

Survey of Parliamentarians

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The Office of the Auditor General of Canada

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Submitted by:

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INTRODUCTION

This report is three parts of a four-pronged strategy to measure the performance of the Office of the Auditor General (OAG) and the Commissioner of the Environment and Sustainable Development (CESD) as part of the recent commitment the OAG made to Parliament. The other part of the strategy includes an Internet survey of Parliamentary assistants and Library of Parliament researchers to determine the usefulness of OAG and CESD products, primarily its reports.

The three parts of the strategy presented here focus on three different groups within Parliament. First, there is Parliament as a whole – including Parliamentarians in both the House of Commons and the Senate. Since this is a large group with general exposure to the OAG/CESD products, the OAG decided to take a random sample. Second, the Standing Committee on Public Accounts has been highly exposed to the reports of the OAG and often calls hearings based on these reports. It is here that the OAG anticipates the greatest impact of the OAG reports on improving the management of government programs. The third focus is on the Standing Committee on the Environment and Sustainable Development which has more extensive exposure to the reports of the Commissioner.

The OAG/CESD results chain indicates that our key client is Parliament and that the Office's main strategic objectives are to improve government programs. The key outcomes listed in the results chain include:

End Outcomes

1. The Office contributes to better managed government programs.
 - Progress towards sustainable development
 - Effective and efficient programs
2. The Office contributes to better accountability to Parliament and the public.
 - Public confidence in government institutions
 - Honest and accountable government
 - Credible financial and non-financial performance reporting to Parliament by departments

Intermediate Outcomes

3. Audits result in better informed legislature.
 - Parliament appropriately reflects the intended messages in debates, responses and reports
 - Parliamentary committees endorse Office recommendations
4. Audits and studies are relevant. Critical issues and problems are addressed by audits and agendas are changed.
 - Parliamentarians consider accountability, value-for-money, compliance with authorities, and environment and sustainable development consequences in legislative and oversight work

Immediate Outcomes

5. Office support for its role and its work maintained.
 - Clients perceive information and audit process as useful
 - The unintended impacts of the Office's work are minimized
6. Parliamentarians engaged in audit process.
 - Parliamentary committees engage in hearings or follow-ups of issues reported.
 - Attest and value-for-money assurance result in increased confidence in information and systems by Parliamentarians

METHODOLOGY

The methodology used by Ipsos-Reid (I-R) in this study was developed according to Request for Proposal guidelines. In close consultation with the Office of the Auditor General (OAG), we developed the questionnaire design and discussed the most effective way to measure OAG performance. The survey establishes baseline awareness of OAG's operations and respondents' evaluation of the OAG.

Senior staff at Ipsos-Reid conducted face-to-face interviews with Parliamentarians between March 5 and April 30, 2002. Some interviews were conducted via telephone to comply with respondents' requests.

Three distinct groups within Parliament were identified for study. The first, Parliament as a whole, was randomly sampled to provide information about how well the OAG/CESD conveys their results to all MPs and Senators. The second group, the Standing Committee on Public Accounts, which regularly works with the OAG reports and holds several hearings with the AG, was purposefully selected and treated separately because of this fact. Similarly, the Standing Committee on the Environment and Sustainable Development were treated separately and asked general and specific questions about the results of the Commissioner's reports and hearings.

Since each of these groups works within a different context, has a different mandate and are exposed to the OAG in different ways, the Office's goal is not to compare the three. For example, we expect that PAC members will be more knowledgeable about the OAG than the two other groups and the CESD to be more knowledgeable about the Commissioner than the other two. The purpose, rather, is to see how well the OAG/CESD has reached these two specifically targeted groups, PAC and CESD, and how well it has reached Parliament as a whole. Furthermore, combining the two committees with the sample to form a larger sample would significantly bias the sample since both Committees have more specific knowledge of the OAG/CESD.

The sample for the study was randomly drawn by the Office of the Auditor General from the total population of Members of Parliament and Senators. The key concern for the OAG in determining the method of selecting a sample was establishing how Parliament as a whole regarded the Reports of the OAG and CESD rather than specific subgroups within Parliament. For this reason, the OAG selected a random sample (using a random number generator), with a 90% confidence interval.

All members of both the Public Accounts and Environment and Sustainable Development Committees were to be surveyed. Following the sample development, potential respondents were sent a letter from OAG informing them about the study and asking them to participate.

Survey Sample

Ipsos-Reid then contacted the office of each of the potential interview candidates to co-ordinate an appropriate interview time. A total of 88 interviews were conducted, 60 of which were conducted among Parliamentarians, 16 with members of the Public Accounts Committee and 12 with members of the Committee on Environment and Sustainable Development.

A more detailed breakdown of the sample and survey respondents is provided below:

Group	Population	Sample	Response		Government	Opposition
			#	%		
<i>Parliamentarians</i>	400	60	60/103	58.3	33	27

			contacted			
<i>Public Accounts Committee</i>	17	NA	16	94.1	9	7
<i>Environment & Sustainable Development Committee</i>	16	NA	12	75.0	6	6

Margins of Error

The margins of error based on a small population calculation are as follows:

- Margin of error for Parliamentarians, referred to in this report as “the Parliamentarian group”, (N=60) is $\pm 9.8\%$, 18 times out of 20.
- Margin of error for members of Standing Committee on Public Accounts (N=16) is $\pm 5.1\%$, 18 times out of 20.
- Margin of error for members of Standing Committee on Environment and Sustainable Development (N=12) is $\pm 12.3\%$, 18 times out of 20.

On average, interviews lasted 30 minutes. All respondents were recruited by Ipsos-Reid’s specially-trained staff, using the sample list provided by OAG. Most respondents were recruited following multiple follow-up phone calls.

Non-Respondent Analysis

In total, 48 respondents from the Parliamentarian and Standing Committee sample lists declined to participate in the survey. The following outlines the breakdown of refusals on factors such as House Membership and party membership .

- House Membership – MPs (41 cases), Senators (7 cases)
- Party Membership – Liberal (29 cases), Opposition (19 cases)

We are satisfied that those who refused to participate are not biased toward a particular demographic within the sample as the non-respondent rates approximate the actual population of Parliamentarians.

Content Analysis of Qualitative Research

Content analysis was used by Ipsos-Reid to allow for the reduction of large quantities of qualitative information into a set of categories that represent the underlying trends within the material under research. Ipsos-Reid followed methodological stages of content analysis in converting the qualitative data from the interviews into quantitative data:

- 1) With input from the OAG, we identified categories into which qualitative data was coded.
- 2) A coding manual was developed to capture the themes and trends of verbatim responses (limiting any bias created by assuming categories prior to conducting the interviews) into quantifiable categories.

- 3) Systematically, our content analysis experts coded each and every response provided by interviewees. Coding was quality-controlled by a check of each coded response.

The frequency distribution of each item in the questionnaire was analyzed in order to garner a clearer understanding of the perceptions of Parliamentarians and Standing Committee members on PAC or CESD. In addition, we examined the data in more depth, using verbatim quotes to provide thorough explanations of the sentiments that were garnered during the elite interviews.

We examined the interview findings with an eye to understanding underlying themes in the views and statements of respondents. Given the open-ended nature of this data, we also identified trends in the views of participants.

“Don’t Know” Responses

Please note that throughout the report and in both text and charts the “Don’t Know” category is a catch-all phrase that in many cases includes responses ranging from “don’t know/not sure” to refusal to answer the question or a belief that the respondent didn’t know enough to be able to respond. Where the “Don’t Know” category exceeds 20% a separate chart and sub-analysis has been provided to make clear the opinions of those who were able to provide a response other than “Don’t Know” to the question.

EXECUTIVE SUMMARY

Familiarity with Office of the Auditor General

- Overall findings reveal a high level of familiarity with the findings and recommendations of the Office of the Auditor General.

Sources of Information

- Respondents listed myriad sources of information on the operations of government departments and agencies. In fact, most said they were inundated with information from so many sources that visiting even a fraction of all potential sources becomes an impossibility.

Knowledge of the Office of the Auditor General

- Top-of-mind issues raised by the Office of the Auditor General mentioned by the Parliamentary group and members of the Standing Committee on Public Accounts most frequently include: HRDC grants and contributions; under-funding of the Defence department/military; and general government spending and accountability. Other mentions include: "the Wheat Board"; "immigration"; "home heating refunds"; "fisheries"; "public works"; "Aboriginal health"; and "CCRA". Many of these issues have either been highly mediated in the past or recently been in the news.
- Overall self-reported knowledge of the Office of the Auditor General is very high.

Credibility of Office of the Auditor General

- The Office of the Auditor General is seen as credible by a majority of respondents.
- Overall findings reveal that the Office of the Auditor General's credibility is already very high and doesn't need much improving. Among some suggestions to increase credibility, however, were the need for more exposure in general, the need to show objectivity and transparency and to constantly demonstrate the objectivity of audit methodologies especially in terms of social policy initiatives/programs.

Performance of the Auditor General

- A slight majority from the Parliamentary group and members of the Standing Committee on Public Accounts approve of the Office of the Auditor General's performance in its overall work and in its communications. It is important to note that of those who felt they were qualified to comment on the overall performance of the OAG, 100% of Parliamentarians and PAC members said they OAG does a good job.
- When asked what they thought the Office of the Auditor General could be doing better to increase Parliamentarians' use of, and familiarity with, its reports and findings, the Parliamentary group and members of the Standing Committee on Public Accounts said there should be more frequent and better communication from the Auditor General. Many suggested that the Auditor General send out frequent, user-friendly summaries of her reports, and that she meet with the committee to discuss aspects of the report that are particularly relevant to them.
- When asked what they thought the Office of the Auditor General could be doing better to increase Parliamentarians' use and familiarity with its reports and findings, respondents once more seemed to favour having more frequent audits, more media attention and greater Parliamentary involvement, and having the Auditor General take a more proactive role in following up on government compliance with her recommendations. In other words, respondents want more communication from the Auditor General.

Overall Accuracy and Use of Office of the Auditor General's Findings and Recommendations

- Parliamentarians and members of the Standing Committee on Public Accounts have favourable views of the overall accuracy and use of OAG findings and recommendations.
- Parliamentarians and members of the Standing Committee on Public Accounts also hold favourable views on the accuracy and use of OAG findings and recommendations in their committee work.
- Members of the Standing Committee on Public Accounts are generally positive about the impact of OAG findings and hearings on their committee work.
- When asked what the major reasons were for the Public Accounts Committee calling a hearing on the issues raised by the Office of the Auditor General, members of the Standing Committee on Public Accounts most commonly mentioned that the committee wants more elaboration or clarification on the Auditor General's findings and recommendations, or that they want to hold government accountable for matters raised by the Auditor General.
- When asked what were the reasons for not calling a hearing, most members of the Standing Committee on Public Accounts cited time constraints, irrelevance of the topic, or that they judged that the auditing had been well done and were not questioning the Auditor General's report.
- Members of the Standing Committee on Public Accounts were asked if they thought the Office of the Auditor General provided too much, not enough, or an appropriate amount of coverage in the last two years regarding key elements of public administration. Overall, members of this committee believe the Office of the Auditor General has provided an appropriate amount of coverage in this area, except when it comes to information about the Commissioner of the Environment where they were now likely to say there was not enough coverage.

Areas of Future Examination – Office of the Auditor General

- When asked what issues they would like to see addressed by the Auditor General in the coming years, many respondents mentioned immigration, security, HRDC, Aboriginal health, public finances, environmental/global warming, fisheries, Sea King helicopters, and overall government transparency.
- When asked which issues they were surprised the Auditor General did not examine in recent years, a minority of respondents mentioned the absence of examination related to military spending, Canada Post and Crown Corporations in general.

Knowledge of the Commissioner of the Environment

- Top-of-mind issues raised by the Commissioner of the Environment mentioned most frequently by all respondents include: Kyoto/global warming/climate change, followed by sustainable development and endangered species. In addition, members of the Committee on Environment and Sustainable Development (ESD) specifically mentioned the Great Lakes, water quality, agriculture and pesticides.
- Many from the Parliamentarian group indicated that they had very little knowledge of the Commissioner and would likely not follow her publications unless their committee or government responsibilities encompassed environmental issues. In other words, the work of the Commissioner was seen to be relevant to those who have environmental issues within their government portfolios. Not surprisingly, those who sit on the Committee on ESD and members of the Public Accounts Committee feel quite knowledgeable about these aspects of the Commissioner's responsibilities.

Performance of the Commissioner

- The Parliamentarian group and members of the Committee on Environment and Sustainable Development are not as positive about the performance of the Commissioner of the Environment as they are about the OAG. This lower rating of the Commissioner's performance may be partially attributed to a lack of knowledge among respondents, particularly among Parliamentarians.

However, of those who offered an opinion other than "don't know", 68% of Parliamentarians and 73% of ESD committee members say that the Commissioner is doing a good job overall.

- When asked what the Commissioner could be doing better to increase Parliamentarians' use and familiarity with her reports and findings, the Parliamentarian group and members of the Standing Committee on ESD suggested that her profile be raised so that she gets more attention, i.e., through the media and through more frequent reports and presentations to Parliamentarians.
- When asked how the Commissioner could improve on the job she is doing, the Parliamentarian group and members of the Standing Committee on Environment and Sustainable Development again suggested more exposure for the Commissioner (to the public and to Parliamentarians and committee members). Respondents also want more frequent reports, and some mentioned that they would like the Commissioner to be more aggressive in her audits.

Credibility of Office of the Commissioner

- The Office of the Auditor General is seen as credible by a majority of respondents, while the Commissioner of the Environment received lower credibility ratings, except among members of the Committee on Environment and Sustainable Development. Evaluation of credibility may in part be affected by low levels of knowledge of the Commissioner of the Environment. Of those who offered an opinion other than "don't know", 68% of Parliamentarians and 75% of PAC members agree that the information provided by the Commissioner of the Environment is credible.
- All respondents believe that raising the profile of the Commissioner (be more visible, create awareness about office and position, better communication) would help her gain more credibility.

Overall Accuracy and Use of the Commissioner's Findings and Recommendations

- Parliamentarians and members of the Committee on Environment and Sustainable Development hold a less positive view of the overall accuracy and use of the Commissioner's findings and recommendations than they do of the OAG. Given the tone of these interviews, disagreement with the statements in this section should not be considered to necessarily be a negative evaluation, but far more likely the result of a lack of knowledge.
- Once more, views on the accuracy and use of the Commissioner's findings and recommendations in committee work are not as positive as they are for the OAG. Lower ratings from the Parliamentarian group could again be partly attributed to lower levels of knowledge about the Commissioner.
- Members of the Committee on Environment and Sustainable Development believe the Commissioner's work is relevant to the Committee, that it has added value to their decisions as Committee members. However, they are less likely to agree that the petition process is relevant or that they turn to the Commissioner as a source of information.
- When asked what the major reason was for calling a hearing on issues raised by the Commissioner of the Environment, members of the Committee on Environment and Sustainable Development most commonly said that a hearing would be called if there was a critical issue/emergency; if they needed more information/elaboration on the Commissioner's report findings; or if they wanted to call for witnesses. As for reasons for not calling a hearing, the most common responses were "time-constraints", "irrelevance of topic" or "no further need for information".

Areas of Future Examination – Commissioner of the Environment

- When asked what issues they would like to see addressed by the Commissioner of the Environment in the coming years, respondents most commonly mentioned the Kyoto Protocol/global warming/climate change; water quality; energy sources; endangered species; chemical pollutants; and the impact of the environment on humans.
- Most respondents did not mention issues they were surprised the Commissioner of the Environment did not examine in the recent years.

IMPLICATIONS AND RECOMMENDATIONS

- Findings reveal that the Office of the Auditor General is widely recognized and trusted by most respondents, and therefore benefits from a positive evaluation of its work and its impact on respondents. Conversely, the Commissioner of the Environment is not as well known by most respondents from the Parliamentarian group or members of the Standing Committee on Public Accounts (not the case for members of the Standing Committee on Environment and Sustainable Development), and therefore does not benefit from the same positive evaluations as the Office of the Auditor General.
- While the environment is not an area of study for many of the respondents, they generally agree that the Commissioner should be better known and should be proactive in seeking to raise her profile. Unlike the Office of the Auditor General – now a veteran of audits – the Commissioner’s office is in its infancy and does not have the same influence on respondents from the Parliamentarian group or members of standing committees. Time and public relations campaigns should help raise the Commissioner’s profile, and therefore awareness of her mandate and her roles and responsibilities, among Members of Parliament.
- An important step in raising awareness of the Commissioner and of the relevance of environmental issues is to illustrate how the environment can affect all facets of government operations. The Commissioner, like the Office of the Auditor General, must show that her areas of investigation cover important portfolios other than just the environment.
- Most respondents say they do not read the Auditor General’s reports in their entirety. These reports are considered too long and not particularly user-friendly. Respondents maintain that they only read the sections that are relevant to their portfolio, and for this reason, they would also like to receive a summary of the report to see if there are sections that are relevant to their work. The same comments can be applied to the Commissioner’s reports.
- To encourage greater use and broader discussion of the Office of the Auditor General’s and the Commissioner of the Environment’s findings and recommendations, both offices should regularly send information to Parliamentarians by using all tools at their disposal such as the media, Parliamentary television, the Internet/e-mail, and conferences/seminars/lectures/ presentations.

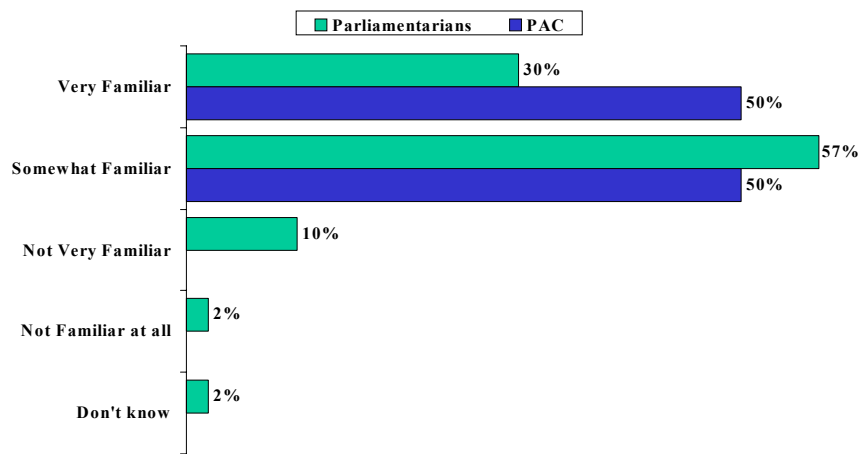
DETAILED FINDINGS: AUDITOR GENERAL FINDINGS

Personal Familiarity with Office of the Auditor General

Respondents were asked to assess their own familiarity with the findings and recommendations of the Office of the Auditor General. Parliamentarians and members of the Standing Committee on Public Accounts *only* were asked about the Office of the Auditor General. Overall findings reveal a greater sense of familiarity with the Office of the Auditor General than with the Commissioner of the Environment.

Personal Familiarity: OAG

Where would you place yourself: Are you very familiar, somewhat familiar, not very familiar or not at all familiar, with the findings and recommendations of the OAG?



When Parliamentarians and members of the Standing Committee on Public Accounts were asked to assess their own familiarity with the findings and recommendations of the Office of the Auditor General, all members of the Standing Committee on Public Accounts (100%) said they were very familiar (50%) or somewhat familiar (50%), and 87% from the Parliamentarian group said they were very familiar (30%) or somewhat familiar (57%).

Sources of Information

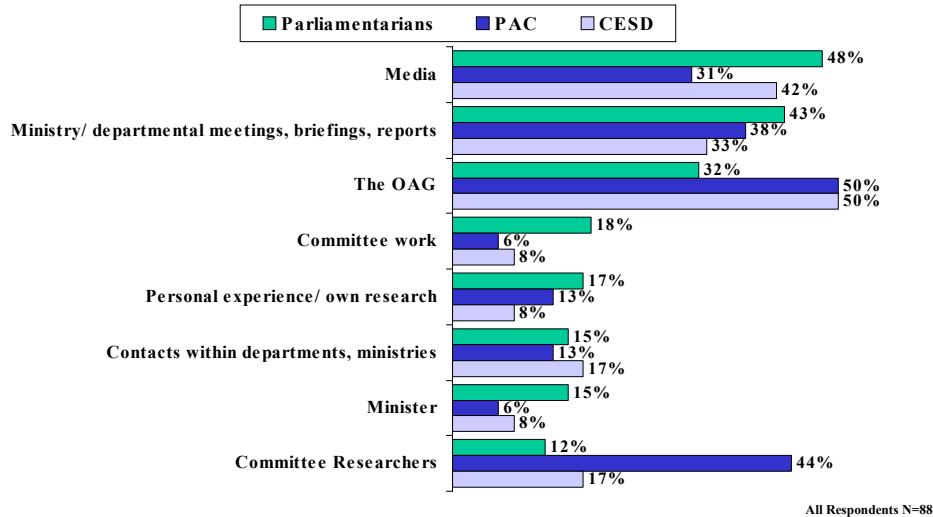
This section provides a brief overview of the top-of-mind sources used by those belonging to the Parliamentarian group and members on the Standing Committee on Public Accounts (PAC) or the Standing Committee on the Environment and Sustainable Development (CESD) to obtain information on how government departments and agencies operate, as well as issues raised by the Office of the Auditor General.

Information on Operations of Government Departments and Agencies

Respondents listed myriad sources of information on the operations of government departments and agencies. In fact, most said they were inundated with information from so many sources that visiting even a fraction of all potential sources becomes an impossibility.

Information on Operations of Government Departments and Agencies

What are your major sources of information about how government departments and agencies operate?



The importance of the media role in disseminating information on governmental departments and agencies should not be underestimated. “The media” is mentioned by 48% of those from the Parliamentarian group, 42% of members of the Committee on Environment and Sustainable Development, and 31% of members of the Public Accounts Committee.

