

Citizen Consultation Survey



_experience the commitment



Business solutions through information technology

Information Technology Office

Citizen Service Transformation - Phase 2

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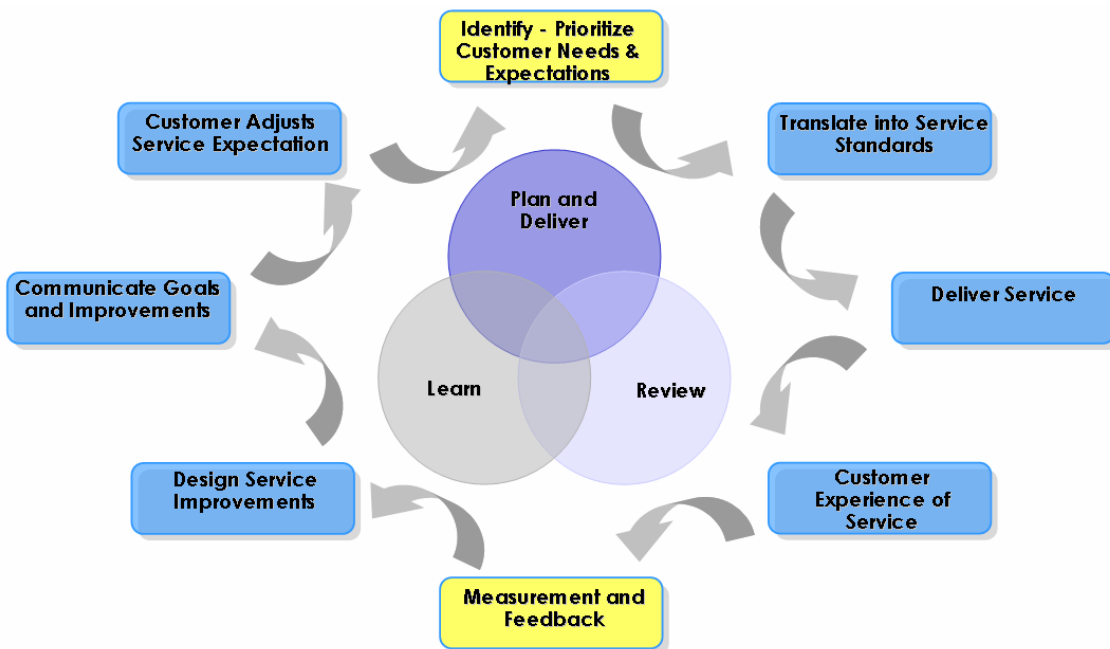
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1.0 Introduction

The approach to citizen consultation is to understand the government’s requirements for priority outcomes for its citizens. Reviewing these requirements and any current research on client satisfaction, provides context and benchmarks of the “as is” standing of the government. The Citizen Consultation activity should deliver service drivers for design, development and operations. The objective is to gain insight into and plan for incorporating the results arising from:

- ➔ Benchmarking current service quality: citizens overall experience with service and perceptions of quality
- ➔ Understanding the drivers of satisfaction: what aspects of service influence citizens’ determination of satisfaction
- ➔ Understanding service channel preferences: understand what channels are preferred by what customer groups for what types of services
- ➔ Understanding channel choice: what encourages use of channels
- ➔ Engaging customers in service innovations: customer recommendations for improvements

The approach to citizen consultation focuses public services closely on the needs of citizens. Citizen feedback is built into the way services are organized and managed. Establishing and building the connection between what customers say and the way service is organized is an essential ingredient to service improvement which is built on a repeatable, iterative approach as outlined in the model below.



For the purpose of Phase 2 of the Citizen Service Transition, the Citizen Consultation Survey data is used for the following deliverables

➤ Customer Outcome Model (Standards and Targets)

Citizen consultation provides data to define the standards and target measures the CST initiative can be measured against. Citizen consultation is the starting point to determine the metrics for measuring the goals and objectives for each customer's experience interacting with the Government. The standards and targets become the means by which progress and success can be measured.

➤ Priorities Model

Citizen needs, as per consultations, provides information into the priorities model which takes into account all elements that have an influence on a clear set of priorities that will guide the decision and progress towards the CST vision.

2.0 Consultation Survey Approach

The approach taken to obtain citizen input was to contract the services of a market research firm with the qualifications and experience required to survey targeted Saskatchewan citizens. Fast Consulting was identified as a qualified and reputable Saskatoon-based market research firm with previous government experience in providing quantitative and qualitative market research. CGI proceeded to contract Fast Consulting to conduct a telephone survey as the vehicle to obtain the necessary Citizen Consultation Survey market research.

Results from Phase 1 of the Citizens Service Transformation were used as input to identify specific segments of Saskatchewan's population, with targets set to complete the surveys with northern, rural and urban residents as well as youth, Aboriginal and small business. The CGI and ITO project team met and developed a set of base questions which was reviewed at an orientation meeting with Fast Consulting. Following this, a survey instrument was designed and pre-tested by Fast Consulting to ensure all questions were understood by the target segments and the information being gathered addressed the research objectives.

The Fast Consulting survey defined "rural as based on telephone numbers for all respondents who do not live within the urban centres identified within the survey". However, "the criteria for the Survey Sample Regional Distribution was self defined by respondents based on being asked if they live in a city, town, village or rural municipality". This has led to the inclusion of city, town and village within rural municipalities on the Survey Sample Regional Distribution.

As a note, the consultation survey did not deploy focus groups as the survey vehicle as initially was thought, due to the time and cost implications.

Further details regarding the approach can be obtained from the Fast Consulting Survey report in Appendix A.

3.0 Survey Target Results

A sample target size of 100 surveys was identified for each of the target segments, for a total of 600 surveys. The sample size of 600 respondents throughout Saskatchewan was designed to yield relatively precise statistical estimates of public perception within an overall level of confidence of 95 percent and a margin of error of plus or minus 4.0. Survey respondents were selected from Saskatchewan telephone directories and telephone lists provided by ASDE Survey Sampler, which provides methodologically sound, statistically accurate telephone samples, allowing for equal probability of any Saskatchewan resident being selected for participation in the survey.

For the overall sample, one survey was completed for every 8.5 initial calls and up to five callbacks were attempted for those households that were not able to be reached the first time. For the small business survey one survey was completed for every 11.9 initial calls. The youth section initially had disappointing results. Following an assessment, a youth database from a previous CYR survey was used resulting in one youth survey being completed for every 7.7 initial calls.

The following tables show the final outcome based on the initial call for the overall, youth and business sectors for the survey.

Call Outcome	Survey Sample		
	Overall	Small Business	Youth
Not in service	322	123	15
Fax/modem	31	347	1
Disqualified	288	55	53
Household refusal	21	5	
Respondent refusal	1,090	222	28
Error in phone number	5	3	2
Busy signal	13	10	
No answer	571	109	38
Answering machine	155	110	37
Appointment/call again	40	137	34
Illness/incapable	12	1	
Language barrier	10	2	
Complete surveys	341	103	31
Total initial calls	2,899	1,227	239

Historically it is difficult to survey youth in Saskatchewan. There is an inherent difficulty in reaching this age target through random dialing, as there are few households with youth in this age group. Further,

parental consent is required to conduct research with youth under the age of 16.

The following table shows the initial target and final outcome from the above table including the overall margin of error for each segment.

