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Data Tables

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Note:

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Banner 2: Online Survey

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Q1. Do you use the Internet, whether on a computer, tablet or smart phone?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
Yes	2277 91%	163 87%	521 91%	875 92%	459 90%	247 92%	12 96%	411 88%	1866 92%	636 99%	801 97%	744 82%	580 80%	872 96%	483 96%	320 97%	803 97%	1085 92%	1168 91%	24 67%	2277 100%	-
No	219 9%	23 13%	52 9%	71 7%	51 10%	23 8%	1 4%	55 12%	165 8%	5 1%	21 3%	165 18%	145 20%	37 4%	16 3%	10 3%	26 3%	100 8%	108 8%	12 33%	-	219 99%
Refused	3 *%	-	-	3 *%	-	-	-	-	3 *%	-	2 *%	-	-	1 *%	2 *%	-	2 *%	1 *%	2 *%	-	-	3 1%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q1. Do you use the Internet, whether on a computer, tablet or smart phone?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q1. Do you use the Internet, whether on a computer, tablet or smart phone?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
Yes	3310 94%	2277 91%	1033 100% B
No	219 6%	219 9%	-
Refused	3 *%	3 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2C. Please tell me if you ever use the Internet to Get news online?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	1793	130	381	712	364	196	11	318	1475	529	666	533	392	691	412	285	697	875	900	18	1793	-
	79%	80%	73%	81%	79%	79%	85%	77%	79%	83%	83%	72%	67%	79%	85%	89%	87%	81%	77%	75%	79%	
		C		C	C					L	L			M	MN	MN	MN					
No	482	33	138	163	94	51	2	93	389	105	135	211	187	181	71	35	106	210	267	5	482	-
	21%	20%	27%	19%	21%	21%	15%	23%	21%	17%	17%	28%	32%	21%	15%	11%	13%	19%	23%	21%	21%	
			DE									JK	NOPQ	OPQ								
Refused	3	-	2	-	1	-	-	-	3	2	-	-	2	-	-	-	-	-	2	1	3	-
	*%		*%		*%				*%	*%			*%						*%	4%	*%	

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2C. Please tell me if you ever use the Internet to Get news online?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	858 83%	59 84%	194 80%	339 86%	147 81%	119 83%	1 100%	98 82%	760 83%	223 80%	307 85%	328 83%	177 75%	340 85%	226 86%	103 88%	329 87%	424 87%	426 81%	8 53%
No	175 17%	11 16%	49 20%	57 14%	35 19%	24 17%	-	21 18%	154 17%	54 20%	55 15%	66 17%	59 25%	59 15%	36 14%	14 12%	51 13%	66 13%	103 19%	7 47%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2C. Please tell me if you ever use the Internet to Get news online?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	2650 80%	1793 79%	858 83% B
No	657 20%	482 21% C	175 17%
Refused	3 *%	3 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2D. Please tell me if you ever use the Internet to Buy a product or service?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity grad.	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	1789	122	366	724	363	204	10	315	1474	560	677	491	373	690	428	286	713	872	904	13	1789	-
	79%	75%	70%	83%	79%	82%	82%	77%	79%	88%	85%	66%	64%	79%	89%	89%	89%	80%	77%	54%	79%	
				BC	C	BC				L	L			M	MN	MN	MN	T	T			
No	484	40	154	151	94	43	2	95	389	74	123	251	206	182	55	33	88	211	264	10	484	-
	21%	25%	30%	17%	20%	18%	18%	23%	21%	12%	15%	34%	35%	21%	11%	10%	11%	19%	23%	42%	21%	
		DF	DEF									JK	NOPQ	OPQ						R		
Don't know	1	1	-	-	-	-	-	1	0	1	-	0	1	-	-	-	-	0	1	-	1	-
	*%	1%						*%	*%	*%		*%	*%					*%	*%		*%	
Refused	3	-	1	-	2	-	-	-	3	1	-	1	1	-	-	1	1	2	-	1	3	-
	*%		*%		*%				*%	*%		*%	*%			*%	*%	*%		4%	*%	

Comparison Groups: BCDEF/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2D. Please tell me if you ever use the Internet to Buy a product or service?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	861 83%	54 78%	208 86%	336 85%	147 81%	115 81%	1 100%	97 BCDEF	764 81%	236 85%	305 84%	320 81%	189 80%	330 82%	233 89%	99 84%	332 87%	412 84%	444 84%	5 33%
No	172 17%	15 22%	35 14%	59 15%	35 19%	28 19%	-	22 19%	150 16%	41 15%	57 16%	74 19%	46 20%	70 18%	30 11%	19 16%	49 13%	77 16%	85 16%	10 67%
													OQ	O						RS

Comparison Groups: BCDEF/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2D. Please tell me if you ever use the Internet to Buy a product or service?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	2650 80%	1789 79%	861 83% B
No	656 20%	484 21% C	172 17%
Don't know	1 *%	1 *%	-
Refused	3 *%	3 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2E. Please tell me if you ever use the Internet to Use social networking sites like Facebook?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	1749	139	396	659	355	189	10	302	1446	585	637	456	430	695	367	242	609	811	919	19	1749	-
	77%	85%	76%	75%	77%	77%	81%	74%	77%	92%	80%	61%	74%	80%	76%	76%	76%	75%	79%	79%	77%	77%
			CDEF							KL	L			M								
No	523	24	123	214	102	58	2	108	415	48	161	288	148	175	116	78	194	272	247	4	523	-
	23%	15%	24%	24%	22%	23%	19%	26%	22%	8%	20%	39%	25%	20%	24%	24%	24%	25%	21%	17%	23%	23%
			B	B	B	B					J	JK	N									
Don't know	2	-	-	2	-	-	-	-	2	-	2	-	-	2	-	-	-	2	-	-	2	-
	*%			*%					*%		*%			*%				*%			*%	*%
Refused	4	-	2	-	2	-	-	-	4	3	-	-	3	-	-	-	-	1	2	1	4	-
	*%		*%		*%				*%	*%			*%					*%	*%	4%	*%	*%

Comparison Groups: BCDEF/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2E. Please tell me if you ever use the Internet to Use social networking sites like Facebook?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	822 80%	59 85%	202 83%	308 78%	145 80%	108 76%	1 100%	95 80%	727 80%	245 88%	301 83%	276 70%	182 78%	318 79%	222 85%	85 72%	308 81%	369 75%	443 84%	10 67%
No	211 20%	10 15%	41 17%	88 22%	37 20%	35 24%	-	24 20%	187 20%	32 12%	60 17%	118 30%	53 22%	82 21%	40 15%	32 28%	73 19%	120 25%	85 16%	5 33%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2E. Please tell me if you ever use the Internet to Use social networking sites like Facebook?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	2571 78%	1749 77%	822 80%
No	734 22%	523 23%	211 20%
Don't know	2 *%	2 *%	-
Refused	4 *%	4 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2F. Please tell me if you ever use the Internet to Stream TV or movies?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	1426 63%	97 59%	291 56%	591 68%	275 60%	165 67%	7 54%	227 55%	1198 64%	537 84%	562 70%	282 38%	298 51%	568 65%	325 67%	226 71%	550 69%	707 65%	708 61%	10 42%	1426 63%	-
No	845 37%	67 41%	227 44%	283 32%	181 40%	81 33%	6 46%	184 45%	661 35%	96 15%	235 29%	461 62%	280 48%	302 35%	157 32%	94 29%	251 31%	374 34%	458 39%	13 54%	845 37%	-
Don't know	3 *%	-	1 *%	2 *%	-	-	-	-	3 *%	-	3 *%	-	-	2 *%	1 *%	-	1 *%	3 *%	-	-	3 *%	-
Refused	4 *%	-	2 *%	-	2 *%	-	-	-	4 *%	3 *%	-	-	3 *%	-	-	-	-	1 *%	2 *%	1 4%	4 *%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2F. Please tell me if you ever use the Internet to Stream TV or movies?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	613 59%	39 56%	134 55%	243 61%	118 65%	79 55%	1 100%	54 45%	559 61%	232 83%	229 63%	153 39%	132 56%	218 55%	182 70%	74 63%	257 68%	306 62%	301 57%	6 40%
No	420 41%	30 44%	108 45%	153 39%	64 35%	64 45%	-	65 55%	355 39%	46 17%	133 37%	241 61%	104 44%	181 45%	80 30%	44 37%	123 32%	184 38%	227 43%	9 60%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2F. Please tell me if you ever use the Internet to Stream TV or movies?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	2039 62%	1426 63%	613 59%
No	1265 38%	845 37%	420 41%
Don't know	3 *%	3 *%	-
Refused	4 *%	4 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2G. Please tell me if you ever use the Internet to do Banking, including paying bills?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity grad.	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	1832	126	431	686	378	201	11	323	1509	574	688	514	408	704	428	282	709	878	939	15	1832	-
	80%	77%	83%	78%	82%	81%	86%	79%	81%	90%	86%	69%	70%	81%	89%	88%	88%	81%	80%	62%	80%	
No	438	37	89	185	79	45	2	88	350	61	113	230	169	167	54	37	91	203	227	8	438	-
	19%	23%	17%	21%	17%	18%	13%	21%	19%	10%	14%	31%	29%	19%	11%	12%	11%	19%	19%	33%	19%	
Don't know	1	-	1	-	-	-	0	-	1	-	0	-	-	0	-	-	-	1	-	-	1	-
	*%		*%				*%		*%		*%			*%				*%			*%	
Refused	7	-	-	4	2	1	-	-	7	1	-	-	3	-	1	1	2	4	2	1	7	-
	*%			*%	*%	*%			*%	*%			1%		*%	*%	*%	*%	*%	4%	*%	

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2G. Please tell me if you ever use the Internet to do Banking, including paying bills?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER			
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15	
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15	
Yes	907 88%	62 89%	212 87%	348 88%	161 89%	124 87%	1 100%	101 85%	806 88%	248 89%	316 87%	344 87%	202 86%	352 88%	240 91%	102 87%	342 90%	436 89%	463 88%	8 53%	
No	126 12%	7 11%	31 13%	48 12%	21 11%	19 13%	-	18 15%	108 12%	30 11%	46 13%	50 13%	33 14%	47 12%	22 9%	16 13%	38 10%	53 11%	65 12%	7 47%	
																					RS

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q2G. Please tell me if you ever use the Internet to do Banking, including paying bills?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	2739 83%	1832 80%	907 88% B
No	563 17%	438 19% C	126 12%
Don't know	1 *%	1 *%	-
Refused	7 *%	7 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3A. In the last few years or so, have you done any of the following online with any level of government in Canada: Applied for or renewed a license?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	783 34%	72 44%	190 36%	345 39%	110 24%	61 25%	5 42%	139 34%	644 34%	224 35%	289 36%	238 32%	131 22%	315 36%	195 40%	136 42%	330 41%	402 37%	374 32%	7 29%	783 34%	-
			CEF	EF	EF									M	M	M	M		S			
No	1482 65%	90 55%	326 63%	526 60%	347 76%	185 75%	7 58%	269 65%	1212 65%	409 64%	506 63%	502 67%	450 77%	551 63%	284 59%	182 57%	466 58%	680 63%	785 67%	17 71%	1482 65%	-
					BCD	BCD							NOPQ						R			
Don't know	13 1%	0 *%	5 1%	3 *%	3 1%	1 1%	0 1%	2 1%	10 1%	3 *%	6 1%	4 1%	0 *%	6 1%	4 1%	2 1%	6 1%	4 *%	9 1%	-	13 1%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3A. In the last few years or so, have you done any of the following online with any level of government in Canada: Applied for or renewed a license?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	383 37%	29 42% F	70 29%	180 45% CEF	66 36%	38 27%	-	45 38%	338 37%	117 42% L	142 39% L	124 31%	68 29%	129 32%	122 46% MN	57 48% MN	179 47% MN	201 41% S	178 34%	4 27%
No	650 63%	40 58%	173 71% D	216 55% D	116 64% D	104 73% BD	1 100% BCDEF	74 62%	576 63%	160 58%	220 61%	270 69% JK	167 71% OPQ	270 68% OPQ	140 54%	61 52%	201 53%	288 59%	351 66% R	11 73%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3A. In the last few years or so, have you done any of the following online with any level of government in Canada: Applied for or renewed a license?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	1166 35%	783 34%	383 37%
No	2131 64%	1482 65%	650 63%
Don't know	13 *%	13 1%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3B. In the last few years or so, have you done any of the following online with any level of government in Canada: Paid a fine, such as a parking ticket?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	665 29%	26 16%	170 33%	271 31%	132 29%	64 26%	2 13%	81 20%	584 31%	221 35%	283 35%	144 19%	101 17%	249 29%	170 35%	142 44%	312 39%	360 33%	304 26%	2 8%	665 29%	-
			BG	BG	BG	B			H	L	L			M	MN	MNO	MN	ST	T			
No	1606 71%	137 84%	348 67%	602 69%	326 71%	183 74%	11 87%	327 80%	1278 68%	412 65%	514 64%	600 81%	480 83%	620 71%	310 64%	177 55%	487 61%	725 67%	859 74%	22 92%	1606 71%	-
		CDEF				C	CDE	I				JK	NOPQ	OPQ	P			R	RS			
Don't know	4 *%	-	3 1%	-	1 *%	-	-	-	4 *%	3 *%	1 *%	-	-	-	2 *%	2 *%	4 *%	1 *%	3 *%	-	4 *%	-
Refused	2 *%	-	-	2 *%	-	-	-	2 1%	-	-	2 *%	-	-	2 *%	-	-	-	-	2 *%	-	2 *%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3B. In the last few years or so, have you done any of the following online with any level of government in Canada: Paid a fine, such as a parking ticket?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	264 26%	12 17%	63 26%	108 27%	56 31%	26 18%	-	15 13%	249 27%	92 33%	98 27%	74 19%	48 20%	90 23%	89 34%	36 30%	125 33%	135 28%	126 24%	3 20%
				F	BF				H	L	L				MN		MN			
No	769 74%	58 83%	179 74%	288 73%	126 69%	117 82%	1 100%	104 87%	665 73%	186 67%	263 73%	320 81%	187 80%	309 77%	173 66%	82 70%	255 67%	355 72%	402 76%	12 80%
		E				DE	BCDEF	I				JK	OQ	OQ						

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3B. In the last few years or so, have you done any of the following online with any level of government in Canada: Paid a fine, such as a parking ticket?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	930 28%	665 29% C	264 26%
No	2374 72%	1606 71%	769 74% B
Don't know	4 *%	4 *%	-
Refused	2 *%	2 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3C. In the last few years or so, have you done any of the following online with any level of government in Canada: Filed taxes (Not through an agent)?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	890 39%	55 34%	220 42%	328 37%	179 39%	105 43%	3 22%	115 28%	775 42%	249 39%	344 43%	270 36%	155 27%	361 41%	222 46%	145 45%	367 46%	443 41%	437 37%	10 42%	890 39%	-
No	1370 60%	107 66%	294 57%	542 62%	279 61%	137 55%	10 78%	292 71%	1077 58%	377 59%	453 57%	470 63%	420 72%	506 58%	253 52%	175 55%	428 53%	635 59%	720 62%	14 58%	1370 60%	-
Don't know	18 1%	1 1%	6 1%	5 1%	1 *	5 2%	-	4 1%	14 1%	10 2%	4 1%	4 1%	6 1%	5 1%	8 2%	-	8 1%	8 1%	10 1%	-	18 1%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3C. In the last few years or so, have you done any of the following online with any level of government in Canada: Filed taxes (Not through an agent)?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	536 52%	36 51%	118 49%	209 53%	90 49%	83 59%	-	55 46%	481 53%	134 48%	199 55%	204 52%	90 38%	218 55% M	149 57% M	69 58% M	218 57% M	265 54%	263 50%	9 60%
No	497 48%	34 49%	125 51%	186 47%	92 51%	59 41%	1 100% BCDEF	64 54%	433 47%	144 52%	163 45%	190 48%	145 62% NOPQ	182 45%	113 43%	49 42%	162 43%	225 46%	266 50%	6 40%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3C. In the last few years or so, have you done any of the following online with any level of government in Canada: Filed taxes (Not through an agent)?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	1426 43%	890 39%	536 52% B
No	1866 56%	1370 60% C	497 48%
Don't know	18 1%	18 1%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3D. In the last few years or so, have you done any of the following online with any level of government in Canada: Downloaded government forms?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	1359	88	302	542	266	154	6	233	1125	394	520	403	220	557	339	232	571	665	682	12	1359	-
	60%	54%	58%	62%	58%	62%	47%	57%	60%	62%	65%	54%	38%	64%	70%	73%	71%	61%	58%	50%	60%	
				B		B				L	L			M	MN	MN	MN					
No	889	74	211	320	188	89	7	173	716	229	271	333	349	307	137	83	220	406	471	12	889	-
	39%	45%	41%	37%	41%	36%	53%	42%	38%	36%	34%	45%	60%	35%	28%	26%	27%	37%	40%	50%	39%	
		DF										JK	NOPQ	OPQ								
Don't know	30	2	7	12	5	4	-	5	25	14	9	7	11	7	7	4	11	15	15	-	30	-
	1%	1%	1%	1%	1%	2%		1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%		1%	

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3D. In the last few years or so, have you done any of the following online with any level of government in Canada: Downloaded government forms?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	574 56%	37 53%	136 56%	224 56%	102 56%	76 53%	-	66 55%	508 56%	149 54%	186 52%	239 61%	107 45%	214 53%	167 64%	79 67%	246 65%	305 62%	265 50%	4 27%
No	459 44%	33 47%	107 44%	172 44%	80 44%	67 47%	1 100%	53 45%	406 44%	129 46%	175 48%	155 39%	128 55%	186 47%	96 36%	39 33%	134 35%	184 38%	264 50%	11 73%
							BCDEF				L		OPQ	OPQ					R	RS