“The Office of the Auditor General” is also a common source of information for the Parliamentarian group (32%), members of the Public Accounts Committee (50%) and members of the Committee on Environment and Sustainable Development (50%).

Among the Parliamentarians who were interviewed, “the ministry/departmental meetings/briefings/reports” are also a significant source of information (43%).

Members of the Public Accounts Committee also rely on their committee researchers (44%), ministry/departmental meetings/briefings/reports (38%) and the Public Accounts Committee itself (31%).

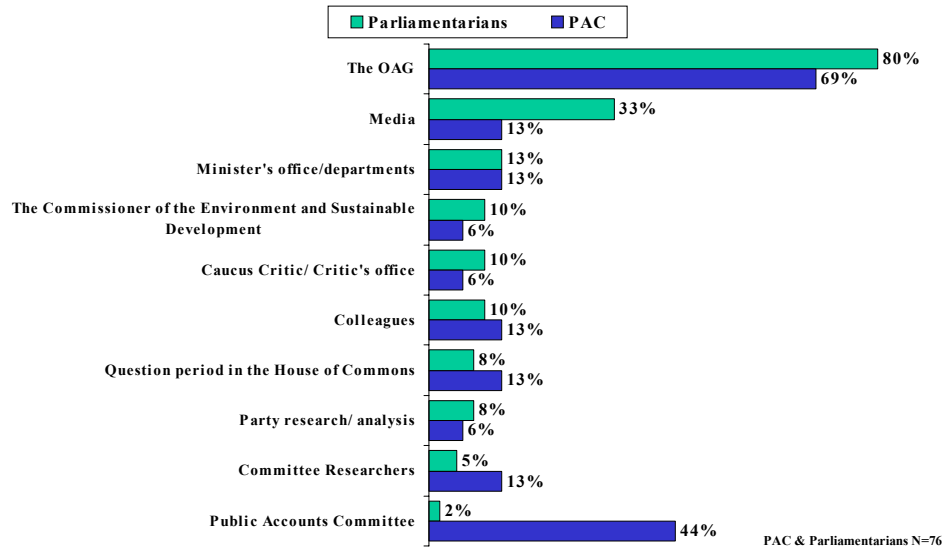
Members of the Committee on Environment and Sustainable Development also rely on the Commissioner of the Environment (42%), and on ministry/departmental meetings/briefings/reports (33%).

Information on Issues Raised by the Office of the Auditor General

Next, the Parliamentarian group and the members of the Public Accounts Committee were asked where they receive most of their information about issues raised by the Office of the Auditor General.

Information on Issues Raised by the OAG

Who provides, or where do you get, most of the information you receive about issues raised by the OAG?



The Office of the Auditor General, more specifically her reports, is a major source of information for those in the Parliamentary group (80%) and members of the Public Accounts Committee (69%).

One in three Parliamentarians interviewed mentioned the media (33%).

More than two in five members of the Public Accounts Committee (44%) mentioned the Public Accounts Committee as another common source of information, followed by "the media" (13%), "committee researchers" (13%), question period in the House of Commons (13%), and Minister's office/departments (13%).

Knowledge of Office of the Auditor General

Top-of-Mind Issues

Prior to asking Parliamentarians and members of the Standing Committee on Public Accounts to evaluate their knowledge of the Office of the Auditor General, we asked them if they could name some of the issues raised in the reports of the Office of the Auditor General in the past two years.

The main issues mentioned by both groups of respondents were the HRDC grants and contributions, the under-funding of the Defence department/military, and general government spending and accountability. Other mentions were "the Wheat Board", "immigration", "home heating refunds", "fisheries", "public works", "Aboriginal health" and "CCRA". Many of these issues have either been highly publicized in the past or have recently been in the news.

In general, Parliamentarians mentioned several issues raised by the OAG. However, during the interviewing process most believed their knowledge of issues covered by the OAG were primarily limited to areas of interest in their own portfolios.

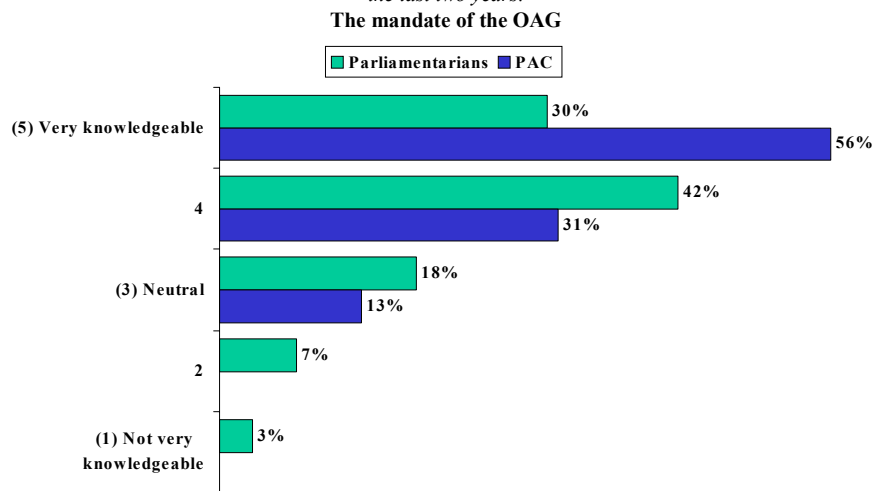
Self-Reported Knowledge of the Office of the Auditor General

Knowledge of the Office of the Auditor General and its functions varies among the Parliamentary group and members of the Standing Committee on Public Accounts. Overall, a vast majority of members of the Standing Committee on Public Accounts feel knowledgeable about all of the aspects of the Office of the Auditor General listed. Knowledge among the Parliamentary group varies according to aspects of the Office of the Auditor General’s functions. Self-reported knowledge was based on a 5-point scale where ‘1’ means “not very knowledgeable” and ‘5’ means “very knowledgeable”. Overall self-reported knowledge of the Office of the Auditor General is greater than self-reported knowledge of the Commissioner of the Environment.

The majority of respondents in both groups say they are knowledgeable of the mandate of the Office of the Auditor General. More precisely, 88% (rating of 4 or 5 on 5-point scale) of members of the Standing Committee on Public Accounts and three in four (72%) from the Parliamentary group say they are knowledgeable about the mandate of the Office of the Auditor General.

Knowledge of OAG Mandate

Using a 5-point scale, where ‘1’ means you feel ‘not very knowledgeable’ and ‘5’ means you feel ‘very knowledgeable’, please tell me how knowledgeable you feel about these aspects of the OAG’s functions over the last two years.

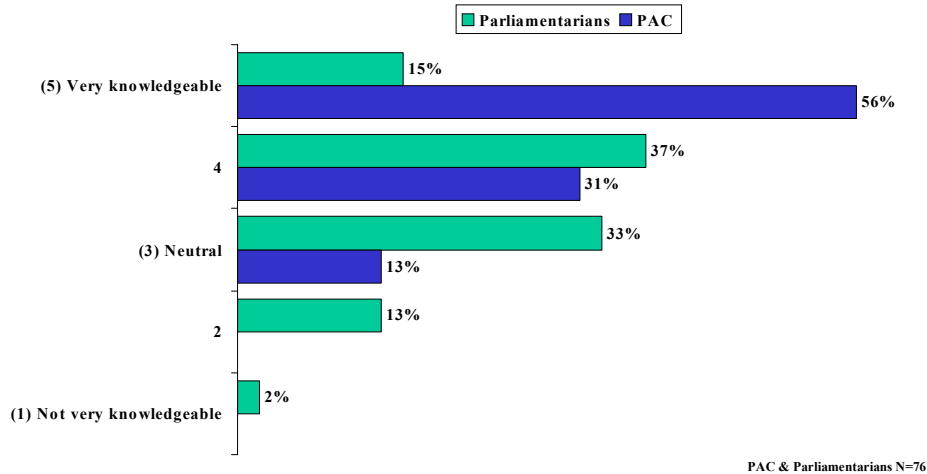


A majority of respondents in both groups also say they are knowledgeable about the overall work of the Office of the Auditor General. More precisely, a vast majority of members of the Public Accounts Committee (88%) and half from the Parliamentary group (52%) say they are knowledgeable about the Office of the Auditor General’s overall work.

Knowledge of OAG Overall Work

Using a 5-point scale, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', please tell me how knowledgeable you feel about these aspects of the OAG's functions over the last two years.

The overall work of the OAG

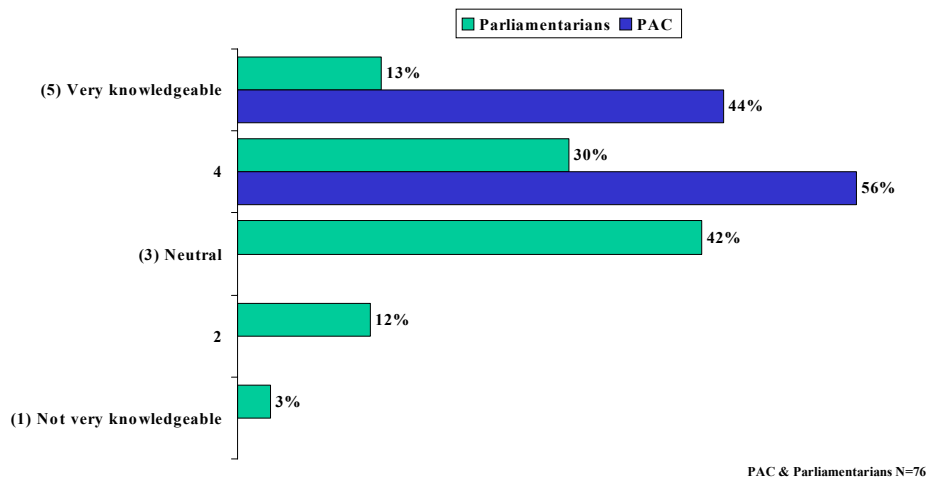


All members of the Public Accounts Committee (100%) and two in five (43%) from the Parliamentary group say they are knowledgeable about the reports the Office of the Auditor General released in the last two years.

Knowledge of OAG Reports

Using a 5-point scale, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', please tell me how knowledgeable you feel about these aspects of the OAG's functions over the last two years.

The reports the OAG released in the last two years

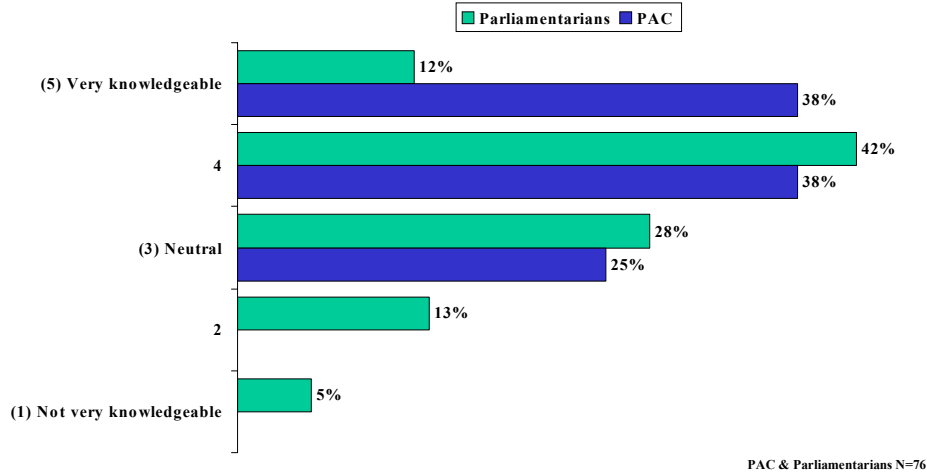


Three in four members of the Public Accounts Committee (75%) and half from the Parliamentary group (53%) say they are knowledgeable about the actual findings and recommendations of the Office of the Auditor General.

Knowledge of OAG Findings & Recommendations

Using a 5-point scale, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', please tell me how knowledgeable you feel about these aspects of the OAG's functions over the last two years.

The actual findings and recommendations of the OAG

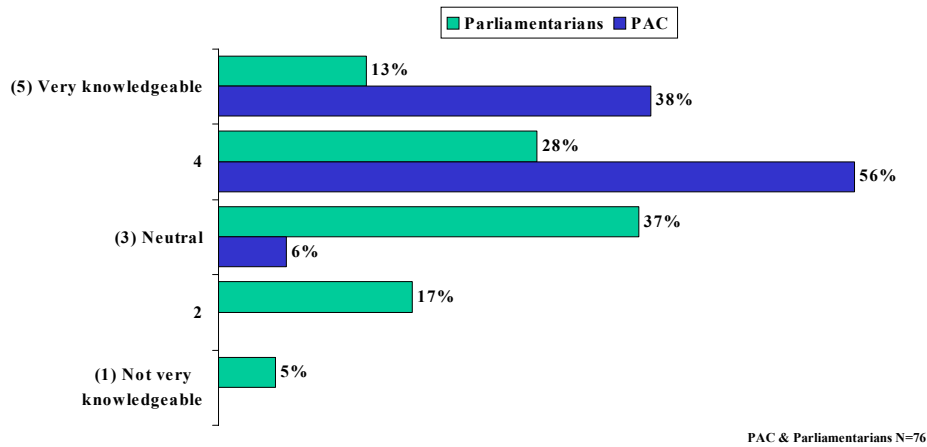


Almost all members of the Public Accounts Committee (94%) and two in five from the Parliamentarian group (42%) say they are knowledgeable about the Office of the Auditor General's opinions and observations on the public accounts of Canada, (the financial statements).

Knowledge of OAG Opinions on Public Accounts

Using a 5-point scale, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', please tell me how knowledgeable you feel about these aspects of the OAG's functions over the last two years.

The OAG's opinions and observations on the public accounts of Canada, that is the financial statements



Credibility of Office of the Auditor General

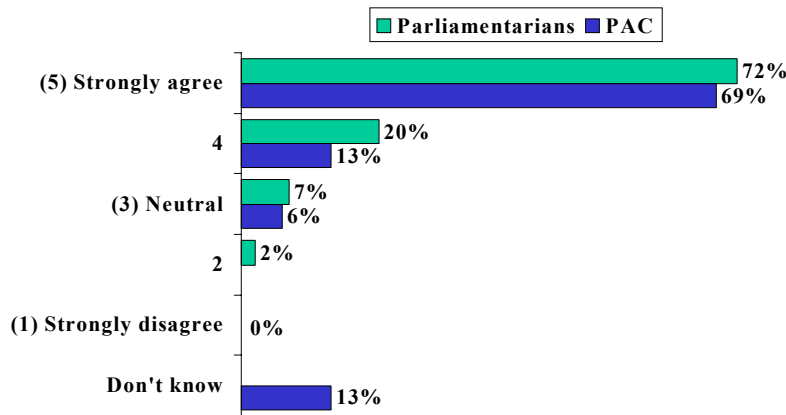
Respondents were asked to evaluate the credibility of the Office of the Auditor General using a scale from 1 to 5, where '1' means "strongly disagree" and '5' means "strongly agree". The Office of the Auditor General is seen as credible by a majority of respondents.

Based on their own observations and knowledge, a vast majority of the Parliamentarian group (92% - rating of 4 or 5 on 5-point scale) and members of the Standing Committee on Public Accounts (81%) did not hesitate to agree that the information provided by the Office of the Auditor General is credible.

Credibility of OAG Information

Thinking about the work of the OAG and the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The information provided by the OAG is credible



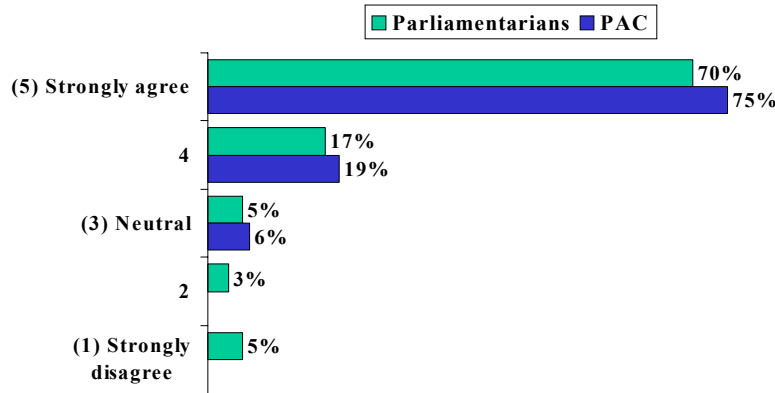
PAC & Parliamentarians N=76

Furthermore, a vast majority of members of the Standing Committee on Public Accounts (94%) and of respondents from the Parliamentarian group (88%) agree that without the Office of the Auditor General, there would be less attention paid to compliance with legislation or due regard by departments and/or agencies.

Effectiveness of OAG

Thinking about the work of the OAG and the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

Without the OAG, there would be less attention paid to compliance with Legislation or due regard by departments and or agencies



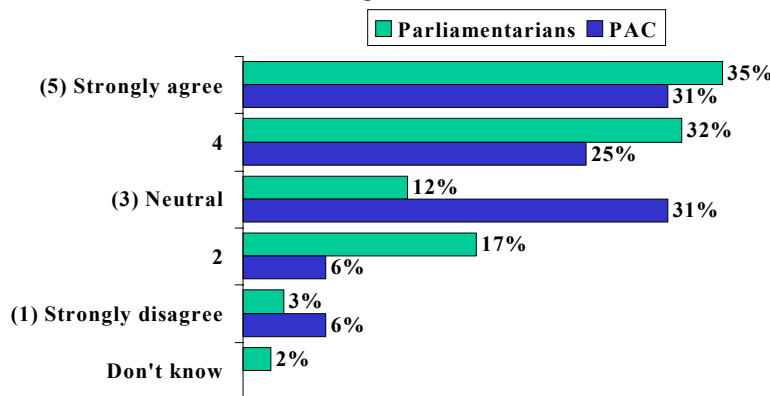
PAC & Parliamentarians N=76

Two in three respondents from the Parliamentarian group (67%) and members of the Standing Committee on Public Accounts (56%) also agree that the Office of the Auditor General’s regular examination of the public accounts or financial statements increases the public’s confidence in government’s finances.

OAG Increases Public Confidence in Government Finances

Thinking about the work of the OAG and the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The OAG's regular examination of the public accounts, or financial statements, increases the public's confidence in government's finances



PAC & Parliamentarians N=76

During interviews some participants had difficulty answering this question, pointing out that knowing about the role of the OAG would increase public confidence, but finding waste and corruption in the system may serve to erode some public confidence.

Suggestions to Increase Credibility of the Office of the Auditor General

Parliamentarians and members of the Standing Committee on Public Accounts were asked if they had any suggestions about how the Office of the Auditor General could increase its credibility. Qualitative findings also reveal that the Office of the Auditor General’s credibility is already very high and doesn’t need much improving:

"They're [OAG] credible. There is a lot of responsibility placed on the AG and they acknowledge that responsibility and live up to it. In my opinion, they have no credibility problem."

Among some suggestions to increase credibility, however, were the need for more exposure in general, the need to show objectivity and transparency and to constantly demonstrate the objectivity of audit methodologies especially in terms of social policy initiatives/programs.

Performance of Auditor General

This section explores respondents’ evaluation of the performance of the Office of the Auditor General. Respondents were asked to evaluate the performances by using a scale from 1 to 5, where '1' means "a very poor job" and '5' means "a very good job".

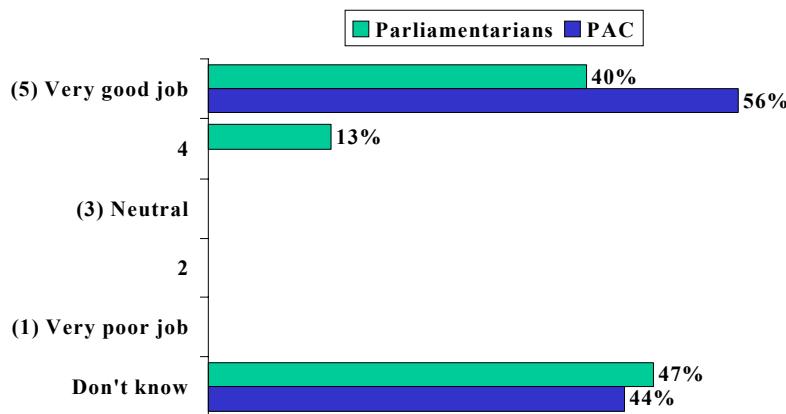
This section pertains to Parliamentarians and members of the Standing Committee on Public Accounts *only*. Overall, a slight majority believes the Office of the Auditor General’s does a good job in her overall work and in her communications.

Half of the Parliamentarian group (53% - rating of 4 or 5 on a 5-point scale) and members of the Standing Committee on Public Accounts (56%) think that overall, the Office of the Auditor General is doing a good job.

Performance of the OAG

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The overall performance of the OAG



PAC & Parliamentarians N=76

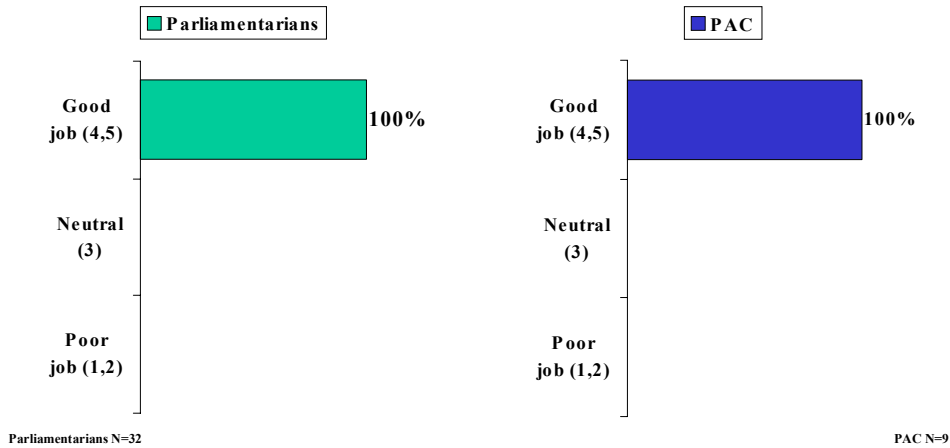
It is important to note that of those who felt they were qualified to comment on the overall performance of the OAG, 100% of Parliamentarians and PAC members said they OAG does a good job.