- 571 surveys completed out of 600 targeted
- Geographical segments; Northern, Rural, Urban
- Demographic segments; Youth, Aboriginal, Small Business

Segment	Target	Sample Size	Margin of Error
Northern residents	100	115	± 9.1
Rural residents	100	103	± 9.7
Urban residents	100	104	± 9.6
Youth	100	43	± 14.9
Aboriginal	100	103	± 9.7
Small business	100	103	± 9.7
Total	600	571	± 4.1

4.0 Consultation Survey Results

Results from the consultation survey have been reviewed and analyzed with the following observations being submitted. Detail results from the survey are included in appendix A. Further analysis can be performed on the survey which has been provided on CD accompanying this report.

Observations

The following observations have been made following a review of the consultation survey results.

- The traditional forms of service delivery, telephone and mail, are predominant throughout all regions and demographic profiles.
- Would like to see how citizens would be willing to migrate from preferred channels to others, i.e. Small business move from costly mail channel to other – cultural transformation involved
- In most cases the results around channel preference for each group differs only by a few percentage points. Small business seems to have the most decisive results.
- Need to follow the change in preferences moving forward.
- Youth sample may be too small to be of value.
- Small Business would like to focus on the appetite for change. Look for opportunities to move from mail as a preferred channel, to less costlier alternatives. Future surveys should focus on appetite for channel migration.
- Aboriginal results show there is good tolerance for web delivery. No shortfalls were noticed from survey as to choices available or capability of access to services.
- Small Business:
 - Need to communicate with a person
 - Need efficient fast service
 - Comfortable with the mail channel, they receive something tangible, however, need to explore the possibility of shifting preference to a less costly channel.
- Need convenient, secure, substantiated services.
- Web Channel - better use than expected, however citizens are not enamoured with what is available now.
- Citizens seem content with the services as they are now, of course improvements can continually be made and tracked. However the survey does not seem to be focused on the appetite of citizens for a SWG approach.
- Problems that citizens face accessing and using government services does not indicate properly whether the issues faced are due to content (i.e. misleading, not enough, incorrect, etc.) or

technical (web page not loading, service not provided through the channel of choice, no telephone).

- The areas to follow are the improvements to be made in the efficiency of the delivery of services through SWG transformation and the cultural transformation of citizens as they are encouraged to use non-traditional channels.
- Content Management must be handled carefully when combining the services of Federal, Provincial, Municipal, Public Sector, etc. to avoid alienation.
- Northern and Aboriginal want closer representation (Service Centres) which may be a good indicator of SWG need.
- Northern residents and Aboriginals would appear to benefit from more government representation (Service Centres).
- Citizens want faster, easier, more convenient service.
- Citizens favour grouping services by choices, but show no preference to having multiple levels of government under a single window. Content management must be carefully scrutinized as the transformation initiative explores partnerships.
- Privacy and confidentiality are not a big concern, government is expected to currently provide high levels.
- Aboriginals appear to have sufficient capacity for more electronic forms of service delivery.
- Small Business appears to prefer mail as a channel. Care and attention must be used to facilitate their migration (cultural transformation) to a more economical channel so that their comfort level is sustained.
- Small Business is least favourable to a convenience fee.

Technologies

- Over 70% of citizens have access to a computer.
- 78% have access to the Internet (20% dial-up).
- 58% have cell phones.

Personal Contact

- Citizens have a strong preference for personal contact via the telephone and face-to-face.
- 87% prefer the telephone to access services.
- 70% would prefer visiting a walk-in centre.
- 50% think it's important to have a government office in the community.
- Except for urban residents, the majority of respondents travel more than 100km to the nearest major shopping centre.

Internet Access

- 72% of Youth favour Internet access.
- 70% of Small Business uses the Internet because it's convenient.
- Only 40% of Rural and Aboriginal respondents prefer the Internet to access services.

Difficulty of Access

- 25% can't find the information they are looking for.
- 21% have trouble using automatic telephone answering systems.
- 21% have trouble using government web sites.

Concerns

- Safety or security: 4% of northern residents and Aboriginals, 0% others.
- Confidentiality: 6% of small business, 0% others.
- Service language: 2% of residents, mainly Northern and Aboriginals.
- Convenience fees: the majority are not willing to pay a convenience fee for improved services
- One point of contact
 - 57% of Youth and Small business want single-window access to all government services
 - 56% of Aboriginals prefer separate access to federal, provincial or local government services
 - Urban, Rural and Northern residents are split on preference.
- Improvements wanted
 - Reduced access time
 - Reduced waiting times
 - Reduced the number of times “get bounced around”
 - Make it easier to get information about the services.

Geographical Analysis

The following urban, rural and northern geographic analysis has been made following a review of the consultation survey results.

Urban Analysis

- Have the highest percentage of computer (85%) and internet access (85%) compared to Rural or Northern.
- Highest percentage of email use - 78%.
- Highest response for PDA use - 15%.
- Prefer to use the telephone for making an appointment or complaint.
- Over half of Urban respondents prefer to use telephone or internet for giving and receiving information about services, or confirming eligibility for a service.
- More than one-third use the internet to make an application.
- Less likely to prefer getting information about government services via the mail - prefer media, email, and internet.
- Would like to receive funds by mail, and pay them in person.
- Urban citizens would use the internet for government services more so than Rural or Northern
- Of the citizens who prefer the internet, almost two-thirds state it is because of the convenience.

Rural Analysis

- Respondents prefer the telephone for giving and receiving information. Mail/fax shows second strongest usage preference.
- Prefer to make applications by mail.
- Prefer the telephone to make complaints, confirm eligibility, or make an appointment.
- Would like to receive funds by mail, and make payments in person.
- Almost three-quarters would like the convenience of a walk-in service centre.
- 85% prefer accessing services via telephone more so for convenience than having a live person or a quick response. However, they prefer the option to speak to a live person.
- Rural are less likely to use the internet to access services than Urban or Northern.
- Compared to Urban or Northern, Rural citizens feel that a government office in their community is not as important.

- Significant percentage have access to computers, email and the internet albeit lower than Urban or Northern citizens.

Northern Analysis

- Respondents prefer the telephone or mail for giving and receiving information.
- Almost two-thirds of respondents prefer mail or internet to make an application.
- After the telephone, Northern respondents prefer to make complaints, confirm eligibility, or make an appointment in person, with mail slightly behind in responses.
- As with the other geographical areas, Northern citizens would like to receive funds by mail, and pay them in person.

Demographic Analysis

The following Aboriginal, Youth and Small Business demographic analysis has been made following a review of the consultation survey results.

Aboriginal Analysis

- Respondents prefer the telephone or mail for giving and receiving information, or confirming eligibility.
- 64% of Aboriginal respondents prefer mail or internet to make an application.
- The majority of respondents would make a complaint by telephone, followed by walk-in, a distant second.
- As with all citizens, this demographic prefers to give payments in person, and receive them by mail.
- Aboriginal respondents prefer walk-in centres more so than Youth or Small Business.
- 89% prefer accessing services via telephone more so for convenience than having a live person or a quick response. This group is not as concerned about the ability to speak to a live person. Respondents who do not want an automated system find it too long or confusing.
- The majority of respondents do not prefer the internet for government services access. There is an indication of lack of comfort level with computer/internet.
- 57% would accept a “convenience fee”.

Youth Analysis

- Least number of respondents surveyed.
- Youth indicated that the internet and email are the preferred method for receiving information from government services.
- Email and telephone are preferred for giving information to government.

- Making a complaint, appointment, or confirming eligibility for a service is preferably by telephone or in person.
- Respondents prefer in person for making a payment or an application.
- Receiving an approved allowance, grant or reimbursement is preferred by mail.
- Youth who find existing government office hours inconvenient go against the trend of the overall respondents by indicating that they would like to have offices open earlier one morning per week instead of open on Saturday.
- Youth find that the telephone is a preferred method, but are split when it comes to an automated phone system. The main factors appear to be that the choices are confusing or would like to speak to a person.
- Youth respond more positively to using the internet for accessing government services than the other demographic/geographic groups surveyed due to its convenience and quick response.
- Less likely to prefer getting information about government services via the email or internet - prefer media, conventional mail.
- Almost 60% would accept a “convenience fee”.
- 56% prefer "one point of contact of single-window access”.
- Largest percentage of computer, internet, and email access compared to the other groups.