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3D. In the last few years or so, have you done any of the following online with any level of government in Canada: Downloaded government forms?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	1932 58%	1359 60% C	574 56%
No	1348 41%	889 39%	459 44% B
Don't know	30 1%	30 1%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3E. In the last few years or so, have you done any of the following online with any level of government in Canada: Applied for a government program or benefits?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	666 29%	48 29%	159 30%	238 27%	144 31%	76 31%	2 13%	99 24%	568 30%	220 35%	247 31%	177 24%	125 21%	284 33%	149 31%	103 32%	252 31%	339 31%	322 28%	5 21%	666 29%	-
No	1591 70%	114 70%	357 68%	631 72%	310 68%	169 68%	11 87%	310 76%	1280 69%	413 65%	543 68%	562 76%	448 77%	583 67%	331 68%	213 67%	544 68%	738 68%	834 71%	19 79%	1591 70%	-
Don't know	20 1%	1 1%	6 1%	6 1%	5 1%	2 1%	0 *%	2 *%	18 1%	4 1%	10 1%	5 1%	8 1%	5 1%	3 1%	4 1%	7 1%	8 1%	12 1%	-	20 1%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3E. In the last few years or so, have you done any of the following online with any level of government in Canada: Applied for a government program or benefits?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	314	24	66	117	53	53	-	40	274	88	105	120	66	112	92	38	130	160	150	3
	30%	34%	27%	30%	29%	37%		33%	30%	32%	29%	31%	28%	28%	35%	32%	34%	33%	28%	20%
No	719	46	176	278	129	90	1	79	640	189	256	274	169	287	170	80	250	329	378	12
	70%	66%	73%	70%	71%	63%	100%	67%	70%	68%	71%	69%	72%	72%	65%	68%	66%	67%	72%	80%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q3E. In the last few years or so, have you done any of the following online with any level of government in Canada: Applied for a government program or benefits?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	980 30%	666 29%	314 30%
No	2310 70%	1591 70%	719 70%
Don't know	20 1%	20 1%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q4. Why have you not tried to complete tasks or transactions using online government services?
 BASE: All respondents who do not use online services
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	472	42	109	175	97	47	3	105	368	118	121	199	216	151	56	41	97	195	267	10	472	-
Unweighted 'N'	484	85	83	113	106	56	41	122	362	82	115	252	226	155	58	36	94	207	267	10	484	-
No need	174	11	44	63	34	22	1	37	138	61	39	68	71	57	23	20	43	77	94	4	174	-
	37%	26%	40%	36%	35%	46% B	17%	35%	38%	52% KL	32%	34%	33%	38%	41%	50%	44%	39%	35%	40%	37%	
Too difficult / too slow / too time consuming	90	6	18	35	19	11	1	18	72	14	21	50	40	31	14	5	18	29	59	2	90	-
	19%	15%	16%	20%	20%	23%	39%	17%	20%	12%	17%	25% J	18%	21%	25%	11%	19%	15%	22%	20%	19%	
Online too impersonal/prefer to deal with humans/service agents	73	8	14	34	13	4	0	10	63	23	22	23	32	20	16	6	22	31	42	1	73	-
	16%	20%	13%	19%	13%	9%	2%	10%	17%	19%	19%	12%	15%	13%	29% MN	14%	23%	16%	16%	10%	16%	
Security concerns	65	5	13	23	14	9	1	17	48	7	13	32	27	28	3	4	8	29	35	1	65	-
	14%	13%	12%	13%	14%	18%	33%	16%	13%	6%	11%	16% J	13%	18% OQ	6%	10%	8%	15%	13%	10%	14%	
Lack of interest	63	6	17	26	11	3	-	16	47	10	22	28	37	13	3	9	12	30	33	1	63	-
	13%	15%	16%	15%	12%	6%		15%	13%	8%	18%	14%	17% NO	9%	5%	21%	12%	15%	12%	10%	13%	
Privacy concerns	32	2	4	14	9	4	0	12	20	2	10	18	18	10	2	1	3	11	22	-	32	-
	7%	5%	3%	8%	9%	8%	2%	11%	6%	1%	9%	9% J	8%	7%	4%	3%	4%	5%	8%		7%	
Lack of awareness	13	2	1	1	5	3	0	5	8	6	2	5	9	2	2	0	2	7	6	-	13	-
	3%	5%	1%	1%	6% D	6%	6%	5%	2%	5%	1%	3%	4%	2%	3%	1%	2%	4%	2%		3%	
Unclear about advantages	7	-	3	2	2	-	0	4	3	-	-	7	4	1	1	0	1	1	7	-	7	-
	2%		3%	1%	2%		1%	4%	1%			4%	2%	1%	1%	*%	1%	*%	2%		2%	
Service not available online	5	0	-	5	-	-	0	2	4	3	2	0	-	2	-	3	3	2	4	-	5	-
	1%	1%		3%			1%	2%	1%	3%	1%	*%		1%		8%	3%	1%	1%		1%	
Other	13	0	1	6	3	2	-	2	11	4	3	5	7	6	-	-	-	4	8	-	13	-
	3%	1%	1%	3%	3%	4%		2%	3%	3%	3%	2%	3%	4%				2%	3%		3%	
Don't know	21	3	11	2	4	1	0	5	16	7	4	10	12	2	4	3	7	9	11	1	21	-
	5%	6%	10% DF	1%	4%	2%	2%	5%	4%	6%	3%	5%	6% N	1%	7%	7%	7%	5%	4%	10%	5%	
Refused	2	-	-	1	-	1	-	-	2	-	-	1	-	1	-	-	-	2	-	-	2	-
	*%			1%		1%			*%			*%		*%				1%			*%	

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q4. Why have you not tried to complete tasks or transactions using online government services?
 BASE: All respondents who do not use online services
 Banner 2 - Online

	REGION										LOCATION			AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pr- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)				
Weighted 'N'	150	6	49	51	28	16	1	23	127	40	55	55	58	58	21	12	33	59	88	3				
Unweighted 'N'	155	5	63	47	26	13	1	23	132	31	52	72	57	64	22	11	33	68	84	3				
No need	86 57%	4 64%	31 63%	24 47%	15 55%	11 69%	1 100% CDEF	13 57%	72 57%	26 66%	34 62%	26 46%	32 56%	34 59%	12 59%	6 55%	19 57%	36 61%	49 56%	-				
Lack of interest	11 7%	-	5 10%	4 8%	2 7%	-	-	2 8%	9 7%	1 3%	3 6%	7 13%	6 10%	4 7%	0 2%	1 9%	1 4%	3 5%	8 9%	-				
Security concerns	10 7%	-	3 6%	5 10%	2 7%	-	-	2 9%	8 6%	-	4 8%	6 11%	-	8 14% Q	1 5%	-	1 3%	1 2%	7 8%	2 67% RS				
Too difficult / too slow / too time consuming	8 5%	2 36%	2 4%	2 4%	2 8%	-	-	2 10%	6 5%	1 3%	2 4%	5 9%	4 7%	1 2%	2 10%	1 10%	3 10%	3 5%	5 6%	-				
Online too impersonal/prefer to deal with humans/service agents	5 3%	-	1 3%	1 3%	2 8%	-	-	-	5 4%	1 3%	2 4%	1 2%	2 4%	3 4%	-	-	-	0 1%	4 5%	-				
Privacy concerns	3 2%	-	2 4%	-	1 4%	-	-	1 5%	2 2%	1 3%	1 2%	1 2%	2 4%	1 2%	-	-	-	1 2%	2 2%	-				
Lack of awareness	2 1%	-	-	2 4%	-	-	-	-	2 2%	-	-	2 4%	-	2 3%	-	-	-	-	2 2%	-				
Unclear about advantages	2 1%	-	0 1%	1 3%	-	-	-	-	2 1%	1 4%	-	0 1%	1 3%	0 1%	-	-	-	2 3%	-	-				
Other	7 4%	-	1 3%	3 6%	1 4%	1 6%	-	1 4%	6 4%	1 3%	-	5 10%	1 2%	1 2%	2 10%	2 17%	4 13%	3 6%	3 4%	-				
Don't know	5 3%	-	0 1%	3 7%	1 4%	-	-	1 6%	3 3%	1 3%	2 4%	1 2%	1 2%	1 2%	1 6%	1 9%	2 7%	0 1%	4 5%	-				
Refused	15 10%	-	2 5%	6 11%	3 11%	4 25%	-	-	15 12%	7 16%	6 11%	2 4%	9 15%	3 6%	3 15%	-	3 9%	10 17%	4 5%	1 33% S				

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q4. Why have you not tried to complete tasks or transactions using online government services?
 BASE: All respondents who do not use online services
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	622	472	150
Unweighted 'N'	639	484	155
No need	260 42%	174 37%	86 57% B
Too difficult / too slow / too time consuming	98 16%	90 19% C	8 5%
Online too impersonal/prefer to deal with humans/service agents	78 13%	73 16% C	5 3%
Security concerns	75 12%	65 14% C	10 7%
Lack of interest	74 12%	63 13% C	11 7%
Privacy concerns	35 6%	32 7% C	3 2%
Lack of awareness	15 2%	13 3%	2 1%
Unclear about advantages	9 1%	7 2%	2 1%
Service not available online	5 1%	5 1%	-
Other	19 3%	13 3%	7 4%
Don't know	26 4%	21 5%	5 3%
Refused	17 3%	2 *%	15 10% B

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q5. What would encourage or motivate you to [use more/start using] online government services? Anything else?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ- cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Easier to access / use	679 30%	38 24%	154 30%	272 31%	133 29%	77 31%	5 38%	95 23%	585 31%	218 34%	265 33%	177 24%	143 25%	250 29%	170 35%	114 36%	284 35%	347 32%	329 28%	3 12%	679 30%	-
Don't need encouragement, just haven't had need	498 22%	33 20%	122 23%	181 21%	100 22%	60 24%	2 14%	106 26%	392 21%	111 17%	170 21%	192 26%	123 21%	194 22%	94 19%	77 24%	171 21%	238 22%	256 22%	4 17%	498 22%	-
Nothing - have no intention of using the services	272 12%	23 14%	58 11%	113 13%	58 13%	21 8%	1 5%	53 13%	219 12%	43 7%	77 10%	137 18%	110 19%	107 12%	29 6%	21 7%	50 6%	106 10%	163 14%	3 12%	272 12%	-
Nothing - intend to use the services	192 8%	17 10%	52 10%	79 9%	31 7%	11 4%	2 20%	36 9%	156 8%	54 9%	65 8%	65 9%	49 8%	79 9%	45 9%	19 6%	64 8%	98 9%	91 8%	3 12%	192 8%	-
Increased awareness/promote the services	175 8%	9 5%	23 4%	82 9%	44 10%	18 7%	0 2%	25 6%	150 8%	74 12%	62 8%	38 5%	45 8%	54 6%	45 9%	30 9%	75 9%	84 8%	90 8%	1 4%	175 8%	-
Confidence that my personal information will be safe	109 5%	5 3%	16 3%	60 7%	18 4%	10 4%	0 3%	21 5%	88 5%	16 3%	34 4%	52 7%	20 3%	51 6%	24 5%	15 5%	38 5%	45 4%	65 6%	-	109 5%	-
Online technical support	57 2%	3 2%	16 3%	16 2%	14 3%	8 3%	0 2%	9 2%	48 3%	21 3%	14 2%	19 3%	15 3%	18 2%	14 3%	10 3%	24 3%	27 2%	29 2%	1 4%	57 2%	-
Understanding the advantages	53 2%	5 3%	12 2%	22 3%	7 2%	6 2%	1 9%	10 2%	43 2%	17 3%	20 2%	15 2%	15 3%	15 2%	19 4%	4 1%	23 3%	22 2%	31 3%	-	53 2%	-
Ability to access service through alternative platforms (i.e., mobile/smartphone)	48 2%	2 1%	6 1%	19 2%	13 3%	6 2%	1 9%	11 3%	37 2%	24 4%	15 2%	7 1%	11 2%	14 2%	14 3%	8 3%	22 3%	24 2%	23 2%	1 4%	48 2%	-
Having access to the Internet	45 2%	5 3%	8 2%	26 3%	5 1%	1 *	0 3%	15 4%	31 2%	10 2%	14 2%	20 3%	11 2%	17 2%	12 3%	6 2%	18 2%	23 2%	23 2%	-	45 2%	-
Being able to complete the transaction entirely online	38 2%	5 3%	4 1%	16 2%	5 1%	8 3%	0 *	7 2%	31 2%	13 2%	10 1%	14 2%	10 2%	16 2%	4 1%	9 3%	13 2%	15 1%	22 2%	1 4%	38 2%	-
1-800 technical support line	32 1%	1 1%	3 1%	16 2%	7 2%	6 2%	0 *	7 2%	26 1%	9 1%	10 1%	12 2%	11 2%	10 1%	9 2%	3 1%	12 1%	16 1%	16 1%	1 4%	32 1%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q5. What would encourage or motivate you to [use more/start using] online government services? Anything else?
BASE: All respondents who use Internet
Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Low cost / free to use	24 1%	1 1%	2 *	9 1%	11 2%	1 *	0 *	1 *	24 1%	12 2%	9 1%	3 *	6 1%	10 1%	8 2%	-	8 1%	20 2%	5 *	-	24 1%	-
					BCF				H									S				
Change in political representation	20 1%	1 1%	-	7 1%	9 2%	3 1%	-	4 1%	15 1%	3 1%	10 1%	4 1%	3 1%	11 1%	5 1%	1 *	6 1%	15 1%	4 *	1 4%	20 1%	-
																		S				
Having access to a computer	18 1%	1 1%	3 *	7 1%	3 1%	4 2%	0 *	1 *	17 1%	4 1%	6 1%	8 1%	7 1%	7 1%	0 *	3 1%	4 *	9 1%	9 1%	-	18 1%	-
													O									
Other	35 2%	1 1%	11 2%	13 1%	7 1%	3 1%	0 1%	3 1%	32 2%	8 1%	17 2%	7 1%	3 1%	14 2%	8 2%	10 3%	18 2%	14 1%	20 2%	1 4%	35 2%	-
																M	M					
Don't know	235 10%	24 15%	61 12%	65 7%	45 10%	37 15%	2 15%	52 13%	182 10%	75 12%	91 11%	55 7%	67 12%	82 9%	46 10%	36 11%	82 10%	106 10%	125 11%	4 17%	235 10%	-
						DE				L	L											
Refused	3 *	1 1%	-	-	1 *	1 *	0 *	0 *	3 *	-	0 *	2 *	-	2 *	1 *	-	1 *	2 *	1 *	1 4%	3 *	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q5. What would encourage or motivate you to [use more/start using] online government services? Anything else?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Easier to access / use	362 35%	16 23%	99 41%	132 33%	65 36%	50 35%	-	37 31%	325 36%	105 38%	123 34%	134 34%	66 28%	131 33%	108 41%	54 46%	162 43%	175 36%	183 35%	4 27%
Don't need encouragement, just haven't had need	94 9%	13 18%	23 9%	34 9%	11 6%	14 10%	-	15 13%	80 9%	15 6%	38 10%	41 11%	23 10%	41 10%	17 7%	12 10%	29 8%	42 9%	53 10%	-
Being able to complete the transaction entirely online	80 8%	7 10%	16 7%	30 8%	17 9%	9 7%	-	8 7%	72 8%	25 9%	26 7%	29 7%	19 8%	27 7%	28 11%	5 5%	34 9%	40 8%	39 7%	1 7%
Confidence that my personal information will be safe	69 7%	2 3%	18 8%	30 8%	11 6%	7 5%	-	11 9%	58 6%	14 5%	25 7%	30 8%	11 5%	27 7%	17 6%	11 9%	28 7%	30 6%	37 7%	2 13%
Low cost / free to use	65 6%	7 10%	11 4%	29 7%	9 5%	9 6%	-	8 7%	58 6%	28 10%	21 6%	16 4%	17 7%	21 5%	15 6%	12 10%	27 7%	41 8%	24 5%	-
Nothing - intend to use the services	41 4%	2 3%	10 4%	16 4%	6 3%	7 5%	-	2 2%	39 4%	12 4%	6 2%	23 6%	8 3%	14 4%	17 6%	3 2%	20 5%	20 4%	20 4%	1 7%
Increased awareness/promote the services	39 4%	4 6%	6 2%	16 4%	8 4%	5 3%	-	4 4%	34 4%	10 4%	13 4%	16 4%	10 4%	18 4%	8 3%	2 2%	11 3%	14 3%	24 4%	1 7%
Online technical support	15 1%	1 1%	0 *	10 2%	2 1%	2 1%	-	1 1%	14 2%	3 1%	7 2%	5 1%	3 1%	5 1%	4 2%	2 2%	6 2%	5 1%	9 2%	1 7%
Nothing - have no intention of using the services	13 1%	-	2 1%	5 1%	4 2%	2 2%	-	-	13 1%	1 *	6 2%	6 2%	3 1%	6 1%	3 1%	1 1%	4 1%	4 1%	8 1%	1 7%
Ability to access service through alternative platforms (i.e., mobile/smartphone)	12 1%	1 2%	2 1%	7 2%	2 1%	-	-	1 1%	11 1%	9 3%	-	3 1%	1 1%	3 1%	5 2%	2 2%	7 2%	3 1%	9 2%	-
Understanding the advantages	9 1%	1 1%	2 1%	2 1%	3 2%	1 1%	-	2 2%	7 1%	2 1%	3 1%	4 1%	-	8 2%	1 *	-	1 *	3 1%	6 1%	-
Having access to the Internet	5 *	-	1 1%	2 1%	1 1%	-	1 100%	-	5 1%	-	3 1%	2 1%	-	1 *	4 2%	-	4 1%	1 *	4 1%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q5. What would encourage or motivate you to [use more/start using] online government services? Anything else?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Having access to a computer	2 *%	-	1 1%	1 *%	-	-	-	-	2 *%	-	-	2 1%	-	-	1 1%	1 1%	2 1%	1 *%	1 *%	-
1-800 technical support line	2 *%	-	1 *%	-	1 1%	-	-	-	2 *%	-	2 1%	-	-	1 *%	-	1 1%	1 *%	1 *%	1 *%	-
Change in political representation	2 *%	-	1 *%	-	1 1%	-	-	-	2 *%	-	1 *%	1 *%	2 1%	-	-	-	-	1 *%	1 *%	-
Other	189 18%	9 13%	43 18%	78 20%	35 19%	24 17%	-	19 16%	170 19%	47 17%	68 19%	74 19%	49 21%	79 20%	39 15%	17 15%	56 15%	91 19%	93 18%	5 33%
Don't know	66 6%	4 6%	15 6%	24 6%	14 7%	8 6%	-	15 13%	50 5%	9 3%	24 7%	32 8%	23 10%	27 7%	11 4%	3 3%	14 4%	26 5%	40 7%	-
Refused	63 6%	9 12%	11 4%	18 5%	12 7%	13 9%	-	5 4%	57 6%	23 8%	23 6%	17 4%	14 6%	27 7%	14 5%	6 5%	20 5%	26 5%	36 7%	1 7%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q5. What would encourage or motivate you to [use more/start using] online government services? Anything else?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Easier to access / use	1042 31%	679 30%	362 35% B
Don't need encouragement, just haven't had need	592 18%	498 22% C	94 9%
Nothing - have no intention of using the services	286 9%	272 12% C	13 1%
Nothing - intend to use the services	233 7%	192 8% C	41 4%
Increased awareness/promote the services	214 6%	175 8% C	39 4%
Confidence that my personal information will be safe	179 5%	109 5%	69 7%
Being able to complete the transaction entirely online	118 4%	38 2%	80 8% B
Low cost / free to use	90 3%	24 1%	65 6% B
Online technical support	72 2%	57 2%	15 1%
Understanding the advantages	62 2%	53 2% C	9 1%
Ability to access service through alternative platforms (i.e., mobile/smartphone)	60 2%	48 2% C	12 1%
Having access to the Internet	51 2%	45 2% C	5 *%
1-800 technical support line	35 1%	32 1% C	2 *%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q5. What would encourage or motivate you to [use more/start using] online government services? Anything else?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Change in political representation	22 1%	20 1% C	2 *%
Having access to a computer	20 1%	18 1% C	2 *%
Other	224 7%	35 2%	189 18% B
Don't know	300 9%	235 10% C	66 6%
Refused	66 2%	3 *%	63 6% B

