                        |                       |           |            |                    |              |               |                   |                  |       |          |       |       |       |                |              |            |       |            |      |       |       |     |
| weightd # of participants: | 875                   | 528       | 347        | 175                | 177          | 261           | 226               | 157              | 265   | 182      | 167   | 108   | 188   | 366            | 147          | 103        | 66    | 453        | 106  | 164   | 73    |     |
| real # of participants:    | 100%                  | 60%       | 40%        | 20%                | 20%          | 30%           | 26%               | 18%              | 30%   | 21%      | 19%   | 12%   | 22%   | 42%            | 17%          | 12%        | 8%    | 52%        | 12%  | 19%   | 8%    |     |
| Less than 5                | 875                   | 460       | 415        | 173                | 176          | 268           | 227               | 174              | 208   | 191      | 183   | 106   | 199   | 365            | 146          | 104        | 71    | 447        | 113  | 170   | 76    |     |
|                            | 52%                   | 55%       | 47%        | 64%                | 76%          | 50%           | 32%               | 57%              | 62%   | 47%      | 61%   | 46%   | 47%   | 87%            | 42%          | 9%         | 4%    | 100%       | 0%   | 0%    | 0%    |     |
|                            |                       | +         | -          | ++                 | +++          | -             | ---               |                  | ++    | -        | +     |       |       | +++            | ---          | ---        | ---   | +++        | ---  | ---   | ---   |     |
| 5 to 9                     | 12%                   | 12%       | 13%        | 4%                 | 9%           | 21%           | 11%               | 13%              | 10%   | 15%      | 14%   | 20%   | 10%   | 7%             | 35%          | 16%        | 0%    | 0%         | 100% | 0%    | 0%    |     |
|                            |                       |           |            | ---                | ---          | +++           | ---               |                  | +     |          |       |       |       | ---            | +++          | ---        | ---   | ---        | +++  | ---   | ---   |     |
| 10 to less than 25         | 13%                   | 11%       | 15%        | 3%                 | 10%          | 17%           | 19%               | 11%              | 10%   | 16%      | 9%    | 12%   | 18%   | 4%             | 20%          | 37%        | 14%   | 0%         | 0%   | 68%   | 0%    |     |
|                            |                       |           |            | ---                | ---          | +             | ++                |                  |       |          |       |       | +     | ---            | ++           | +++        | ---   | ---        | ---  | +++   | ---   |     |
| 25 to less than 50         | 6%                    | 5%        | 7%         | 0%                 | 1%           | 7%            | 13%               | 6%               | 5%    | 6%       | 4%    | 14%   | 5%    | 1%             | 2%           | 27%        | 14%   | 0%         | 0%   | 32%   | 0%    |     |
|                            |                       |           |            | ---                | ---          | +++           | ---               |                  |       |          |       | +++   |       | ---            | -            | +++        | ++    | ---        | ---  | ---   | +++   |     |
| 50 to less than 100        | 3%                    | 3%        | 3%         | 1%                 | 1%           | 2%            | 7%                | 2%               | 2%    | 3%       | 2%    | 2%    | 4%    | 0%             | 1%           | 7%         | 14%   | 0%         | 0%   | 0%    | 34%   |     |
|                            |                       |           |            | -                  | -            | +++           | ---               |                  |       |          |       |       |       | ---            | ---          | ++         | +++   | ---        | ---  | ---   | +++   |     |
| 100 or more                | 6%                    | 5%        | 7%         | 0%                 | 0%           | 2%            | 16%               | 7%               | 4%    | 6%       | 4%    | 7%    | 8%    | 1%             | 0%           | 3%         | 53%   | 0%         | 0%   | 0%    | 66%   |     |
|                            |                       |           |            | ---                | ---          | +++           | ---               |                  |       |          |       |       |       | ---            | ---          | +++        | +++   | ---        | ---  | ---   | +++   |     |
| DK/NR                      | 9%                    | 10%       | 8%         | 28%                | 2%           | 1%            | 2%                | 5%               | 7%    | 7%       | 5%    | 0%    | 7%    | 0%             | 0%           | 0%         | 1%    | 0%         | 0%   | 0%    | 0%    |     |
|                            |                       |           |            | +++                | ---          | ---           | ---               |                  |       |          |       |       |       |                |              |            | +     |            |      |       |       |     |