Small Business Analysis

- 41% report trouble using the website.
- Small Business prefers to receive information from the government by telephone, but also prefers to give information to the government by mail.
- Mail is also the preferred method for making an application, receiving funds, or making payments.
- Complaints, eligibility confirmation, referrals/appointments are dealt with primarily over the telephone.
- Whereas private citizens favour walk-in service centres, Small Business is split on their preference.
- Small Business appears to require services delivered in a quicker timeframe. Two-thirds prefer 30 minutes or less as opposed to the overall score of same-day.
- A small percentage of respondents would prefer to use a fully automated phone system. Citing the need to talk to a person was preferred.
- Small Business are split on their preference for the internet-based access to government services, again indicating the need to speak to a live person.

- ➔ 63% prefer to receive information about services via the mail.
- ➔ More than two-thirds of respondents are opposed to a “convenience fee”.
- ➔ Respondents are more amiable toward a single-window access for services.
- ➔ Not getting all the information needed, or not getting the right person/place are concerns of Small Business when accessing government services.

Appendix A – Survey Report



**CGI INFORMATION SYSTEMS &
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Information Technology Office Access to Government
Information Survey

Report Summary
September 2005

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CGI Information Systems & Management Consultants Inc.
Information Technology Office Access to Government Information Survey

REPORT SUMMARY

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Executive Summary

The Government of Saskatchewan consists of a number of departments and agencies that leverage information technology in varying degrees for the provision of services to businesses and citizens; services are typically available in person, by telephone, mail, email and Internet web sites.

The Information Technology Office (ITO) is currently leading an IT Transformation initiative that is consolidating the provision of IT services internally within partner departments of the Executive Government. The Citizen Service Transformation Initiative is intended to leverage the CommunityNet infrastructure, and the efficiencies gained through the IT Transformation in order to efficiently and effectively provide services to the citizens of Saskatchewan.

The purpose of this research initiative was to provide the citizens of Saskatchewan an opportunity to express their opinions and provide information to CGI and Information Technology Offices (ITO) that will assist in ensuring decisions made by Information Technology Offices (ITO) are within the best interests of their customers. The objective is to provide an improved understanding of behaviours, requirements and potential improvements for Information Technology Offices (ITO).

Highlights

Accessing Government Services

- The largest percentage of respondents indicate they access government services several times a year.
- The large majority of those who access government services generally find that they usually get what they need.

Preferences for Accessing Information

- Depending upon the type of service, the most common methods for accessing typical government services are over the telephone, by mail or by fax.

Channel Preferences

- The majority of respondents indicate they would prefer to visit a walk-in service centre for government services and think a wait of up to 15 minutes is a reasonable amount of time to wait for their first contact with someone.

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September 2005

- The large majority of respondents prefer to use a telephone, cell phone or text messaging to access government services and say this method offers them convenience.
- One-half of respondents indicate they prefer to use the Internet to access government services. The majority of those who prefer to use the Internet cite convenience as the benefit, while close to one-half of those who do not prefer to use the Internet say they do not have access to a computer or the Internet.

Information Sources

- For the majority of respondents the best way to receive information about public services from federal, provincial and local governments are through pamphlets and booklets in the mail.

Convenience Fee

- The majority of respondents indicate they would not be willing to pay a "convenience fee" to get their government services more quickly, conveniently or in a specialized format to meet their needs.

One-point of Contact

- Respondents are split on whether they would prefer to access government services through one-point of contact or single-window access or if they would prefer to access government services separately.

Most Important Improvements

- The most commonly mentioned improvements respondents would like to see when they access government services include reducing the time to access the service, reducing the waiting time on the telephone, making it easier to get information about the service and reducing the number of times they bounce around to get the service.

Funding for Improvements

- The plurality of respondents think the government should invest more money to give them better access to public services.

Access in Your Community

- Roughly one-half of respondents think it is important to have a government office in their community to access it in person.

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Objectives & Methodology

The Government of Saskatchewan consists of a number of departments and agencies that leverage information technology in varying degrees for the provision of services to businesses and citizens; services are typically available in person, by telephone, mail, email and Internet web sites.

The Information Technology Office (ITO) is currently leading an IT Transformation initiative that is consolidating the provision of IT services internally within partner departments of Executive Government. The Citizen Service Transformation Initiative is intended to leverage the CommunityNet infrastructure, and the efficiencies gained through the IT Transformation in order to efficiently and effectively provide services to the citizens of Saskatchewan.

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Specific segments of Saskatchewan's population were targeted to ensure feedback from different types of provincial residents. Targets were set to complete surveys with northern, rural and urban residents as well as youth, Aboriginal and small businesses throughout Saskatchewan. The following table details the targets and number of surveys completed within each segment.

Segment	Target	Completed Surveys
Northern residents	100	115
Rural residents	100	103
Urban residents	100	104
Youth	100	43
Aboriginal	100	103
Small business	100	103
Total	600	571

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The questions in the CGI - ITO Access to Customer Service questionnaire were designed in consultation with CGI, ITO and Fast Consulting. The survey instrument was pre-tested to ensure that all of the questions asked were understood by the general public and the information being gathered addressed the research objectives.

The overall sample size of 571 respondents yields public opinion measurements with a statistical level of confidence of 95 percent, within an overall margin of error of plus or minus 4.1 percentage points of what they would be if all residents in these neighbourhoods were polled. The table below shows the margin of error for each segments of the survey population.

Segment	Sample size	Margin of error
Northern residents	115	± 9.1
Rural residents	103	± 9.7
Urban residents	104	± 9.6
Youth	43	± 14.9
Aboriginal	103	± 9.7
Small business	103	± 9.7
Total	571	± 4.1

Fast Consulting designed and implemented programs to facilitate the statistical analysis using the industry standard SPSS computer program (Statistical Package for Social Sciences). Data checking procedures were utilized at all times to ensure accuracy of the data. Statistical tests were also conducted on the demographics to ensure reliability and validity of the survey data.

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 September 2005

1 Service Expectations

Accessing Government Services

I would like to begin with some questions about your use of public or government services. These are services delivered by your federal government, provincial government, local government, First Nations government, etc.

Question. Other than universal services like power, telephone, heat, health and school, how often do you visit in person, call or go to a web site for other types of public or government services. These government services can include things from highway information or road conditions, social services, SGI claims, getting a birth certificate, getting a building permit, giving and receiving information, to buying a fishing permit? Would you say you access these types of government services...

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Several times a week	10%	6%	8%	9%	7%	14%	9%
Once a week	5%	4%	4%	3%	2%	8%	5%
Once every two	10%	7%	7%	6%	5%	9%	8%
Once a month	12%	7%	18%	18%	11%	13%	13%
Several times a year	26%	36%	33%	29%	35%	24%	30%
Once a year	22%	17%	19%	18%	26%	13%	18%
Never	15%	23%	11%	17%	14%	20%	17%

- The largest percentage of respondents from all survey segments indicate they access government services several times a year.

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Question. When you do access these government services, do you generally find that you usually get what you need or not?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	82%	72%	74%	68%	70%	79%	77%
No	7%	14%	14%	20%	8%	5%	10%
Partly	11%	14%	12%	12%	22%	16%	13%

- Of those respondents who do access these government services, the majority generally find that they usually get what they need.