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q6. When you need to contact the Government of Canada for information or to receive service, how do you prefer to do so?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
By telephone	1145	73	320	402	238	103	8	241	904	253	360	478	403	411	197	116	314	498	634	13	1002	143
	46%	39%	56%	42%	47%	38%	62%	52%	44%	39%	44%	53%	56%	45%	39%	35%	38%	42%	50%	36%	44%	64%
			BDEF		BF			BDF	I			JK	NO PQ	PQ					R			U
Online	829	52	176	346	160	92	2	132	697	271	334	196	131	310	230	155	385	426	394	9	820	9
	33%	28%	31%	36%	31%	34%	14%	28%	34%	42%	41%	22%	18%	34%	46%	47%	46%	36%	31%	25%	36%	4%
				BG		G			H	L	L			M	MN	MN	MN		S		V	
In person by visiting an office	451	56	59	177	98	60	2	83	368	106	118	190	160	167	61	52	113	226	213	13	399	52
	18%	30%	10%	19%	19%	22%	15%	18%	18%	16%	14%	21%	22%	18%	12%	16%	14%	19%	17%	36%	18%	23%
			CDEF	C	C	C						K	OPQ	OQ						RS		
Do not contact the Government of Canada	41	3	13	9	10	5	1	4	37	3	7	27	18	13	6	3	9	19	21	1	30	12
	2%	2%	2%	1%	2%	2%	9%	1%	2%	1%	1%	3%	3%	1%	1%	1%	1%	2%	2%	3%	1%	5%
							BCDEF					JK										U
Don't know	30	2	4	12	3	8	0	5	25	9	5	15	12	8	7	3	10	16	13	-	24	5
	1%	1%	1%	1%	1%	3%	*%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%		1%	2%
						CE																
Refused	4	-	-	2	1	1	-	-	4	-	-	3	2	1	-	-	-	2	2	-	2	2
	*%			*%	*%	*%			*%			*%	*%	*%				*%	*%		*%	1%

Comparison Groups: BCDEF/GHI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q6. When you need to contact the Government of Canada for information or to receive service, how do you prefer to do so?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Online	495 48%	33 48%	89 37%	214 54%	86 47%	74 52%	-	45 38%	450 49%	141 51%	184 51%	170 43%	90 38%	186 46%	154 59%	61 52%	215 57%	254 52%	236 45%	5 33%
				C	C	C			H		L				MN	M	MN		S	
By telephone	331 32%	21 30%	111 46%	105 27%	56 31%	39 27%	-	42 35%	289 32%	66 24%	120 33%	146 37%	80 34%	137 34%	65 25%	41 35%	106 28%	143 29%	185 35%	3 20%
			BDEF								J	J	O	O						
In person by visiting an office	152 15%	10 14%	22 9%	65 16%	29 16%	25 18%	1 100%	18 15%	134 15%	52 19%	42 12%	58 15%	39 17%	59 15%	37 14%	14 12%	51 13%	72 15%	76 14%	4 27%
				C		C	BCDEF			K										
Do not contact the Government of Canada	55 5%	6 9%	21 9%	12 3%	12 6%	5 4%	-	14 12%	41 4%	19 7%	16 4%	20 5%	26 11%	18 5%	7 3%	2 2%	9 2%	19 4%	33 6%	3 20%
			DF					I					NO PQ							

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q6. When you need to contact the Government of Canada for information or to receive service, how do you prefer to do so?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
By telephone	1476 42%	1145 46% C	331 32%
Online	1324 37%	829 33%	495 48% B
In person by visiting an office	603 17%	451 18% C	152 15%
Do not contact the Government of Canada	96 3%	41 2%	55 5% B
Don't know	30 1%	30 1%	-
Refused	4 *%	4 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7A. Why do you prefer visiting an office?
 BASE: All respondents who prefer to contact GOC via office
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	451	56	59	177	98	60	2	83	368	106	118	190	160	167	61	52	113	226	213	13	399	52
Unweighted 'N'	513	117	46	119	110	69	52	118	395	87	113	275	202	178	63	58	121	273	227	13	445	68
Prefer to deal with humans/service agents	276 61%	35 63%	33 56%	98 55%	68 69%	40 67%	1 72%	54 65%	222 60%	66 62%	74 63%	115 61%	104 65%	101 60%	37 60%	28 54%	65 57%	138 61%	129 61%	9 69%	243 61%	33 63%
It's more convenient	135 30%	17 30%	13 22%	58 33%	29 30%	17 29%	0 21%	23 27%	112 30%	27 25%	37 31%	60 32%	50 32%	44 26%	21 35%	17 33%	38 34%	65 29%	68 32%	1 8%	119 30%	15 29%
It's easier	100 22%	13 23%	9 16%	45 25%	19 19%	13 22%	0 19%	17 21%	83 22%	29 28%	27 23%	41 21%	33 21%	48 28%	9 15%	8 16%	17 15%	44 19%	55 26%	1 8%	89 22%	11 20%
Don't trust online transactions	38 8%	3 5%	5 9%	16 9%	6 6%	7 12%	-	3 4%	35 9%	10 10%	12 10%	9 5%	13 8%	11 7%	7 11%	6 12%	13 12%	15 7%	21 10%	2 15%	37 9%	1 2%
It takes too long to get through by phone	33 7%	2 3%	5 8%	17 9%	8 8%	2 3%	0 8%	1 2%	32 9%	11 10%	7 6%	15 8%	9 5%	13 8%	2 4%	10 19%	12 11%	16 7%	17 8%	1 8%	32 8%	1 2%
It takes less time	20 4%	2 3%	3 4%	11 6%	2 2%	2 4%	0 6%	3 3%	17 5%	1 1%	7 6%	12 6%	5 3%	10 6%	3 5%	2 3%	5 4%	8 4%	11 5%	-	18 5%	2 3%
Usually need to go into an office to complete a transaction anyway	7 2%	1 2%	1 2%	1 1%	1 1%	2 4%	0 1%	0 *%	7 2%	2 2%	1 1%	3 1%	3 2%	1 1%	2 4%	-	2 2%	2 1%	4 2%	1 8%	5 1%	3 5%
Didn't have another option	5 1%	1 2%	1 2%	3 2%	-	-	0 3%	2 3%	3 1%	-	4 3%	1 1%	3 2%	1 *%	1 2%	-	1 1%	3 2%	2 1%	-	5 1%	0 *%
Don't live near a service centre/office	1 *%	-	-	-	-	1 1%	-	-	1 *%	-	-	1 *%	-	1 *%	-	-	-	1 *%	-	-	1 *%	-
Other	5 1%	-	1 2%	2 1%	1 1%	1 2%	-	1 1%	4 1%	2 2%	1 1%	-	3 2%	-	-	2 4%	2 2%	4 2%	1 *%	-	5 1%	-
Don't know	5 1%	0 1%	1 2%	2 1%	2 2%	-	0 3%	3 4%	2 1%	0 *%	2 2%	2 1%	1 1%	3 2%	-	1 3%	1 1%	2 1%	2 1%	1 8%	5 1%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7A. Why do you prefer visiting an office?
 BASE: All respondents who prefer to contact GOC via office
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	152	10	22	65	29	25	1	18	134	52	42	58	39	59	37	14	51	72	76	4
Unweighted 'N'	144	9	27	59	26	22	1	17	127	39	40	65	35	59	33	14	47	68	72	4
It's more convenient	55 36%	5 48%	5 24%	23 35%	16 55% CF	6 25%	-	2 13%	53 39% H	18 34%	11 26%	27 46% K	14 35%	20 35%	13 36%	6 41%	19 37%	23 31%	32 42%	1 25%
Prefer to deal with humans/service agents	46 31%	4 41%	5 24%	17 27%	13 45%	6 24%	1 100% BCDEF	8 43%	39 29%	10 20%	12 30%	24 41% J	10 26%	20 33%	13 34%	4 30%	17 33%	21 29%	25 33%	-
It's easier	26 17%	3 28%	4 20%	10 16%	3 11%	5 20%	-	4 24%	21 16%	6 12%	9 21%	10 18%	7 17%	13 22%	5 14%	1 7%	6 12%	10 14%	16 21%	-
It takes less time	19 13%	-	4 20%	11 17%	3 11%	-	-	1 6%	18 13%	8 16%	2 6%	8 14%	7 17%	6 10%	2 6%	4 31%	7 13%	11 15%	7 10%	1 25%
Don't trust online transactions	9 6%	-	-	7 11%	-	2 9%	-	2 14%	7 5%	6 12%	-	3 5%	3 6%	3 5%	4 10%	-	4 7%	5 7%	4 6%	-
It takes too long to get through by phone	7 5%	1 9%	1 5%	4 6%	1 4%	-	-	1 6%	6 4%	-	1 2%	6 10%	2 5%	2 3%	2 5%	1 7%	3 6%	3 4%	4 5%	-
Didn't have another option	4 2%	-	2 7%	1 2%	-	1 4%	-	-	4 3%	2 3%	1 3%	1 2%	1 3%	3 4%	-	-	-	3 4%	1 1%	-
Don't know	2 1%	-	-	1 2%	-	1 4%	-	1 6%	1 1%	1 2%	1 2%	-	1 3%	-	1 2%	-	1 2%	1 1%	1 1%	-
Refused	19 12%	-	2 9%	10 15% E	1 3%	6 24% E	-	-	19 14%	8 15%	9 21% L	2 4%	4 10%	4 7%	6 17%	4 27%	10 19%	11 15%	6 8%	2 50%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7A. Why do you prefer visiting an office?
 BASE: All respondents who prefer to contact GOC via office
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	603	451	152
Unweighted 'N'	657	513	144
Prefer to deal with humans/service agents	323 54%	276 61% C	46 31%
It's more convenient	190 31%	135 30%	55 36%
It's easier	126 21%	100 22%	26 17%
Don't trust online transactions	47 8%	38 8%	9 6%
It takes too long to get through by phone	40 7%	33 7%	7 5%
It takes less time	39 6%	20 4%	19 13% B
Didn't have another option	9 1%	5 1%	4 2%
Usually need to go into an office to complete a transaction anyway	7 1%	7 2%	-
Don't live near a service centre/office	1 *%	1 *%	-
Other	5 1%	5 1%	-
Don't know	7 1%	5 1%	2 1%
Refused	19 3%	-	19 12%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7B. Why do you prefer using the phone?
 BASE: All respondents who prefer to contact GOC via phone
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	1145	73	320	402	238	103	8	241	904	253	360	478	403	411	197	116	314	498	634	13	1002	143
Unweighted 'N'	1152	166	251	263	264	116	92	275	877	187	327	584	424	410	185	114	299	525	614	13	980	172
Prefer to deal with humans/service agents	509 44%	32 43%	142 44%	187 47%	103 43%	41 39%	5 65%	117 48%	392 43%	107 42%	192 53%	190 40%	142 35%	188 46%	108 55%	65 56%	173 55%	232 47%	271 43%	6 46%	492 49%	17 12%
It's easier	407 36%	30 41%	116 36%	148 37%	75 31%	38 36%	2 22%	80 33%	327 36%	134 53%	115 32%	144 30%	157 39%	134 33%	71 36%	40 35%	112 36%	186 37%	219 34%	2 15%	363 36%	44 31%
It's more convenient	391 34%	22 30%	98 30%	145 36%	78 33%	46 45%	3 34%	67 28%	324 36%	89 35%	117 32%	171 36%	128 32%	146 36%	73 37%	42 36%	114 37%	156 31%	233 37%	2 15%	347 35%	44 31%
It takes less time	80 7%	4 6%	20 6%	25 6%	23 10%	7 7%	0 3%	11 4%	69 8%	27 11%	28 8%	23 5%	20 5%	36 9%	9 5%	15 13%	24 8%	42 8%	38 6%	-	75 7%	5 4%
Didn't have another option	40 3%	4 6%	15 5%	10 3%	6 2%	4 4%	0 2%	8 3%	32 3%	0 *	2 1%	34 7%	23 6%	8 2%	4 2%	0 *	5 1%	13 3%	25 4%	2 15%	8 1%	31 22%
Don't trust online transactions	36 3%	3 4%	6 2%	18 4%	6 3%	3 3%	0 1%	8 3%	28 3%	2 1%	9 3%	19 4%	16 4%	14 3%	3 2%	2 1%	5 2%	14 3%	20 3%	2 15%	32 3%	4 3%
Don't live near a service centre/office	35 3%	3 4%	10 3%	11 3%	7 3%	3 2%	1 6%	15 6%	20 2%	6 2%	10 3%	19 4%	18 5%	9 2%	6 3%	1 1%	6 2%	15 3%	20 3%	-	25 3%	10 7%
It takes too long to get through by phone	1 *%	-	-	1 *%	-	-	-	-	1 *%	-	-	1 *%	1 *%	-	-	-	-	-	1 *%	-	1 *%	-
Other	10 1%	0 *%	1 *%	6 1%	2 1%	-	-	3 1%	7 1%	1 *%	2 1%	5 1%	4 1%	5 1%	1 1%	-	1 *%	5 1%	5 1%	-	6 1%	4 2%
Don't know	14 1%	1 1%	8 2%	1 *%	4 2%	-	0 1%	2 1%	11 1%	-	1 *%	11 2%	9 2%	3 1%	1 *%	0 *%	1 *%	7 1%	6 1%	1 8%	6 1%	8 5%
Refused	1 *%	-	-	-	1 1%	-	-	-	1 *%	1 *%	-	-	-	1 *%	-	-	-	-	1 *%	-	1 *%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7B. Why do you prefer using the phone?
 BASE: All respondents who prefer to contact GOC via phone
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	331	21	111	105	56	39	-	42	289	66	120	146	80	137	65	41	106	143	185	3
Unweighted 'N'	350	17	150	94	53	36	-	45	305	49	110	191	81	149	69	42	111	173	174	3
It's more convenient	131 39%	10 47%	40 36%	45 43%	18 33%	17 45%	-	13 30%	118 41%	25 38%	50 42%	55 38%	23 29%	60 44%	26 39%	18 45%	44 41%	58 41%	71 39%	1 33%
Prefer to deal with humans/service agents	128 39%	10 49%	41 37%	45 42%	19 35%	13 34%	-	14 34%	114 40%	16 24%	48 40%	65 45%	27 34%	54 39%	29 45%	15 37%	44 42%	57 40%	71 38%	1 33%
It's easier	84 25%	5 26%	31 28%	28 27%	11 20%	8 22%	-	11 26%	73 25%	20 31%	30 25%	34 24%	22 28%	36 26%	15 23%	11 26%	26 24%	40 28%	45 24%	-
It takes less time	66 20%	2 10%	20 18%	22 21%	10 19%	10 27%	-	6 15%	59 21%	17 25%	20 16%	29 20%	13 17%	27 20%	12 19%	11 27%	23 22%	28 20%	36 20%	1 33%
Don't trust online transactions	10 3%	-	6 6%	3 3%	1 2%	-	-	5 11%	5 2%	-	4 3%	6 4%	5 6%	2 1%	2 3%	0 1%	2 2%	4 3%	5 3%	1 33%
Don't live near a service centre/office	9 3%	-	1 1%	1 1%	3 6%	4 11%	-	2 5%	7 2%	2 4%	5 4%	2 1%	3 4%	5 3%	2 3%	-	2 2%	2 1%	8 4%	-
Didn't have another option	4 1%	-	-	2 2%	1 2%	1 3%	-	1 2%	3 1%	-	1 1%	3 2%	1 1%	2 1%	1 2%	-	1 1%	1 1%	3 2%	-
Don't know	3 1%	-	1 1%	-	2 4%	-	-	1 3%	2 1%	-	2 2%	1 1%	1 1%	-	1 2%	1 3%	2 2%	0 *	3 2%	-
Refused	16 5%	2 8%	3 3%	7 7%	2 4%	2 5%	-	1 3%	15 5%	6 10%	6 5%	4 3%	6 8%	4 3%	2 2%	3 8%	5 5%	6 4%	10 5%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7B. Why do you prefer using the phone?
 BASE: All respondents who prefer to contact GOC via phone
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	1476	1145	331
Unweighted 'N'	1502	1152	350
Prefer to deal with humans/service agents	638 43%	509 44%	128 39%
It's more convenient	522 35%	391 34%	131 39%
It's easier	491 33%	407 36%	84 25%
		C	
It takes less time	146 10%	80 7%	66 20%
			B
Don't trust online transactions	46 3%	36 3%	10 3%
Don't live near a service centre/office	44 3%	35 3%	9 3%
Didn't have another option	44 3%	40 3%	4 1%
		C	
It takes too long to get through by phone	1 *%	1 *%	-
Other	10 1%	10 1%	-
Don't know	17 1%	14 1%	3 1%
Refused	18 1%	1 *%	16 5%
			B