Of the 53% who offered an opinion other than “Don’t know”

Of the 56% who offered an opinion other than “Don’t know”

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The overall performance of the OAG

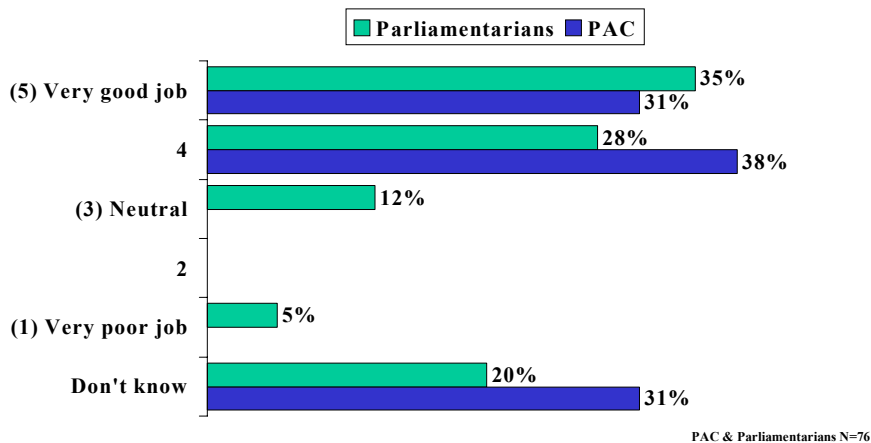


Roughly two in three (63%) from the Parliamentarian group and members of the Standing Committee on Public Accounts (69%) believe that the Office of the Auditor General is doing a good job with its communications with Parliamentarians.

OAG’s Communications With Parliamentarians

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The OAG’s communications with Parliamentarians

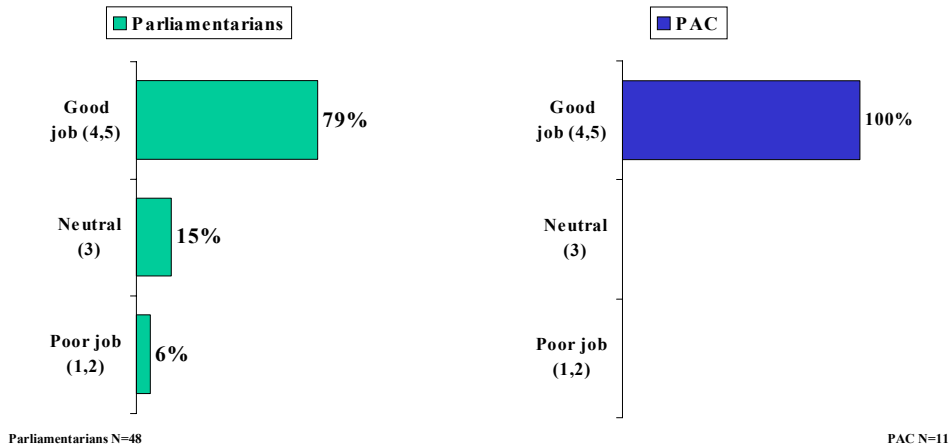


Among those who offered a response other than “don’t know”, 79% of Parliamentarians and 100% of PAC members said the OAG does a good job communicating with Parliamentarians.

Of the 80% who offered an opinion other than “Don’t know”

Of the 62% who offered an opinion other than “Don’t know”

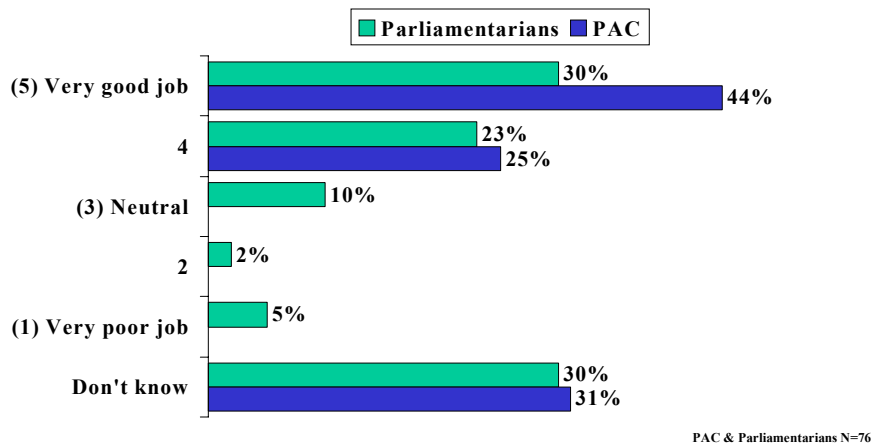
For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:
The OAG's communications with Parliamentarians



More than half of respondents also believe the Office of the Auditor General is doing a good job with its communications with the media. More precisely, two in three members of the Standing Committee on Public Accounts (69%) and half from the Parliamentary group (53%) express this opinion.

OAG’s Communications With Media

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:
The OAG's communications with the media



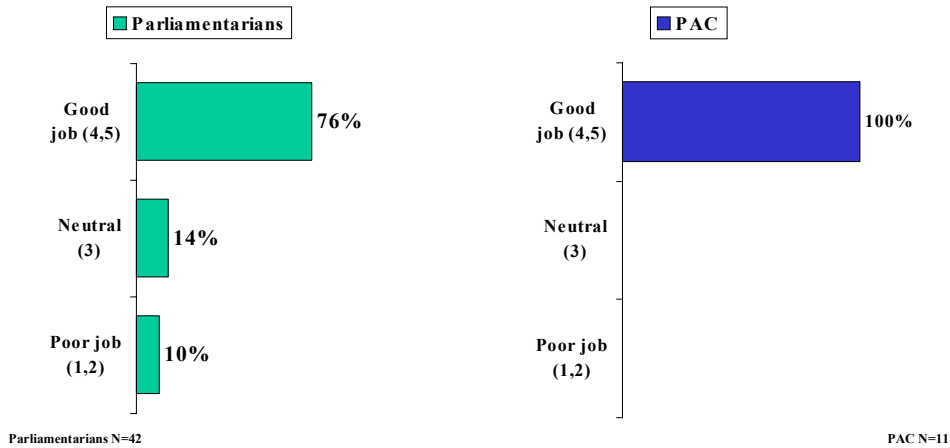
Of those who could offer an answer other than “don’t know”, 76% of Parliamentarians and 100% of PAC members said the OAG does a good job communications with the media.

Of the 70% who offered an opinion other than “Don’t know”

Of the 69% who offered an opinion other than “Don’t know”

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The OAG's communications with the media

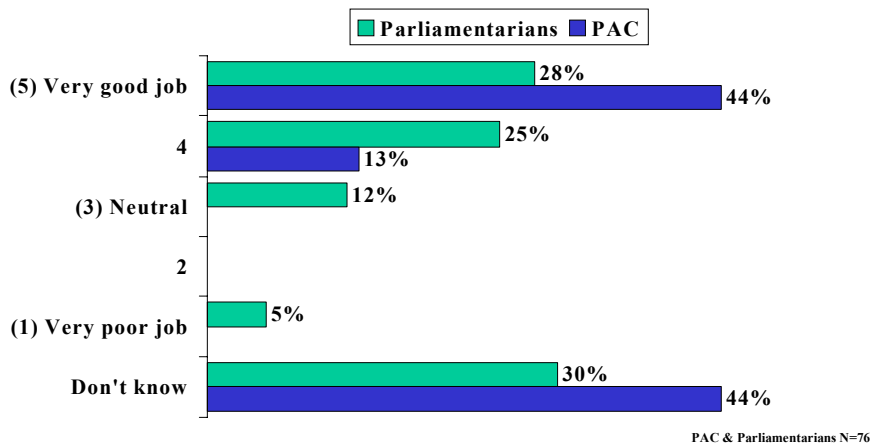


More than half of the members of the Standing Committee on Public Accounts (56%) and of the Parliamentarian group (53%) also believe that the Office of the Auditor General is doing a good job with its communications to committee members.

OAG’s Communications With Committee Members

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The OAG's communications with Committee Members

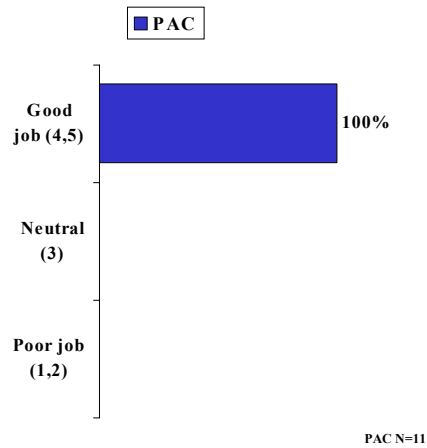
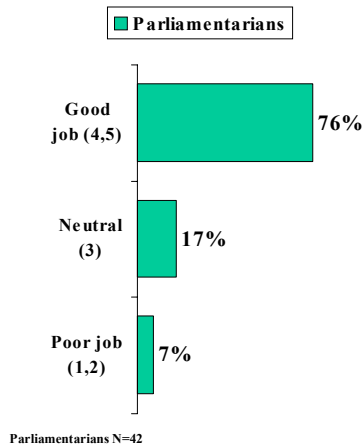


Of those who offered a response other than “don’t know”, 76% of Parliamentarians and 100% of PAC members said the OAG does a good job communicating with committee members.

Of the 70% who offered an opinion other than “Don’t know”

Of the 56% who offered an opinion other than “Don’t know”

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:
The OAG's communications with Committee Members



Overall Recommendations to Improve Office of the Auditor General Job

Parliamentarians and members of the Standing Committee on Public Accounts were also asked how the Auditor General and the Office of the Auditor General could improve on the job they are doing.

Once more, respondents seem to favour having more frequent audits, more media attention, greater parliamentary involvement, and have the Auditor General take a more proactive role in making government follow her recommendations. In other words, respondents want more communication from the Auditor General:

"Get in touch with Parliamentarians outside normal content of specific reports. Talk about the future of government accountability."

"Ask us [Parliamentarians], involve us more than once a year when documents come up."

"Reach out and ask what issues are important to Parliamentarians."

"Be more consultative with the Parliamentarians and be less remote from the public at large."

Overall Accuracy and Use of the Auditor General’s Findings and Recommendations

Using a 5-point scale where '1' means "strongly disagree" and '5' means "strongly agree", Parliamentarians and members of the Standing Committee on Public Accounts were asked if they agreed or disagreed with a series of statements about the overall accuracy and use of Office of the Auditor General’s findings and recommendations. The following findings are indicative of the opinions of the Parliamentarian group and members of the Standing Committee on Public Accounts *only*. Both groups of respondents have favourable views of the overall accuracy and use of OAG findings and

recommendations based on their knowledge of past audits and of the role and responsibilities of the Auditor General:

"C'est le seul organisme fiable et externe qui nous parle des ministères sans affiliation politique."

"The quality of research is unequalled, superb team, excellent researchers, never leave a stone unturned."

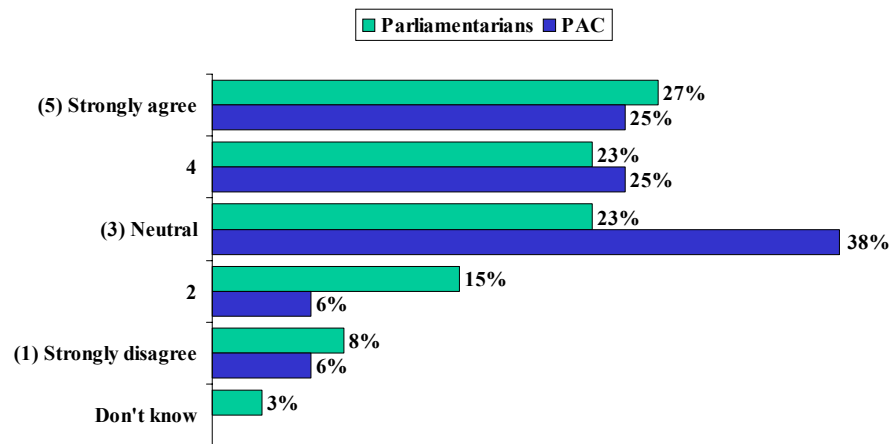
"Independent officer in office of extremely credible standing with no axe to grind and represents the public. The credibility of the AG, we can work to bring modifications and corrections suggested by AG."

Half of the Parliamentary group (50%) and members of the Standing Committee on Public Accounts (50%) agree that the recommendations and findings of the Office of the Auditor General have had a positive impact on government in general.

OAG Recommendations and Findings Have Had A Positive Impact on Government

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:

The recommendations and findings of the OAG have had a positive impact on Government in general

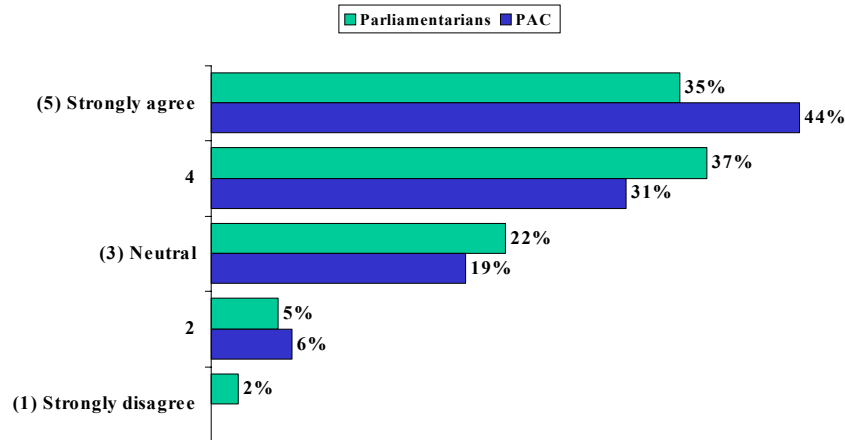


Three in four members of the Standing Committee on Public Accounts (75%) and of the Parliamentary group (72%) agree that the information they receive from the Office of the Auditor General's reports provides them with a clear understanding of the concerns.

OAG Reports Provide Clear Understanding of Concerns

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The information I receive about the OAG's reports provides me with a clear understanding of the concerns



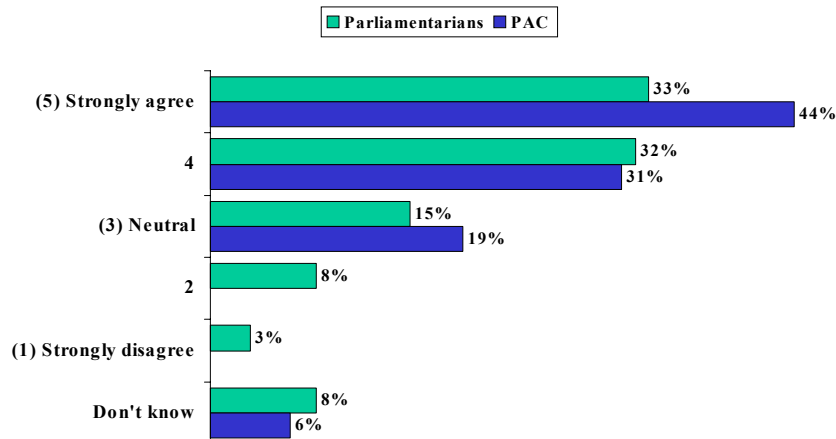
PAC & Parliamentarians N=76

Three in four members of the Standing Committee on Public Accounts (75%) and two in three from the Parliamentarian group (65%) agree that the findings of the Office of the Auditor General's reports accurately reflect the magnitude of the issues raised.

OAG Reports Accurately Reflect Magnitude of Issues Raised

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The findings of the OAG's reports accurately reflect the magnitude of the issues raised



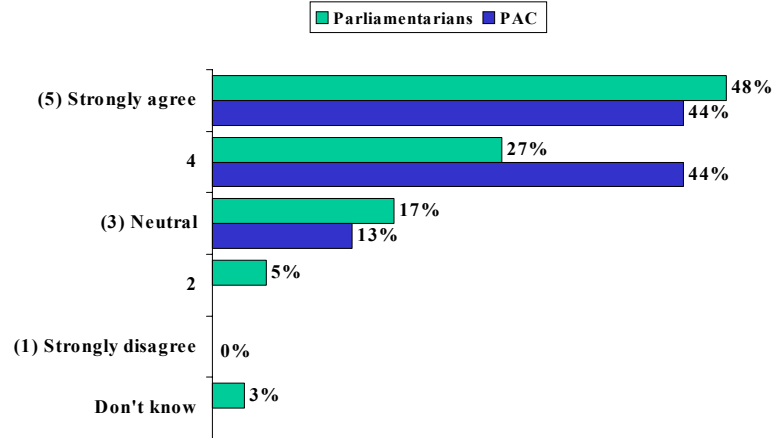
PAC & Parliamentarians N=76

Most participants agree that the Office of the Auditor General's recommendations are appropriate - 88% of members of the Standing Committee on Public Accounts and 75% of the Parliamentarian group.

OAG Recommendations Are Appropriate

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The OAG's recommendations are appropriate



PAC & Parliamentarians N=76

When asked to comment about the appropriateness of these findings, many respondents mentioned the credibility of the Office of the Auditor General and that the findings and recommendations were most often appropriate:

"The Auditor General is the most important tool government has in terms of finding out how well it's doing. The Auditor General is the best friend government has."

"Very appropriate. She has to call them the way she sees them. If that means ripping into the government, that's fine."

"I think the OAG performs an essential task as an arms-length monitor of government spending and actions. It occupies a crucial function. Can't do without it. The one credible agency."

Use of Office of the Auditor General Findings by Parliamentarians

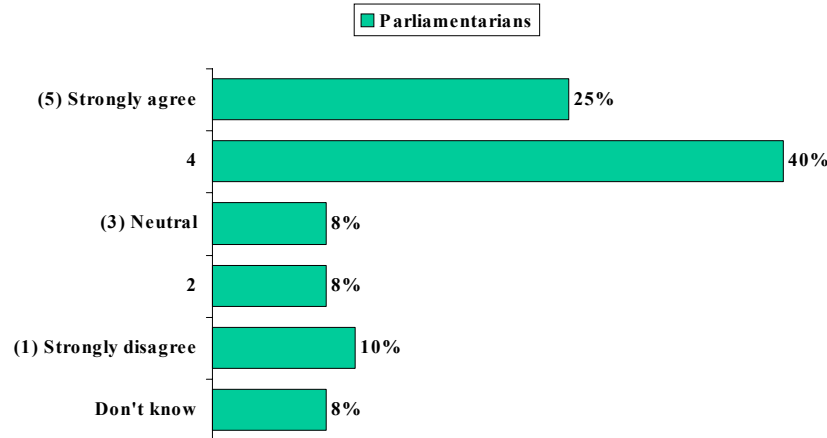
The following findings are indicative of the opinions of *Parliamentarians only* since this concerns use of the OAG outside of committee work and therefore does not apply to members of PAC and ESD committees as such.

Two in three from the Parliamentarian group (65%) agree that they have used the findings and or recommendations of the Office of the Auditor General in aspects of their work other than their committee work.

Use of OAG Findings and Recommendations

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:

I have used the findings and or recommendations of the OAG in aspects of my work other than my Committee work



When asked how they used these findings and or recommendations, many respondents said they used them to write speeches, press releases or letters to the ministers and constituents. They also use them as background for House of Commons debates/Question Period, and to answer constituent queries:

"Speeches and press releases to bring up issues that the commissioner has brought up."

"I meet with constituents and interest groups. We focus on the report and they ask me to lobby the government."

"To get back-up data information and statistics."

Findings reveal that there are many practical uses of the reports that extend well beyond discussion/debates within government to application of findings and recommendations in the public realm.

Increase Parliamentarians' Use and Familiarity with Office of the Auditor General Findings and Recommendations

Parliamentarians and members of the Standing Committee on Public Accounts were also asked what they thought the Office of the Auditor General could be doing better to increase Parliamentarians' use and familiarity with its reports and findings.

Overall, respondents would like more frequent and better communication from the Auditor General:

"Be in closer touch with Parliamentarians in between reports. Contact with/visit to Parliamentarians once in a while would help make the OAG more familiar."

Findings revealed that respondents feel the materials produced by the Office of the Auditor General are too extensive to "know" or read through everything. Therefore, many suggested that the Auditor General send out frequent, user-friendly summaries of her reports and that she meet with committees to discuss aspects of the report that are particularly relevant to them. Some also suggested that she present the findings to the House of Commons and that she hold free-forum discussions with Parliamentarians.

Accuracy and Use of the Auditor General’s Findings and Recommendations in Committee

Using a 5-point scale where ‘1’ means “strongly disagree” and ‘5’ means “strongly agree”, Parliamentarians and members of the Standing Committee on Public Accounts were asked if they agreed or disagreed with a series of statements about the accuracy and use of Office of the Auditor General’s findings and recommendations in their committee work.