Question. What difficulties did you have accessing these government services?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Couldn't find the information I was looking for	25%	23%	31%	26%	27%	12%	25%
Trouble using the automatic telephone answering system	31%	46%	8%	19%	9%	6%	21%
Trouble using the website	19%	14%	16%	-	18%	41%	21%
Didn't know how to find them	25%	5%	12%	15%	9%	12%	11%
Telephone lines were busy	13%	14%	15%	4%	-	-	10%
Slow response time	6%	9%	4%	11%	9%	6%	7%
Only have dial-up Internet access	-	-	-	-	-	18%	3%
Had to travel too great a distance	6%	-	4%	7%	-	-	2%
Didn't need them	-	-	4%	4%	-	6%	2%
Prefer to meet my needs through a different source	-	-	4%	4%	-	-	1%
Didn't know they were available to me	-	-	-	-	-	6%	1%
Was concerned about my security or safety	-	-	4%	4%	-	-	1%
Concerned with confidentiality	-	-	-	-	-	6%	1%
Unsure	-	5%	23%	22%	27%	-	10%

- The most common difficulties respondents faced when accessing government services included not being able to find the information they were looking for, trouble using the automatic telephone answering system and trouble using the website.

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Preferences for Accessing Information

Question. Now I'm going to describe some typical government services to you. For each one of these services people can access it either in-person, over the phone, on the Internet, through e-mail, through regular mail, by fax or by text messaging. As I read each service please tell me how you prefer to access the service.

How would you prefer to request or receive information about government services or get information about the status of your request?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
In person	14%	13%	17%	19%	12%	10%	13%
Telephone	32%	39%	33%	32%	19%	38%	34%
Internet	25%	17%	19%	12%	33%	15%	20%
Email	15%	8%	6%	10%	24%	18%	13%
Mail or fax	14%	23%	25%	27%	12%	19%	20%

- Respondents in all survey segments indicate telephone is the preferred method to request or receive information about government services or get information about the status of their request. Youth are more likely to prefer the Internet.

Give information to the government?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
In person	16%	11%	19%	22%	14%	3%	13%
Telephone	30%	39%	32%	33%	28%	24%	31%
Internet	22%	8%	19%	10%	16%	12%	15%
Email	7%	8%	5%	9%	23%	8%	8%
Mail or fax	20%	31%	24%	24%	19%	52%	31%
Unsure	5%	3%	1%	2%	-	-	2%

- With the exception of small business respondents, the preferred method to give information to the government is over the telephone. Small business respondents prefer to mail or fax information to the government.

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Make an application?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
In person	28%	24%	16%	22%	44%	2%	19%
Telephone	10%	13%	16%	13%	10%	21%	14%
Internet	36%	19%	26%	20%	14%	23%	26%
Email	3%	1%	2%	1%	9%	8%	4%
Mail or fax	23%	42%	38%	44%	23%	44%	36%
Unsure	-	1%	2%	-	-	1%	1%

- Mail or fax is the preferred method to make an application for all segments with the exception of urban residents who prefer the Internet. Youth are more likely to prefer to make an application in person.

Report a problem or make a complaint?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
In person	15%	15%	20%	20%	21%	11%	16%
Telephone	62%	66%	58%	58%	51%	72%	64%
Internet	11%	2%	8%	4%	7%	4%	6%
Email	7%	5%	4%	6%	14%	7%	6%
Mail or fax	2%	10%	9%	10%	7%	6%	7%
Unsure	3%	2%	1%	2%	-	1%	1%

- Respondents in all survey segments indicate telephone is the preferred method to report a problem or make a complaint.

Confirm my needs and eligibility for public services?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
In person	18%	12%	20%	17%	21%	8%	16%
Telephone	39%	45%	39%	39%	35%	45%	41%
Internet	28%	11%	17%	16%	12%	14%	17%
Email	4%	4%	3%	3%	16%	6%	5%
Mail or fax	8%	22%	18%	22%	14%	20%	17%
Unsure	3%	6%	3%	3%	2%	8%	4%

- Respondents in all survey segments indicate telephone is the preferred method to confirm their needs and eligibility for public service.

September 2005

Get a referral or an appointment?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
In person	8%	16%	20%	24%	25%	11%	15%
Telephone	70%	66%	65%	61%	56%	74%	67%
Internet	9%	3%	5%	3%	5%	2%	5%
Email	6%	3%	-	1%	7%	5%	4%
Mail or fax	4%	9%	9%	11%	2%	9%	7%
Unsure	3%	3%	1%	-	5%	-	2%

- Telephone is again the preferred method for all segments to get a referral or an appointment.

Receive an approved allowance, grant or reimbursement?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
In person	11%	12%	16%	17%	30%	4%	12%
Telephone	9%	8%	14%	18%	12%	16%	11%
Internet	17%	8%	13%	9%	-	8%	11%
Email	6%	2%	-	-	2%	5%	3%
Mail or fax	50%	65%	52%	52%	56%	64%	58%
Unsure	7%	5%	5%	4%	-	3%	5%

- Mail or fax is the preferred method to receive an approved allowance, grant or reimbursement.

Make a payment for a public service?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
In person	37%	47%	50%	50%	48%	33%	42%
Telephone	7%	7%	9%	13%	7%	4%	6%
Internet	29%	14%	20%	16%	5%	19%	20%
Email	2%	1%	1%	-	5%	-	1%
Mail or fax	22%	28%	17%	18%	28%	43%	28%
Unsure	3%	3%	3%	3%	7%	-	3%

- Respondents prefer to make a payment for public service in person, with the exception of small business respondents who prefer to use mail or fax.

September 2005

2 Channel Preferences

Walk-in Service Centres

Question. If it were possible would you prefer to visit a walk-in service centre for government services?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	62%	74%	82%	87%	81%	55%	70%
No	34%	25%	17%	11%	14%	44%	28%
Unsure	4%	1%	1%	2%	5%	1%	2%

- The majority of respondents in all survey segments indicate they would prefer to visit a walk-in service centre for government services.

Question. What do you think would be a reasonable amount of time to wait for your first contact with someone?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
No wait	6%	7%	7%	9%	9%	2%	6%
Less than 5 minutes	21%	15%	20%	20%	14%	30%	20%
5 to 10 minutes	37%	42%	36%	33%	31%	33%	37%
11 to 15 minutes	28%	20%	19%	21%	31%	26%	23%
16 to 20 minutes	3%	5%	3%	3%	6%	7%	5%
21 to 30 minutes	-	10%	10%	8%	3%	2%	6%
More than 30	5%	-	4%	5%	3%	-	2%
Unsure	-	1%	1%	1%	3%	-	1%

- The large majority of those respondents who prefer to visit a walk-in service centre think up to 15 minutes is a reasonable amount of time to wait for their first contact with someone.

Question. How much time do you think would be an acceptable amount of time to get what you need for a simple service such as getting a birth certificate?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Less than 5 minutes	8%	5%	6%	9%	3%	30%	10%
5 to 30 minutes	26%	33%	16%	20%	37%	35%	27%
Same day	22%	30%	24%	22%	26%	28%	26%
Next business day	12%	5%	13%	12%	14%	4%	10%
2 business days	5%	7%	13%	11%	11%	4%	8%
3 or more business	21%	19%	26%	25%	9%	-	17%
Unsure	6%	1%	2%	1%	-	-	2%

- The majority of respondents think an acceptable amount of time to get what they need for a simple search would be the same day.