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7C. Why do you prefer going online?
 BASE: All respondents who prefer to contact GOC via online
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity grad.	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	829	52	176	346	160	92	2	132	697	271	334	196	131	310	230	155	385	426	394	9	820	9
Unweighted 'N'	750	105	140	199	159	97	50	141	609	193	283	246	129	277	203	138	341	405	336	9	742	8
It's more convenient	492 59%	32 62% CG	85 48%	211 61%	103 64% CG	61 66% CG	1 42%	71 54%	421 60%	171 63%	195 59%	113 57%	77 59%	165 53%	145 63%	103 67% N	248 64% N	243 57%	245 62%	4 44%	490 60% V	2 23%
It's easier	360 43%	29 54% EFG	73 42%	161 46%	64 40%	33 35%	1 33%	57 43%	304 44%	141 52% KL	135 40%	72 37%	68 52% P	135 43%	99 43%	58 38%	157 41%	205 48% S	150 38%	6 67%	352 43%	8 88% U
It takes less time	232 28%	8 16%	72 41% BDEFG	90 26%	42 26%	19 20%	0 15%	27 21%	205 29%	62 23%	106 32% J	56 29%	25 19%	92 30% M	62 27%	50 33% M	112 29% M	124 29%	107 27%	1 11%	232 28%	-
It takes too long to get through by phone	105 13%	4 8%	23 13%	40 11%	28 17% B	11 12%	0 18%	23 17%	82 12%	28 10%	44 13%	30 15%	16 12%	34 11%	37 16%	18 11%	54 14%	52 12%	53 13%	-	105 13%	-
Don't live near a service centre/office	15 2%	1 2%	5 3%	3 1%	2 1%	3 4%	0 19% BCDEF	9 7%	6 1%	4 1%	2 1%	7 4% K	1 *%	7 2%	4 2%	3 2%	7 2%	6 1%	9 2%	-	15 2%	-
Didn't have another option	4 1%	0 1%	-	2 1%	1 1%	-	0 7%	3 2%	1 *%	0 *%	0 *%	4 2% 2%	2 1% 1%	2 *%	0 *%	-	0 *% *%	2 1%	2 *%	-	4 1%	0 1%
Don't trust online transactions	4 *%	1 3%	-	-	1 1%	1 1%	-	-	4 1%	1 *%	1 *%	0 *%	2 2%	1 *%	-	-	-	1 *%	1 *%	1 11%	4 *%	-
Prefer to deal with humans/service agents	4 *%	-	-	2 1%	2 1%	-	0 1%	2 1%	2 *%	2 1%	1 *%	1 *%	4 3%	0 *%	-	-	-	4 1%	-	-	4 *%	-
Other	13 2%	2 3%	5 3%	3 1%	1 1%	2 2%	-	2 2%	11 2%	7 3%	2 1%	4 2%	6 5% PQ	4 1%	3 1%	1 *%	3 1%	6 1%	7 2%	-	13 2%	-
Don't know	1 *%	-	-	-	1 *%	1 1%	-	-	1 *%	-	-	1 1%	1 1%	-	-	-	-	1 *%	1 *%	-	1 *%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7C. Why do you prefer going online?
 BASE: All respondents who prefer to contact GOC via online
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	495	33	89	214	86	74	-	45	450	141	184	170	90	186	154	61	215	254	236	5
Unweighted 'N'	486	29	121	191	79	66	-	47	439	108	171	207	90	188	142	62	204	261	220	5
It's more convenient	216 44%	14 42%	31 35%	106 50%	33 39%	31 42%	-	14 31%	202 45%	63 45%	82 44%	71 42%	32 36%	73 39%	81 53%	27 45%	109 51%	110 43%	105 44%	1 20%
It takes less time	183 37%	12 36%	44 49%	75 35%	26 30%	27 36%	-	22 49%	161 36%	44 31%	74 40%	65 38%	39 43%	66 35%	59 38%	20 33%	79 37%	97 38%	85 36%	2 40%
It's easier	157 32%	10 31%	25 28%	60 28%	34 40%	28 37%	-	16 36%	141 31%	52 37%	56 31%	49 29%	38 43%	55 30%	44 28%	20 33%	64 30%	79 31%	77 33%	2 40%
It takes too long to get through by phone	66 13%	5 15%	17 19%	21 10%	14 17%	9 12%	-	6 14%	60 13%	5 4%	23 13%	38 22%	10 11%	39 21%	14 9%	3 6%	18 8%	31 12%	35 15%	-
Don't live near a service centre/office	8 2%	1 3%	0 *%	3 1%	4 5%	-	-	2 5%	6 1%	-	1 *%	7 4%	2 2%	5 3%	-	1 2%	1 1%	4 2%	3 1%	1 20%
Prefer to deal with humans/service agents	2 *%	-	1 2%	-	-	1 1%	-	-	2 1%	-	1 1%	1 1%	1 1%	-	-	1 2%	1 1%	1 1%	1 *%	-
Didn't have another option	1 *%	-	0 *%	1 *%	-	-	-	0 1%	1 *%	-	-	1 1%	0 *%	-	-	1 2%	1 *%	1 1%	-	-
Don't know	1 *%	-	-	1 1%	-	-	-	-	1 *%	1 1%	-	-	-	-	-	1 2%	1 1%	1 1%	-	-
Refused	26 5%	2 5%	2 3%	17 8%	3 3%	3 4%	-	1 2%	25 6%	12 9%	12 6%	2 1%	5 5%	12 6%	5 3%	3 4%	8 4%	11 4%	13 6%	2 40%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q7C. Why do you prefer going online?
 BASE: All respondents who prefer to contact GOC via online
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	1324	829	495
Unweighted 'N'	1236	750	486
It's more convenient	708 53%	492 59% C	216 44%
It's easier	517 39%	360 43% C	157 32%
It takes less time	415 31%	232 28%	183 37% B
It takes too long to get through by phone	172 13%	105 13%	66 13%
Don't live near a service centre/office	23 2%	15 2%	8 2%
Prefer to deal with humans/service agents	6 *%	4 *%	2 *%
Didn't have another option	6 *%	4 1%	1 *%
Don't trust online transactions	4 *%	4 *%	-
Other	13 1%	13 2%	-
Don't know	3 *%	1 *%	1 *%
Refused	26 2%	-	26 5%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q8. Have you ever accessed Government of Canada services through an online account, such as My Service Canada Account or Canada Revenue Agency's My Account?
 BASE: All respondents who use Internet
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2277	163	521	875	459	247	12	411	1866	636	801	744	580	872	483	320	803	1085	1168	24	2277	-
Unweighted 'N'	2228	345	408	538	484	270	183	474	1754	470	714	947	608	845	444	306	750	1118	1086	24	2228	-
Yes	1330	93	281	510	280	159	8	208	1122	397	514	371	250	550	301	219	521	670	649	11	1330	-
	58%	57%	54%	58%	61%	65%	62%	51%	60%	62%	64%	50%	43%	63%	62%	69%	65%	62%	56%	46%	58%	
					C	C			H	L	L			M	M	M	M	S				
No	917	66	235	353	177	81	5	198	719	225	282	363	317	311	177	98	276	408	496	13	917	-
	40%	41%	45%	40%	39%	33%	38%	48%	39%	35%	35%	49%	55%	36%	37%	31%	34%	38%	42%	54%	40%	
			F	F				I				JK	NOPQ					R				
Don't know	30	4	6	12	2	6	-	5	25	15	5	10	13	11	4	2	7	7	23	-	30	-
	1%	3%	1%	1%	1%	3%		1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%		1%	
		E								K			Q						R			

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q8. Have you ever accessed Government of Canada services through an online account, such as My Service Canada Account or Canada Revenue Agency's My Account?
 BASE: All respondents who use Internet
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Yes	764 74%	58 83% C	166 68%	298 75%	130 72%	111 78% C	1 100% BCDEF	88 74%	676 74%	184 66%	281 78% J	299 76% J	144 61%	318 80% M	200 76% M	91 77% M	291 77% M	368 75%	388 73%	8 53%
No	269 26%	12 17%	77 32% BF	98 25%	51 28%	32 22%	-	31 26%	238 26%	93 34% KL	81 22%	95 24%	91 39% NOPQ	81 20%	63 24%	27 23%	89 23%	122 25%	141 27%	7 47%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q8. Have you ever accessed Government of Canada services through an online account, such as My Service Canada Account or Canada Revenue Agency's My Account?
 BASE: All respondents who use Internet
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3310	2277	1033
Unweighted 'N'	3261	2228	1033
Yes	2094 63%	1330 58%	764 74% B
No	1186 36%	917 40% C	269 26%
Don't know	30 1%	30 1%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q9. What is your preferred method of signing into Government of Canada online services?
 BASE: All respondents who accessed GOC services online
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	1330	93	281	510	280	159	8	208	1122	397	514	371	250	550	301	219	521	670	649	11	1330	-
Unweighted 'N'	1276	194	219	311	287	165	100	240	1036	303	454	470	271	513	275	207	482	676	589	11	1276	-
Using a Government of Canada Sign-in like the GCKey*	596 45%	48 51%	111 40%	240 47%	120 43%	74 47%	3 37%	112 54%	483 43%	179 45%	224 44%	172 46%	101 40%	254 46%	132 44%	105 48%	237 46%	297 44%	293 45%	6 55%	596 45%	-
Using the same login information you use for online banking**	369 28%	22 24%	106 38%	125 24%	78 28%	36 22%	2 26%	43 21%	326 29%	100 25%	171 33%	89 24%	58 23%	151 27%	101 33%	59 27%	159 31%	185 28%	183 28%	1 9%	369 28%	-
Using social media, such as Facebook, to sign-in	68 5%	7 8%	14 5%	27 5%	15 5%	5 3%	0 3%	10 5%	58 5%	37 9%	15 3%	14 4%	17 7%	30 5%	13 4%	6 3%	20 4%	44 7%	23 4%	-	68 5%	-
None of the above	258 19%	14 15%	37 13%	104 20%	63 22%	38 24%	2 20%	36 18%	221 20%	69 17%	89 17%	84 23%	69 27%	104 19%	44 15%	37 17%	81 16%	123 18%	131 20%	3 27%	258 19%	-
No preference	40 3%	2 2%	12 4%	14 3%	4 2%	6 4%	1 14%	6 3%	34 3%	12 3%	14 3%	12 3%	6 2%	12 2%	10 3%	12 6%	23 4%	21 3%	19 3%	1 9%	40 3%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q9. What is your preferred method of signing into Government of Canada online services?
 BASE: All respondents who accessed GOC services online
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	764	58	166	298	130	111	1	88	676	184	281	299	144	318	200	91	291	368	388	8
Unweighted 'N'	766	50	222	268	122	103	1	90	676	142	260	364	143	328	191	93	284	393	365	8
Using a Government of Canada Sign-in like the GCKey*	392 51%	24 42%	80 48%	158 53%	68 52%	61 55%	1 100%	41 47%	351 52%	88 48%	146 52%	158 53%	77 54%	173 54%	98 49%	38 41%	136 47%	190 52%	199 51%	3 38%
Using the same login information you use for online banking**	257 34%	26 45%	65 39%	88 30%	44 34%	34 30%	-	32 37%	224 33%	68 37%	91 33%	97 32%	54 37%	91 29%	70 35%	40 44%	110 38%	124 34%	130 34%	2 25%
Using social media, such as Facebook, to sign-in	21 3%	-	4 2%	14 5%	3 2%	-	-	1 1%	20 3%	8 4%	7 2%	7 2%	3 2%	9 3%	7 3%	2 3%	9 3%	11 3%	10 2%	-
None of the above	94 12%	8 13%	17 11%	38 13%	15 12%	16 15%	-	13 15%	81 12%	20 11%	37 13%	37 12%	10 7%	45 14%	24 12%	11 12%	36 12%	42 11%	49 13%	3 38%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q9. What is your preferred method of signing into Government of Canada online services?
 BASE: All respondents who accessed GOC services online
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	2094	1330	764
Unweighted 'N'	2042	1276	766
Using a Government of Canada Sign-in like the GCKey*	988 47%	596 45%	392 51% B
Using the same login information you use for online banking**	626 30%	369 28%	257 34% B
Using social media, such as Facebook, to sign-in	88 4%	68 5% C	21 3%
None of the above	352 17%	258 19% C	94 12%
No preference	40 2%	40 3%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q10A. [True/False]: The Government of Canada shares the personal information it collects from you among different federal departments as part of service delivery?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
1 - Definitely true	605 24%	39 21%	153 27% FG	239 25% F	120 24%	52 19%	1 11%	100 21%	505 25%	149 23%	220 27%	210 23%	159 22%	227 25%	126 25%	86 26%	212 26%	333 28% S	264 21%	8 22%	561 25%	44 20%
2 - Probably true	1196 48%	92 49%	280 49%	431 45%	250 49%	136 51%	8 59%	238 51%	958 47%	343 53% L	397 48%	406 45%	338 47%	439 48%	260 52%	147 45%	407 49%	546 46% T	639 50% T	11 31%	1100 48%	97 43%
3 - Probably false	327 13%	25 14%	67 12%	133 14%	55 11%	43 16% E	3 24%	52 11%	274 13%	79 12%	103 13%	127 14%	102 14%	124 14%	57 11%	40 12%	97 12%	157 13%	167 13%	3 8%	304 13%	23 10%
4 - Definitely false	165 7%	15 8% C	24 4%	70 7% C	41 8% C	14 5%	0 3%	27 6%	138 7%	29 4%	51 6%	71 8% J	53 7%	56 6%	33 7%	20 6%	53 6%	63 5%	93 7%	9 25% RS	143 6%	22 10%
Don't know	203 8%	15 8%	46 8%	74 8%	43 8%	24 9%	1 4%	47 10%	156 8%	40 6%	52 6%	92 10% JK	71 10% O	62 7%	24 5%	36 11% O	60 7%	87 7%	111 9%	5 14%	167 7%	36 16% U
Refused	5 *%	-	2 *%	2 *%	-	1 *%	-	1 *%	4 *%	2 *%	-	2 *%	2 *%	1 *%	-	1 *%	1 *%	1 *%	4 *%	-	4 *%	1 1%
NET: Top 2	1801 72%	131 70%	433 76%	670 71%	371 73%	188 70%	9 70%	338 73%	1463 72%	492 77% L	618 75% L	616 68%	497 69%	666 73%	387 77% M	233 71% M	620 75% M	879 74% T	903 71% T	19 53%	1661 73% V	140 63%
NET: Bottom 2	492 20%	40 21% C	92 16%	203 21% C	96 19%	57 21%	3 26%	80 17%	412 20%	108 17%	154 19%	199 22% J	155 21%	180 20%	91 18%	60 18%	150 18%	220 19%	260 20%	12 33%	446 20%	45 20%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q10A. [True/False]: The Government of Canada shares the personal information it collects from you among different federal departments as part of service delivery?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
1 - Definitely true	219 21%	10 14%	68 28% BDE	80 20%	32 18%	28 20%	1 100% BCDEF	19 16%	200 22%	61 22%	80 22%	78 20%	49 21%	75 19%	61 23%	31 26%	92 24%	120 25% S	96 18%	3 20%
2 - Probably true	579 56%	42 60%	142 59%	220 56%	93 51%	82 57%	-	75 63%	504 55%	153 55%	207 57%	220 56%	132 56%	229 57%	144 55%	64 54%	208 55%	273 56%	297 56%	9 60%
3 - Probably false	171 17%	15 22% C	23 10%	68 17% C	40 22% C	26 18% C	-	17 14%	155 17%	48 17%	54 15%	69 18%	37 16%	69 17%	47 18%	17 15%	64 17%	72 15%	98 19%	1 7%
4 - Definitely false	63 6%	3 4%	9 4%	28 7%	17 9% C	7 5%	-	8 7%	55 6%	15 5%	21 6%	27 7%	17 7%	27 7%	11 4%	6 5%	16 4%	24 5%	37 7%	2 13%
NET: Top 2	799 77%	52 74%	211 87% BDEF	300 76%	125 69%	110 77%	1 100% BCDEF	95 79%	704 77%	214 77%	287 79%	298 76%	181 77%	304 76%	205 78%	95 81%	300 79%	393 80% S	394 74%	12 80%
NET: Bottom 2	234 23%	18 26% C	32 13%	95 24% C	56 31% C	33 23% C	-	24 21%	210 23%	64 23%	75 21%	96 24%	54 23%	96 24%	57 22%	23 19%	80 21%	96 20%	135 26% R	3 20%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q10A. [True/False]: The Government of Canada shares the personal information it collects from you among different federal departments as part of service delivery?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
1 - Definitely true	824 23%	605 24%	219 21%
2 - Probably true	1776 50%	1196 48%	579 56% B
3 - Probably false	498 14%	327 13%	171 17% B
4 - Definitely false	228 6%	165 7%	63 6%
Don't know	203 6%	203 8%	-
Refused	5 +%	5 +%	-
NET: Top 2	2599 74%	1801 72%	799 77% B
NET: Bottom 2	726 21%	492 20%	234 23%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q10B. [True/False]: The Government of Canada and your [provincial / territorial] government share the personal information they collect from you as part of service delivery?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
1 - Definitely true	540 22%	35 19%	146 25% BEF	212 22%	99 19%	46 17%	2 18%	89 19%	451 22%	124 19%	195 24%	190 21%	128 18%	215 24% M	106 21%	79 24% M	185 22% M	284 24% S	249 19%	7 19%	497 22%	43 19%
2 - Probably true	1116 45%	87 47%	252 44%	407 43%	246 48%	120 44%	5 38%	221 48%	894 44%	303 47%	355 43%	410 45%	341 47%	393 43%	233 46%	138 42%	371 45%	540 45%	562 44%	14 39%	1020 45%	96 43%
3 - Probably false	434 17%	29 16%	91 16%	170 18%	92 18%	48 18%	3 25%	74 16%	360 18%	130 20%	140 17%	142 16%	120 16%	157 17%	97 19%	54 16%	151 18%	197 17%	233 18%	4 11%	407 18%	27 12%
4 - Definitely false	210 8%	21 11% CE	40 7%	99 10% E	27 5%	23 8%	1 4%	30 6%	180 9%	36 6%	86 10% J	76 8%	65 9%	72 8%	38 8%	35 11%	72 9%	86 7%	116 9%	8 22% R	187 8%	23 10%
Don't know	196 8%	14 7%	43 7%	61 6%	45 9%	32 12% D	1 6%	51 11% I	145 7%	46 7%	48 6%	88 10% K	69 9%	70 8%	27 5%	25 8%	52 6%	79 7%	114 9%	3 8%	164 7%	32 14% U
Refused	5 *%	0 *%	2 *%	1 *%	1 *%	-	1 8% BCDE	1 *%	4 *%	2 *%	-	2 *%	4 1%	1 *%	-	-	-	1 *%	3 *%	-	3 *%	2 1%
NET: Top 2	1656 66%	122 66%	397 69% F	618 65%	344 68%	166 62%	7 57%	311 67%	1345 66%	427 67%	550 67%	600 66%	469 65%	609 67%	339 68%	216 66%	555 67%	823 69% S	811 63%	21 58%	1517 67%	139 62%
NET: Bottom 2	644 26%	50 27%	131 23%	268 28%	119 23%	71 26%	4 29%	104 22%	540 27%	166 26%	226 27%	218 24%	184 25%	229 25%	135 27%	89 27%	224 27%	283 24%	349 27%	12 33%	594 26%	50 23%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q10B. [True/False]: The Government of Canada and your [provincial / territorial] government share the personal information they collect from you as part of service delivery?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
1 - Definitely true	204 20%	9 12%	58 24%	77 19%	31 17%	28 20%	1 100%	23 19%	181 20%	58 21%	65 18%	81 21%	50 21%	72 18%	52 20%	26 22%	78 20%	106 22%	95 18%	3 20%
2 - Probably true	539 52%	34 49%	134 55%	201 51%	96 53%	75 52%	-	61 52%	478 52%	158 57%	200 55%	181 46%	126 54%	213 53%	133 51%	57 48%	190 50%	267 55%	264 50%	8 53%
3 - Probably false	207 20%	18 26%	36 15%	81 21%	41 23%	31 21%	-	27 23%	180 20%	44 16%	69 19%	93 24%	37 16%	80 20%	60 23%	27 23%	87 23%	89 18%	114 22%	3 20%
4 - Definitely false	83 8%	9 12%	15 6%	37 9%	13 7%	9 6%	-	8 7%	75 8%	17 6%	27 8%	39 10%	22 9%	34 8%	17 7%	8 7%	25 7%	27 6%	55 10%	1 7%
NET: Top 2	743 72%	43 62%	192 79%	277 70%	128 70%	103 72%	1 100%	84 71%	659 72%	217 78%	265 73%	262 66%	176 75%	286 72%	185 71%	82 70%	267 70%	373 76%	359 68%	11 73%
NET: Bottom 2	290 28%	27 38%	51 21%	118 30%	54 30%	39 28%	-	35 29%	255 28%	61 22%	97 27%	132 34%	59 25%	114 28%	77 29%	35 30%	113 30%	116 24%	169 32%	4 27%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q10B. [True/False]: The Government of Canada and your [provincial / territorial] government share the personal information they collect from you as part of service delivery?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
1 - Definitely true	744 21%	540 22%	204 20%
2 - Probably true	1655 47%	1116 45%	539 52% B
3 - Probably false	640 18%	434 17%	207 20%
4 - Definitely false	293 8%	210 8%	83 8%
Don't know	196 6%	196 8%	-
Refused	5 +%	5 +%	-
NET: Top 2	2399 68%	1656 66%	743 72% B
NET: Bottom 2	934 26%	644 26%	290 28%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q11. Canadians may have the option of providing their personal information, only once in order to access services from all Government of Canada departments. Do you strongly agree/strongly disagree with this approach?