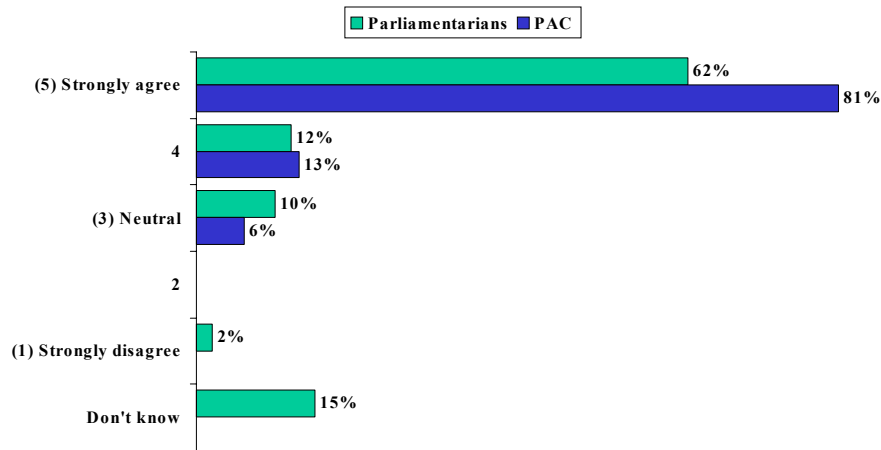
Among Parliamentarians and Members of the Standing Committee on Public Accounts Only

The following findings are indicative of the opinions of Parliamentarians and members of the Standing Committee on Public Accounts *only*. A rating of 4 or 5 is interpreted as “agree”. Respondents hold favourable views on the accuracy and use of Office of the Auditor General’s findings and recommendations in their committee work.

Usefulness of OAG’s Appearance at Committee Meetings

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where ‘1’ is strongly disagree and ‘5’ is strongly agree.

The OAG’s appearance at Committee meetings are useful for Committee Members



Almost all members of the Standing Committee on Public Accounts (94%) and three in four from the Parliamentarian group (74%) agree that the Office of the Auditor General’s appearance at Committee meetings is useful for Committee members.

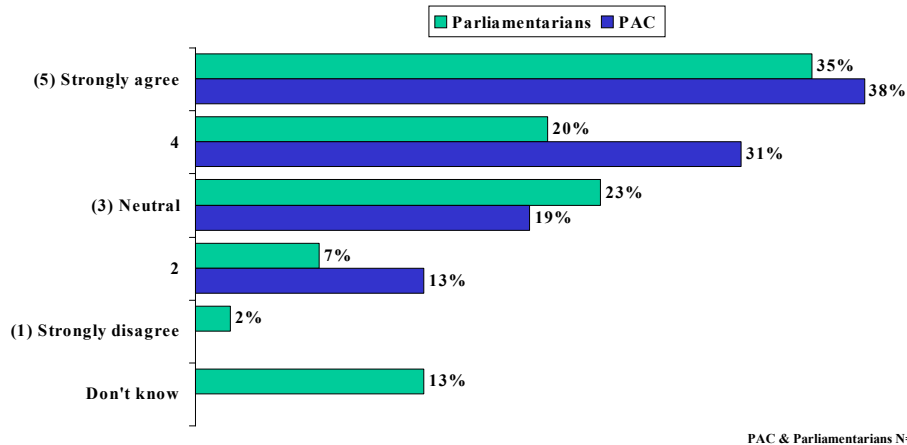
Hearings allow them to better understand the issues discussed in the Auditor General’s reports and brings value to their positions if they are in line with the Auditor General’s findings.

Two in three members of the Standing Committee on Public Accounts (69%) and half of the Parliamentarian group (55%) agree that the recommendations and findings of the Office of the Auditor General have had a positive impact on their overall committee work.

OAG Recommendations & Findings Have Had A Positive Impact on Committee Work

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree. If any of these statements are not applicable to you, please let me know.

The recommendations and findings of the OAG have had a positive impact on my overall committee work

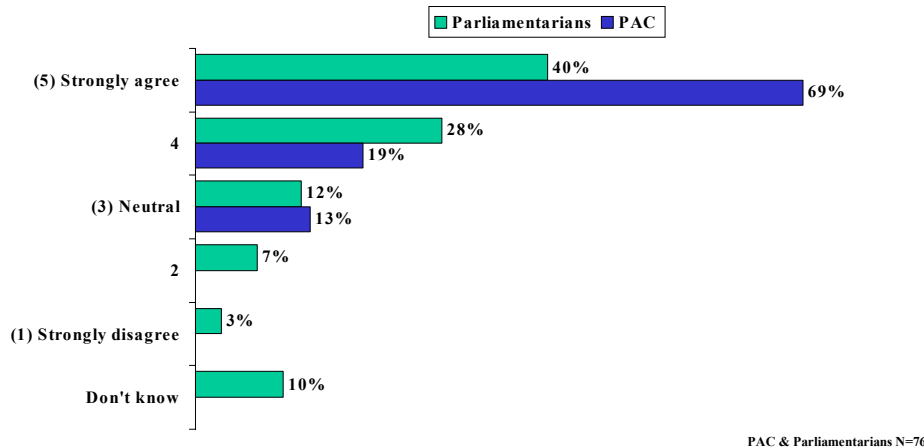


A vast majority of members of the Standing Committee on Public Accounts (88%) and two in three from the Parliamentarian group (68%) agree that the recommendations and findings of the Office of the Auditor General have been raised during their committee meetings.

OAG Recommendations & Findings Raised During Committee Meetings

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree. If any of these statements are not applicable to you, please let me know.

The recommendations and findings of the OAG have been raised during my Committee meetings

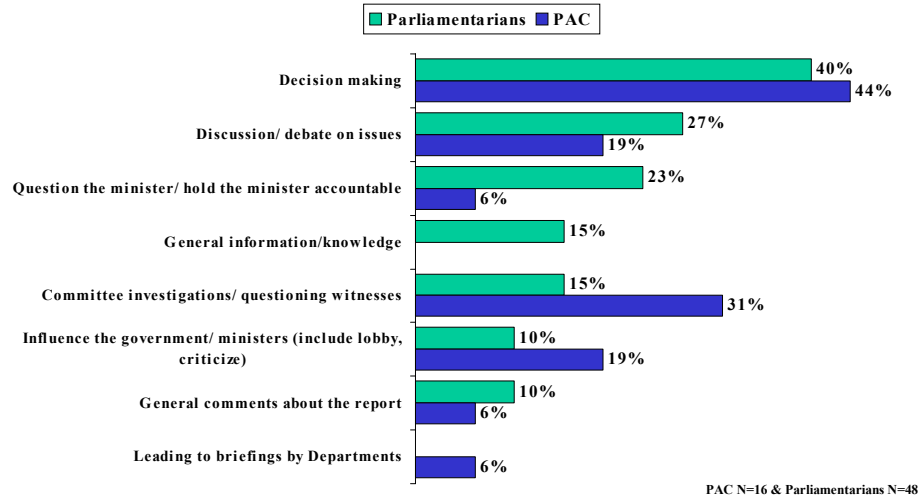


Respondents who said that recommendations and findings of the Auditor General have been raised during their Committee meetings (rating of 3,4, or 5) were asked how the committee used the findings. Generally speaking, respondents said their committee used the findings and recommendations as a basis

for decision-making as a source of discussion within the committee, to question the minister, or for committee investigations/questioning of witnesses.

How Have OAG Findings Been Used in Committee

Overall, how have the OAG's findings or recommendations been used in your committees?



They also use this information as a way to reinforce their own positions.

***"Gives ammunition to help lobby ministers in caucus to correct certain things."
 "On utilise les recommandations du Vérificateur Général pour avoir de la crédibilité, pour renforcer nos positions quand on pose des questions."***

Some respondents said that the Opposition can also use the findings to criticize the government.

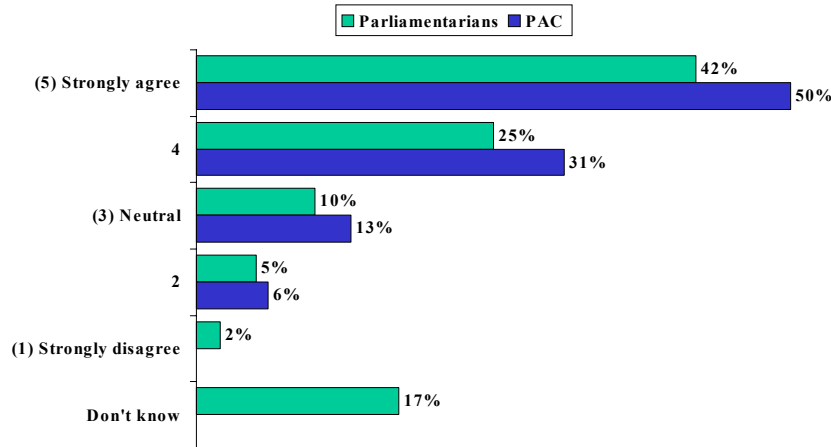
Those who said the findings had not been raised often (rating 1 or 2) were asked why they thought this was the case. The responses mentioned most frequently were that there had been no audit of their area, or that it was not relevant to them.

Four in five members of the Standing Committee on Public Accounts (81%) and two in three from the Parliamentarian group (67%) agree that the Office of the Auditor General's presentations usually have a positive impact on committee work.

OAG’s Presentations Have A Positive Impact on Committee Work

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The OAG's presentations usually have a positive impact on the Committee work



PAC & Parliamentarians N=76

Members of the Standing Committee on Public Accounts *only* were asked why they agreed or disagreed with this statement. Among those who agreed (rating of 4, or 5), the most common reasons were that they felt confident in the objectivity and the credibility of the Office of the Auditor General or that they thought it was good to see the debates emerging from the presentation:

"The presence of the Auditor General and her staff is a very important part of the process...."
"It's very useful to have confrontation between the Auditor General and department officials at the table at the same time."

Among Members of the Standing Committee on Public Accounts Only

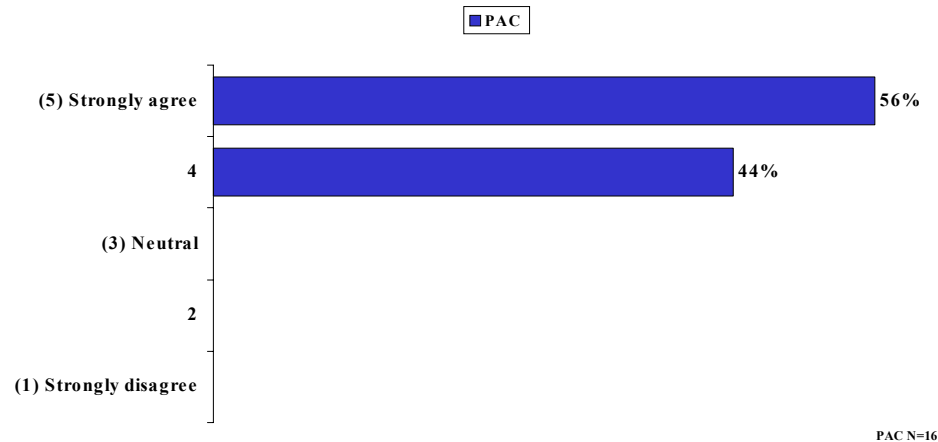
The following findings are indicative of the opinions of members of the Standing Committee on Public Accounts *only* because they have the ability to ask departments to appear and provide action plans to deal with issues raised by the OAG. Generally speaking, these respondents are very positive about the impact of the Office of the Auditor General’s findings and hearings on their committee work.

All members of the Standing Committee on Public Accounts (100% - rating of 4,5 on 5-point scale) agree that the information covered by the Office of the Auditor General in the last two years adds value to their decisions as a committee member.

OAG Information Adds Value to Committee Member Decisions

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The information covered by the OAG in the last two years adds value to my decisions as a committee member

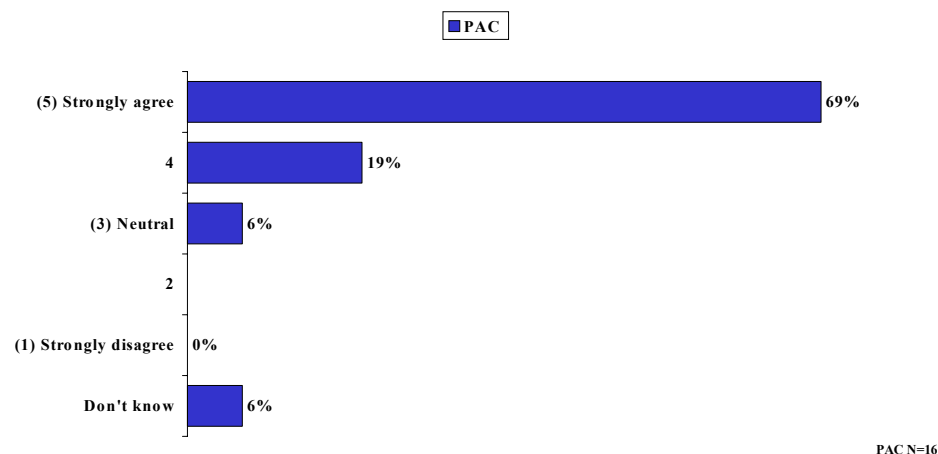


A vast majority of members of the Standing Committee on Public Accounts (88%) also agree that the hearings called by the Standing Committee on Public Accounts on issues raised by the Office of the Auditor General are useful.

Use of Office of the Auditor General’s Findings and Recommendations in PAC

Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The hearings called by the Public Accounts Committee on issues raised by the OAG are useful



Hearings

Members of the Standing Committee on Public Accounts were asked what were the major reasons for the Public Accounts Committee calling a hearing on the issues raised by the Office of the Auditor General.

The most commonly mentioned reasons were that the committee wants more elaboration or clarification on the Auditor General’s findings and recommendations, or that they want to hold government accountable on matters raised by the Auditor General.

When asked what were the reasons for not calling a hearing, most respondents cited time constraints, irrelevance of the topic, or that they judged that the auditing had been well done and were not questioning the Auditor General’s report.

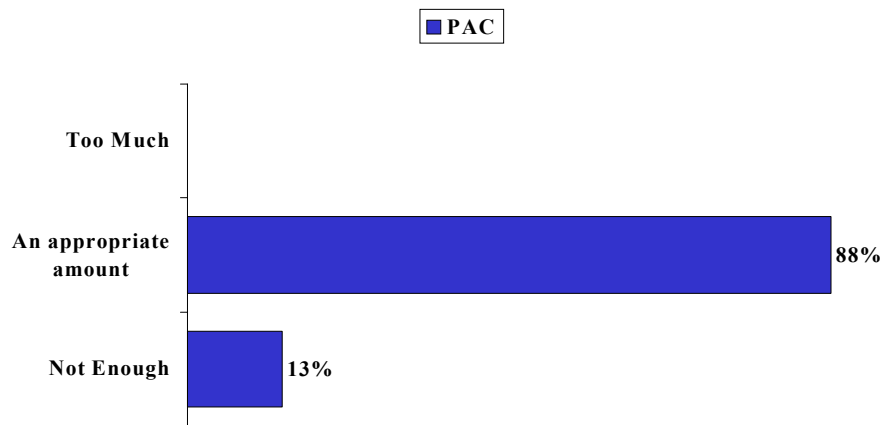
Evaluation of Office of the Auditor General Coverage of Key Elements of Public Administration

Members of the Standing Committee on Public Accounts were asked if they thought the Office of the Auditor General provided too much, not enough or an appropriate amount of coverage in the last two years regarding key elements of public administration. Overall, members of this committee believe the Office of the Auditor General has provided an appropriate amount of coverage in these areas, except when it comes to information about the Commissioner of the Environment.

Almost all respondents (88%) thought the Office of the Auditor General provided an appropriate amount of coverage regarding the management of government revenues and expenditures. One in ten (12%) thought there was not enough coverage.

Evaluation of OAG Management of Coverage of Government Revenues and Expenditures

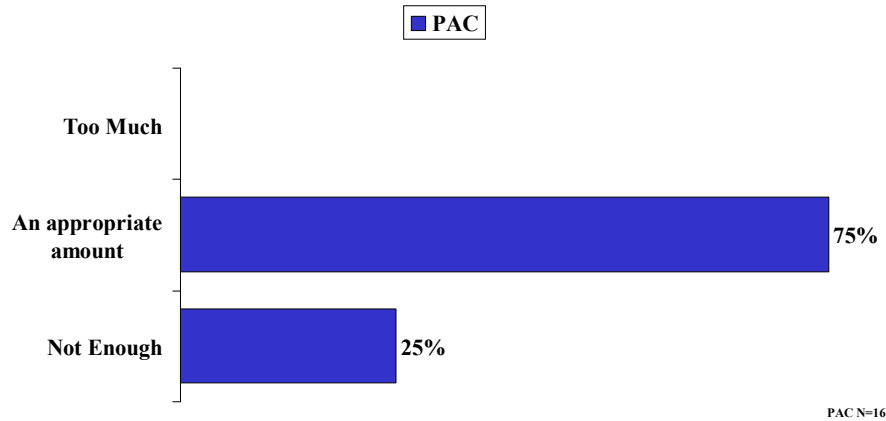
For the following key elements of public administration, can you tell me if the OAG provided too much, not enough or an appropriate amount of coverage in the last two years?
Management of government revenues and expenditures



Most respondents (75%) thought the Office of the Auditor General provided an appropriate amount of coverage regarding the efficiency, productivity and effectiveness of the public service. One in four (25%) did not think there was enough coverage.

OAG Coverage of Efficiency, Productivity and Effectiveness of the Public Service

For the following key elements of public administration, can you tell me if the OAG provided too much, not enough or an appropriate amount of coverage in the last two years?
Efficiency, productivity and effectiveness of the public service

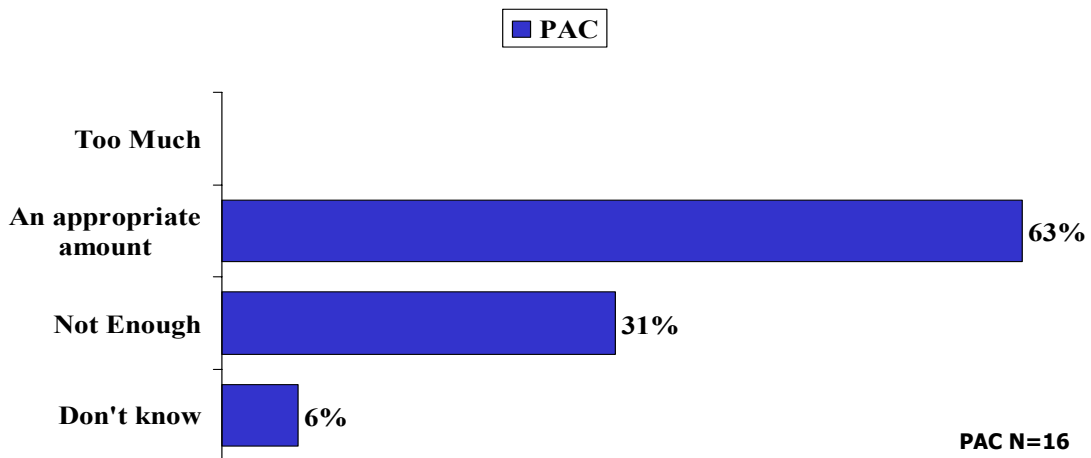


Most respondents (63%) also thought the Office of the Auditor General provided an appropriate amount of coverage of public accounts or financial statements, while one in three (31%) thought it did not provide enough coverage.

OAG Opinions on Public Accounts or Financial Statements

For the following key elements of public administration, can you tell me if the OAG provided too much, not enough or an appropriate amount of coverage in the last two years?

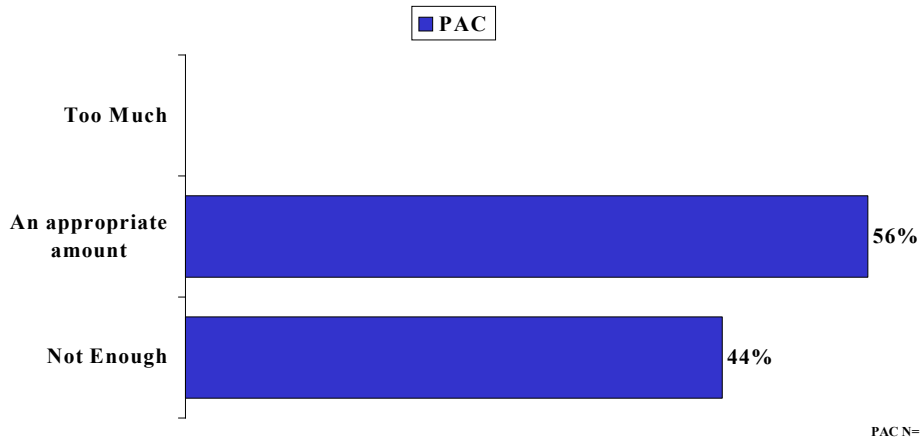
Opinions on public accounts or financial statements



Just over half of respondents (56%) said the Office of the Auditor General provided an appropriate amount of coverage on the accountability of government, that is to say, government reporting to Parliamentarians on how it meets its responsibilities. Conversely, slightly less than half of respondents (44%) thought the Office of the Auditor General had not provided enough coverage.

OAG Coverage of Reporting on Government Accountability

For the following key elements of public administration, can you tell me if the OAG provided too much, not enough or an appropriate amount of coverage in the last two years?
Accountability of government that is to say, government reporting to parliamentarians on how it meets its responsibilities

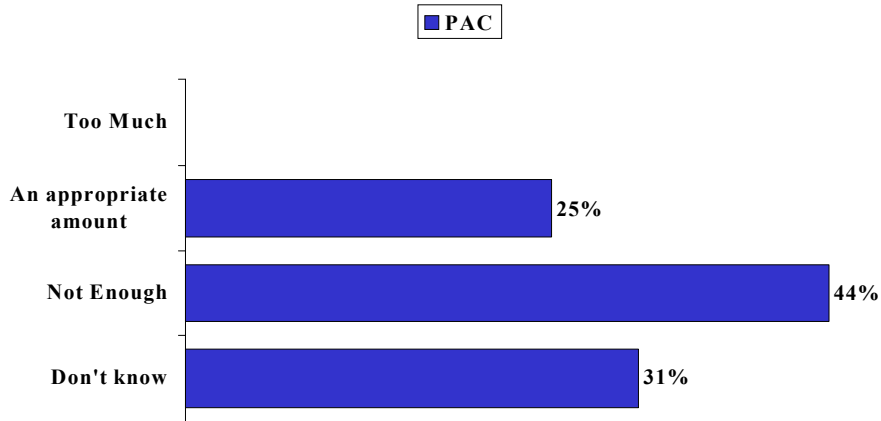


While one in four (25%) said there was an appropriate amount of coverage regarding the environment and sustainable development in the Commissioner's report, a plurality of respondents (44%) thought the Office of the Auditor General did not provide enough coverage, and one in three (31%) said they didn't know.