| chi <sup>2</sup> :         |                       |           |            | ***                |              |               |                   | (**)             |       |          |       |       |       | (***)          |              |            |       | (***)      |      |       |       |     |
| ± ... at 50%:              | 4                     | 5         | 5          | 8                  | 8            | 6             | 7                 | 8                | 7     | 8        | 8     | 10    | 7     | 5              | 9            | 10         | 12    | 5          | 10   | 8     | 12    |     |
| mean for these data:       | 16.45                 | 14.88     | 18.81      | 4.18               | 6.13         | 12.34         | 34.29             | 16.13            | 12.63 | 17.73    | 12.92 | 18.88 | 21.34 | 4.18           | 8.51         | 27.09      | 79.02 | 2.50       | 7.00 | 23.92 | 99.85 |     |
| standard error:            | 1.01                  | 1.32      | 1.57       | 0.67               | 0.88         | 1.23          | 2.69              | 2.29             | 1.79  | 2.19     | 1.94  | 2.86  | 2.44  | 0.46           | 0.83         | 2.40       | 4.83  | 0.00       | 0.00 | 0.72  | 2.05  |     |
| sig. test for means:       |                       |           |            | ***                | ***          | **            | ***               |                  | *     |          |       |       | *     | ***            | ***          | ***        | ***   | ***        | ***  | ***   | ***   | *** |

Province

| PROV                       | TOTAL | --WD PROVINCE-- |      |       |      | --TYPE--             |                      | --WD PROVINCE-- |      |       |      | --WD PROVINCE-- |      |       |      | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |
|----------------------------|-------|-----------------|------|-------|------|----------------------|----------------------|-----------------|------|-------|------|-----------------|------|-------|------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|
|                            |       | BC              | Alta | Sask. | Man. | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta | Sask. | Man. | BC              | Alta | Sask. | Man. | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |
| weightd # of participants: | 875   | 185             | 207  | 311   | 171  | 721                  | 121                  | 166             | 174  | 238   | 142  | 17              | 29   | 51    | 23   | 225                  | 348          | 282           | 460                           | 198                    | 204                            |
| real # of participants:    | 100%  | 21%             | 24%  | 36%   | 20%  | 82%                  | 14%                  | 19%             | 20%  | 27%   | 16%  | 2%              | 3%   | 6%    | 3%   | 26%                  | 40%          | 32%           | 53%                           | 23%                    | 23%                            |
| British Columbia           | 21%   | 100%            | 0%   | 0%    | 0%   | 23%                  | 14%                  | 100%            | 0%   | 0%    | 0%   | 100%            | 0%   | 0%    | 0%   | 16%                  | 26%          | 21%           | 26%                           | 15%                    | 16%                            |
| Alberta                    | 24%   | 0%              | 100% | 0%    | 0%   | 24%                  | 24%                  | 0%              | 100% | 0%    | 0%   | 0%              | 100% | 0%    | 0%   | 15%                  | 24%          | 29%           | 28%                           | 17%                    | 22%                            |
| Saskatchewan               | 36%   | 0%              | 0%   | 100%  | 0%   | 33%                  | 42%                  | 0%              | 0%   | 100%  | 0%   | 0%              | 0%   | 100%  | 0%   | 55%                  | 30%          | 27%           | 27%                           | 49%                    | 42%                            |
| Manitoba                   | 20%   | 0%              | 0%   | 0%    | 100% | 20%                  | 19%                  | 0%              | 0%   | 0%    | 100% | 0%              | 0%   | 0%    | 100% | 13%                  | 20%          | 23%           | 19%                           | 19%                    | 20%                            |
| chi <sup>2</sup> :         |       | ***             |      |       |      |                      |                      | ***             |      |       |      | (***)           |      |       |      | ***                  |              |               | ***                           |                        |                                |
| ± ... at 50%:              | 4     | 7               | 7    | 7     | 7    | 4                    | 9                    | 8               | 7    | 8     | 8    | 23              | 18   | 16    | 20   | 7                    | 5            | 6             | 5                             | 8                      | 7                              |

| PROV                       | TOTAL | --DEPTH OF<br>RELATIONSHIP |               |                        | --YEARS OF EXISTENCE |                     |                            |               | --CLIENT LOCATIONS |              |     |     |       | --GROSS REVENUES |                  |                |       | --EMPLOYMENT |     |       |     |