Question. How about for a more complicated service such as getting information for a small business?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Less than 5 minutes	-	-	2%	2%	-	4%	1%
5 to 30 minutes	12%	9%	10%	12%	3%	10%	10%
Same day	22%	17%	23%	24%	11%	30%	22%
Next business day	12%	18%	19%	18%	26%	25%	19%
2 business days	20%	16%	12%	10%	37%	17%	17%
3 or more business	25%	37%	31%	31%	17%	12%	27%
Unsure	9%	3%	3%	3%	6%	2%	4%

- Most respondents would expect to wait one day or longer for a more complicated service.

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Question. Regular office hours for government offices are open Monday-Friday 8:30am - 5:00 pm, are these hours convenient for you?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	72%	72%	65%	71%	71%	84%	72%
No	28%	28%	35%	29%	29%	16%	28%

- The majority of respondents in all survey segments think the regular office hours for government offices are convenient for them.

Question. What would be more convenient for you?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Open earlier one morning per week	6%	14%	3%	12%	60%	-	6%
Open later one evening per week	39%	29%	42%	27%	-	33%	39%
Open on Saturday	28%	43%	42%	46%	20%	44%	38%
All of the above	22%	14%	10%	11%	20%	22%	13%
Open over the lunch hour	5%	-	3%	4%	-	-	4%

- Those respondents who indicate regular office hours are not convenient for them indicate being open later one evening per week or on Saturday would be more convenient for them.

September 2005

Telephone (call-centre)

Question. Do you prefer to use a telephone, cell phone or text messaging to access government services?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	79%	85%	90%	89%	91%	94%	87%
No	20%	14%	10%	11%	9%	6%	12%
Unsure	1%	1%	-	-	-	-	1%

- The large majority of respondents indicate they prefer to use a telephone, cell phone or text messaging to access government services.

Question. Why do you prefer to use the telephone?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Convenient	55%	56%	59%	60%	72%	47%	55%
Can speak to a person	12%	22%	12%	11%	13%	25%	17%
Quick response	20%	12%	20%	22%	15%	14%	17%
Don't have Internet	6%	10%	5%	3%	-	4%	6%
Familiarity	-	-	1%	1%	-	9%	2%
Cheaper	2%		1%	1%	-		1%
Security/privacy	3%		1%	2%	-		1%
Unsure	2%	-	1%	-	-	-	1%

- The majority of respondents who prefer to use a telephone, cell phone or text messaging to access government services say it offers them convenience.

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Question. Sometimes when you call, it's busy, how many calls are reasonable before you get through?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
One	10%	6%	9%	7%	3%	8%	8%
Two to three	75%	74%	71%	72%	74%	76%	74%
Four to five	10%	15%	16%	15%	15%	12%	14%
Six to ten	5%	4%	2%	4%	8%	1%	3%
More than 10	-	-	2%	2%	-	1%	1%
Unsure	-	1%	-	-	-	1%	-

- Approximately three-quarters (74%) of those respondents who prefer to use the telephone to access government services say two to three calls are reasonable before they get through.

Question. How long is reasonable to stay on hold?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Less than 1 minute	16%	11%	11%	10%	18%	11%	13%
1 to 3 minutes	61%	59%	61%	65%	54%	65%	61%
3 to 10 minutes	21%	30%	25%	22%	28%	23%	25%
More than 10	2%	-	2%	2%	-	1%	1%
Unsure	-	-	1%	1%	-	-	-

- The majority of those respondents who prefer to use the telephone to access government services say one to three minutes is a reasonable amount of time to stay on hold.

CGI – ITO Access to Government Information Survey
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Question. Would you use an automated phone system with no live person?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	21%	17%	32%	33%	26%	21%	23%
Yes - if there was an option to speak to a live agent	34%	42%	32%	25%	28%	52%	39%
No, never	44%	41%	35%	41%	44%	28%	37%
Unsure	1%	-	1%	1%	2%	-	1%

- Respondents prefer not to use an automated phone system unless there is an option to use a live agent.

Question. Why not?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
1 want to speak to a person	46%	25%	42%	37%	33%	37%	39%
Takes too long	13%	22%	19%	24%	11%	30%	20%
Choices are confusing	16%	22%	19%	24%	33%	11%	19%
Don't get the information I need	8%	3%	5%	3%	-	11%	6%
Choices are read too quickly	8%	6%	6%	2%	17%	4%	6%
Get through to the wrong place	3%	6%	6%	5%	-	4%	4%
Too many choices	-	11%	-	3%	6%	4%	3%
Choices are not provided in my preferred language	-	-	3%	2%	-	-	1%
Unsure	6%	5%	-	-	-	-	2%

- Those respondents who would not use an automated phone system indicate they would not use a system because they prefer to speak to a person, it takes too long or choices are confusing.

CGI – ITO Access to Government Information Survey
September 2005

Internet (web-site)

Question. Do you prefer to use the Internet to access government services?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	53%	39%	47%	40%	72%	53%	50%
No	43%	61%	52%	60%	28%	47%	49%
Unsure	4%	-	1%	-	-	-	1%

- Respondents are split on whether they prefer to use the Internet to access government services.

Question. Why do you prefer to use the Internet?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Convenient	64%	55%	55%	46%	58%	70%	61%
Quick response	29%	25%	40%	44%	32%	29%	31%
Amount of information available	7%	18%	5%	10%	7%	-	7%
Only available option	-	2%	-	-	3%	-	1%
Unsure	-	-	-	-	-	2%	-

- The majority of those respondents who prefer to use the Internet to access government services say they prefer this method because it is convenient.

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Question. Why not?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Don't have access to computer/Internet	53%	55%	44%	42%	25%	4%	47%
Not comfortable with computer/Internet	21%	20%	20%	26%	8%	11%	19%
I want to speak to a	2%	8%	15%	8%	-	37%	9%
Choices are confusing	4%	5%	10%	8%	8%	11%	7%
Takes too long	4%	3%	3%	3%	17%	30%	7%
Security/privacy	4%	3%	3%	2%	17%	-	4%
Too many choices	-	-	-	-	-	4%	1%
Get through to the wrong place	-	2%	-	-	8%	4%	1%
Don't get the information I need	2%	2%	2%	1%	8%	-	1%
Choices are not provided in my preferred	-	2%	-	2%	-	-	-
Unsure	10%	-	3%	8%	9%	-	4%

- Close to one-half of those respondents who do not prefer to use the Internet to access government services indicate they do not have access to a computer or the Internet.

Question. When you are looking for government services on the Internet do you...
Find the website you are looking for easily?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	85%	65%	72%	76%	74%	78%	76%
No	13%	30%	28%	22%	19%	20%	22%
Unsure	2%	5%	-	2%	7%	2%	2%

- The large majority of those respondents who use the Internet to access government services say they find the website they are looking for easily.

Find forms that you are looking for on the website?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	67%	80%	74%	85%	71%	76%	73%
No	24%	18%	24%	15%	26%	22%	23%
Unsure	9%	2%	2%	-	3%	2%	4%

- The majority of those respondents who use the Internet to access government services say they find the forms they are looking for on the website.

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Find forms or documents easy to print?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	80%	73%	78%	78%	74%	87%	80%
No	6%	15%	13%	17%	13%	11%	10%
Unsure	14%	12%	9%	5%	13%	2%	10%

- More than three-quarters (80%) of those respondents who use the Internet to access government services say they find forms or documents easy to print.

Find forms that you can complete and submit online?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	51%	68%	74%	78%	71%	62%	64%
No	22%	22%	17%	17%	16%	29%	22%
Unsure	27%	10%	9%	5%	13%	9%	14%

- The majority of those respondents who use the Internet to access government services say they find forms that they can complete and submit online.