OAG Coverage of Material on Environment and Sustainable Development Included in the Commissioner's Report

For the following key elements of public administration, can you tell me if the OAG provided too much, not enough or an appropriate amount of coverage in the last two years?

Environment and sustainable development included in the Commissioner's report



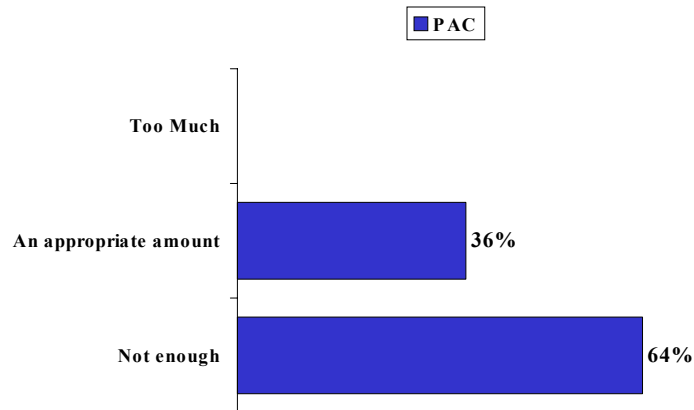
PAC N=16

Of those who could offer an opinion other than "don't know", 64% said there was not enough coverage and 36% said there was an appropriate amount.

Of the 69% who offered an opinion other than "Don't know"

For the following key elements of public administration, can you tell me if the OAG provided too much, not enough or an appropriate amount of coverage in the last two years?

Environment and sustainable development included in the Commissioner's report



PAC N=11

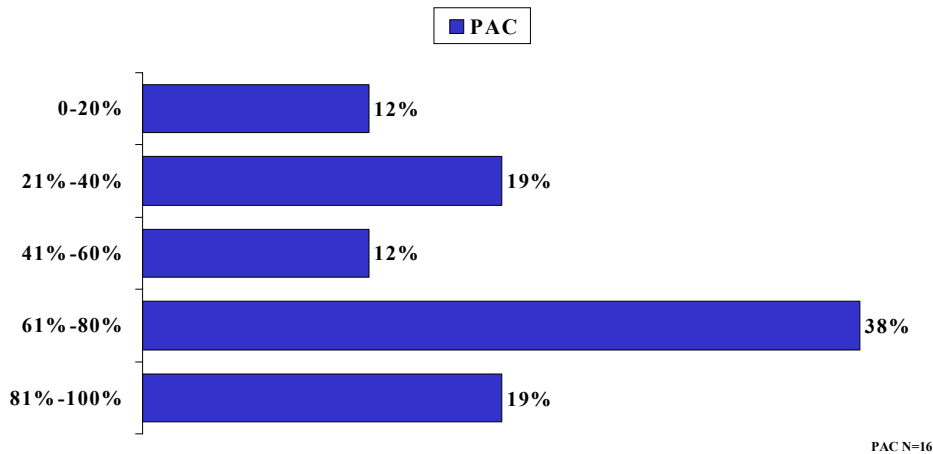
Perceived Willingness of Departments and Agencies to Act on Office of the Auditor General Recommendations

Members of the Standing Committee on Public Accounts *only* were asked what proportion of departments and/or agencies attending Standing Committee on Public Accounts hearings related to the Office of the Auditor General's work, are already prepared to act on the recommendations of the Auditor General.

The majority (57%) believe 61% or more of departments and/or agencies are already prepared to act on the recommendations of the Auditor General, only one in ten (12%) believe that 20% or less are already prepared to act.

Perceived Willingness of Departments and Agencies to Act on OAG Recommendations

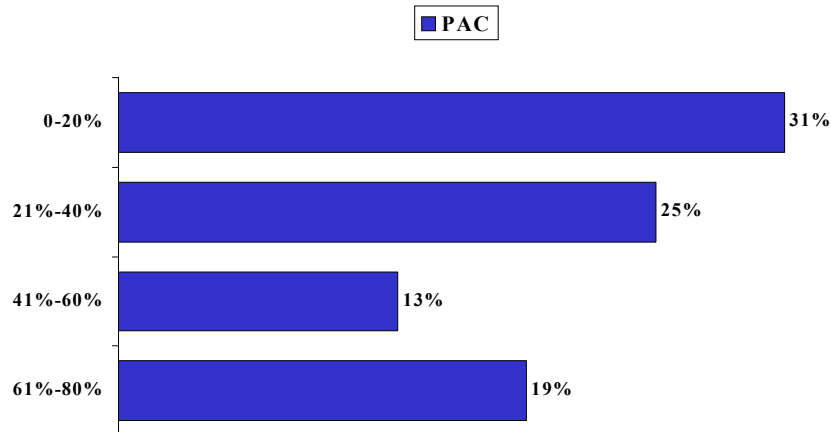
In the last two years, when departments and/or agencies attend PAC hearings related to the OAG's work, what proportion of these departments and/or agencies do you think are already prepared to act on the recommendations of the AG?



These same respondents were asked what proportion of those department officials that appear before the Committee who seem initially resistant to the Office of the Auditor General's recommendations, are convinced during a hearing to make the recommended changes.

Proportion of Departments Convinced to Make Recommended Changes During Hearing

Of those department officials that appear before the Committee who seem initially resistant to the OAG's recommendations, what proportion do you think are convinced during the hearing to make the recommended changes?



PAC N=16

One in five (19%) believe that 61% or more of department officials are convinced during the hearing, while one in three (31%) believe that 20% or less are convinced.

Issues Focus – Office of the Auditor General

Areas of Future Examination

Respondents were asked what issues they would like to see addressed by the Auditor General in the coming years. Several issues were mentioned, such as:

- HRDC,
- immigration,
- security,
- Aboriginal health,
- public finances,
- the environment/global warming,
- fisheries,
- the Sea King helicopters, and
- overall government transparency.

Areas of Absence of Examination in Past Years

Respondents were asked which issues they were surprised the Auditor General did not examine in recent years. A minority of respondents offered an answer to this question. Among those who did, the highest number of mentions was related to military spending, Canada Post, or Crown Corporations in general.

COMMISSIONER OF THE ENVIRONMENT FINDINGS

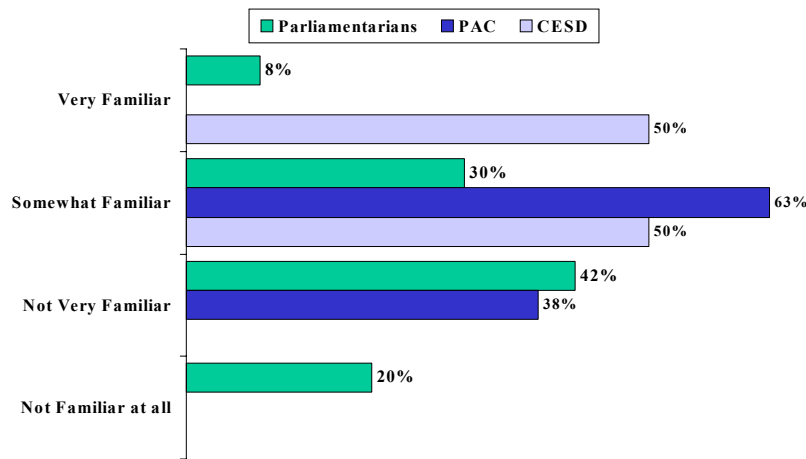
Personal Familiarity with Commissioner of the Environment

Respondents were asked to assess their own familiarity with the findings and recommendations of the Commissioner of the Environment. All respondents were asked about the Commissioner. Overall findings reveal that respondents feel less familiar with the Commissioner of the Environment than with the Office of the Auditor General.

Generally speaking, personal familiarity with the findings and recommendations of the Commissioner is relatively low among the Parliamentarian group. Conversely, members of the Standing Committee on Environment and Sustainable Development and the Standing Committee on Public Accounts indicated that they are more familiar with the Commissioner.

Personal Familiarity: Commissioner of the Environment

Where would you place yourself: Are you very familiar, somewhat familiar, not very familiar or not at all familiar with the findings and recommendations of the Commissioner of the Environment?



All Respondents N=88

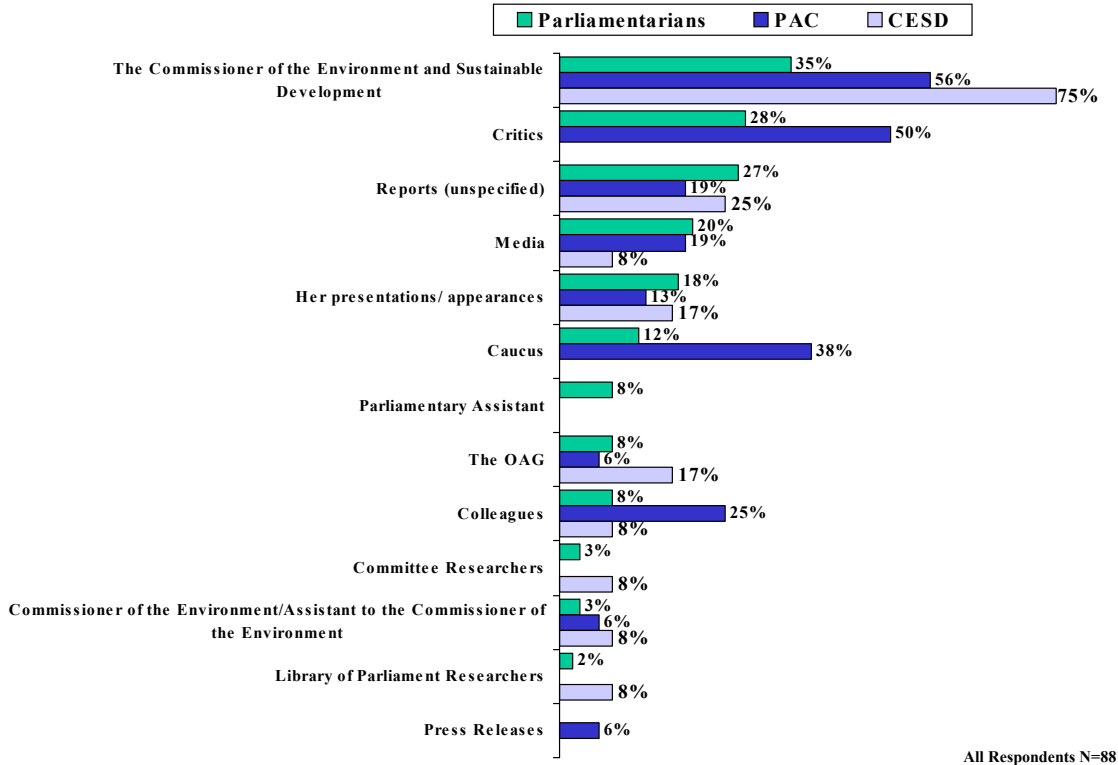
In fact, all members of the Standing Committee on Environment and Sustainable Development (100%) say they are very familiar (50%) or somewhat familiar (50%) with the findings and recommendations of the Commissioner, two in three members of the Standing Committee on Public Accounts (63%) say they are somewhat familiar, and one in three from the Parliamentarian group (38%) say they are very familiar (8%) or somewhat familiar (30%).

Information on Issues Raised by the Commissioner of the Environment

Sources of information on the issues raised by the Commissioner of the Environment and Sustainable Development are similar to the Office of the Auditor General.

Information on Issues Raised by the Commissioner of the Environment

And, what about the Commissioner of the Environment and Sustainable Development?



The Commissioner of the Environment and her reports are seen as the main source of information. In fact, three in four members of the Committee on Environment and Sustainable Development (75%), half of members of the Committee on Public Accounts (56%) and one in three from the Parliamentarian group (35%) say they get information from the Commissioner.

Those from the Parliamentarian group also mention "critics" (28%), "reports" (unspecified - 27%), "the media" (20%), and "Commissioner presentations" (18%) as sources of information.

Members of the Committee on Public Accounts also mention "critics" (50%), "caucus" (38%), "colleagues" (25%), "the media" (19%), and "reports" (unspecified - 19%) as sources of information.

Of note, during the interviews many from the Parliamentarian group and Public Accounts Committee were unsure of whether or not they had received information on issues raised by the Commissioner.

Members of the Committee on Environment and Sustainable Development also mention "reports" (unspecified – 25%), "the Office of the Auditor General" (17%), and "the Commissioner's presentations" (17%) as sources of information.

Knowledge of Commissioner of Environment

Top-of-Mind Issues

Prior to asking all respondents to evaluate their knowledge of the Commissioner of the Environment, we asked them if they could name some issues raised in the Commissioner’s reports in the past two years.

The most common responses were “Kyoto/global warming/climate change”, followed by “sustainable development” and “endangered species”. Many of these issues had been in the news during the interview period. In addition, members of the Committee on Environment and Sustainable Development specifically mentioned “the Great Lakes”, “water quality”, “agriculture” and “pesticides”.

Self-Reported Knowledge of Commissioner of Environment

In general, respondents from the Parliamentarian group report very low knowledge levels for the Commissioner of the Environment and Sustainable Development and its functions. This is true in terms of the overall mandate of the Commissioner as well as specific responsibilities including her work, reports in the last two years, and actual findings and recommendations.

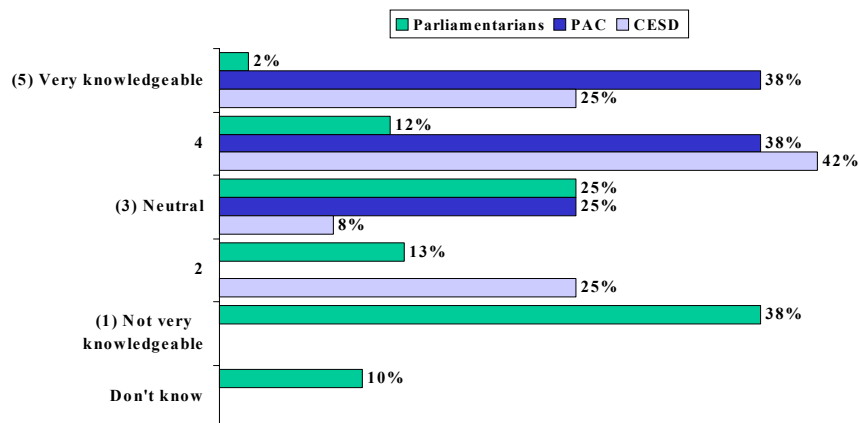
Many from the Parliamentarian group indicated that they had very little knowledge of the Commissioner and would likely not follow her publications unless their committee or government responsibilities encompassed environmental issues. In other words, the work of the Commissioner of the Environment was seen to be relevant only to those who have environmental issues within their government portfolios. Not surprisingly, those who sit on the Committee on Environment and Sustainable Development and members of the Public Accounts Committee feel quite knowledgeable of these aspects of the Commissioner’s responsibilities. Again, self-reported knowledge was based on a 5-point scale, where ‘1’ means “not very knowledgeable” and ‘5’ means “very knowledgeable”.

While only one in ten from the Parliamentarian group (13% - rating of 4 or 5 on 5-point scale), indicated that they were knowledgeable about the mandate of the Commissioner of the Environment three in four members of the Public Accounts Committee (75%) and of the Committee on Environment and Sustainable Development (67%) said they were knowledgeable about this mandate.

Knowledge of Commissioner of Environment Mandate

Now, again on a scale of 1 to 5, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', I would like you to tell me how knowledgeable you feel about the following aspects of the Commissioner of the Environment's functions.

The mandate of the Commissioner of the Environment



All Respondents N=88

Knowledge of Commissioner’s Work

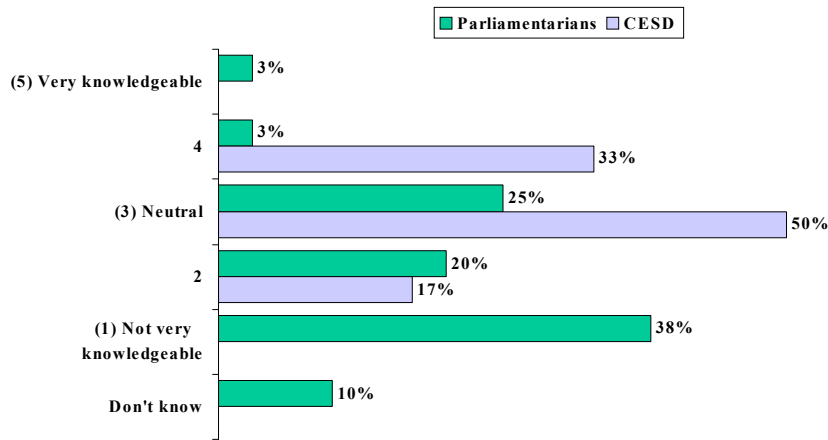
The following findings are indicative of the opinions of the Parliamentary group and members of the Committee on Environment and Sustainable Development *only*. Results reveal very low levels of knowledge of the Commissioner’s work and reports especially among the Parliamentary group and members of the Committee on Environment and Sustainable Development than was previously seen with the Office of the Auditor General.

One in three members of the Committee on Environment and Sustainable Development (33%) and less than one in ten from the Parliamentary group (7%) feel knowledgeable about the overall work of the Commissioner of the Environment. Half of the members of the Committee on Environment and Sustainable Development (50%) and one in four from the Parliamentary group (25%) were neutral on this question. More than half from the Parliamentary group (58%) said they were not knowledgeable.

Knowledge of Commissioner of Environment Overall Work

Now, again on a scale of 1 to 5, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', I would like you to tell me how knowledgeable you feel about the following aspects of the Commissioner of the Environment's functions.

The overall work of the Commissioner of the Environment



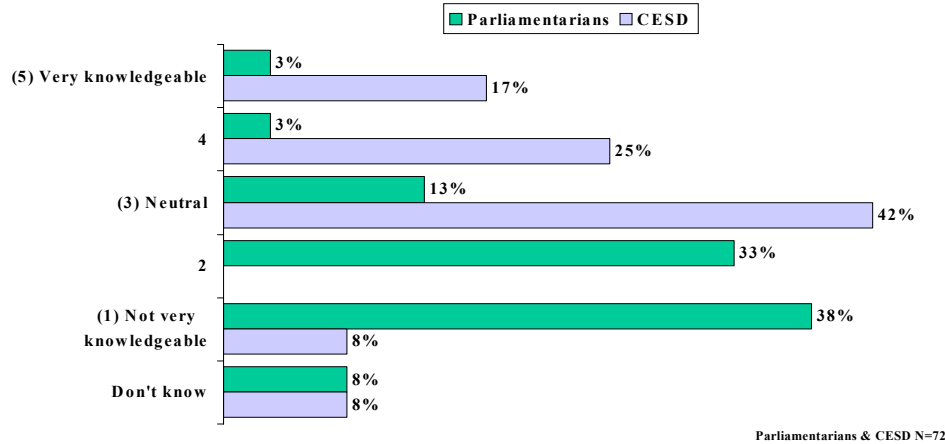
Parliamentarians & CESD N=72

Two in five members of the Committee on Environment and Sustainable Development (42%) and less than one in fifteen (6%) from the Parliamentary group feel knowledgeable about the reports the Commissioner of the Environment released in the last two years.

Knowledge of Commissioner of Environment Reports

Now, again on a scale of 1 to 5, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', I would like you to tell me how knowledgeable you feel about the following aspects of the Commissioner of the Environment's functions

The reports the Commissioner of the Environment released in the last two years

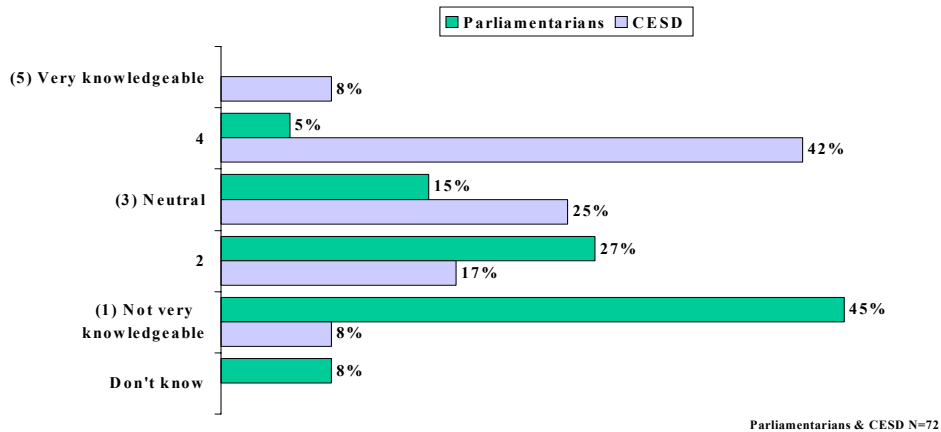


Half of the members of the Committee on Environment and Sustainable Development (50%) and a minority from the Parliamentarian group (5%) feel knowledgeable about the actual findings and recommendations of the Commissioner of the Environment.

Knowledge of Commissioner of Environment Findings and Recommendations

Now, again on a scale of 1 to 5, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', I would like you to tell me how knowledgeable you feel about the following aspects of the Commissioner of the Environment's functions.