BASE: All respondents
Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
1 - Strongly Agree	836 33%	64 34%	193 34%	329 35%	153 30%	94 35%	3 24%	136 29%	700 34%	207 32%	317 38%	287 32%	203 28%	337 37%	179 36%	114 35%	293 35%	430 36%	399 31%	7 19%	790 35%	46 21%
2 - Somewhat Agree	845 34%	60 32%	227 40%	310 33%	174 34%	70 26%	4 29%	152 33%	693 34%	267 42%	234 28%	315 35%	262 36%	278 31%	185 37%	111 34%	295 36%	381 32%	459 36%	6 17%	770 34%	76 34%
3 - Neither Agree nor Disagree	40 2%	3 1%	10 2%	13 1%	10 2%	5 2%	0 1%	7 2%	32 2%	10 2%	13 2%	14 2%	11 2%	14 2%	7 1%	8 2%	15 2%	25 2%	15 1%	-	35 2%	5 2%
4 - Somewhat Disagree	278 11%	24 13%	59 10%	92 10%	65 13%	37 14%	2 14%	64 14%	214 11%	72 11%	96 12%	92 10%	93 13%	99 11%	56 11%	26 8%	82 10%	110 9%	160 13%	8 22%	243 11%	35 16%
5 - Strongly Disagree	453 18%	32 17%	73 13%	188 20%	99 19%	57 21%	4 31%	95 20%	357 18%	74 11%	158 19%	176 19%	135 19%	166 18%	73 15%	66 20%	139 17%	222 19%	219 17%	12 33%	403 18%	50 22%
Don't know	45 2%	4 2%	9 2%	16 2%	9 2%	7 3%	0 *	11 2%	35 2%	11 2%	6 1%	24 3%	20 3%	14 2%	2 *	5 2%	8 1%	20 2%	22 2%	3 8%	35 2%	11 5%
Refused	3 *	-	2 *	1 *	-	-	0 *	0 *	3 *	2 *	-	1 *	2 *	1 *	-	-	-	0 *	3 *	-	2 *	1 1%
NET: Top 2	1681 67%	124 66%	420 73%	639 67%	327 64%	164 61%	7 53%	288 62%	1393 68%	473 74%	551 67%	602 66%	464 64%	615 68%	363 72%	225 68%	588 71%	810 68%	858 67%	13 36%	1560 68%	122 55%
NET: Bottom 2	731 29%	57 30%	132 23%	279 29%	164 32%	93 35%	6 45%	159 34%	571 28%	146 23%	255 31%	267 29%	228 31%	265 29%	129 26%	92 28%	221 27%	331 28%	379 30%	20 56%	646 28%	84 38%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q11. Canadians may have the option of providing their personal information, only once in order to access services from all Government of Canada departments. Do you strongly agree/
strongly disagree with this approach?
BASE: All respondents
Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
1 - Strongly Agree	272 26%	18 26%	74 30%	92 23%	43 24%	45 31%	1 100% BCDEF	28 24%	243 27%	60 22%	91 25%	120 31%	51 22%	99 25%	82 31%	37 32%	119 31%	148 30%	121 23%	3 20%
2 - Somewhat Agree	395 38%	26 38%	93 38%	161 41%	64 35%	51 36%	-	46 39%	348 38%	108 39%	136 38%	150 38%	93 39%	147 37%	107 41%	44 37%	151 40%	190 39%	201 38%	3 20%
3 - Neither Agree nor Disagree	231 22%	13 19%	52 21%	91 23%	45 25%	31 21%	-	27 23%	204 22%	85 31%	80 22%	66 17%	55 23%	98 25%	51 19%	22 19%	73 19%	103 21%	123 23%	5 33%
4 - Somewhat Disagree	72 7%	8 12%	14 6%	26 6%	14 8%	9 7%	-	12 10%	60 7%	9 3%	34 9%	28 7%	18 8%	33 8%	11 4%	6 5%	18 5%	27 6%	43 8%	1 7%
5 - Strongly Disagree	64 6%	4 5%	11 4%	26 7%	16 9%	7 5%	-	5 5%	59 6%	14 5%	20 6%	29 7%	19 8%	23 6%	11 4%	8 7%	19 5%	21 4%	40 8%	3 20%
NET: Top 2	666 64%	44 64%	166 69%	253 64%	107 59%	95 67%	1 100% BCDEF	75 63%	592 65%	169 61%	227 63%	270 69%	144 61%	246 62%	189 72%	81 69%	270 71%	338 69%	322 61%	6 40%
NET: Bottom 2	136 13%	12 18%	25 10%	52 13%	31 17%	17 12%	-	17 15%	118 13%	24 9%	54 15%	58 15%	37 16%	56 14%	23 9%	14 12%	37 10%	48 10%	84 16%	4 27%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q11. Canadians may have the option of providing their personal information, only once in order to access services from all Government of Canada departments. Do you strongly agree/strongly disagree with this approach?

BASE: All respondents
Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
1 - Strongly Agree	1108 31%	836 33% C	272 26%
2 - Somewhat Agree	1240 35%	845 34%	395 38% B
3 - Neither Agree nor Disagree	271 8%	40 2%	231 22% B
4 - Somewhat Disagree	350 10%	278 11% C	72 7%
5 - Strongly Disagree	517 15%	453 18% C	64 6%
Don't know	45 1%	45 2%	-
Refused	3 *%	3 *%	-
NET: Top 2	2348 66%	1681 67%	666 64%
NET: Bottom 2	866 25%	731 29% C	136 13%

Comparison Groups: BC
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q12A. [Not at all comfortable/very comfortable]: You could have a single account for the Gov. of Canada where you could access all federal services. Any changes to you personal info would be shared automatically with other federal services.

BASE: All respondents
Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
5 - Very Comfortable	921 37%	52 28%	295 52%	328 35%	167 33%	77 29%	3 23%	146 31%	775 38%	241 38%	369 45%	285 31%	217 30%	345 38%	211 42%	142 43%	354 43%	481 41%	433 34%	7 19%	879 39%	42 19%
4	519 21%	38 20%	101 18%	209 22%	113 22%	57 21%	2 18%	86 18%	433 21%	188 29%	169 20%	152 17%	140 19%	176 19%	134 27%	66 20%	200 24%	265 22%	253 20%	1 3%	500 22%	19 9%
3	416 17%	37 20%	87 15%	150 16%	88 17%	51 19%	3 21%	87 19%	329 16%	121 19%	113 14%	159 17%	136 19%	147 16%	77 15%	51 15%	128 15%	165 14%	243 19%	8 22%	376 16%	40 18%
2	202 8%	16 9%	29 5%	79 8%	45 9%	32 12%	1 7%	46 10%	156 8%	38 6%	60 7%	93 10%	70 10%	85 9%	17 3%	25 8%	42 5%	78 7%	119 9%	5 14%	171 7%	31 14%
1 - Not at all comfortable	423 17%	41 22%	56 10%	179 19%	93 18%	50 19%	4 30%	96 21%	326 16%	47 7%	113 14%	208 23%	150 21%	153 17%	61 12%	43 13%	104 13%	192 16%	216 17%	14 39%	342 15%	80 36%
Don't know	16 1%	3 2%	2 *	4 *	4 1%	4 1%	0 1%	4 1%	12 1%	3 *	-	11 1%	10 1%	3 *	1 *	2 1%	3 *	4 *	11 1%	1 3%	8 *	8 4%
Refused	3 *	-	2 *	1 *	-	-	-	-	3 *	2 *	-	1 *	2 *	1 *	-	-	-	-	3 *	-	2 *	1 1%
NET: Top 2	1441 58%	89 48%	396 69%	537 57%	280 55%	133 50%	5 42%	232 50%	1208 59%	430 67%	538 65%	436 48%	357 49%	521 57%	346 69%	208 63%	554 67%	746 63%	686 54%	8 22%	1379 61%	61 27%
NET: Bottom 2	624 25%	57 31%	85 15%	298 27%	138 27%	82 30%	5 37%	142 31%	482 24%	86 13%	174 21%	301 33%	220 30%	237 26%	78 16%	68 21%	146 18%	270 23%	335 26%	19 53%	513 23%	111 50%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q12A. [Not at all comfortable/very comfortable]: You could have a single account for the Gov. of Canada where you could access all federal services. Any changes to you personal info would be shared automatically with other federal services.
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
5 - Very Comfortable	337 33%	27 39%	100 41% DEF	123 31%	50 27%	36 25%	-	45 37%	292 32%	69 25%	124 34%	143 36%	75 32%	116 29%	97 37%	48 41% N	145 38% N	172 35% T	164 31% T	1
4	310 30%	28 40%	65 27%	117 30%	48 26%	52 36%	1 100% BCDEF	40 33%	270 30%	97 35% K	96 27%	117 30%	59 25%	128 32% P	95 36% MP	25 21%	120 31% P	157 32% T	150 28%	2 13%
3	262 25%	11 15%	49 20%	106 27% B	59 33% BC	37 26%	-	23 20%	239 26%	80 29% L	102 28% L	80 20%	74 31% OQ	104 26% OQ	47 18%	28 24%	76 20%	115 24%	139 26%	7 47%
2	57 5%	2 3%	14 6%	24 6%	9 5%	7 5%	-	5 4%	52 6%	20 7%	15 4%	21 5%	12 5%	22 6%	14 5%	7 6%	21 6%	19 4%	36 7% R	2 13%
1 - Not at all comfortable	68 7%	2 3%	14 6%	26 6%	16 9%	10 7%	-	6 5%	62 7%	12 4%	25 7%	32 8% J	15 6%	29 7%	10 4%	10 8%	19 5%	26 5%	39 7%	3 20%
NET: Top 2	646 63%	55 78% DEF	165 68% E	241 61%	97 53%	88 62%	1 100% BCDEF	84 71% I	562 62%	166 60%	220 61%	261 66%	134 57%	244 61%	191 73% MNP	73 62%	264 69% MN	329 67% ST	314 59% T	3 20%
NET: Bottom 2	125 12%	4 6%	28 12%	49 12%	25 14%	17 12%	-	11 10%	113 12%	32 11%	40 11%	53 13%	27 11%	51 13%	24 9%	17 14%	41 11%	45 9%	75 14% R	5 33% R

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q12A. [Not at all comfortable/very comfortable]: You could have a single account for the Gov. of Canada where you could access all federal services. Any changes to you personal info would be shared automatically with other federal services.
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
5 - Very Comfortable	1258 36%	921 37% C	337 33%
4	829 23%	519 21%	310 30% B
3	678 19%	416 17%	262 25% B
2	259 7%	202 8% C	57 5%
1 - Not at all comfortable	491 14%	423 17% C	68 7%
Don't know	16 *%	16 1%	-
Refused	3 *%	3 *%	-
NET: Top 2	2087 59%	1441 58%	646 63% B
NET: Bottom 2	749 21%	624 25% C	125 12%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q12B. [Not at all comfortable/very comfortable]: Single account for the Gov.of Canada linked to your gov't. Any changes to your Gov. of Canada account would be shared automatically with your [prov. / territ.] gov't.
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
5 - Very Comfortable	925 37%	60 32%	300 52% BDEFG	327 34%	156 31%	80 30%	3 21%	149 32%	776 38% H	264 41% L	354 43% L	281 31%	246 34%	337 37%	205 41% M	132 40%	337 40% M	476 40% ST	440 34%	9 25%	869 38% V	56 25%
4	518 21%	35 19%	101 18%	210 22%	122 24% CF	47 18%	2 12%	101 22%	416 20%	167 26% L	176 21%	160 18%	144 20%	187 21%	110 22%	73 22%	183 22%	254 21% T	261 20% T	3 8%	502 22% V	16 7%
3	397 16%	33 18%	76 13%	153 16%	86 17%	46 17%	2 19%	76 16%	321 16%	114 18%	110 13%	154 17%	134 19% P	135 15%	83 17%	41 12%	124 15%	175 15% T	220 17% T	2 6%	358 16%	39 18%
2	203 8%	13 7%	37 7%	73 8%	40 8%	38 14% BCDE	3 22% BCDE	37 8%	167 8%	49 8%	54 7%	91 10% K	57 8%	74 8%	41 8%	28 8%	68 8%	85 7%	113 9%	6 17%	172 8%	31 14% U
1 - Not at all comfortable	418 17%	43 23% C	45 8%	178 19% C	98 19% C	51 19% C	3 26% C	98 21% I	320 16%	35 5%	124 15% J	206 23% JK	129 18% OQ	163 18% OQ	57 11%	53 16%	110 13%	185 16%	218 17%	15 42% RS	352 15%	66 30% U
Don't know	33 1%	2 1%	10 2%	5 1%	8 2%	7 2%	0 *% *	4 1%	28 1%	12 2%	4 *% *	14 2% K	12 2% K	10 1%	5 1%	3 1%	8 1%	9 1%	22 2%	1 3%	20 1%	12 6% U
Refused	6 *%	-	3 *%	3 *%	-	1 *%	-	-	6 *%	2 *%	2 *%	3 *%	2 *%	3 *%	1 *%	-	1 *%	3 *%	3 *%	-	4 *%	2 1%
NET: Top 2	1443 58%	95 51%	401 70% BDEFG	537 57% FG	278 54% G	128 47%	4 33%	251 54%	1192 59%	431 67% L	531 64% L	440 48%	391 54%	524 58%	314 63% M	205 62% M	520 63% M	730 62% ST	701 55% T	12 33%	1371 60% V	72 32%
NET: Bottom 2	621 25%	56 30% C	82 14%	251 26% C	138 27% C	89 33% C	6 48% CDE	134 29%	487 24%	84 13%	178 22% J	298 33% JK	187 26% O	237 26% O	98 20%	80 24%	178 21%	269 23% RS	331 26%	21 58% RS	524 23%	97 44% U

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q12B. [Not at all comfortable/very comfortable]: Single account for the Gov.of Canada linked to your gov't. Any changes to your Gov. of Canada account would be shared automatically with your [prov. / territ.] gov't.
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
5 - Very Comfortable	291 28%	26 38% E	86 35% DE	101 26%	39 21%	38 27%	-	35 30%	255 28%	63 23%	109 30%	118 30%	68 29%	104 26%	82 31%	37 31%	119 31%	148 30%	140 27%	2 13%
4	288 28%	16 23%	61 25%	119 30%	46 26%	45 32%	1 100% BCDEF	32 27%	256 28%	102 37%	88 24%	97 25%	53 23%	107 27%	96 37%	31 26%	127 34% MN	150 31%	136 26%	2 13%
3	297 29%	14 21%	62 25%	117 30%	63 35% BC	41 29%	-	28 24%	269 29%	85 31%	116 32% L	96 24%	80 34% OQ	114 29%	59 23%	34 29%	93 25%	138 28%	154 29%	6 40%
2	66 6%	7 10%	12 5%	23 6%	14 8%	9 6%	-	9 8%	56 6%	15 6%	20 6%	30 8%	14 6% P	35 9% PQ	13 5% P	1 1%	14 4% P	21 4%	43 8%	2 13% R
1 - Not at all comfortable	91 9%	6 8%	22 9%	35 9%	19 11%	9 6%	-	14 12%	77 8%	11 4%	28 8%	52 13% JK	20 8% JK	41 10% O	12 4%	15 13% O	27 7% O	33 7%	55 10% R	3 20%
NET: Top 2	579 56%	43 61%	147 61% E	220 56%	85 47%	83 59% E	1 100% BCDEF	67 57%	511 56%	166 60%	198 55%	215 55%	121 51%	210 53%	178 68% MN	68 57% MN	246 65% MN	298 61% ST	277 52% T	4 27%
NET: Bottom 2	157 15%	13 18%	34 14%	58 15%	34 19%	18 13%	-	23 20%	134 15%	27 10%	48 13%	82 21% JK	34 15% JK	75 19% OQ	25 10%	16 13%	41 11% OQ	54 11%	98 19% R	5 33%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q12B. [Not at all comfortable/very comfortable]: Single account for the Gov.of Canada linked to your gov't. Any changes to your Gov. of Canada account would be shared automatically with your [prov. / territ.] gov't.
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
5 - Very Comfortable	1216 34%	925 37% C	291 28%
4	806 23%	518 21%	288 28% B
3	694 20%	397 16%	297 29% B
2	269 8%	203 8%	66 6%
1 - Not at all comfortable	509 14%	418 17% C	91 9%
Don't know	33 1%	33 1%	-
Refused	6 *%	6 *%	-
NET: Top 2	2022 57%	1443 58%	579 56%
NET: Bottom 2	778 22%	621 25% C	157 15%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q13. When one Gov't of Canada depart. collects personal information from you, how would you want to be asked to give your permission for this information to be shared with other departments to deliver different government services to you
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra-iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./trade/univ. cert.	Univ-ersity degree	Post-grad. degree	Total univ-ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
Each time the government wants to share your information	1498 60%	106 57%	307 54%	614 65% BC	303 60%	161 60%	8 65%	298 64%	1200 59%	411 64% L	502 61%	513 56%	407 56%	568 62% M	299 60%	205 62%	504 61%	696 59% T	789 62% T	13 36%	1399 61% V	99 44%
Once only	844 34%	70 38% D	234 41% DEF	284 30% BC	170 33%	82 30%	4 34%	135 29%	709 35% H	207 32%	279 34%	325 36%	258 36%	284 31%	185 37%	112 34%	297 36%	430 36% S	402 31%	12 33%	755 33%	89 40%
Either option works for me	43 2%	3 2%	9 2%	14 2%	7 1%	9 3%	0 1%	8 2%	35 2%	6 1%	18 2%	15 2%	9 1%	22 2%	7 1%	4 1%	11 1%	17 1%	25 2%	1 3%	40 2%	3 1%
Neither option works for me	74 3%	5 3%	16 3%	25 3%	17 3%	11 4%	0 *%	18 4%	55 3%	9 1%	18 2%	34 4% J	35 5% NOPQ	21 2%	7 1%	4 1%	12 1%	30 3%	37 3%	6 17% RS	59 3%	15 7% U
Don't know	35 1%	3 1%	7 1%	7 1%	10 2%	8 3% D	0 *%	5 1%	30 1%	8 1%	3 *%	18 2% K	17 2% OPQ	12 1%	2 *%	2 1%	4 1%	12 1%	19 1%	4 11% RS	20 1%	15 7% U
Refused	6 *%	-	-	5 *%	2 *%	-	-	1 *%	6 *%	-	3 *%	3 *%	1 *%	2 *%	1 *%	2 1%	3 *%	1 *%	5 *%	-	4 *%	2 1%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q13. When one Gov't of Canada depart. collects personal information from you, how would you want to be asked to give your permission for this information to be shared with other departments to deliver different government services to you
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Each time the government wants to share your information	554 54%	32 45%	150 62%	205 52%	84 46%	83 58%	1 100%	66 56%	487 53%	135 49%	202 56%	216 55%	114 49%	226 57%	138 52%	65 55%	202 53%	249 51%	297 56%	8 53%
Once only	479 46%	38 55%	92 38%	191 48%	98 54%	60 42%	-	53 44%	427 47%	143 51%	159 44%	177 45%	121 51%	173 43%	125 48%	53 45%	178 47%	240 49%	232 44%	7 47%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q13. When one Gov't of Canada depart. collects personal information from you, how would you want to be asked to give your permission for this information to be shared with other departments to deliver different government services to you
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
Each time the government wants to share your information	2052 58%	1498 60% C	554 54%
Once only	1323 37%	844 34%	479 46% B
Either option works for me	43 1%	43 2%	-
Neither option works for me	74 2%	74 3%	-
Don't know	35 1%	35 1%	-
Refused	6 *%	6 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q14. In your view, what would be the main advantage, if any, of the [provincial / territorial] and federal governments sharing information as part of service delivery?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
Faster service	529 21%	33 17%	176 31%	178 19%	94 18%	46 17%	2 16%	97 21%	432 21%	161 25%	182 22%	170 19%	130 18%	189 21%	131 26%	76 23%	206 25%	254 21%	272 21%	3 8%	511 22%	18 8%
			BDEFG							L					M		M	T	T		V	
Easier access to service	492 20%	27 14%	119 21%	205 22%	88 17%	51 19%	1 10%	70 15%	422 21%	177 28%	177 21%	123 14%	101 14%	185 20%	130 26%	74 22%	204 25%	226 19%	261 20%	4 11%	473 21%	18 8%
			B	B					H	KL	L			M	MN	M	M				V	
More convenient	438 18%	27 15%	125 22%	151 16%	92 18%	42 16%	1 6%	71 15%	368 18%	132 21%	163 20%	130 14%	101 14%	155 17%	101 20%	78 24%	179 22%	216 18%	220 17%	3 8%	426 19%	13 6%
			BDFG						L	L					M	MN	MN	T			V	
No advantages	373 15%	35 19%	52 9%	168 18%	72 14%	45 17%	3 22%	78 17%	295 15%	43 7%	103 13%	185 20%	136 19%	142 16%	48 10%	35 11%	83 10%	182 15%	179 14%	13 36%	308 14%	65 29%
		C		C	C	C				J	JK	OPQ	OPQ						RS		U	
Shorter wait times	236 9%	15 8%	49 9%	98 10%	49 10%	24 9%	1 4%	42 9%	193 9%	55 9%	89 11%	85 9%	57 8%	84 9%	53 10%	41 13%	94 11%	119 10%	113 9%	4 11%	225 10%	10 5%
															M	M					V	
Accuracy of information / up-to-date information / consistent information	194 8%	9 5%	53 9%	62 7%	45 9%	23 8%	2 13%	30 7%	163 8%	43 7%	78 9%	69 8%	35 5%	82 9%	51 10%	26 8%	77 9%	100 8%	94 7%	-	187 8%	7 3%
			B		B									M	M		M				V	
Eliminates duplication / less repetition	169 7%	13 7%	36 6%	74 8%	29 6%	16 6%	0 2%	38 8%	131 6%	43 7%	65 8%	61 7%	36 5%	67 7%	48 10%	17 5%	65 M	71 6%	97 8%	1 3%	161 7%	8 3%
															MP		M				V	
Better service / makes their job simpler / easier	134 5%	7 4%	36 6%	49 5%	31 6%	10 4%	1 10%	24 5%	109 5%	39 6%	44 5%	47 5%	36 5%	53 6%	30 6%	12 4%	42 5%	67 6%	66 5%	1 3%	125 6%	8 4%
More efficient / streamlined	112 4%	6 3%	14 2%	58 6%	14 3%	20 7%	1 4%	19 4%	94 5%	32 5%	40 5%	39 4%	15 2%	40 4%	25 5%	33 10%	58 7%	49 4%	63 5%	-	111 5%	1 1%
				CE		BCE								M	M	MNO	M				V	
Cheaper / saves money	91 4%	4 2%	12 2%	44 5%	20 4%	11 4%	0 1%	19 4%	73 4%	10 2%	35 4%	43 5%	13 2%	39 4%	18 4%	20 6%	37 5%	57 5%	33 3%	1 3%	87 4%	4 2%
				C						J	J			M		M	M	S				
Less bureaucracy / paperwork	80 3%	4 2%	21 4%	25 3%	22 4%	8 3%	0 3%	22 5%	58 3%	21 3%	26 3%	31 3%	17 2%	29 3%	19 4%	15 4%	34 4%	39 3%	41 3%	-	78 3%	3 1%
																					V	
Better communication / no miscommunication	76 3%	10 5%	18 3%	28 3%	14 3%	6 2%	0 1%	15 3%	61 3%	28 4%	19 2%	27 3%	21 3%	27 3%	22 4%	4 1%	26 3%	35 3%	40 3%	1 3%	73 3%	3 1%
		FG													P						V	