Access in your language of choice?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	96%	100%	93%	90%	97%	98%	97%
No	2%	-	7%	10%	3%	2%	2%
Unsure	2%	-	-	-	-	-	1%

- The large majority of those respondents who use the Internet to access government services say they can access in the language of their choice.

Like to see services grouped by choices that meet your needs?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	87%	88%	91%	93%	90%	86%	88%
No	7%	5%	7%	7%	3%	9%	7%
Unsure	6%	7%	2%	-	7%	5%	5%

- The large majority of those respondents who use the Internet to access government services indicate they like to see services grouped by choices that meet their needs.

September 2005

3 General Questions

Best Way to Receive Information

Question. What is the best way for you to receive information about public services from federal, provincial and local governments?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Pamphlets/booklets in the mail	39%	53%	57%	58%	30%	63%	52%
Media advertisements	32%	30%	29%	26%	37%	15%	27%
Email	11%	5%	6%	6%	19%	14%	10%
Information on the Internet	13%	6%	5%	5%	7%	4%	7%
Posters	2%	1%	3%	4%	7%	2%	2%
All of the above	1%	2%		1%	-	-	1%
Fax	-	-	-	-	-	3%	1%
Telephone	-	2%	-	-	-	-	-
Word of mouth	-	1%	-	-	-	-	-
Unsure	2%	-	-	-	-	-	-

- For the majority of respondents the best way to receive information about public services from federal, provincial and local governments is through pamphlets and booklets in the mail.

Convenience Fee

Question. Some government services that people access have a price attached such as birth certificates and fishing permits. Would you be willing to pay a "convenience fee" to get your government service more quickly, conveniently or in a specialized format more suited to your needs?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Yes	46%	41%	56%	57%	58%	30%	45%
No	50%	56%	43%	41%	40%	68%	53%
Unsure	4%	3%	1%	2%	2%	2%	2%

- The majority of respondents indicate they would not be willing to pay a "convenience fee" to get their government service more quickly, conveniently or in a specialized format more suited to their needs; small business respondents are least likely.

One-point of Contact

Question. Throughout the survey we've been talking about accessing federal, provincial and local government services. Would it be convenient for you to access following services from the same contact or web-site? This would mean one-point of contact or single-window access.

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Yes - give me access to all services	44%	46%	50%	41%	56%	59%	50%
No - I prefer to access them	48%	49%	46%	56%	42%	39%	45%
Unsure	8%	5%	4%	3%	2%	2%	5%

- Respondents are split on whether they would prefer to access government services through one-point of contact or single-window access or if they would prefer to access government services separately.

Information Related Problems

Question. Regardless of how you access government services, what information-related problems bother you the most?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Not getting all the information I need to get the service	9%	8%	9%	7%	14%	18%	11%
Long wait for service	9%	7%	12%	14%	-	9%	9%
Not getting through to the right place/person	5%	7%	4%	6%	-	16%	7%
My questions don't get answered	6%	10%	6%	4%	-	7%	7%
None/nothing	6%	5%	7%	5%	21%	5%	7%
Forms are hard to understand and fill out	5%	6%	5%	6%	-	5%	5%
Not getting accurate information	3%	8%	3%	5%	7%	3%	4%
Not getting a live person	5%	3%	1%	1%	-	8%	4%
Written and spoken language is not clear	1%	6%	4%	4%	-	3%	3%
Procedures are hard to understand	6%	3%	3%	4%	-	-	3%
Getting out of date information	3%	1%	3%	2%	-	1%	2%
I keep giving the same information over and over again	1%	3%	3%	3%	-	3%	2%
Automated service is	1%	4%	2%	1%	-	-	2%
Not getting consistent information	-	2%	-	1%	2%	2%	1%
Confidentiality/security	1%	1%	2%	1%	-	-	1%
Not user friendly	3%	-	3%	2%	-	-	1%
Website problems	1%	-	3%	2%	-	-	1%
High cost	1%	-	-	-	2%	2%	-
Unsure	34%	26%	30%	32%	54%	19%	30%

- The above table shows the percentage of information related problems that bother respondents the most.

Most Important Improvements

Question. What's most important improvement you would like to see when you access government services?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Reduce the time to access the service	30%	19%	29%	27%	7%	18%	23%
Reduce the waiting time on the telephone	26%	21%	24%	28%	7%	22%	22%
Make it easier to get information about the service	20%	18%	12%	17%	9%	17%	16%
Reduce the number of times you are bounced around to get the service	19%	11%	13%	17%	2%	27%	16%
Improve the search engine on the website	13%	6%	7%	3%	5%	13%	9%
Improve competence of staff	7%	12%	4%	8%	-	13%	8%
Make instructions/directions	10%	11%	4%	9%	5%	11%	8%
Simplify forms	5%	9%	5%	8%	-	10%	7%
Give customers accurate and consistent information	8%	7%	6%	6%	2%	8%	7%
Reduce the waiting time for line-	8%	4%	11%	13%	7%	1%	6%
Reduce the waiting time for email and mailed response	6%	3%	9%	6%	-	-	4%
Have more ways to access the service	6%	4%	4%	4%	7%	1%	4%
Extend office hours	4%	5%	5%	6%	-	2%	4%
Make the service more	3%	4%	3%	3%	-	5%	4%
Speak to a live person	4%	8%	2%	4%	-	-	4%
Put more information on the website	4%	2%	4%	-	5%	7%	4%
Improve courtesy of staff	5%	5%	3%	6%	-	1%	3%
Have an office closer to me	2%	4%	3%	6%	-	1%	3%
Reduce the cost of service	1%	3%	2%	1%	2%	1%	2%
Improve privacy and	2%	1%	2%	1%	-	-	1%
Speed up application process	1%	1%	1%	1%	-	-	1%
Make payment more convenient	-	1%	-	-	2%	-	-
Unsure	21%	16%	24%	21%	65%	-	26%

- The most commonly mentioned improvements respondents would like to see when they access government services include reducing the time to access the service, reducing the waiting time on the telephone, making it easier to get information about the service and reducing the number of times they bounce around to get the service.

Funding for Improvements

Question. How do you think government should fund the improvements needed to give you better access to public services?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Through government investing more money into it	47%	39%	39%	38%	58%	46%	44%
Joint ventures with the private sector	22%	34%	33%	36%	16%	16%	25%
Through service user and convenience fees	18%	18%	14%	11%	16%	14%	16%
Streamline	11%	8%	5%	5%	-	12%	8%
Other	-	-	-	-	-	2%	-
Unsure	11%	12%	17%	18%	12%	15%	14%

- The highest percentage of respondents in all segments think the government should invest more money to give them better access to public services.

Access in Your Community

Question. How important is it to have a government office in your community to access it in person?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Very important	54%	41%	55%	62%	51%	32%	46%
Doesn't matter	26%	27%	27%	23%	33%	21%	26%
Not important	19%	32%	16%	15%	16%	46%	27%
Unsure	1%	-	2%	-	-	1%	1%

- Roughly one-half (46%) of respondents think it is very important to have a government office in their community to access it in person; rural and small business respondents are least likely to think it is important.