The actual findings and recommendations of the Commissioner of the Environment



Credibility of Commissioner of Environment

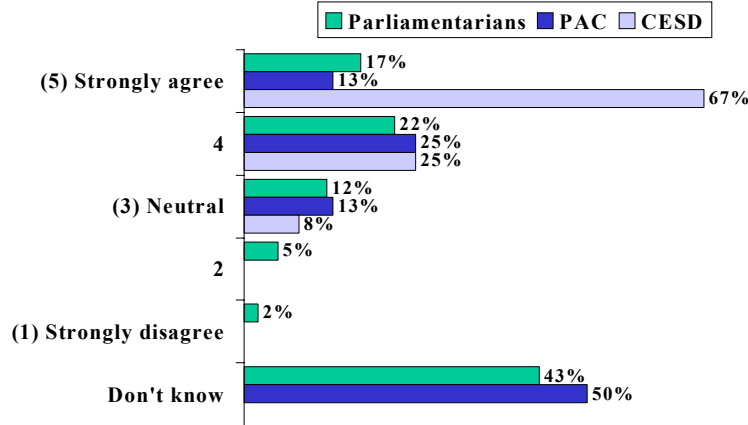
Respondents were asked to evaluate the credibility of the Commissioner of the Environment and Sustainable Development using a scale from 1 to 5, where '1' means "strongly disagree" and '5' means "strongly agree". The Commissioner of the Environment receives lower ratings than the Auditor General,

except among members of the Committee on Environment and Sustainable Development. Evaluation of credibility may be partly affected by low levels of knowledge of the Commissioner of the Environment.

Credibility of Commissioner of the Environment Information

Thinking about the work of the OAG and the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The information provided by the Commissioner of the Environment is credible



A vast majority of members of the Standing Committee on Environment and Sustainable Development (92%) agree that the information provided by the Commissioner of Environment and Sustainable Development is credible. Almost two in five from the Parliamentarian group (38%) and members of the Public Accounts Committee (38%) also express this opinion. Approximately, one half of the Parliamentary group (43%) and members of the Public Accounts Committee (50%) were unable to offer an opinion.

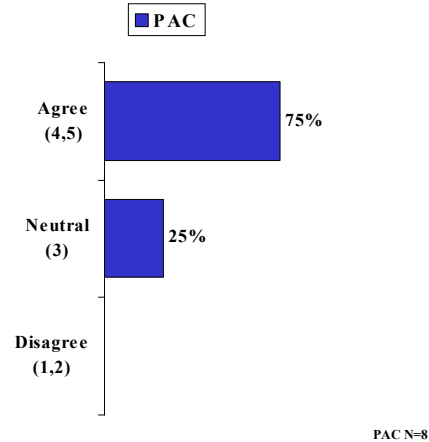
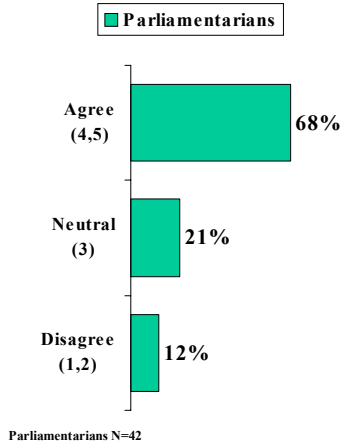
Of those who offered an opinion other than "don't know", 68% of Parliamentarians and 75% of PAC members agree that the information provided by the Commissioner of the Environment is credible.

Of the 57% who offered an opinion other than “Don’t know”

Of the 50% who offered an opinion other than “Don’t know”

Thinking about the work of the OAG and the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The information provided by the Commissioner of the Environment is credible



Suggestions to Increase Commissioner’s Credibility

All respondents were asked how the Commissioner of the Environment could increase her credibility.

Many respondents believe that raising the profile (be more visible, create awareness about office and position, better communication) of the Commissioner would help her gain more credibility:

“Si elle venait plus souvent rencontrer des députés et sénateurs, ce serait mieux.”

Some emphasized that there is a need for more exposure to the public. However, for a few, the lack of interest in environment is an obstacle to raising her profile:

“The problem’s not the Commissioner but with the cause itself. It’s not been a priority for government, and thus, for the people at large. The Commissioner’s report hasn’t reached publicity and impact because of lack of environmental awareness and interest in the country.”

Performance – Commissioner of the Environment

This section explores respondents’ evaluation of the performance of the Commissioner of the Environment. Respondents were asked to evaluate the performances by using a scale from 1 to 5, where ‘1’ means “a very poor job” and ‘5’ means “a very good job”. Performance approval for the Commissioner of the Environment is lower than that of the Office of the Auditor General. Lower levels of knowledge of the Commissioner may partly account for lower approval ratings and more “don’t know” responses among the Parliamentarian group. Findings reveal that respondents want better communication from the Commissioner of the Environment.

This section pertains to Parliamentarians and members of the Committee on Environment and Sustainable Development *only*. It is important to note in this section that a lower number of positive

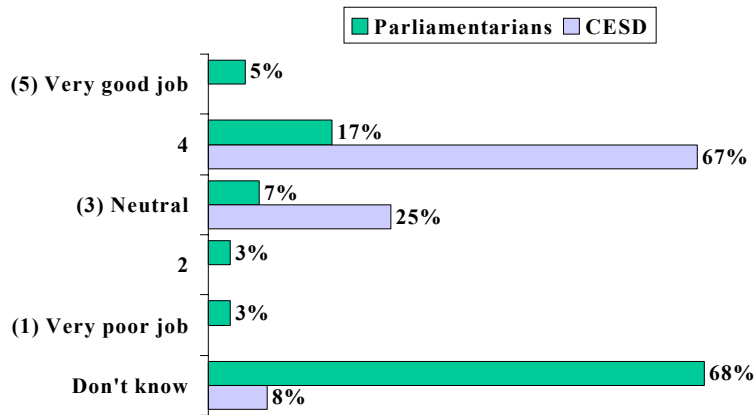
responses in the Commissioner’s performance compared to the Office of the Auditor General can be partially attributed to a lack of knowledge among respondents, particularly among the Parliamentary group.

Two in three members of the Standing Committee on Environment and Sustainable Development (67% - rating of 4 or 5 on a 5-point scale) and one in five from the Parliamentary group (22%) believe that the Commissioner of the Environment is doing a good job overall. Having said this, two in three from the Parliamentary group (68%) did not know or could not offer an opinion, and 25% of members of the Standing Committee on Environment and Sustainable Development were neutral.

Performance of the Commissioner of the Environment

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The overall performance of the Commissioner of the Environment



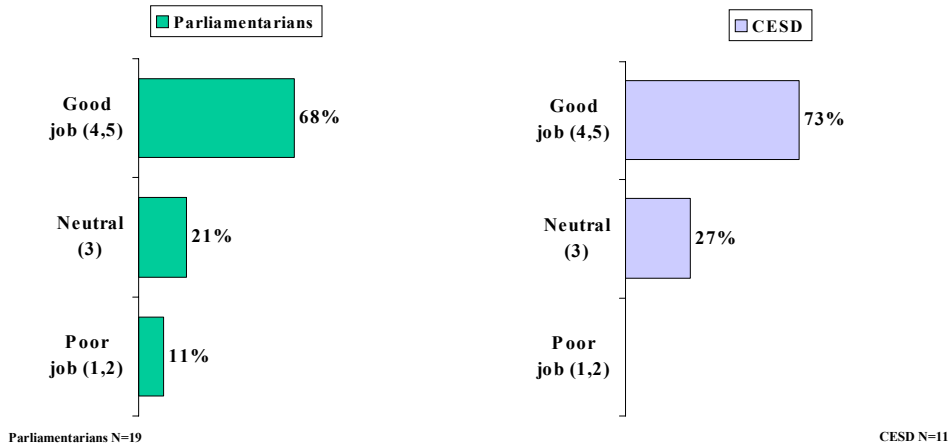
Parliamentarians & CESD N=72

Of those who offered an opinion other than "don't know", 68% of Parliamentarians and 73% of ESD committee members say that the Commissioner of the Environment is doing a good job overall.

Of the 32% who offered an opinion other than “Don’t know”

Of the 92% who offered an opinion other than “Don’t know”

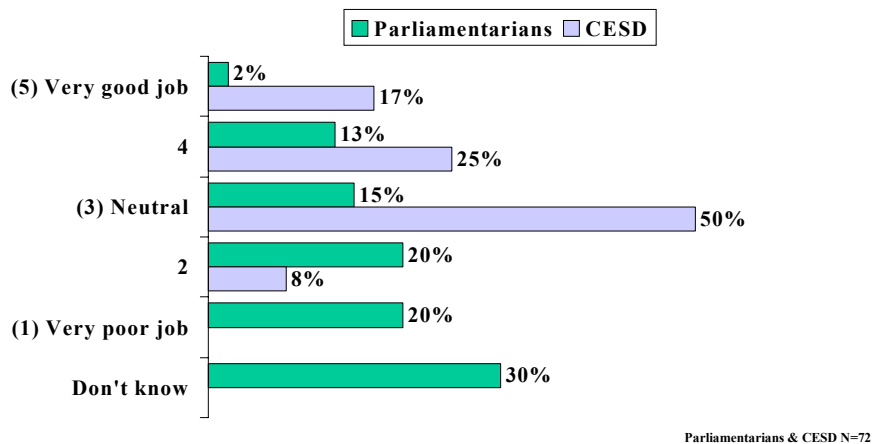
For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:
The overall performance of the Commissioner of the Environment



Two in five members of the Standing Committee on Environment and Sustainable Development (42%) and over one in six of the Parliamentarian group (15%) say that the Commissioner of the Environment is doing a good job with her communications with Parliamentarians. One in three from the Parliamentarian group (30%) did not know or could not offer an opinion.

Commissioner of the Environment’s Communications With Parliamentarians

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:
The Commissioner of the Environment's communications with Parliamentarians

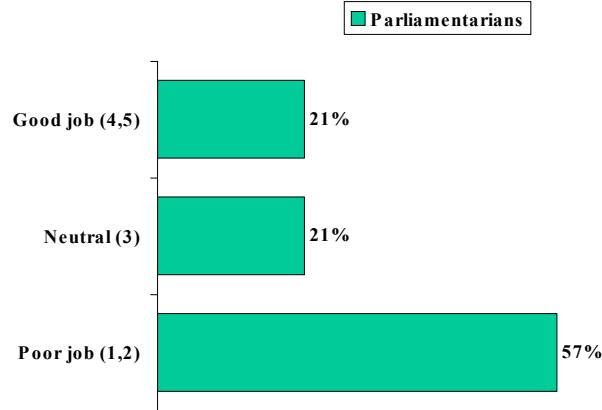


Of the 70% of Parliamentarians who offered an opinion other than "don't know", 21% say the Commissioner of the Environment does a good job communicating with Parliamentarians.

Of the 70% who offered an opinion other than “Don’t know”

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The Commissioner of the Environment's communications with Parliamentarians



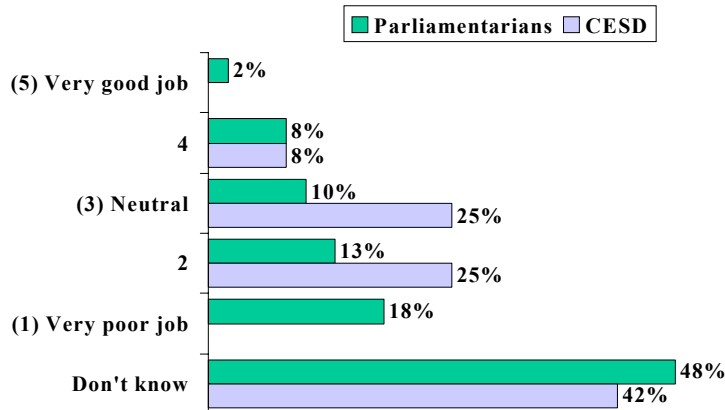
Parliamentarians N=42

One in ten from the Parliamentarian group (10%) and members of the Standing Committee on Environment and Sustainable Development (8%) believe that the Commissioner of the Environment is doing a good job with her communications with the media. Significantly, almost half from the Parliamentarian group (48%) and of members of the Standing Committee on Environment and Sustainable Development (42%) did not know or could not offer an opinion.

Commissioner of the Environment’s Communications With Media

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The Commissioner of the Environment's communications with the media



Parliamentarians & CESD N=72

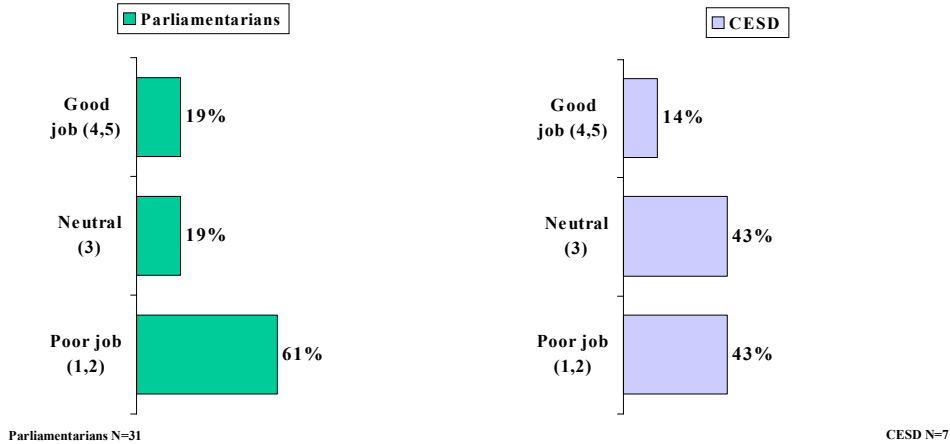
Of those who offered an opinion other than "don't know", 19% of Parliamentarians and 14% of EDS committee members say the Commissioner of the Environment does a good job communicating with the media.

Of the 52% who offered an opinion other than "Don't know"

Of the 58% who offered an opinion other than "Don't know"

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The Commissioner of the Environment's communications with the media

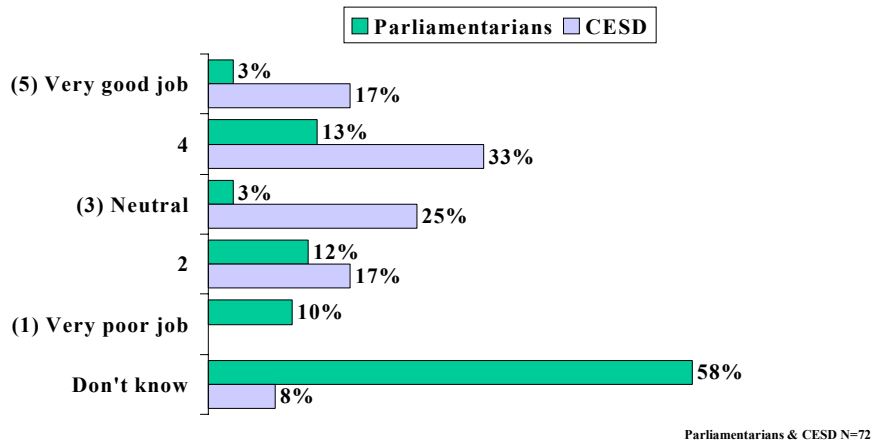


Half of members of the Standing Committee on Environment and Sustainable Development (50%) and one in five from the Parliamentarian group (17%) say that the Commissioner is doing a good job in her communications with committee members. More than half of the Parliamentarian group (58%) did not know or could not offer an opinion, and 25% of members of the Standing Committee on Environment and Sustainable Development were neutral.

Commissioner of the Environment's Communications With Committee Members

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The Commissioner of the Environment's communications with Committee Members



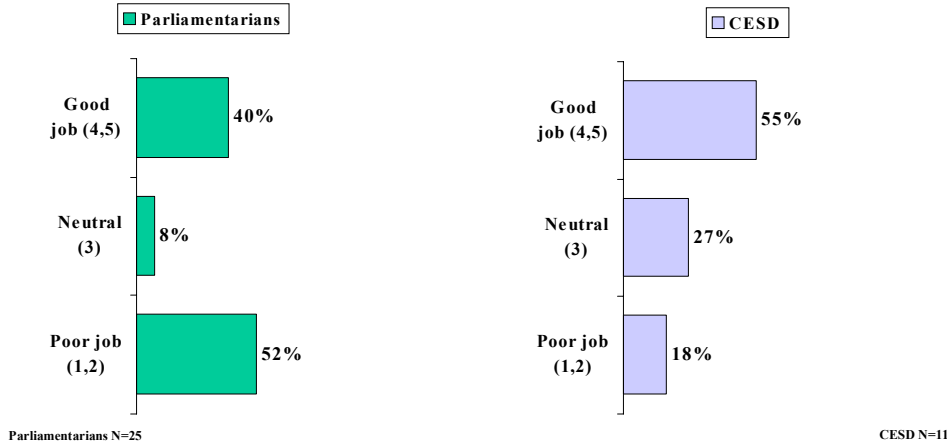
Of those who offered an opinion other than "don't know", 40% of Parliamentarians and 55% of ESD committee members say the Commissioner of the Environment does a good job communicating with committee members.

Of the 42% who offered an opinion other than “Don’t know”

Of the 92% who offered an opinion other than “Don’t know”

For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

The Commissioner of the Environment's communications with Committee Members



Increase Parliamentarians’ Use and Familiarity with Commissioner of the Environment Findings and Recommendations

Parliamentarians and members of the Standing Committee on Environment and Sustainable Development were asked what the Commissioner could be doing better to increase Parliamentarians’ use and familiarity with her reports and findings.

The main suggestion by respondents was to raise the profile of the Commissioner, i.e., through the media and through more frequent reports and presentations to Parliamentarians.

“Acting in a way that would generate awareness of her role and mandate.”

There should also be follow-ups with Parliamentarians so they can better understand or get clarification of the Commissioner’s report:

“Follow up with Parliamentarians to make sure they receive her reports, and inquire about any questions, suggestions or improvements to her communications.”

Overall Recommendations to Improve Commissioner of the Environment’s Job

Parliamentarians and members of the Standing Committee on Environment and Sustainable Development were asked how they thought the Commissioner could improve on the job she is doing. Again, more exposure (to the public and to Parliamentarians and committee members) was the recommendation mentioned most frequently by respondents. They also want more frequent reports, and some mentioned that they would like the Commissioner to be more aggressive in her audits.

Overall Accuracy and Use of Commissioner’s Findings and Recommendations

Using a 5-point scale where ‘1’ means “strongly disagree” and ‘5’ means “strongly agree”, Parliamentarians and members of the Committee on Environment and Sustainable Development were

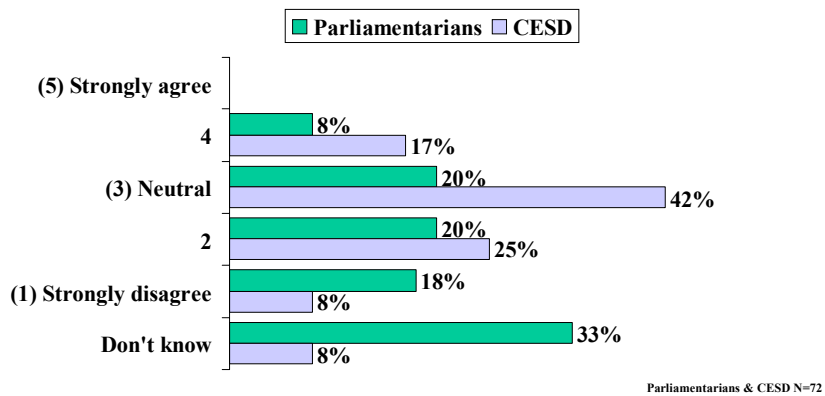
asked if they agreed or disagreed with a series of statements about the overall accuracy and use of the Commissioner’s findings and recommendations.

The following findings are indicative of the opinions of the Parliamentarian group and members of the Committee on Environment and Sustainable Development *only*. Respondents hold a less positive view of the overall accuracy and use of the Commissioner’s findings and recommendations than they do of the Office of the Auditor General. Given the tone of these interviews, disagreement with the statements in this section should not be considered to be necessarily negative evaluation, but far more likely the result of a lack of knowledge.

Recommendations and Findings Have Had A Positive Impact on Government

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:

The recommendations and findings of the Commissioner of the Environment have had a positive impact on Government in general



Less than one in five (17%) members of the Committee on Environment and Sustainable Development and less than one in ten (8%) from the Parliamentarian group agree that the recommendations and findings of the Commissioner of the Environment have had a positive impact on government in general. Two in five from the Parliamentarian group (38%) and one in three committee members (33%) disagree with this statement. One in five from the Parliamentarian group (20%) and one in three members of Committee on Environment and Sustainable Development (42%) were neutral. One in three from the Parliamentarian group (33%) did not know or could not offer an opinion.

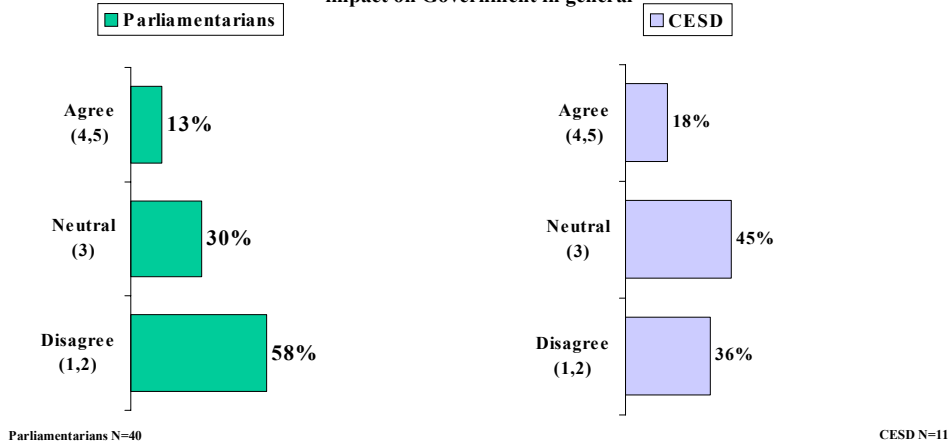
Of those who offered an opinion other than "don't know", 13% of Parliamentarians and 18% of ESD committee members agree that the recommendations and findings of the Commissioner of the Environment have had a positive impact on government in general.