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q14. In your view, what would be the main advantage, if any, of the [provincial / territorial] and federal governments sharing information as part of service delivery?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Accountability / eliminates fraud	49 2%	2 1%	11 2%	19 2%	8 2%	8 3%	0 1%	8 2%	41 2%	12 2%	15 2%	22 2%	14 2%	16 2%	17 3%	3 1%	19 2%	22 2%	27 2%	-	47 2%	2 1%
Other	66 3%	6 3%	15 3%	22 2%	14 3%	8 3%	0 2%	9 2%	57 3%	21 3%	11 1%	30 3%	24 3%	19 2%	8 2%	14 4%	22 3%	40 3%	25 2%	2 6%	56 2%	10 5%
Don't know	304 12%	37 20%	63 11%	100 10%	74 14%	28 11%	3 20%	69 15%	236 12%	72 11%	83 10%	124 14%	155 21%	93 10%	27 5%	21 6%	48 6%	121 10%	174 14%	10 28%	231 10%	73 33%
Refused	14 1%	0 *	2 *	8 1%	4 1%	1 *	-	-	14 1%	5 1%	2 *	4 *	3 *	7 1%	1 *	2 1%	3 *	6 *	7 1%	1 3%	9 *	5 2%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q14. In your view, what would be the main advantage, if any, of the [provincial / territorial] and federal governments sharing information as part of service delivery?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pr- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Easier access to service	160 15%	7 10%	42 17%	59 15%	33 18%	20 14%	-	19 16%	141 15%	36 13%	70 19%	54 14%	29 12%	62 15%	46 17%	21 18%	67 18%	78 16%	81 15%	-
Accuracy of information / up-to-date information / consistent information	141 14%	6 9%	47 19% BDE	47 12%	19 11%	21 15%	1 100% BCDEF	14 12%	126 14%	31 11%	58 16%	52 13%	30 13%	56 14%	42 16%	12 10%	54 14%	66 14%	74 14%	1 7%
Eliminates duplication / less repetition	138 13%	12 18%	31 13%	49 12%	27 15%	18 13%	-	22 18%	116 13%	27 10%	46 13%	65 17%	24 10%	58 15%	35 13%	18 15%	54 14%	61 12%	74 14%	2 13%
Better service / makes their job simpler / easier	109 11%	8 12%	23 9%	39 10%	23 13%	15 11%	1 100% BCDEF	9 8%	100 11%	28 10%	39 11%	42 11%	22 9%	48 12%	27 10%	9 8%	36 10%	45 9%	64 12%	-
No advantages	105 10%	5 7%	28 11%	45 11%	14 8%	14 9%	-	16 13%	89 10%	24 9%	39 11%	42 11%	22 10%	50 12%	17 7%	15 12%	32 8%	51 10%	53 10%	1 7%
Shorter wait times	94 9%	9 13%	31 13% DF	28 7%	21 11% F	5 4%	-	17 14%	77 8%	21 8%	28 8%	45 11%	20 9%	38 10%	25 10%	9 7%	34 9%	45 9%	47 9%	2 13%
Faster service	93 9%	3 4%	35 14% BDE	33 8%	9 5%	13 9%	-	7 6%	86 9%	23 8%	37 10%	33 8%	22 9%	31 8%	27 10%	10 9%	37 10%	51 10%	41 8%	1 7%
More efficient / streamlined	78 8%	6 9%	14 6%	29 7%	19 11%	10 7%	-	7 6%	71 8%	16 6%	25 7%	36 9%	11 5%	31 8%	28 11% M	8 7%	36 9% M	44 9%	34 6%	-
Accountability / eliminates fraud	75 7%	6 9%	15 6%	33 8%	8 4%	14 10%	-	5 4%	70 8%	25 9%	23 6%	27 7%	7 3%	31 8% M	21 8% M	12 10% M	34 9% M	36 7%	37 7%	2 13%
More convenient	50 5%	1 2%	9 4%	25 6% B	10 6% B	5 4%	-	4 4%	46 5%	15 5%	18 5%	17 4%	11 5%	15 4%	17 7%	7 6%	24 6% S	31 6% S	18 3%	1 7%
Better communication / no miscommunication	40 4%	6 9%	7 3%	12 3%	8 4%	7 5%	-	3 3%	37 4%	11 4%	13 4%	16 4%	11 5%	13 3%	11 4%	3 3%	15 4%	19 4%	21 4%	-
Less bureaucracy / paperwork	38 4%	2 2%	17 7% BDF	10 2%	7 4%	3 2%	-	6 5%	32 3%	9 3%	15 4%	15 4%	7 3%	15 4%	10 4%	6 5%	15 4%	20 4%	18 3%	-

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q14. In your view, what would be the main advantage, if any, of the [provincial / territorial] and federal governments sharing information as part of service delivery?
BASE: All respondents
Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Cheaper / saves money	27 3%	5 7%	3 1%	12 3%	5 3%	2 1%	-	4 4%	23 2%	2 1%	10 3%	15 4%	7 3%	10 2%	10 4%	-	10 3%	10 2%	17 3%	-
Other	77 7%	3 5%	16 6%	37 9%	14 8%	7 5%	-	2 2%	74 8%	32 11%	26 7%	19 5%	20 8%	20 5%	21 8%	12 10%	33 9%	36 7%	35 7%	6 40%
Don't know	99 10%	9 13%	12 5%	41 10%	25 14%	13 9%	-	14 11%	85 9%	32 12%	25 7%	42 11%	35 15%	41 10%	11 4%	9 8%	21 5%	32 7%	67 13%	-
Refused	39 4%	7 10%	6 3%	15 4%	4 2%	6 4%	-	5 4%	35 4%	21 8%	13 4%	5 1%	16 7%	13 3%	6 2%	4 3%	10 3%	22 5%	16 3%	1 7%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q14. In your view, what would be the main advantage, if any, of the [provincial / territorial] and federal governments sharing information as part of service delivery?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
Easier access to service	651 18%	492 20% C	160 15%
Faster service	621 18%	529 21% C	93 9%
More convenient	489 14%	438 18% C	50 5%
No advantages	478 14%	373 15% C	105 10%
Accuracy of information / up-to-date information / consistent information	334 9%	194 8%	141 14% B
Shorter wait times	329 9%	236 9%	94 9%
Eliminates duplication / less repetition	306 9%	169 7%	138 13% B
Better service / makes their job simpler / easier	242 7%	134 5%	109 11% B
More efficient / streamlined	191 5%	112 4%	78 8% B
Accountability / eliminates fraud	124 4%	49 2%	75 7% B
Less bureaucracy / paperwork	119 3%	80 3%	38 4%
Cheaper / saves money	118 3%	91 4%	27 3%
Better communication / no miscommunication	116 3%	76 3%	40 4%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q14. In your view, what would be the main advantage, if any, of the [provincial / territorial] and federal governments sharing information as part of service delivery?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Other	143 4%	66 3%	77 7% B
Don't know	403 11%	304 12% C	99 10%
Refused	53 2%	14 1%	39 4% B

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q15. What would be the main disadvantage, if any, of the [provincial / territorial] and federal governments sharing this type of information as part of service delivery?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
Security	537 21%	36 19%	119 21%	210 22%	113 22%	55 21%	3 21%	102 22%	435 21%	137 21%	199 24%	179 20%	128 18%	194 21%	132 26%	81 24%	212 26%	277 23%	253 20%	6 17%	522 23%	15 7%
No concerns	536 21%	48 26%	165 29%	189 20%	84 16%	47 18%	3 24%	103 22%	433 21%	131 20%	191 23%	198 22%	174 24%	195 21%	94 19%	70 21%	164 20%	291 24%	241 19%	4 11%	485 21%	51 23%
Privacy breach	500 20%	25 13%	77 13%	220 23%	119 23%	56 21%	2 18%	93 20%	407 20%	124 19%	182 22%	171 19%	116 16%	181 20%	121 24%	76 23%	197 24%	219 18%	274 21%	7 19%	467 21%	33 15%
Privacy - not specified	376 15%	24 13%	38 7%	188 20%	73 14%	50 19%	2 16%	55 12%	321 16%	123 19%	108 13%	121 13%	75 10%	144 16%	80 16%	69 21%	149 18%	148 12%	215 17%	13 36%	361 16%	15 7%
Information could be used for unintended purposes	305 12%	19 10%	50 9%	144 15%	58 11%	31 12%	2 14%	53 11%	252 12%	82 13%	99 12%	111 12%	73 10%	109 12%	70 14%	48 14%	117 14%	148 12%	154 12%	3 8%	280 12%	24 11%
Identity theft	164 7%	10 6%	52 9%	52 6%	31 6%	18 7%	0 1%	36 8%	128 6%	44 7%	59 7%	50 5%	40 5%	59 6%	45 9%	19 6%	64 8%	75 6%	86 7%	2 6%	153 7%	10 5%
Errors / mistakes being made	152 6%	10 5%	42 7%	54 6%	32 6%	13 5%	1 10%	35 8%	117 6%	22 3%	69 8%	54 6%	32 4%	62 7%	38 8%	20 6%	58 7%	67 6%	84 7%	2 6%	146 6%	7 3%
Having to remember a password/access code	12 *%	-	3 *%	5 1%	3 1%	1 *%	-	6 1%	6 *%	4 1%	4 *%	4 *%	5 1%	6 1%	-	1 *%	1 *%	7 1%	5 *%	-	11 *%	1 1%
Other	87 3%	7 4%	15 3%	24 3%	30 6%	11 4%	0 3%	16 3%	71 4%	19 3%	28 3%	36 4%	34 5%	25 3%	17 3%	10 3%	27 3%	45 4%	41 3%	1 3%	70 3%	17 8%
Don't know	411 16%	37 20%	111 19%	120 13%	90 18%	50 19%	2 1%	75 16%	336 17%	105 16%	111 13%	166 18%	179 25%	139 15%	56 11%	28 8%	84 10%	170 14%	233 18%	8 22%	343 15%	68 31%
Refused	15 1%	2 1%	2 *%	8 1%	4 1%	-	0 *%	3 1%	12 1%	2 *%	5 1%	7 1%	3 *%	7 1%	1 *%	3 1%	4 *%	7 1%	8 1%	-	11 *%	5 2%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q15. What would be the main disadvantage, if any, of the [provincial / territorial] and federal governments sharing this type of information as part of service delivery?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pr- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
No concerns	249 24%	14 20%	83 34%	89 22%	35 19%	28 20%	-	26 22%	223 24%	57 21%	79 22%	113 29%	66 28%	103 26%	57 22%	22 18%	79 21%	126 26%	118 22%	4 27%
Privacy breach	196 19%	18 25%	40 17%	70 18%	38 21%	30 21%	-	21 18%	175 19%	48 17%	71 20%	76 19%	32 14%	75 19%	52 20%	34 29%	86 23%	82 17%	111 21%	3 20%
Security	187 18%	10 14%	30 13%	84 21%	40 22%	23 16%	-	18 16%	168 18%	44 16%	68 19%	74 19%	30 13%	63 16%	63 24%	25 21%	89 23%	86 18%	100 19%	-
Information could be used for unintended purposes	122 12%	10 14%	22 9%	47 12%	21 12%	22 15%	-	15 12%	108 12%	23 8%	41 11%	58 15%	22 9%	46 12%	34 13%	13 11%	47 12%	55 11%	66 12%	2 13%
Errors / mistakes being made	60 6%	5 8%	19 8%	18 5%	12 7%	5 3%	-	8 7%	51 6%	12 4%	13 4%	34 9%	10 4%	25 6%	15 6%	9 8%	24 6%	21 4%	37 7%	2 13%
Privacy - not specified	51 5%	4 5%	3 1%	27 7%	3 2%	14 10%	-	2 2%	49 5%	18 6%	25 7%	9 2%	3 1%	19 5%	22 8%	8 6%	29 8%	31 6%	20 4%	-
Identity theft	50 5%	-	16 7%	18 4%	10 6%	5 4%	1 100%	6 5%	44 5%	15 6%	20 6%	15 4%	16 7%	20 5%	9 4%	4 4%	14 4%	20 4%	30 6%	-
Having to remember a password/access code	3 *%	-	1 *%	1 *%	1 1%	-	-	-	3 *%	2 1%	-	1 *%	-	1 *%	2 1%	-	2 1%	-	3 1%	-
Other	79 8%	4 5%	13 5%	36 9%	16 9%	11 8%	-	14 12%	65 7%	29 10%	28 8%	22 6%	22 9%	28 7%	17 7%	10 8%	27 7%	46 9%	30 6%	3 20%
Don't know	94 9%	10 15%	26 11%	29 7%	19 10%	11 7%	-	15 12%	79 9%	32 12%	32 9%	30 8%	30 13%	44 11%	13 5%	6 5%	19 5%	40 8%	55 10%	-
Refused	57 6%	6 9%	10 4%	18 5%	12 7%	10 7%	-	5 4%	52 6%	25 9%	20 6%	12 3%	21 9%	19 5%	9 3%	6 5%	15 4%	31 6%	24 5%	2 13%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q15. What would be the main disadvantage, if any, of the [provincial / territorial] and federal governments sharing this type of information as part of service delivery?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
No concerns	784 22%	536 21%	249 24%
Security	723 20%	537 21% C	187 18%
Privacy breach	696 20%	500 20%	196 19%
Information could be used for unintended purposes	427 12%	305 12%	122 12%
Privacy - not specified	427 12%	376 15% C	51 5%
Identity theft	214 6%	164 7%	50 5%
Errors / mistakes being made	212 6%	152 6%	60 6%
Having to remember a password/access code	15 *%	12 *%	3 *%
Other	166 5%	87 3%	79 8% B
Don't know	505 14%	411 16% C	94 9%
Refused	72 2%	15 1%	57 6% B

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16A. To what extent do you trust the following organizations to protect the personal information you share with them: The federal government?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
5 - A great deal	668 27%	44 23%	179 31%	250 26%	123 24%	67 25%	5 38%	96 21%	571 28%	215 34%	229 28%	198 22%	177 24%	259 28%	127 25%	98 30%	224 27%	347 29%	315 25%	6 17%	621 27%	46 21%
4	777 31%	57 31%	180 31%	312 33%	149 29%	76 28%	2 17%	143 31%	634 31%	236 37%	275 33%	250 28%	172 24%	295 32%	191 38%	112 34%	303 36%	337 28%	433 34%	6 17%	747 33%	30 14%
3	505 20%	37 20%	119 21%	174 18%	113 22%	60 22%	3 22%	89 19%	416 20%	110 17%	161 20%	205 23%	158 22%	164 18%	111 22%	69 21%	180 22%	231 19%	267 21%	7 19%	458 20%	48 21%
2	225 9%	19 10%	42 7%	96 10%	43 8%	23 8%	1 11%	56 12%	170 8%	37 6%	70 9%	103 11%	81 11%	80 9%	33 7%	30 9%	63 8%	115 10%	106 8%	4 11%	204 9%	22 10%
1 - Not at all	298 12%	25 14%	49 9%	111 12%	73 14%	39 14%	2 12%	78 17%	221 11%	36 6%	87 11%	139 15%	121 17%	107 12%	37 7%	20 6%	57 7%	145 12%	143 11%	10 28%	234 10%	64 29%
Don't know	24 1%	4 2%	3 *	6 1%	6 1%	5 2%	0 *	4 1%	20 1%	7 1%	0 *	12 1%	14 2%	4 *	4 1%	1 *	4 *	10 1%	11 1%	3 8%	12 1%	12 5%
Refused	3 *	1 1%	1 *	-	1 *	-	-	-	3 *	-	1 *	1 *	3 *	-	-	-	-	1 *	2 *	-	2 *	1 *
NET: Top 2	1444 58%	101 54%	359 63%	562 59%	273 53%	143 53%	7 55%	239 51%	1205 59%	451 70%	504 61%	449 49%	349 48%	554 61%	317 63%	210 64%	527 63%	684 58%	748 59%	12 33%	1368 60%	76 34%
NET: Bottom 2	524 21%	45 24%	91 16%	207 22%	117 23%	62 23%	3 23%	133 29%	390 19%	72 11%	157 19%	242 27%	202 28%	188 21%	70 14%	50 15%	120 14%	260 22%	249 20%	14 39%	438 19%	86 39%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16A. To what extent do you trust the following organizations to protect the personal information you share with them: The federal government?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
5 - A great deal	195 19%	12 17%	51 21%	77 20%	31 17%	24 17%	-	19 16%	176 19%	54 19%	60 17%	81 21%	43 18%	61 15%	61 23% N	29 25% N	90 24% N	101 21%	94 18%	-
4	361 35%	31 45%	87 36%	129 33%	58 32%	56 39%	-	38 32%	323 35%	99 36%	122 34%	140 36%	78 33%	142 36%	103 39%	38 32%	140 37%	175 36%	182 35%	3 20%
3	320 31%	19 27%	69 28%	133 34%	53 29%	46 32%	1 100% BCDEF	44 37%	275 30%	89 32%	121 34%	109 28%	70 30%	135 34%	73 28%	31 26%	104 27%	147 30%	168 32%	5 33%
2	84 8%	5 7%	17 7%	31 8%	22 12%	8 6%	-	8 7%	76 8%	21 8%	30 8%	32 8%	22 10%	29 7%	18 7%	11 9%	29 8%	39 8%	42 8%	3 20%
1 - Not at all	74 7%	3 5%	19 8%	26 7%	18 10%	8 6%	-	11 9%	64 7%	15 5%	28 8%	31 8%	21 9% OQ	32 8% O	8 3%	9 7%	17 4%	28 6%	43 8%	4 27%
NET: Top 2	555 54%	43 61%	138 57%	206 52%	88 49%	80 56%	-	56 47%	499 55%	153 55%	182 50%	221 56%	121 51%	204 51%	163 62% MN	67 57%	230 61% MN	276 56% T	277 52% T	3 20%
NET: Bottom 2	158 15%	8 11%	36 15%	57 14%	41 22% BDF	16 11%	-	19 16%	139 15%	36 13%	58 16%	64 16%	44 19% OQ	61 15%	26 10%	20 17%	46 12%	67 14%	84 16%	7 47% RS