4 Respondent Profile

Survey sample gender distribution

	Urban	Rural	North	Aboriginal	Youth	Overall
Male	46%	46%	48%	46%	53%	47%
Female	54%	54%	52%	54%	47%	53%

Survey sample age distribution

	Urban	Rural	North	Aboriginal	Youth	Overall
13 to 17	5%	4%	3%	7%	100%	12%
18 to 24	7%	1%	12%	11%	-	6%
25 to 34	14%	9%	23%	25%	-	14%
35 to 49	34%	33%	27%	33%	-	29%
50 to 64	25%	35%	29%	20%	-	27%
65 +	15%	18%	6%	4%	-	12%

Survey sample occupation distribution

	Urban	Rural	North	Aboriginal	Youth	Overall
Management	15%	6%	5%	7%	-	8%
Teaching and related	8%	8%	12%	6%	-	9%
Medical and health	6%	6%	10%	8%	-	7%
Clerical/sales/service	19%	8%	12%	13%	12%	13%
Natural resources	1%	1%	5%	5%	-	2%
Processing and manufacturing	-	1%	2%	1%	-	1%
Construction	2%	7%	3%	5%	-	4%
Transportation	-	3%	3%	2%	-	2%
Farmer	1%	11%	-	-	-	4%
Homemaker	7%	5%	11%	12%	-	7%
Student	8%	5%	7%	12%	86%	14%
Unemployed	2%	2%	7%	8%	2%	3%
Retired	23%	26%	9%	7%	-	17%
Self employed	5%	6%	3%	5%	-	4%
Civil servant	3%	4%	11%	9%	-	5%

Survey sample income distribution

	Urban	Rural	North	Aboriginal	Youth	Overall
Less than \$20,000	8%	13%	19%	25%	19%	14%
\$20,000 to \$49,999	34%	24%	25%	35%	9%	26%
\$50,000 to \$99,999	24%	15%	27%	15%	5%	21%
\$ 1 00,000 or more	9%	12%	8%	4%	2%	9%
Refused/unsure	25%	36%	21%	21%	65%	30%

Survey sample education distribution

	Urban	Rural	North	Aboriginal	Youth	Overall
Some high school	11%	15%	25%	34%	70%	22%
High school	19%	27%	23%	22%	26%	24%
Some technical education	10%	8%	5%	6%	2%	7%
Technical diploma	12%	18%	12%	13%	-	13%
Some university education	16%	15%	6%	10%	2%	11%
University degree	24%	15%	24%	13%	-	19%
Post-graduate degree	8%	2%	5%	2%	-	4%

Survey sample regional distribution

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
City	92%	5%	1%	14%	37%	5%	26%
Town	2%	35%	35%	25%	26%	56%	32%
Village	-	21%	47%	39%	19%	20%	22%
Rural municipality	6%	39%	17%	22%	19%	18%	20%

Question. What centre do you live in/is nearest to you?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Saskatoon	37%	18%	3%	9%	33%	24%	21%
Regina	32%	14%	-	7%	5%	14%	14%
Prince Albert	9%	17%	66%	51%	28%	6%	25%
Moose Jaw	7%	9%	-	-	7%	5%	5%
Yorkton	1%	12%	-	3%	2%	9%	5%
Swift Current	2%	9%	-	1%	5%	13%	6%
North Battleford	2%	5%	8%	9%	12%	10%	7%
Estevan	3%	2%	-	1%	-	3%	2%
Lloydminster	1%	1%	-	-	5%	2%	1%
Melfort	2%	8%	2%	4%	-	5%	3%
Humboldt	-	1%	-	-	2%	5%	2%
La Ronge	-	-	21%	15%	2%	2%	6%
Weyburn	4%	4%	-	-	-	-	2%
Melville	-	-	-	-	-	2%	1%

Question. How far do you travel to the nearest major shopping centre?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
1 to 9 km	59%	6%	4%	8%	26%	3%	12%
10 to 49 km	22%	22%	5%	2%	19%	17%	14%
50 to 99 km	6%	27%	5%	8%	7%	28%	16%
More than 100 km	13%	45%	86%	82%	48%	52%	58%

Question. Is travel and issue, that is, would you travel more often if you could?

	Urban	Rural	North	Aboriginal	Youth	Small	Overall
Yes, I would travel more often	34%	44%	66%	68%	63%	28%	49%
No, travel is not an	66%	56%	32%	32%	33%	69%	49%
Unsure	-	-	2%	-	4%	3%	2%

Question. Which of the following can you access for personal use either at home, at work or somewhere else?

	Urban	Rural	North	Aboriginal	Youth	Small business	Overall
Telephone	99%	100%	98%	99%	98%	99%	99%
Computer	85%	71%	75%	71%	91%	81%	79%
Email	78%	58%	70%	64%	81%	69%	70%
Fax	56%	58%	68%	64%	49%	87%	66%
Cellular phone	63%	60%	57%	56%	44%	54%	58%
Internet (high	76%	41%	58%	52%	63%	52%	58%
Internet (low speed)	9%	25%	19%	18%	21%	24%	20%
PDA	15%	7%	6%	7%	7%	4%	8%

Question. Do you have a disability?

	Urban	Rural	North	Aboriginal	Youth	Overall
Yes	9%	10%	10%	12%	2%	9%
No	90%	90%	90%	88%	96%	91%
No response	-	-	-	-	2%	-

Appendix I Survey Instrument

Hello, my name is _____ and I'm calling from Fast Consulting. We're a professional research firm that gathers opinions from people. Today we're calling on behalf of Information Technology Office to talk to people about accessing government services. Our survey takes about 10 minutes and your responses are confidential. Your opinions would be greatly appreciated and help us understand methods and perceptions of accessing government services. Do you have a few minutes to participate in the survey? (If caller declines, ask if there is a more convenient time to call back.)

Watch Quotas

Geographic

- 100 Northern
- 100 Rural
- 100 Urban

Targeted

- 100 Youth
- 100 Aboriginal
- 100 Small Business

PLEASE RECORD - BUT DO NOT ASK. GENDER

- 1) Male
- 2) Female

1. Are you of First Nations, Metis or Inuit ancestry?

- Yes
- No → SKIPTOQ3

2. Do you live on a First Nations reserve?

- Yes
- No

I. Your Service Expectations

I would like to begin with some questions about your use of public or government services. These are services delivered by your federal government, provincial government, local government, First Nations government, etc.

Fast Consulting, Saskatoon, SK

Appendix 1-1

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3. Other than universal services like power, telephone, heat, health and school, how often do you visit in person, call or go to a web site for other types of public or government services. These government services can include things from highway information or road conditions, social services, SGI claims, getting a birth certificate, getting a building permit, giving and receiving information, to buying a fishing permit?

Would you say you access these types of government services...

- Several times a week
- Once a week
- Once every two weeks
- Once a month
- Several times a year
- Once a year
- Other _____

4. When you do access these government services, do you generally find that you usually get what you need or not?

- Yes → SKIP TO Q6
- No
- Partly

5. What difficulties did you have accessing these government services? (DO NOT READ. SELECT MORE THAN ONE.)

- Didn't need them
- Didn't know they were available to me (new)
- Didn't know how to find them
- Prefer to meet my needs through a different source. Eg. private, community or volunteer agency
- Telephone lines were busy
- Had trouble using the automatic telephone answering systems or voice mail
- Had trouble using the web-site
- Had to travel too great a distance
- Parking was difficult
- Couldn't get there by public transportation
- Was concerned about my security or safety
- Another member of my household accesses them for me.
- I cannot afford the service fees
- Other _____

6. Now I'm going to describe some typical government services to you. For each one of these services people can access it either in-person, over the phone, on the Internet, through e-mail, through regular mail or fax or by text messaging. As I read each service please tell me how you prefer to access the service. How would you prefer to request or receive information about government services or get information about the status of my request?