Of the 67% who offered an opinion other than “Don’t know”

Of the 92% who offered an opinion other than “Don’t know”

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:

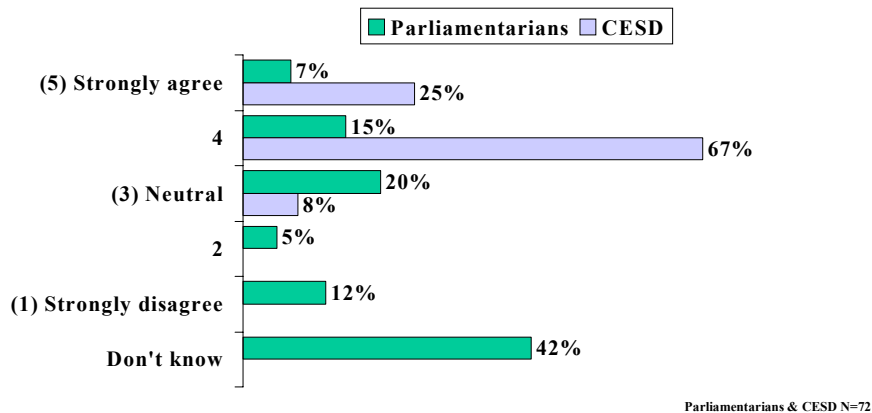
The recommendations and findings of the Commissioner of the Environment have had a positive impact on Government in general



Almost all members of the Committee on Environment and Sustainable Development (92%) and one in five from the Parliamentary group (22%) agree that the information they receive from the Commissioner of the Environment provides them with a clear understanding of the concerns. Two in five from the Parliamentary group (42%) did not know or could not offer an opinion.

Commissioner’s Reports Provide Clear Understanding of Concerns

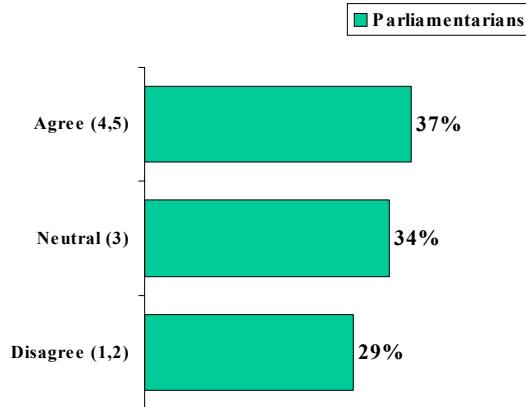
Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.
The information I receive from the Commissioner of the Environment provides a clear understanding of the concerns



Of the 58% of Parliamentarians who offered an opinion other than "don't know", 37% agree that the information they received from the Commissioner of the Environment provides a clear understanding of the concerns.

Of the 58% who offered an opinion other than “Don’t know”

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.
The information I receive from the Commissioner of the Environment provides a clear understanding of the concerns

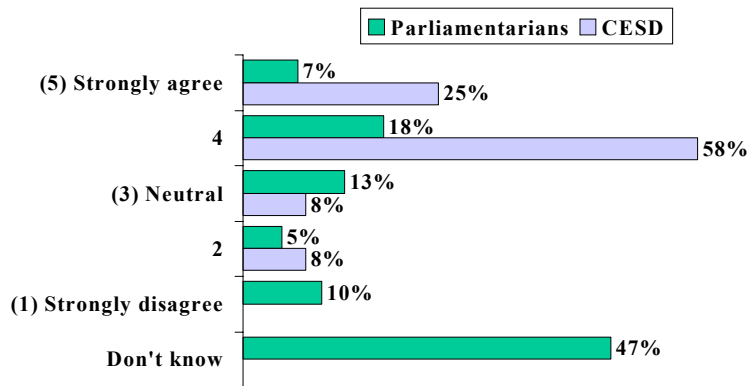


Parliamentarians N=19

Four in five members of the Committee on Environment and Sustainable Development (83%) and one in four from the Parliamentarian group (25%) agree that the findings of the Commissioner of the Environment’s reports accurately reflect the magnitude of the issues raised. Almost half of the Parliamentarian group (47%) did not know or could not offer an opinion.

Commissioner’s Reports Accurately Reflect Magnitude of Issues Raised

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.
The findings of the Commissioner of the Environment’s reports accurately reflect the magnitude of the issues raised

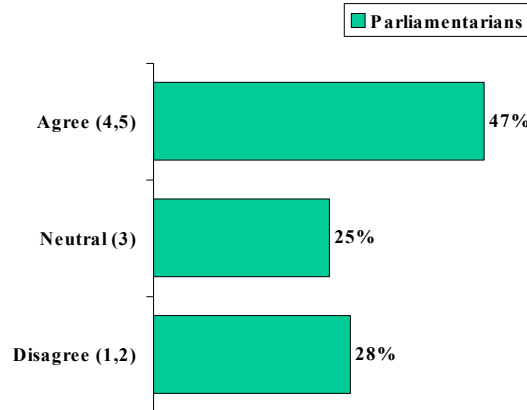


Parliamentarians & CESD N=72

Of the 53% Parliamentarians who offered an opinion other than "don't know", 47% agree that the findings of the Commissioner of the Environment’s reports accurately reflect the magnitude of the issues raised.

Of the 53% who offered an opinion other than “Don’t know”

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.
The findings of the Commissioner of the Environment's reports accurately reflect the magnitude of the issues raised

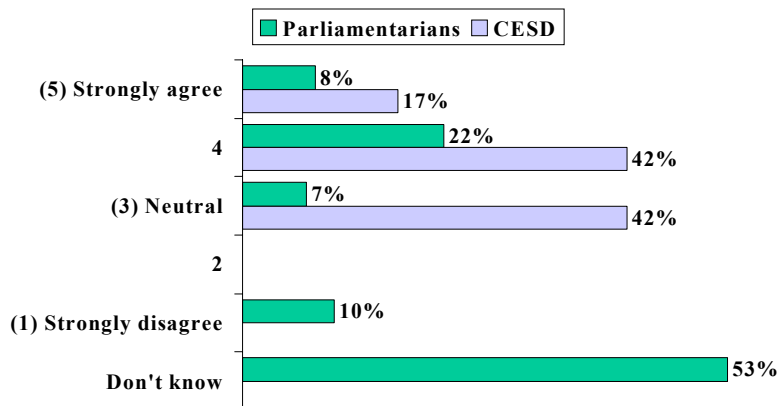


Parliamentarians N=32

Half of the members of the Committee on Environment and Sustainable Development (58%) and one in three from the Parliamentary group (30%) agree that the recommendations of the Commissioner of the Environment are appropriate. Half of the Parliamentary group (53%) did not know or could not offer an opinion. Respondents were asked to comment on the overall appropriateness of the Commissioner’s recommendations.

Commissioner’s Recommendations Are Appropriate

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.
The recommendations of the Commissioner of the Environment are appropriate



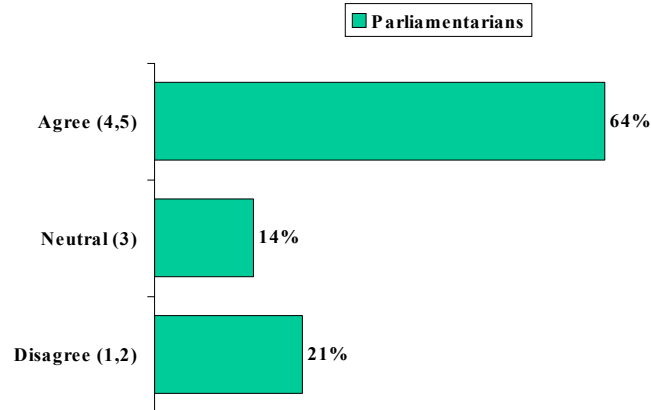
Parliamentarians & CESD N=72

Of the 47% of Parliamentarians who offered a response other than "don't know", 64% agree that the recommendations of the Commissioner of the Environment are appropriate.

Of the 47% who offered an opinion other than “Don’t know”

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

The recommendations of the Commissioner of the Environment are appropriate



Parliamentarians N=28

Comments regarding the Commissioner’s recommendations were varied. Some respondents said that her recommendations were appropriate, fair and objective:

"I just find the reports are thoughtful, comprehensive, clear, careful and independent."

"They are appropriate inasmuch as they provide a guideline/foundation for MPs and a realistic reflection of Canada."

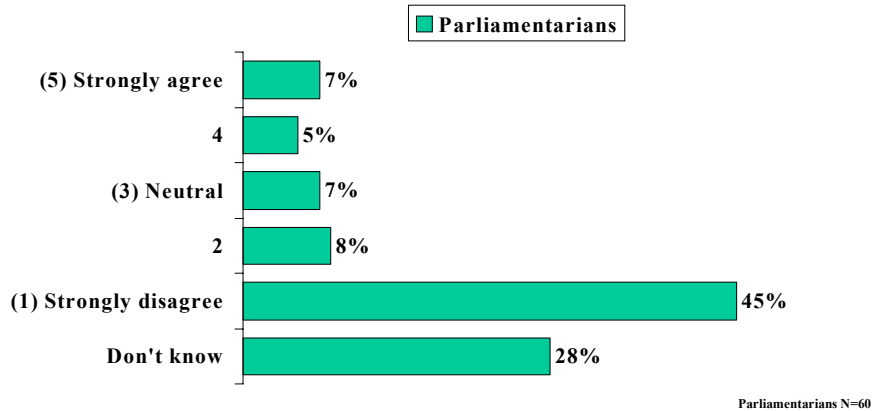
However, others, particularly members of the Committee on Environment and Sustainable Development, thought the Commissioner could be more forceful/aggressive, and that her findings and recommendations were “grossly underutilized”. These respondents are most aware of the Commissioner’s findings and more likely to want to see complete, in-depth results.

Among Parliamentarians Only

The following findings are indicative of the opinions of *Parliamentarians only*. Findings reveal that there is low usage of the Commissioner of the Environment’s findings by the Parliamentarian group.

Use of Commissioner’s Findings and Recommendations in Work Outside of Committee

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:
I have used the findings and or recommendations of the Commissioner of the Environment in aspects of my work other than my Committee work

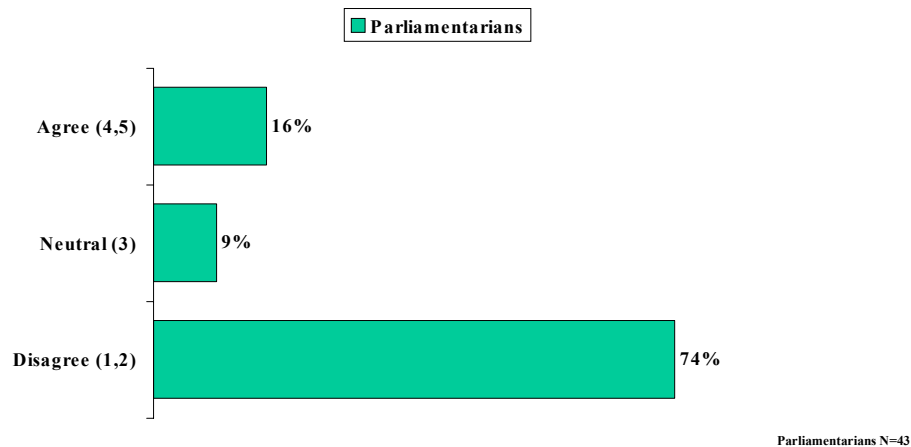


One in ten from the Parliamentarian group (12%) agree that they have used the findings and/or recommendations of the Commissioner of the Environment in aspects of their work other than their committee work. Conversely, half of these respondents (53%) disagree with this statement and another 28% did not know or were unable to answer.

Of the 72% of Parliamentarians who offered an opinion other than "don't know", 16% agree that they have used the findings and recommendations of the Commissioner of the Environment in aspects of my work than my committee work.

Of the 72% who offered an opinion other than “Don’t know”

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:
I have used the findings and or recommendations of the Commissioner of the Environment in aspects of my work other than my Committee work



When asked how they have used these findings and recommendations, the Parliamentary group said they used them in their letters to constituents and ministers, in their committee work, and during Question Period. They also use the findings and recommendations for their personal knowledge and as a basis for decisions.

Accuracy and Use of the Commissioner’s Findings and Recommendations in Committee

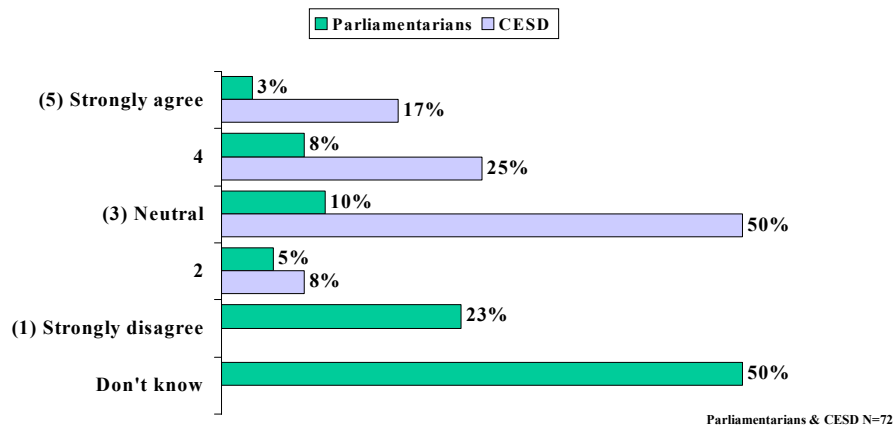
Given the fact that knowledge of the Commissioner of the Environment and Sustainable Development is limited among Parliamentarians surveyed, it is not surprising to find that a significant proportion of participants were unable to rate questions pertaining to the accuracy and use of the Commissioner’s findings and recommendations in their committee work. Given the tone of these interviews, disagreement with the statements in this section should not be considered to be necessarily negative evaluation, but far more likely the result of a lack of knowledge.

The following findings are indicative of the opinions of the Parliamentary group and members of the Committee on Environment and Sustainable Development *only*. Once more, views on the accuracy and use of the Commissioner’s findings and recommendations in committee work are not as positive as they are for the Office of the Auditor General. Lower ratings among the Parliamentary group could partly be attributed to lower levels of knowledge about the Commissioner of the Environment.

Two in five members of the Committee on Environment and Sustainable Development (42% - rating of 4 or 5 on a 5-point scale) and one in ten from the Parliamentary group (12%) are more likely to agree that the recommendations and findings of the Commissioner of the Environment have had a positive impact on their Committee work.

Commissioner's Findings and Recommendations Have Had A Positive Impact on Committee Work

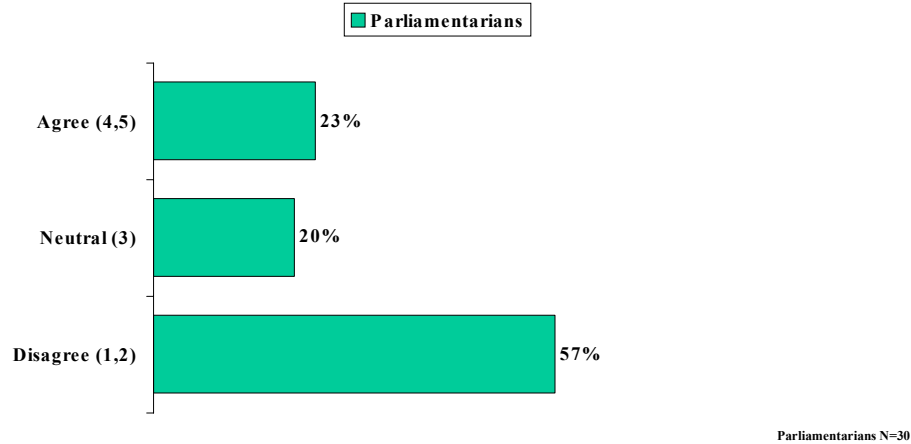
Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:
The recommendations and findings of the Commissioner of the Environment have had a positive impact on my Committee's work?



Of the 50% of Parliamentarians who offered an opinion other than "don't know", 23% agree that the recommendations and findings of the Commissioner of the Environment have had a positive impact on their committee work.

Of the 50% who offered an opinion other than “Don’t know”

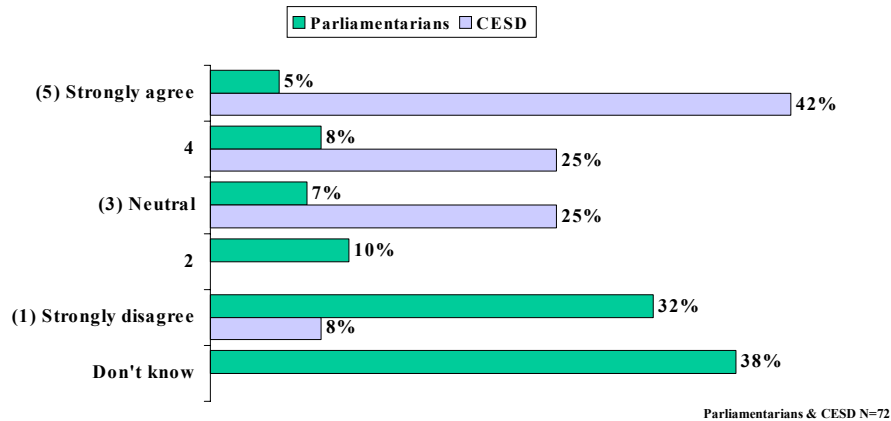
Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:
The recommendations and findings of the Commissioner of the Environment have had a positive impact on my Committee's work?



Two in three members of the Committee on Environment and Sustainable Development (67%) and one in ten from the Parliamentarian group (13%) agree that the recommendations and findings of the Commissioner of the Environment have been raised during their Committee meetings. Two in five (38%) of the Parliamentarian group did not know or could not offer an opinion.

Commissioner's Recommendations & Findings Raised During Meetings

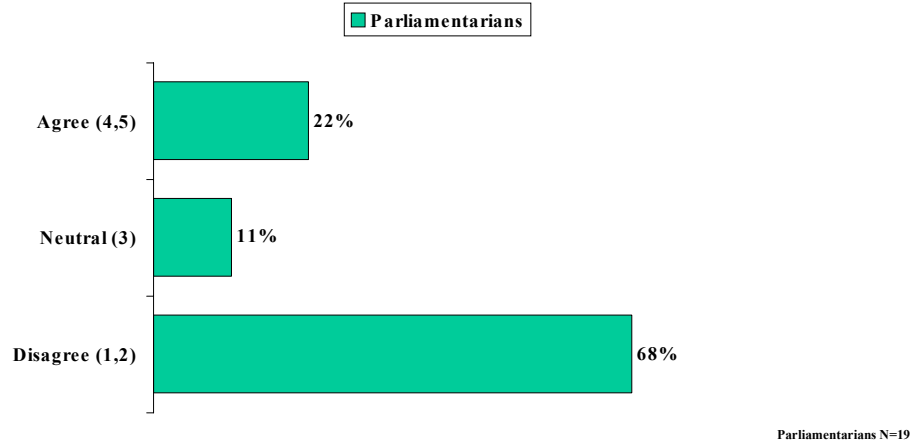
Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:
The recommendations and findings of the Commissioner of the Environment have been raised during my Committee meetings?



Of the 62% of Parliamentarians who offered an opinion other than "don't know", 22% agree that the recommendations and findings of the Commissioner of the Environment have had a positive impact on their committee meetings.

Of the 62% who offered an opinion other than “Don’t know”

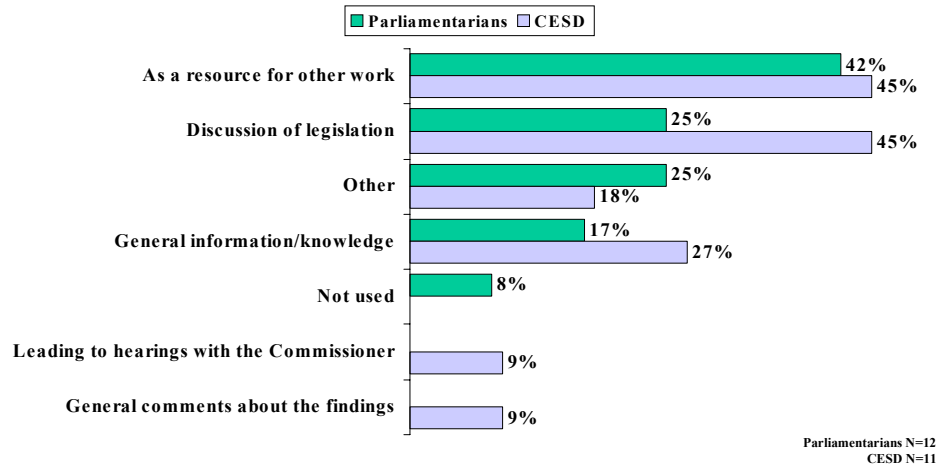
Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:
The recommendations and findings of the Commissioner of the Environment have been raised during my Committee meetings?



Participants who said that recommendations and findings of the Commissioner of the Environment have been raised during their Committee meetings (rating of 3, 4 or 5) were asked how the committee used the findings. Overall, findings were used as a resource for their work in general, for discussion of legislation and Question Period in particular, and for general knowledge.

How Have the Commissioner's Findings Been Used in Committee

Overall, how have the Commissioner of the Environment's findings and recommendations been used in your committees?



Most respondents agreed that the Commissioner of the Environment's findings lend credibility to their positions:

"The weight of her perspective of issues can substantiate our view. We use her findings as back-up."