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16A. To what extent do you trust the following organizations to protect the personal information you share with them: The federal government?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
5 - A great deal	862 24%	668 27% C	195 19%
4	1137 32%	777 31%	361 35% B
3	825 23%	505 20%	320 31% B
2	309 9%	225 9%	84 8%
1 - Not at all	373 11%	298 12% C	74 7%
Don't know	24 1%	24 1%	-
Refused	3 *%	3 *%	-
NET: Top 2	2000 57%	1444 58% C	555 54%
NET: Bottom 2	682 19%	524 21% C	158 15%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16B. To what extent do you trust the following organizations to protect the personal information you share with them: Your [provincial / territorial] government?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
5 - A great deal	580 23%	38 21%	161 28%	211 22%	110 22%	57 21%	4 28%	95 20%	485 24%	193 30%	190 23%	177 19%	164 23%	210 23%	119 24%	79 24%	198 24%	280 24%	291 23%	9 25%	534 23%	45 20%
			BDEF							KL												
4	764 31%	52 28%	195 34%	290 31%	155 30%	69 26%	3 22%	146 31%	617 30%	238 37%	278 34%	231 25%	181 25%	272 30%	189 38%	114 35%	303 36%	366 31%	395 31%	3 8%	731 32%	32 15%
			F							L	L			M	MN	M	MN	T	T		V	
3	590 24%	51 28%	129 23%	203 21%	127 25%	77 29%	3 23%	101 22%	489 24%	128 20%	188 23%	241 27%	177 24%	215 24%	114 23%	80 24%	194 23%	266 22%	315 25%	9 25%	537 24%	54 24%
			D			D				J												
2	252 10%	17 9%	45 8%	117 12%	49 10%	22 8%	2 14%	50 11%	201 10%	44 7%	88 11%	107 12%	81 11%	97 11%	37 7%	36 11%	73 9%	125 11%	124 10%	3 8%	230 10%	22 10%
			C							J	J		O									
1 - Not at all	290 12%	26 14%	38 7%	121 13%	65 13%	39 14%	2 13%	69 15%	221 11%	33 5%	81 10%	139 15%	109 15%	112 12%	39 8%	17 5%	56 7%	142 12%	139 11%	10 28%	233 10%	58 26%
			C	C	C	C					J	JK	OPQ	OPQ						RS		U
Don't know	22 1%	1 1%	6 1%	7 1%	4 1%	4 2%	*% 1%	3 1%	19 1%	5 1%	*% 1%	13 1%	11 2%	4 *% 1%	4 1%	3 1%	7 1%	6 1%	14 1%	2 6%	11 1%	11 5%
												K	N	*% 1%								U
Refused	2 *% 1%	1 1%	-	-	-	1 *% 1%	-	-	2 *% 1%	-	-	1 *% 1%	2 *% 1%	-	-	-	-	2 *% 1%	-	-	1 *% 1%	1 *% 1%
NET: Top 2	1344 54%	90 48%	356 62%	501 53%	264 52%	127 47%	6 50%	241 52%	1102 54%	431 67%	468 57%	408 45%	345 48%	481 53%	308 61%	193 59%	501 60%	646 54%	686 54%	12 33%	1266 56%	78 35%
			BDEF							KL	L				MN	M	MN	T	T		V	
NET: Bottom 2	542 22%	43 23%	82 14%	239 25%	114 22%	61 23%	3 26%	120 26%	422 21%	78 12%	168 20%	246 27%	190 26%	209 23%	76 15%	53 16%	129 16%	267 23%	262 21%	13 36%	463 20%	80 36%
			C	C	C	C				J	JK	OPQ	OPQ									U

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16B. To what extent do you trust the following organizations to protect the personal information you share with them: Your [provincial / territorial] government?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
5 - A great deal	168 16%	10 15%	49 20%	64 16%	25 14%	20 14%	-	17 14%	152 17%	43 16%	55 15%	71 18%	37 16%	56 14%	55 21% N	21 18%	76 20% N	85 17%	83 16%	-
4	351 34%	27 38%	83 34%	122 31%	63 35%	58 40%	-	30 25%	322 35% H	104 37%	121 33%	127 32%	79 34%	132 33%	103 39%	38 32%	140 37%	173 35% T	176 33% T	2 13%
3	339 33%	28 40%	72 30%	136 34%	52 29%	50 35%	1 100% BCDEF	52 44% I	287 31%	92 33%	122 34%	125 32%	73 31%	145 36% O	74 28%	38 32%	112 29%	157 32%	176 33%	6 40%
2	99 10%	4 5%	20 8%	43 11% F	25 14% BF	7 5%	-	12 10%	87 10%	24 9%	34 9%	40 10%	27 12%	35 9%	21 8%	12 10%	33 9%	46 9%	49 9%	3 20%
1 - Not at all	76 7%	1 1%	19 8% B	31 8% B	17 9% B	8 6%	-	9 8%	67 7%	14 5%	31 9%	31 8%	19 8%	33 8% O	10 4%	9 7%	19 5%	28 6%	44 8%	4 27%
NET: Top 2	520 50%	37 53%	131 54%	186 47%	88 48%	77 54%	-	46 39%	473 52% H	147 53%	175 48%	198 50%	116 49%	187 47%	158 60% MN	59 50%	216 57% N	258 53% T	259 49% T	2 13%
NET: Bottom 2	174 17%	5 7%	39 16% B	74 19% BF	42 23% BF	15 11%	-	21 17%	153 17%	38 14%	65 18%	71 18%	46 20% O	68 17%	31 12%	21 18%	52 14%	74 15%	93 18%	7 47% RS

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16B. To what extent do you trust the following organizations to protect the personal information you share with them: Your [provincial / territorial] government?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
5 - A great deal	748 21%	580 23% C	168 16%
4	1115 32%	764 31%	351 34%
3	930 26%	590 24%	339 33% B
2	350 10%	252 10%	99 10%
1 - Not at all	366 10%	290 12% C	76 7%
Don't know	22 1%	22 1%	-
Refused	2 *%	2 *%	-
NET: Top 2	1863 53%	1344 54%	520 50%
NET: Bottom 2	716 20%	542 22% C	174 17%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16C. To what extent do you trust the following organizations to protect the personal information you share with them: Banks
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
5 - A great deal	610 24%	53 28%	139 24%	238 25%	127 25%	50 19%	4 29%	114 24%	497 24%	167 26%	207 25%	211 23%	195 27%	206 23%	121 24%	82 25%	203 24%	299 25%	304 24%	7 19%	561 25%	49 22%
4	765 31%	56 30%	167 29%	280 29%	169 33%	91 34%	2 19%	129 28%	636 31%	224 35%	268 33%	255 28%	183 25%	296 33%	184 37%	95 29%	279 34%	339 29%	421 33%	5 14%	728 32%	37 17%
3	580 23%	36 19%	134 23%	222 23%	120 24%	65 24%	2 19%	119 25%	462 23%	146 23%	198 24%	209 23%	165 23%	223 25%	101 20%	88 27%	188 23%	264 22%	311 24%	6 17%	532 23%	48 22%
2	243 10%	20 10%	66 12%	93 10%	43 8%	19 7%	3 21%	42 9%	201 10%	62 10%	75 9%	88 10%	66 9%	79 9%	56 11%	40 12%	96 12%	136 11%	103 8%	4 11%	219 10%	24 11%
1 - Not at all	281 11%	20 11%	59 10%	113 12%	47 9%	40 15%	2 12%	59 13%	222 11%	40 6%	74 9%	134 15%	104 14%	101 11%	38 8%	25 8%	63 8%	144 12%	125 10%	12 33%	227 10%	54 24%
Don't know	16 1%	2 1%	7 1%	2 *	3 1%	2 1%	0 *	3 1%	13 1%	3 *	-	9 1%	10 1%	4 *	1 *	0 *	1 *	3 *	11 1%	2 6%	8 *	8 4%
Refused	3 *	-	-	1 *	1 *	1 *	-	-	3 *	-	-	2 *	2 *	-	1 *	-	1 *	1 *	2 *	-	2 *	1 1%
NET: Top 2	1376 55%	109 58%	306 53%	518 55%	296 58%	141 52%	6 48%	243 52%	1133 56%	390 61%	476 58%	467 51%	378 52%	502 55%	305 61%	177 54%	482 58%	639 54%	725 57%	12 33%	1289 57%	87 39%
NET: Bottom 2	524 21%	40 21%	125 22%	206 22%	90 18%	60 22%	4 33%	101 22%	423 21%	102 16%	149 18%	222 24%	170 23%	180 20%	94 19%	65 20%	159 19%	280 24%	228 18%	16 44%	446 20%	78 35%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16C. To what extent do you trust the following organizations to protect the personal information you share with them: Banks
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
5 - A great deal	193 19%	15 22%	49 20%	70 18%	28 16%	29 21%	-	20 17%	173 19%	45 16%	51 14%	97 25%	49 21%	72 18%	51 19%	21 18%	72 19%	99 20%	94 18%	-
4	342 33%	23 34%	68 28%	125 32%	74 41%	51 36%	1 100%	34 28%	309 34%	87 32%	127 35%	128 32%	76 32%	133 33%	92 35%	40 34%	132 35%	161 33%	178 34%	3 20%
3	325 31%	20 29%	78 32%	141 36%	43 24%	42 30%	-	45 38%	280 31%	99 36%	117 32%	110 28%	72 31%	128 32%	78 30%	38 32%	116 31%	149 30%	171 32%	5 33%
2	118 11%	10 14%	29 12%	39 10%	27 15%	14 10%	-	12 10%	105 12%	34 12%	43 12%	40 10%	29 12%	42 11%	31 12%	11 9%	42 11%	59 12%	53 10%	5 33%
1 - Not at all	55 5%	1 2%	18 7%	20 5%	9 5%	6 5%	-	8 6%	48 5%	12 4%	24 7%	19 5%	10 4%	24 6%	10 4%	7 6%	17 5%	21 4%	32 6%	2 13%
NET: Top 2	536 52%	39 56%	118 49%	195 49%	103 56%	80 56%	1 100%	54 46%	481 53%	132 48%	178 49%	225 57%	125 53%	206 51%	143 54%	61 52%	204 54%	261 53%	272 51%	3 20%
NET: Bottom 2	173 17%	11 15%	47 19%	59 15%	36 20%	20 14%	-	20 16%	153 17%	47 17%	67 18%	59 15%	38 16%	66 17%	41 16%	19 16%	60 16%	80 16%	86 16%	7 47%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16C. To what extent do you trust the following organizations to protect the personal information you share with them: Banks
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
5 - A great deal	804 23%	610 24% C	193 19%
4	1108 31%	765 31%	342 33%
3	905 26%	580 23%	325 31% B
2	361 10%	243 10%	118 11%
1 - Not at all	336 10%	281 11% C	55 5%
Don't know	16 *%	16 1%	-
Refused	3 *%	3 *%	-
NET: Top 2	1911 54%	1376 55%	536 52%
NET: Bottom 2	697 20%	524 21% C	173 17%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16D. To what extent do you trust the following organizations to protect the personal information you share with them: Retail companies
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
5 - A great deal	79 3%	5 2%	26 4%	25 3%	15 3%	8 3%	0 3%	15 3%	64 3%	18 3%	31 4%	24 3%	39 5%	21 2%	12 2%	6 2%	17 2%	43 4%	34 3%	2 6%	58 3%	21 9%
													NO PQ									U
4	134 5%	11 6%	45 8% DF	41 4%	26 5%	11 4%	0 3%	21 4%	113 6%	44 7%	48 6%	41 5%	38 5% P	58 6% P	31 6% P	7 2%	38 5%	67 6%	67 5%	-	124 5%	11 5%
3	552 22%	40 22%	191 33% BDEF	175 18%	99 19%	44 16%	2 19%	111 24%	442 22%	178 28% KL	170 21%	185 20%	166 23%	192 21%	116 23%	75 23%	191 23%	260 22%	286 22%	6 17%	525 23%	28 12%
2	626 25%	47 25%	132 23%	242 25%	136 27%	67 25%	3 20%	120 26%	505 25%	172 27%	225 27%	215 24%	154 21%	242 27% M	138 27% M	84 26%	222 27% M	282 24% T	341 27% T	3 8%	584 26% V	41 19%
1 - Not at all	1081 43%	78 42% C	175 31%	459 48% C	230 45% C	133 49% C	7 54% C	195 42%	887 44%	225 35%	348 42%	430 47% J	313 43% J	392 43%	204 41%	154 47%	358 43%	525 44%	535 42%	21 58% S	972 43%	109 49%
Don't know	25 1%	5 3% CDE	2 *%	7 1%	4 1%	6 2% C	0 1%	3 1%	22 1%	3 *%	2 *%	13 1% K	13 2% NQ	4 *%	-	3 1%	3 *%	9 1%	12 1%	4 11% R	12 1%	13 6% U
Refused	3 *%	0 *%	2 *%	-	-	1 *%	-	0 *%	2 *%	2 *%	-	1 *%	2 *%	-	1 *%	-	1 *%	0 *%	2 *%	-	2 *%	0 *%
NET: Top 2	213 9%	16 8%	70 12% DEF	67 7%	41 8%	19 7%	1 5%	36 8%	177 9%	62 10%	79 10%	65 7%	77 11% PQ	79 9% P	43 9% P	13 4%	56 7%	110 9%	101 8%	2 6%	182 8%	31 14% U
NET: Bottom 2	1707 68%	125 67% C	307 54%	700 74% BC	366 72% C	199 74% C	10 75% C	315 68%	1392 68%	397 62%	572 69% J	645 71% J	467 64% M	634 70% M	342 68% M	238 72% M	580 70% M	807 68%	876 69%	24 67%	1556 68%	151 68%

Comparison Groups: BCDEF/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16D. To what extent do you trust the following organizations to protect the personal information you share with them: Retail companies
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
5 - A great deal	39 4%	4 5%	6 3%	20 5%	5 3%	4 3%	-	1 1%	38 4% H	17 6% L	14 4%	9 2%	5 2%	13 3%	9 3%	11 9% MNO	19 5% M	17 3%	22 4%	-
4	142 14%	8 11%	29 12%	52 13%	29 16%	25 17%	-	12 10%	130 14%	54 19% L	50 14%	38 10%	32 14%	52 13%	41 16%	15 13%	56 15%	73 15%	65 12%	3 20%
3	316 31%	15 22%	79 33%	130 33%	47 26%	44 31%	-	35 30%	280 31%	103 37% L	117 32% L	96 24%	87 37% P	117 29%	80 31%	29 24%	109 29%	138 28%	175 33% T	2 13%
2	286 28%	22 32%	78 32%	105 26%	44 24%	37 26%	-	39 33%	247 27%	66 24%	94 26%	126 32% J	56 24%	117 29%	76 29%	35 30%	111 29%	148 30%	134 25%	4 27%
1 - Not at all	250 24%	21 30%	51 21%	89 22%	56 31% CD	33 23%	1 100% BCDEF	32 27%	219 24%	38 14%	88 24% J	125 32% JK	56 24%	100 25%	57 22%	28 24%	85 22%	113 23%	132 25%	6 40%
NET: Top 2	181 18%	11 16%	35 14%	72 18%	34 19%	28 20%	-	12 10%	168 18% H	71 25% KL	64 18% L	47 12%	37 16%	66 16%	50 19%	26 22%	76 20%	90 18%	88 17%	3 20%
NET: Bottom 2	537 52%	43 62%	129 53%	194 49%	100 55%	70 49%	1 100% BCDEF	71 60%	465 51%	104 37%	182 50% J	251 64% JK	111 47%	217 54%	132 50%	63 54%	196 51%	261 53%	266 50%	10 67%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q16D. To what extent do you trust the following organizations to protect the personal information you share with them: Retail companies
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
5 - A great deal	118 3%	79 3%	39 4%
4	276 8%	134 5%	142 14% B
3	868 25%	552 22%	316 31% B
2	912 26%	626 25%	286 28%
1 - Not at all	1332 38%	1081 43% C	250 24%
Don't know	25 1%	25 1%	-
Refused	3 *%	3 *%	-
NET: Top 2	394 11%	213 9%	181 18% B
NET: Bottom 2	2244 64%	1707 68% C	537 52%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q17. Age
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
18-34	641	37	140	249	141	73	2	101	540	641	-	-	193	218	153	78	230	321	318	3	636	5
	26%	20%	25%	26%	28%	27%	19%	22%	27%	100%			27%	24%	30%	24%	28%	27%	25%	8%	28%	2%
				B	B	B			H						NP			T	T		V	
35-54	824	56	188	319	182	77	3	153	671	-	824	-	159	343	190	128	319	390	428	6	801	23
	33%	30%	33%	34%	36%	28%	20%	33%	33%		100%		22%	38%	38%	39%	38%	33%	33%	17%	35%	10%
				F	F									M	M	M	M	T	T		V	
55+	909	72	227	342	166	100	2	199	709	-	-	909	338	317	138	108	245	423	477	9	744	165
	36%	39%	40%	36%	33%	37%	14%	43%	35%			100%	47%	35%	27%	33%	30%	36%	37%	25%	33%	74%
		G	EG	G		G		I					NOPQ	O							U	
Refused	126	21	18	40	21	20	6	12	114	-	-	-	36	32	21	16	37	53	55	18	97	29
	5%	11%	3%	4%	4%	7%	47%	3%	6%				5%	4%	4%	5%	4%	4%	4%	50%	4%	13%
		CDEF				C	BCDEF		H											RS		U