|----------------------------|-------|----------------------------|---------------|------------------------|----------------------|---------------------|----------------------------|---------------|--------------------|--------------|-----|-----|-------|------------------|------------------|----------------|-------|--------------|-----|-------|-----|
|                            |       | Long<br>term               | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years      | 4 to<br>10<br>years | 11<br>years<br>and<br>more | Mani-<br>toba | Sask.              | Alber-<br>ta | BC  | USA | Other | <\$250k          | \$250k-<br><\$1M | \$1M-<br><\$5M | \$5M+ | <5           | 5-9 | 10-49 | 50+ |
| weightd # of participants: | 875   | 528                        | 347           | 175                    | 177                  | 261                 | 226                        | 157           | 265                | 182          | 167 | 108 | 188   | 366              | 147              | 103            | 66    | 453          | 106 | 164   | 73  |
| real # of participants:    | 100%  | 60%                        | 40%           | 20%                    | 20%                  | 30%                 | 26%                        | 18%           | 30%                | 21%          | 19% | 12% | 22%   | 42%              | 17%              | 12%            | 8%    | 52%          | 12% | 19%   | 8%  |
| British Columbia           | 21%   | 21%                        | 22%           | 21%                    | 21%                  | 23%                 | 21%                        | 3%            | 1%                 | 4%           | 72% | 36% | 27%   | 22%              | 18%              | 29%            | 20%   | 22%          | 19% | 26%   | 22% |
| Alberta                    | 24%   | 18%                        | 32%           | 18%                    | 26%                  | 25%                 | 27%                        | 8%            | 6%                 | 73%          | 12% | 18% | 32%   | 19%              | 28%              | 29%            | 36%   | 18%          | 31% | 31%   | 33% |
| Saskatchewan               | 36%   | 44%                        | 22%           | 43%                    | 34%                  | 32%                 | 32%                        | 15%           | 88%                | 17%          | 12% | 28% | 20%   | 37%              | 33%              | 29%            | 21%   | 38%          | 28% | 27%   | 24% |
| Manitoba                   | 20%   | 17%                        | 24%           | 18%                    | 19%                  | 20%                 | 21%                        | 74%           | 5%                 | 6%           | 4%  | 18% | 21%   | 22%              | 21%              | 13%            | 23%   | 22%          | 22% | 16%   | 21% |
| chi <sup>2</sup> :         |       | ***                        |               |                        |                      |                     |                            | ***           |                    |              |     |     |       | **               |                  |                |       | **           |     |       |     |
| ± ... at 50%:              | 4     | 5                          | 5             | 8                      | 8                    | 6                   | 7                          | 8             | 7                  | 8            | 8   | 10  | 7     | 5                | 9                | 10             | 12    | 5            | 10  | 8     | 12  |

Type of client

|                            | --WD PROVINCE-- |     |      |       |      | --TYPE--             |                      | --WD PROVINCE-- |      |       |      | --WD PROVINCE-- |      |       |      | --CONTACTS WITH WD-- |              |               | --FIRST WD CONTACT--          |                        |                                |  |
|----------------------------|-----------------|-----|------|-------|------|----------------------|----------------------|-----------------|------|-------|------|-----------------|------|-------|------|----------------------|--------------|---------------|-------------------------------|------------------------|--------------------------------|--|
|                            | TOTAL           | BC  | Alta | Sask. | Man. | Com-<br>mer-<br>cial | Not<br>for<br>profit | BC              | Alta | Sask. | Man. | BC              | Alta | Sask. | Man. | Once                 | 2-5<br>times | 6 and<br>more | Less<br>than 1<br>year<br>ago | 1 to 2<br>years<br>ago | More<br>than 2<br>years<br>ago |  |
| LGSH                       |                 |     |      |       |      |                      |                      |                 |      |       |      |                 |      |       |      |                      |              |               |                               |                        |                                |  |
| weightd # of participants: | 875             | 185 | 207  | 311   | 171  | 721                  | 121                  | 166             | 174  | 238   | 142  | 17              | 29   | 51    | 23   | 225                  | 348          | 282           | 460                           | 198                    | 204                            |  |