- In person
- Telephone
- Internet (web)
- E-mail
- Mail or fax
- Text messaging

How would you prefer to... (ROTATE ORDER READ)

	In person	Telephone	Internet (Web)	Email	Mail or Fax	Text Messaging
<input type="radio"/> Give information to government						
<input type="radio"/> Make an application						
<input type="radio"/> Report a problem or making a complaint						
<input type="radio"/> Confirm my needs and eligibility for public services						
<input type="radio"/> Get a referral or an appointment						
<input type="radio"/> Receive an approved allowance, grant or reimbursement payment						
<input type="radio"/> Make a payment for a public service						

II. Your Channel Preferences Walk-in Service Centres

7. If it were possible would you prefer to visit a walk-in service centre for government services?

- Yes
- No → SKIP TO Q 13

8. What do you think would be a reasonable amount of time to wait for your first contact with someone?

- No wait

- < 5 min
- 5-10 min
- 10-15 min
- 20-30 min
- > 30 min

9. How much time do you think would be an acceptable amount of time to get what you need for a simple service such as getting a birth certificate? (e.g. get info, provide info, make payment etc.):

- < 5 min
- 5-30 min
- Same day
- Next business day
- 2 business days
- 3 or more business days

10. How about for a more complicated service such as getting information for a small business?

- < 5 min
- 5-30 min
- Same day
- Next business day
- 2 business days
- 3 or more business days

11. Regular office hours for government offices are Monday-Friday 8:30am - 5:00 pm open are these hours convenient for you?

- Yes → SKIPTO Q 113
- No

12. What would be more convenient for you?

- Open earlier one morning a week
- Open later one evening a week
- Open on Saturday
- Other suggestions _____

Telephone (call centre)

13. Do you prefer to use a telephone, cell phone or text messaging to access government services?

- Yes
- No → SKIPTO Q 19

14. Why do you prefer to use the telephone?

- Convenient

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Appendix 1-4

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- Quick response
- Other

15. Sometimes when you call, it's busy, how many calls are reasonable before you get through?

- 1
- 2-3
- 4-5
- 6-10
- More than 10

16. How long is reasonable to stay on hold?

- Less than 1 minute
- 1-3 minutes
- 4-10 minutes
- More than 10 minutes

17. Would you use an automated phone system with no live person?

- Yes → SKIPTOQ19
- Yes, if there was an option to speak to a live agent → SKIP TO Q19
- No, never

18. Why not?

- Choices are confusing
- Too many choices
- Takes too long
- You get disconnected
- You get through to the wrong place
- Choices are read too quickly
- Choices are not provided in my preferred language
- Other _____

Internet (Web-site)

19. Do you prefer to use the Internet to access government services?

- Yes
- No → SKIPTO Q23

20. Why do you prefer to use the Internet?

- Convenient
- Quick response
- Other

21. Why not?

- Choices are confusing

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- Too many choices
- Takes too long
- You get disconnected

- You get through to the wrong place
- Choices are read too quickly
- Choices are not provided in my preferred language
- Other _____

22. When you are looking for government services on the Internet do you.

	Yes	No
<input type="radio"/> Find the web-site you are looking for easily		
<input type="radio"/> Find what you are looking for on the web-site		
<input type="radio"/> Find forms or documents easy to print		
<input type="radio"/> Find forms that you can complete and submit online		
<input type="radio"/> Access in your language of choice		
<input type="radio"/> Like to see services grouped by choices that meets your needs		

III General Questions

23. What is the best way for you to receive information about public services from federal, provincial and local governments?

- Media advertisements (e.g. newspapers, radio, TV)
- Pamphlets/booklets in the mail
- Posters
- Information on the internet
- Email
- Other

24. Some government services that people access have a price attached such as birth certificates and fishing permits. Would you be willing to pay a "convenience fee" to get your government service more quickly, conveniently or in a specialized format more suited to your needs? (e.g. express post overnight delivery, framed certificate, etc.)

- Yes
- No

25. Throughout the survey we've been talking about accessing federal, provincial and local government services. Would it be convenient for you to access following services from the same contact or web-site? This would mean one-point of contact of single-

window access.

- Federal
- Provincial
- Municipal
- Crown utilities
- First-nations
- Community/Neighbourhood (swimming lessons, youth groups, community events etc)

(Options):

- Yes, give me access to all services
- No, I prefer to access them separately

26. Regardless of how you access government services, what information-related problems bother you the most?

- Not getting all the information I need to get the service
- Not getting consistent information
- Not getting accurate information
- Getting out-of-date information
- Written and spoken language is not clear (e.g. too complicated)
- Can't get served in my preferred language:
 - English
 - French
 - First Nation
 - Other _____
- Forms are hard to understand and fill out
- Procedures are hard to understand
- My questions don't get answered
- I keep giving the same information over and over again.

27. What's most important improvement you would like to see when you access government services? (SELECT UP TO 5 RESPONSES)

- Reduce the time to access the service
- Reduce the number of times you are bounced around to get the service
- Reduce the waiting time in line-ups
- Reduce the waiting time on the telephone
- Reduce the waiting time for email and mailed response
- Have more ways to access the service (internet, email, fax)
- Extend office hours
- Have an office closer to you
- Improve courtesy of staff
- Improve competence of staff
- Make it easier to get information about the service

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Appendix 1-7

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- Simplify forms
- Make instructions/directions clearer
- Give customers accurate and consistent information
- Make the service more dependable

- Improve privacy and confidentiality
- Make payment more convenient
- Reduce the cost of service
- Make it easier to find things on the website
- Put more information on the website
- Improve the search engine on the website
- Make email response faster
- Other

28. How do you think government should fund the improvements needed to give you better access to public services? (CHECK ONE OR MORE)

- Through service user and convenience fees. E.g. more business-like government
- Through government investing more money into it. E.g. more efficient government
- Joint ventures with the private sector E.g. more focused government
- Other? _____

29. How important is it to have a government office in your community to access it in person?

- Very Important
- Doesn't matter
- Not important

IV. INFORMATION ABOUT YOU

Now I have a few questions to help us analyze the data.

30. Please stop me when I reach the category under which your age falls.

- 13-17yrs
- 18-24 yrs
- 25-34 yrs
- 35-49 yrs
- 50-64 yrs
- 65+ yrs

31. Do you live in a...

- City
- Town
- Village
- Rural Municipality

Appendix 1-8

CGI – ITO Access to Government Information Survey
September 2005

32. Which is your nearest urban centre?

- Estevan
- La Ronge
- Lloydminster

- Melville
- Moose Jaw
- North Battleford
- Prince Albert
- Regina
- Saskatoon
- Swift Current
- Weyburn
- Yorkton
- Humboldt
- Melfort

33. (If not Saskatoon or Regina) How far do you travel to nearest major shopping centre?

- 1-9 Km
- 10-49 Km
- 50-99 Km
- > 100 Km

34. (If not Saskatoon or Regina) Is travel and issue, that is, would you travel more often if you could?

- Yes
- No

35. Can you please tell me what your occupation is? (CHECK CATEGORY THAT BEST CORRESPONDS.)

- Management
- Teaching and related
- Medical and health
- Clerical/sales/service
- Natural resource related
- Processing & Manufacturing
- Construction trades
- Transportation
- Farmer
- Homemaker
- Student
- Unemployed
- Retired
- Self-employed

36. Which of the following can you access for personal use either at home, at work or elsewhere? (CHECK ALL THAT APPLY.)

- Computer
- Internet (low-speed)
- Internet (high-speed)

- Fax
- Email
- Telephone
- Cellular phone
- PDA

37. Please stop me when I reach the category that best describes the level of education that you have completed.

- some high school (or less)
- completed high school
- some technical education
- technical diploma
- some university education
- university degree
- post-graduate degree

38. Would you mind sharing your approximate total household income, before taxes? Your household includes all members of your family who are living with you.

- Under \$20,000
- \$20,000-\$49,999
- \$50,000-\$99,999
- \$100,000 or more

39. If you have a disability, how does it affect your access to services?

This is the end of our survey interview. Thank you very much for your time and your opinions. They are important and appreciated.