Comparison Groups: BCDEF/GHI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q17. Age
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
18-34	277	16	62	108	49	43	-	21	256	277	-	-	76	88	86	24	110	138	137	2
	27%	23%	25%	27%	27%	30%		18%	28%	100%			32%	22%	33%	20%	29%	28%	26%	13%
									H				NP		NP		NP			
35-54	362	24	84	140	69	44	1	39	322	-	362	-	54	152	99	48	147	168	185	8
	35%	34%	35%	35%	38%	31%	100%	33%	35%		100%		23%	38%	38%	41%	39%	34%	35%	53%
							BCDEF							M	M	M	M			
55+	394	30	97	148	64	55	-	59	335	-	-	394	106	160	77	45	123	183	206	5
	38%	43%	40%	37%	35%	39%		49%	37%			100%	45%	40%	29%	39%	32%	37%	39%	33%
								I					OQ	OQ						

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q17. Age
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
18-34	919 26%	641 26%	277 27%
35-54	1186 34%	824 33%	362 35%
55+	1303 37%	909 36%	394 38%
Refused	126 4%	126 5%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q18. How do you identify your gender?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
Woman	1278	93	293	489	254	141	7	249	1028	318	428	477	326	506	272	160	431	-	1278	-	1168	110
	51%	50%	51%	52%	50%	52%	58%	54%	51%	50%	52%	52%	45%	56%	54%	48%	52%	100%		51%	49%	
														M	M		M					
Man	1186	85	275	451	249	122	5	211	975	321	390	423	389	393	226	166	392	1186	-	-	1085	101
	47%	45%	48%	48%	49%	45%	42%	45%	48%	50%	47%	47%	54%	43%	45%	50%	47%	100%			48%	45%
													NOQ									
Other	5	1	-	1	2	1	-	2	3	1	3	-	1	2	1	1	2	-	-	5	3	2
	*%	1%		*%	*%	*%		*%	*%	*%	*%		*%	*%	*%	*%	*%			14%	*%	1%
Prefer not to answer	31	8	4	8	5	6	-	3	28	2	3	9	10	8	3	3	6	-	-	31	21	10
	1%	4%	1%	1%	1%	2%		1%	1%	*%	*%	1%	1%	1%	1%	1%	1%			86%	1%	4%
		CDE																				U

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q18. How do you identify your gender?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Woman	529	36	124	204	93	71	1	75	454	137	185	206	123	223	123	50	174	-	529	-
	51%	52%	51%	52%	51%	50%	100%	63%	50%	49%	51%	52%	52%	56%	47%	43%	46%		100%	
							BCDEF		I					OPQ						
Man	489	33	115	186	84	71	-	43	446	138	168	183	109	173	138	66	204	489	-	-
	47%	48%	47%	47%	46%	50%		36%	49%	50%	47%	46%	46%	43%	53%	56%	54%	100%		
								H							N	N	N			
Other	2	-	-	1	1	-	-	-	2	1	-	1	1	1	-	-	-	-	-	2
	*%			*%	1%				*%	*%		*%	*%	*%						13%
Prefer not to answer	13	-	4	4	4	1	-	1	12	1	8	4	2	2	1	1	2	-	-	13
	1%		2%	1%	2%	1%		1%	1%	*%	2%	1%	1%	1%	*%	1%	1%			87%

Comparison Groups: BCDEFI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q18. How do you identify your gender?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
Woman	1806 51%	1278 51%	529 51%
Man	1676 47%	1186 47%	489 47%
Other	7 *%	5 *%	2 *%
Prefer not to answer	44 1%	31 1%	13 1%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q19. What is the highest level of formal education that you have completed?
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
Grade 8 or less	40 2%	6 3%	7 1%	18 2%	6 1%	3 1%	0 1%	13 3%	27 1%	5 1%	8 1%	25 3%	40 6%	-	-	-	-	19 2%	19 2%	2 6%	24 1%	17 8%
												JK										U
Some high school	178 7%	18 9%	63 11%	44 5%	36 7%	15 6%	1 6%	48 10%	130 6%	31 5%	32 4%	107 12%	178 24%	-	-	-	-	101 9%	76 6%	1 3%	129 6%	48 22%
			DEF					I				JK						ST				U
High School diploma or equivalent	508 20%	42 23%	95 17%	177 19%	145 28%	45 17%	3 27%	118 25%	389 19%	157 24%	119 14%	206 23%	508 70%	-	-	-	-	269 23%	231 18%	8 22%	428 19%	80 36%
			C		BCDF			I			K							S				U
Registered Apprenticeship or other trades certificate or diploma	88 4%	8 4%	36 6%	12 1%	18 4%	14 5%	0 1%	23 5%	65 3%	19 3%	27 3%	39 4%	-	88 10%	-	-	-	47 4%	40 3%	1 3%	74 3%	14 6%
			D	D	D	D																
College, CEGEP or other non-university certificate or diploma	569 23%	44 23%	137 24%	230 24%	93 18%	65 24%	1 9%	121 26%	448 22%	146 23%	221 27%	189 21%	-	569 63%	-	-	-	244 21%	320 25%	6 17%	557 24%	13 6%
			E	EG							L							R			V	
University certificate or diploma below bachelor's level	252 10%	16 9%	49 9%	112 12%	49 10%	23 9%	2 14%	33 7%	219 11%	53 8%	94 11%	88 10%	-	252 28%	-	-	-	103 9%	146 11%	3 8%	241 11%	11 5%
									H									R			V	
Bachelor's degree	501 20%	26 14%	128 22%	184 19%	105 21%	56 21%	3 26%	59 13%	443 22%	153 24%	190 23%	138 15%	-	-	501 100%	-	501 60%	226 19%	272 21%	4 11%	483 21%	19 8%
			B	B	B	B			H	L	L				Q						V	
Post graduate degree above bachelor's level	330 13%	22 12%	54 9%	161 17%	48 10%	43 16%	2 15%	45 10%	284 14%	78 12%	128 16%	108 12%	-	-	-	330 100%	330 40%	166 14%	160 12%	4 11%	320 14%	10 5%
				BCE	CE				H		L					Q					V	
Refused	34 1%	5 3%	3 1%	11 1%	9 2%	6 2%	0 *	4 1%	30 1%	-	4 *	9 1%	-	-	-	-	-	12 1%	15 1%	7 19%	23 1%	11 5%
			C																	RS		U

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q19. What is the highest level of formal education that you have completed?
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Grade 8 or less	2 *%	1 2%	-	-	-	1 1%	-	-	2 *%	1 *%	-	1 *%	2 1%	-	-	-	-	1 *%	1 *%	-
Some high school	25 2%	-	8 3%	9 2%	5 3%	3 2%	-	7 6%	18 2%	13 5%	-	12 3%	25 11%	-	-	-	-	13 3%	13 2%	-
High School diploma or equivalent	208 20%	20 29%	50 20%	67 17%	45 25% D	26 18%	-	37 31% I	171 19%	62 22% K	54 15%	93 24% K	208 88%	-	-	-	-	96 20%	109 21%	3 20%
Registered Apprenticeship or other trades certificate or diploma	64 6%	5 7%	33 13% DEF	10 3%	7 4%	9 6%	-	11 9%	53 6%	15 5%	18 5%	30 8%	-	64 16%	-	-	-	29 6%	34 6%	1 7%
College, CEGEP or other non-university certificate or diploma	266 26%	16 23%	63 26%	105 26%	44 24%	38 27%	-	33 28%	232 25%	53 19%	108 30% J	105 27% J	-	266 66%	-	-	-	106 22%	158 30% R	2 13%
University certificate or diploma below bachelor's level	70 7%	3 4%	15 6%	28 7%	15 8%	9 7%	-	4 4%	66 7%	20 7%	25 7%	25 6%	-	70 18%	-	-	-	38 8%	32 6%	-
Bachelor's degree	262 25%	15 21%	44 18%	115 29% C	44 24%	44 31% C	1 100% BCDEF	18 15%	245 27% H	86 31% L	99 27% L	77 20%	-	-	262 100% Q	-	262 69%	138 28% T	123 23% T	1 7%
Post graduate degree above bachelor's level	118 11%	8 12%	27 11%	57 14% F	16 9%	9 6%	-	9 7%	109 12%	24 9%	48 13%	45 12%	-	-	-	118 100% Q	118 31%	66 14%	50 10%	1 7%
Refused	18 2%	2 3%	3 1%	4 1%	5 3%	3 2%	-	1 1%	17 2%	3 1%	9 3%	5 1%	-	-	-	-	-	2 *%	9 2%	7 47% RS

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

Q19. What is the highest level of formal education that you have completed?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
Grade 8 or less	43 1%	40 2% C	2 *%
Some high school	203 6%	178 7% C	25 2%
High School diploma or equivalent	715 20%	508 20%	208 20%
Registered Apprenticeship or other trades certificate or diploma	152 4%	88 4%	64 6% B
College, CEGEP or other non-university certificate or diploma	835 24%	569 23%	266 26%
University certificate or diploma below bachelor's level	322 9%	252 10% C	70 7%
Bachelor's degree	764 22%	501 20%	262 25% B
Post graduate degree above bachelor's level	448 13%	330 13%	118 11%
Refused	52 1%	34 1%	18 2%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

QF. In which province or territory do you live?
 BASE: All respondents
 Banner 1 - Phone

	REGION										LOCATION			AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)				
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223				
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272				
Newfoundland and Labrador	46 2%	46 24%	-	-	-	-	-	15 3%	31 2%	10 1%	14 2%	16 2%	12 2%	19 2%	8 2%	7 2%	16 2%	21 2%	25 2%	-	43 2%	3 1%				
Prince Edward Island	50 2%	50 27%	-	-	-	-	-	29 6% I	21 1%	11 2%	16 2%	19 2%	18 2%	19 2%	5 1%	7 2%	12 1%	22 2%	24 2%	4 11%	41 2%	9 4%				
Nova Scotia	44 2%	44 23%	-	-	-	-	-	8 2%	36 2%	9 1%	11 1%	20 2%	18 2%	15 2%	5 1%	4 1%	10 1%	21 2%	21 2%	2 6%	38 2%	6 3%				
New Brunswick	48 2%	48 25%	-	-	-	-	-	0 *% H	47 2%	8 1%	15 2%	18 2%	19 3%	15 2%	8 1%	3 1%	10 1%	21 2%	23 2%	3 8%	41 2%	6 3%				
Quebec	572 23%	-	572 100%	-	-	-	-	111 24%	462 23%	140 22%	188 23%	227 25%	165 23% P	223 24% P	128 25% P	54 16%	181 22% P	275 23% T	293 23% T	4 11%	521 23%	52 23%				
Ontario	949 38%	-	-	949 100%	-	-	-	159 34%	790 39% H	249 39%	319 39%	342 38%	239 33%	354 39% M	184 37%	161 49% MNOQ	345 41% M	451 38%	489 38%	9 25%	875 38%	74 33%				
Manitoba	111 4%	-	-	-	111 22%	-	-	37 8% I	74 4%	27 4%	38 5%	42 5%	39 5%	35 4%	23 5%	12 4%	35 4%	51 4%	58 5%	2 6%	95 4%	17 7%				
Saskatchewan	114 5%	-	-	-	114 22%	-	-	36 8% I	78 4%	36 6%	36 4%	39 4%	50 7% NPQ	31 3%	21 4%	11 3%	32 4%	57 5%	57 4%	-	101 4%	14 6%				
Alberta	284 11%	-	-	-	284 56%	-	-	33 7% H	251 12% H	78 12%	108 13% L	84 9%	98 14% P	94 10%	61 12%	26 8%	87 10%	140 12%	138 11%	5 14%	263 12%	20 9%				
British Columbia	269 11%	-	-	-	-	269 100%	-	33 7% H	236 12% H	73 11%	77 9%	100 11%	64 9%	101 11%	56 11%	43 13%	99 12%	122 10%	141 11%	7 19%	247 11%	23 10%				
Yukon	4 *%	-	-	-	-	-	4 28%	0 *%	3 *%	1 *%	1 *%	1 *%	2 *%	1 *%	1 *%	0 *%	1 *%	2 *%	1 *%	-	3 *%	0 *%				
Northwest Territories	7 *%	-	-	-	-	-	7 51%	1 *%	6 *%	1 *%	1 *%	1 *%	2 *%	2 *%	1 *%	1 *%	3 *%	2 *%	4 *%	-	6 *%	0 *%				
Nunavut	3 *%	-	-	-	-	-	3 21%	3 1%	0 *%	1 *%	1 *%	0 *%	1 *%	1 *%	1 *%	0 *%	2 *%	1 *%	2 *%	-	3 *%	0 *%				

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

QF. In which province or territory do you live?
 BASE: All respondents
 Banner 2 - Online

	REGION										LOCATION			AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other				
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)				
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15				
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15				
Newfoundland and Labrador	15 1%	15 22%	-	-	-	-	-	3 2%	13 1%	5 2%	4 1%	6 1%	2 1%	8 2%	1 *%	3 3%	4 1%	7 1%	8 2%	-				
Prince Edward Island	4 *%	4 6%	-	-	-	-	-	2 2%	2 *%	-	2 *%	2 1%	2 1%	2 *%	-	-	-	1 *%	3 1%	-				
Nova Scotia	30 3%	30 43%	-	-	-	-	-	9 7% I	21 2%	8 3%	9 3%	12 3%	7 3%	7 2%	11 4%	4 3%	15 4% N	15 3%	14 3%	-				
New Brunswick	21 2%	21 30%	-	-	-	-	-	-	21 2%	2 1%	8 2%	10 3%	9 4% OQ	8 2%	2 1%	1 1%	4 1%	9 2%	11 2%	-				
Quebec	243 24%	-	243 100%	-	-	-	-	35 29%	208 23%	62 22%	84 23%	97 25%	57 24%	111 28% OQ	44 17%	27 23%	72 19%	115 24%	124 23%	4 27%				
Ontario	396 38%	-	-	396 100%	-	-	-	40 34%	356 39%	108 39%	140 39%	148 38%	76 32%	143 36%	115 44% MN	57 48% MN	172 45% MN	186 38%	204 39%	5 33%				
Manitoba	44 4%	-	-	-	44 24%	-	-	6 5%	38 4%	12 4%	20 6%	12 3%	14 6%	13 3%	13 5%	4 3%	16 4%	25 5%	19 4%	-				
Saskatchewan	34 3%	-	-	-	34 19%	-	-	6 5%	28 3%	8 3%	10 3%	16 4%	12 5%	13 3%	5 2%	3 3%	8 2%	16 3%	17 3%	2 13%				
Alberta	104 10%	-	-	-	104 57%	-	-	9 7%	95 10%	29 10%	38 11%	37 9%	25 11%	40 10%	26 10%	10 8%	36 9%	44 9%	57 11%	3 20%				
British Columbia	143 14%	-	-	-	-	143 100%	-	11 9%	132 14% H	43 15%	44 12%	55 14%	30 13%	56 14% P	44 17% P	9 8%	53 14% P	71 14%	71 13%	1 7%				
Yukon	1 *%	-	-	-	-	-	1 100%	-	1 *%	-	1 *%	-	-	-	1 *%	-	1 *%	-	1 *%	-				

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

QF. In which province or territory do you live?
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
Newfoundland and Labrador	61 2%	46 2%	15 1%
Prince Edward Island	54 2%	50 2%	4 *% C
Nova Scotia	74 2%	44 2%	30 3%
New Brunswick	68 2%	48 2%	21 2%
Quebec	815 23%	572 23%	243 24%
Ontario	1345 38%	949 38%	396 38%
Manitoba	155 4%	111 4%	44 4%
Saskatchewan	149 4%	114 5%	34 3%
Alberta	387 11%	284 11%	104 10%
British Columbia	412 12%	269 11%	143 14% B
Yukon	4 *%	4 *%	1 *%
Northwest Territories	7 *%	7 *%	-
Nunavut	3 *%	3 *%	-

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

LANG. Language
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
English	1984	184	63	947	510	268	13	358	1627	523	652	697	573	706	387	285	672	941	1012	32	1809	176
	79%	98%	11%	100%	100%	100%	100%	77%	80%	82%	79%	77%	79%	78%	77%	86%	81%	79%	79%	89%	79%	79%
		C		BC	BC	C	C			L						MNOQ						
French	516	3	510	2	-	1	0	108	408	118	171	211	153	204	114	45	159	246	266	4	469	47
	21%	2%	89%	*%		*%	*%	23%	20%	18%	21%	23%	21%	22%	23%	14%	19%	21%	21%	11%	21%	21%
		D	BDFG									J	P	P	P		P					

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

LANG. Language
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
English	841	68	55	396	180	143	1	90	752	228	296	317	189	309	227	101	328	400	429	13
	81%	98%	22%	100%	99%	100%	100%	75%	82%	82%	82%	81%	80%	77%	87%	85%	86%	82%	81%	87%
		C		C	C	C	C								N		N			
French	192	1	188	-	2	-	-	29	162	50	65	77	46	90	35	17	53	90	100	2
	19%	2%	78%		1%			25%	18%	18%	18%	19%	20%	23%	13%	15%	14%	18%	19%	13%
			BE											OQ						

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

LANG. Language
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
English	2826 80%	1984 79%	841 81%
French	707 20%	516 21%	192 19%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

STYPE. Sample Type
 BASE: All respondents
 Banner 1 - Phone

	REGION					LOCATION				AGE			EDUCATION					GENDER			INTERNET USE	
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other	Yes	No
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)
Weighted 'N'	2500	187	572	949	510	269	13	466	2034	641	824	909	725	910	501	330	831	1186	1278	36	2277	223
Unweighted 'N'	2500	400	450	600	550	300	200	547	1953	476	736	1162	790	892	465	317	782	1249	1215	36	2228	272
Landline	1243	103	274	462	280	116	7	308	935	85	377	713	393	460	224	145	370	523	702	18	1064	179
	50%	55%	48%	49%	55%	43%	56%	66%	46%	13%	46%	78%	54%	51%	45%	44%	44%	44%	55%	50%	47%	80%
		CDF		CDF				I			J	JK	OPQ	Q					R			U
Cell	1257	83	299	487	229	153	6	157	1100	556	447	196	333	449	277	185	462	663	576	18	1213	44
	50%	45%	52%	51%	45%	57%	44%	34%	54%	87%	54%	22%	46%	49%	55%	56%	56%	56%	56%	50%	53%	20%
			BE	BE		BE			H	KL	L				M	M	MN	S			V	

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST/UV
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

STYPE. Sample Type
 BASE: All respondents
 Banner 2 - Online

	REGION					LOCATION				AGE			EDUCATION					GENDER		
	Total	Atl	Que	Ont	Pra- iries	BC	North	Rural	Urban	18-34	35-54	55+	High school or less	Coll./ trade/ univ. cert.	Univ- ersity degree	Post- grad. degree	Total univ- ersity	Man	Woman	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)
Weighted 'N'	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
Unweighted 'N'	1033	60	321	355	168	128	1	122	911	212	335	486	231	414	250	120	370	521	497	15
Online	1033	70	243	396	182	143	1	119	914	277	362	394	235	400	262	118	380	489	529	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Comparison Groups: BCDEFG/HI/JKL/MNOPQ/RST
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.

STYPE. Sample Type
 BASE: All respondents
 Banner 3 - All

	SAMPLE TYPE		
	Total	Phone	Online
	(A)	(B)	(C)
Weighted 'N'	3533	2500	1033
Unweighted 'N'	3533	2500	1033
Landline	1243 35%	1243 50%	-
Cell	1257 36%	1257 50%	-
Online	1033 29%	-	1033 100%

Comparison Groups: BC
 Independent T-Test for Means (equal variances), Independent Z-Test for Percentages (unpooled proportions)
 Uppercase letters indicate significance at the 95% level.