| real # of participants:    | 100%            | 21% | 24%  | 36%   | 20%  | 82%                  | 14%                  | 19%             | 20%  | 27%   | 16%  | 2%              | 3%   | 6%    | 3%   | 26%                  | 40%          | 32%           | 53%                           | 23%                    | 23%                            |  |
| Long term relationship     | 875             | 215 | 233  | 223   | 204  | 724                  | 121                  | 192             | 196  | 166   | 170  | 21              | 33   | 40    | 27   | 200                  | 362          | 292           | 491                           | 179                    | 193                            |  |
| Short term relationship    | 60%             | 59% | 47%  | 75%   | 51%  | 62%                  | 52%                  | 60%             | 47%  | 78%   | 56%  | 45%             | 50%  | 66%   | 32%  | 69%                  | 57%          | 58%           | 52%                           | 73%                    | 66%                            |  |
| chi <sup>2</sup> :         |                 |     |      |       |      |                      |                      |                 |      |       |      |                 |      |       |      |                      |              |               |                               |                        |                                |  |
| ± ... at 50%:              | 4               | 7   | 7    | 7     | 7    | 4                    | 9                    | 8               | 7    | 8     | 8    | 23              | 18   | 16    | 20   | 7                    | 5            | 6             | 5                             | 8                      | 7                              |  |

|                            | --DEPTH OF RELATIONSHIP-- |              |               |                        | --YEARS OF EXISTENCE-- |                     |                            |               | --CLIENT LOCATIONS-- |              |     |     |       | --GROSS REVENUES-- |                  |                |       | --EMPLOYMENT-- |     |       |     |  |
|----------------------------|---------------------------|--------------|---------------|------------------------|------------------------|---------------------|----------------------------|---------------|----------------------|--------------|-----|-----|-------|--------------------|------------------|----------------|-------|----------------|-----|-------|-----|--|
|                            | TOTAL                     | Long<br>term | Short<br>term | Less<br>than 1<br>year | 1 to 3<br>years        | 4 to<br>10<br>years | 11<br>years<br>and<br>more | Mani-<br>toba | Sask.                | Alber-<br>ta | BC  | USA | Other | <\$250k            | \$250k-<br><\$1M | \$1M-<br><\$5M | \$5M+ | <5             | 5-9 | 10-49 | 50+ |  |
| LGSH                       |                           |              |               |                        |                        |                     |                            |               |                      |              |     |     |       |                    |                  |                |       |                |     |       |     |  |
| weightd # of participants: | 875                       | 528          | 347           | 175                    | 177                    | 261                 | 226                        | 157           | 265                  | 182          | 167 | 108 | 188   | 366                | 147              | 103            | 66    | 453            | 106 | 164   | 73  |  |
| real # of participants:    | 100%                      | 60%          | 40%           | 20%                    | 20%                    | 30%                 | 26%                        | 18%           | 30%                  | 21%          | 19% | 12% | 22%   | 42%                | 17%              | 12%            | 8%    | 52%            | 12% | 19%   | 8%  |  |
| Long term relationship     | 875                       | 460          | 415           | 173                    | 176                    | 268                 | 227                        | 174           | 208                  | 191          | 183 | 106 | 199   | 365                | 146              | 104            | 71    | 447            | 113 | 170   | 76  |  |
| Short term relationship    | 60%                       | 100%         | 0%            | 59%                    | 63%                    | 58%                 | 60%                        | 54%           | 70%                  | 54%          | 60% | 70% | 56%   | 63%                | 65%              | 59%            | 51%   | 64%            | 57% | 54%   | 53% |  |
| chi <sup>2</sup> :         |                           |              |               |                        |                        |                     |                            |               |                      |              |     |     |       |                    |                  |                |       |                |     |       |     |  |
| ± ... at 50%:              | 4                         | 5            | 5             | 8                      | 8                      | 6                   | 7                          | 8             | 7                    | 8            | 8   | 10  | 7     | 5                  | 9                | 10             | 12    | 5              | 10  | 8     | 12  |  |