Those who said the findings had not been raised (rating 1 or 2) were asked why they thought the findings had not been raised more often. Most of these participants believed the Commissioner's work was unrelated to the issues concerning their Committees. A few, however mentioned the potential Kyoto would have bridging the current cap between economy of the country and the environment.

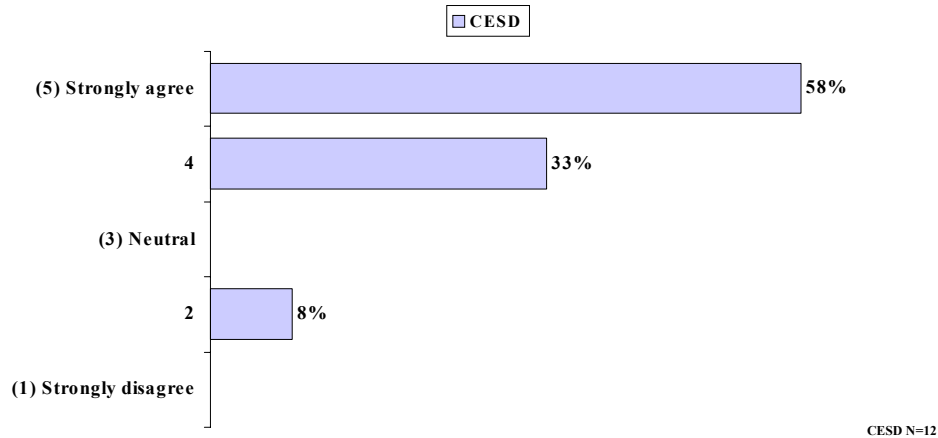
Members of the Committee on Environment and Sustainable Development Only

The following questions were asked *only* of the members of the Committee on Environment and Sustainable Development. These participants were asked to use a 5-point scale where '1' means "strongly disagree" and '5' means "strongly agree" to respond to a series of statements, and were then asked a follow-up question pertaining to the use of the Commissioner's findings and recommendations. Clearly, members the Committee on Environment and Sustainable Development believe the Commissioner's work is relevant to the Committee, that it has added value to their decisions as Committee members. However they are less likely to agree that the petition process is relevant or that they turn to the Commissioner as a source of information.

Commissioner's Findings Are Relevant to the Committee

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where 1 is Strongly disagree and 5 is Strongly agree.

The Commissioner of the Environment's work is relevant to the Committee



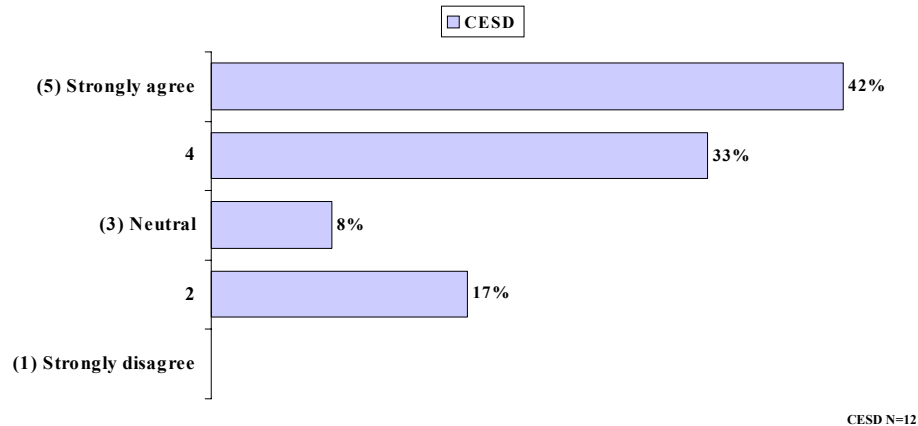
The vast majority of members of the Committee on Environment and Sustainable Development agree (92% - rating of 4 or 5) that the Commissioner of the Environment's work is relevant to the Committee.

Three quarters (75%) agree that the information covered by the Commissioner of the Environment in the last two years adds value to their decisions as a committee member.

Information Adds Value to Committee Decisions

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where 1 is Strongly disagree and 5 is Strongly agree.

The information covered by the Commissioner of the Environment in the last two years adds value to my decisions as a committee member



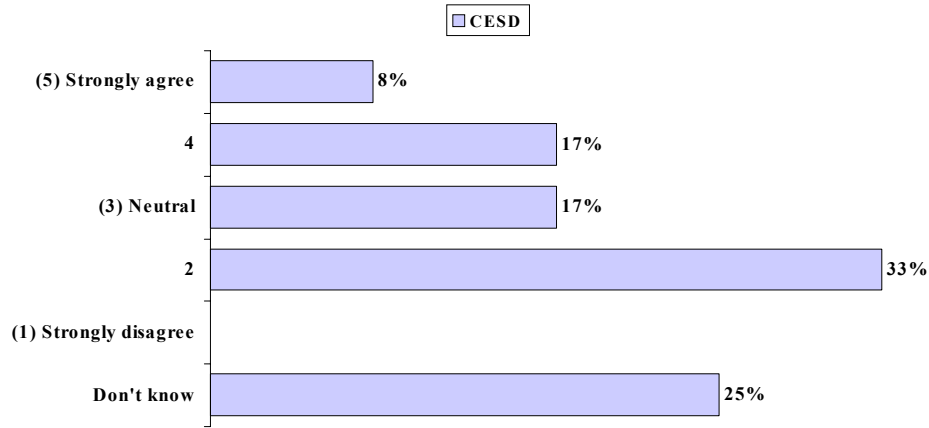
Members of the Committee on Environment and Sustainable Development are equally divided on the statement "the petition process is relevant to my work on the committee". One quarter of respondents

agree (25%), one in five are neutral (17% - rating of "3"), one third disagree (33%), and one quarter (25%) were unable to offer an opinion.

Petition Process is Relevant to Committee Work

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where 1 is Strongly disagree and 5 is Strongly agree.

The Petition process is relevant to my work on the Committee



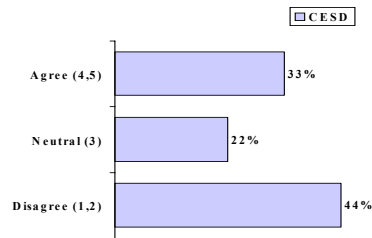
CESD N=12

Of the 75% of ESD committee members who offered an opinion other than "don't know", 33% agree that the Petition process is relevant to their work on the committee.

Of the 75% who offered an opinion other than "Don't know"

Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where 1 is Strongly disagree and 5 is Strongly agree.

The Petition process is relevant to my work on the Committee



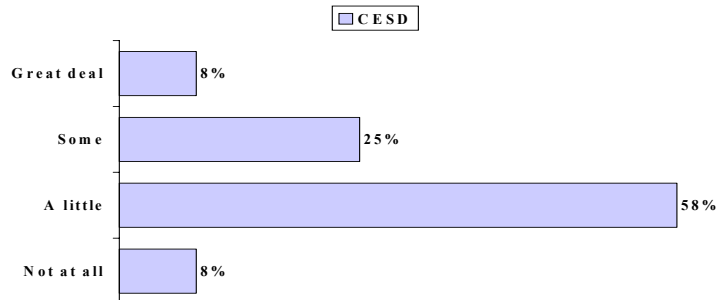
CESD N=9

Frequency of Use of Commissioner as a Source of Information

Members of the Committee on Environment and Sustainable Development were asked how frequently the standing committee on ESD turns to the Commissioner as a source of information. Interestingly, one third (33%) say the committee turns to the Commissioner "a great deal" (8%) or "some" (25%), while two in three (66%) say they turn to the Commissioner for information "a little" (58%), or "not at all" (8%).

Frequency of Use of Commissioner as a Source of Information

How frequently does the standing committee on ESD turn to the Commissioner as a source of information?



CESD N=12

These respondents were asked how the information from the Commissioner of the Environment was used. Overall, respondents said that they use this information as a tool for their work, whether it is for their own work and general discussions, or to question witnesses and to develop policy.

They were also asked why they turned to the Commissioner of the Environment in the first place. Most respondents said they turn to the Commissioner because she offers credible, impartial and objective analysis. Some believe that her mandate allows her to investigate matters more thoroughly than they can. In essence, respondents believe the Commissioner is a source of credible information and can guide them in their decisions:

"She has a high level of credibility and independence."

Hearings

Members of the Committee on Environment and Sustainable Development were asked what the major reason was for calling a hearing on issues raised by the Commissioner of the Environment. Some of the most commonly mentioned reasons for calling a hearing were that there was a critical issue/emergency, that respondents needed more information/elaboration of the Commissioner's report findings, and that they wanted to call for witnesses.

As for reasons for not calling a hearing, the most common responses were "time-constraints", "irrelevance of topic" and "no further need for information".

Issues Focus – Commissioner of the Environment

Areas of Future Examination

Respondents were asked what issues they would like to see addressed by the Commissioner of the Environment in the coming years. The most mentioned areas of future examination were:

- Kyoto Protocol/global warming/climate change,
- water quality,
- energy sources,
- endangered species,
- chemical pollutants, and

- the impact of the environment on humans.

Areas of Absence of Examination in Past Years

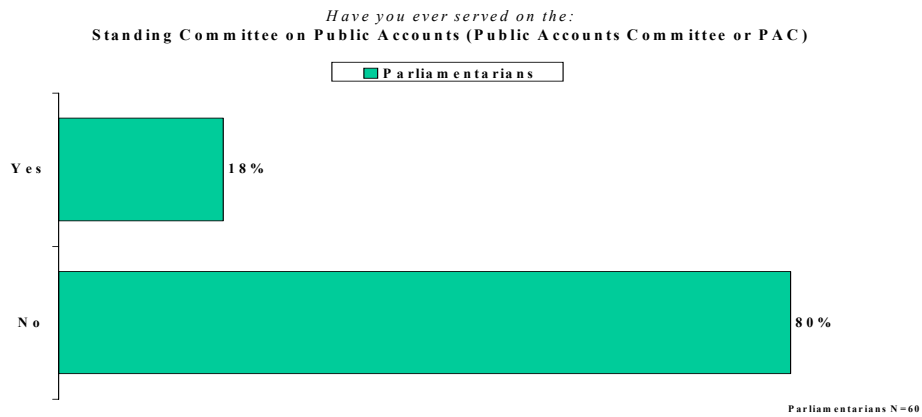
Respondents were asked which issues they were surprised the Commissioner of the Environment did not examine in recent years. Very few respondents offered an answer to this question. There was, however, mention that there had not been an examination of how exploitation of natural resources does not take into account sustainable development.

APPENDIX I - COMMITTEE MEMBERSHIP

Parliamentarians *only* were asked whether they had served on specific committees in the past two years and whether they were currently serving on any other committees. The following indicates the number of respondents having served on the Standing Committee for Public Accounts, the Standing Committee on Environment and Sustainable Development or any other committee in the last two years. Findings reveal that almost the same number from the Parliamentarian group have served on the Standing Committee on Public Accounts as on the Standing Committee on Environment and Sustainable Development in the last two years.

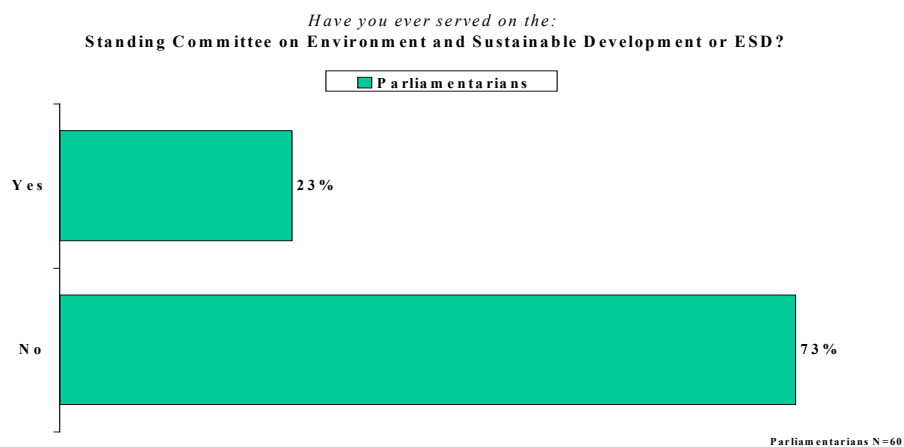
One in five from the Parliamentarian group (18%) said they served on the Standing Committee on Public Accounts in the past two years.

Committee Membership: PAC



One in four from the Parliamentarian group (23%) said they served on the Standing Committee on Environment and Sustainable Development.

Committee Membership: CESD



Almost all respondents from the Parliamentarian group (95%) said that in the past two years, they have served or are currently serving on other committees, such as:

- Finance,
- Transportation,
- Fisheries and Oceans,
- Natural Resources,
- Human Resource Development Canada,
- Agriculture,
- Heritage,
- Foreign Affairs,
- Industry,
- Health,
- Aboriginal Affairs,
- Legal and Constitutional Affairs,
- Justice.

APPENDIX II – TOPLINE QUESTIONNAIRE

1. Among Parliamentarians in general, roughly what portion do you think are very familiar with the findings and recommendations of the Office of the Auditor General, that is the OAG?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
1%-10%	17%	6%	-
11%-20%	18%	25%	-
21%-30%	7%	6%	-
31%-40%	7%	-	-
41%-50%	7%	6%	-
51%-60%	7%	-	-
61%-70%	2%	6%	-
71%-80%	25%	19%	-
81%-90%	2%	19%	-
91%-100%	5%	6%	-
Don't know	5%	6%	-

2. Roughly what portion do you think are not at all familiar with the findings and recommendations of the OAG?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
1%-10%	33%	31%	-
11%-20%	10%	13%	-
21%-30%	10%	6%	-
31%-40%	5%	-	-
41%-50%	12%	6%	-
51%-60%	2%	-	-
61%-70%	-	13%	-
71%-80%	3%	6%	-
81%-90%	7%	-	-
91%-100%	3%	-	-
Don't know	15%	25%	-

3. Where would you place yourself: Are you very familiar, somewhat familiar, not very familiar or not at all familiar, with the findings and recommendations of the OAG?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
Very Familiar	30%	50%	-
Somewhat Familiar	57%	50%	-
Not Very Familiar	10%	-	-
Not Familiar at all	2%	-	-
Don't know	2%	-	-

4. Among Parliamentarians in general, roughly what portion do you think are very familiar with the findings and recommendations of the Commissioner of the Environment?

Base: All respondents	Parliamentarians	PAC	CESD
Unweighted Base	60	16	12
1%-10%	33%	38%	50%
11%-20%	22%	-	17%
21%-30%	13%	25%	8%
31%-40%	7%	6%	-
41%-50%	3%	19%	8%
51%-60%	7%	-	8%
61%-70%	-	6%	-
Don't know	15%	6%	8%

5. Roughly what portion do you think are not at all familiar with the findings and recommendations of the Commissioner of the Environment?

Base: All respondents	Parliamentarians	PAC	CESD
Unweighted Base	60	16	12
1%-10%	7%	6%	-
11%-20%	7%	6%	-
21%-30%	10%	13%	8%
31%-40%	3%	13%	8%
41%-50%	12%	6%	-
51%-60%	10%	6%	8%
61%-70%	8%	19%	8%
71%-80%	8%	13%	33%
81%-90%	8%	6%	17%
91%-100%	13%	6%	8%
Don't know	13%	6%	8%

6. Where would you place yourself: Are you very familiar, somewhat familiar, not very familiar or not at all familiar with the findings and recommendations of the Commissioner of the Environment?

Base: All respondents	Parliamentarians	PAC	CESD
Unweighted Base	60	16	12
Very Familiar	8%	-	50%
Somewhat Familiar	30%	63%	50%
Not Very Familiar	42%	38%	-
Not Familiar at all	20%	-	-

7. What are your major sources of information about how government departments and agencies operate?

TOTAL MENTIONS	Parliamentarians	PAC	CESD
Base: All respondents			
Unweighted Base	60	16	12
Media	48%	31%	42%
Ministry/ departmental meetings, briefings, reports	43%	38%	33%
The OAG	32%	50%	50%
Committee work	18%	6%	8%
Personal experience/ own research	17%	13%	8%
Contacts within departments, ministries	15%	13%	17%
Minister	15%	6%	8%
Colleagues	13%	6%	25%
Committee Researchers	12%	44%	17%
Independent research/ outside experts	12%	19%	25%
Parliamentary Assistant	10%	13%	-
Caucus reports, committees, services	10%	25%	25%
Internet (include department websites)	10%	-	17%
Estimates, budgets	10%	6%	-
Library of Parliament Researchers	8%	-	-
Own staff research	8%	6%	8%
Press Releases	7%	6%	8%
House of Commons	7%	6%	17%
Annual/ semi annual reports	7%	6%	8%
Public Accounts Committee	5%	31%	-
Critics	5%	-	-
The Commissioner of the Environment and Sustainable Development	3%	-	42%
Public (community groups)	3%	13%	8%
NGO's	2%	-	8%
Other	22%	13%	17%

8A. Who provides, or where do you get, most of the information you receive about issues raised by the OAG?

TOTAL MENTIONS	Parliamentarians	PAC	CESD
Base: PAC and Parliamentarians			
Unweighted Base	60	16	0
The OAG	80%	69%	-
Media	33%	13%	-
Minister's office/ departments	13%	13%	-
The Commissioner of the Environment and Sustainable Development	10%	6%	-
Caucus Critic/ Critic's office	10%	6%	-
Colleagues	10%	13%	-
Question period in the House of Commons	8%	13%	-
Party research/ analysis	8%	6%	-
At committee meetings	7%	6%	-
Personal experience/ own research	7%	-	-
Parliamentary Assistant	5%	6%	-
Committee Researchers	5%	13%	-
Public Accounts Committee	2%	44%	-
Parliamentarians staff	2%	-	-
Parliamentary Researchers	-	6%	-
Other	28%	25%	-
Don't know	2%	-	-

8B. And, what about the Commissioner of the Environment and Sustainable Development?

TOTAL MENTIONS	Parliamentarians	PAC	CESD
Base: All respondents			
Unweighted Base	60	16	12
The Commissioner of the Environment and Sustainable Development	35%	56%	75%
Critics	28%	50%	-
Reports (unspecified)	27%	19%	25%
Media	20%	19%	8%
Her presentations/ appearances	18%	13%	17%
Caucus	12%	38%	-
Parliamentary Assistant	8%	-	-
The OAG	8%	6%	17%
Colleagues	8%	25%	8%
Own party research	5%	13%	-
Committee Researchers	3%	-	8%
Parliamentarians staff	3%	6%	-
Commissioner of the Environment/Assistant to the Commissioner of the Environment	3%	6%	8%
Information from general public	3%	-	-
Library of Parliament Researchers	2%	-	8%
Lobbyists	2%	-	-
Press Releases	-	6%	-
Nothing/ very little	7%	-	-
Other	15%	31%	33%
Don't know	5%	-	-

9A. Have you ever served on the: A) Standing Committee on Public Accounts (Public Accounts Committee or PAC)?

Base: Parliamentarians only	Parliamentarians	PAC	CESD
Unweighted Base	60	0	0
Yes	18%	-	-
No	80%	-	-
Don't know	2%	-	-

9A. Have you ever served on the: B) Standing Committee on Environment and Sustainable Development or ESD?

Base: Parliamentarians only	Parliamentarians	PAC	CESD
Unweighted Base	60	0	0
Yes	23%	-	-
No	73%	-	-
Don't know	3%	-	-

9A. Have you ever served on the: C) In the last two years, have you or are you serving on other committees?

Base: Parliamentarians only	Parliamentarians	PAC	CESD
Unweighted Base	60	0	0
Yes	95%	-	-
No	5%	-	-

12. Using a 5-point scale, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', please tell me how knowledgeable you feel about these aspects of the OAG's functions over the last two years.

A) The mandate of the OAG?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very knowledgeable	30%	56%	-
(4)	42%	31%	-
(3) Neutral	18%	13%	-
(2)	7%	-	-
(1) Not very knowledgeable	3%	-	-

B) The overall work of the OAG?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very knowledgeable	15%	56%	-
(4)	37%	31%	-
(3) Neutral	33%	13%	-
(2)	13%	-	-
(1) Not very knowledgeable	2%	-	-

C) The reports the OAG released in the last two years?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very knowledgeable	13%	44%	-
(4)	30%	56%	-
(3) Neutral	42%	-	-
(2)	12%	-	-
(1) Not very knowledgeable	3%	-	-

D) The actual findings and recommendations of the OAG?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very knowledgeable	12%	38%	-
(4)	42%	38%	-
(3) Neutral	28%	25%	-
(2)	13%	-	-
(1) Not very knowledgeable	5%	-	-

E) The OAG's opinions and observations on the public accounts of Canada, that is the financial statements?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very knowledgeable	13%	38%	-
(4)	28%	56%	-
(3) Neutral	37%	6%	-
(2)	17%	-	-
(1) Not very knowledgeable	5%	-	-

13. Now, again on a scale of 1 to 5, where '1' means you feel 'not very knowledgeable' and '5' means you feel 'very knowledgeable', I would like you to tell me how knowledgeable you feel about the following aspects of the Commissioner of the Environment's functions.

A) The mandate of the Commissioner of the Environment?

Base: All respondents	Parliamentarians	PAC	CESD
Unweighted Base	60	16	12
(5) Very knowledgeable	2%	38%	25%
(4)	12%	38%	42%
(3) Neutral	25%	25%	8%
(2)	13%	-	25%
(1) Not very knowledgeable	38%	-	-
Don't know	10%	-	-

B) The overall work of the Commissioner of the Environment?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Very knowledgeable	3%	-	-
(4)	3%	-	33%
(3) Neutral	25%	-	50%
(2)	20%	-	17%
(1) Not very knowledgeable	38%	-	-
Don't know	10%	-	-

C) The reports the Commissioner of the Environment released in the last two years?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Very knowledgeable	3%	-	17%
(4)	3%	-	25%
(3) Neutral	13%	-	42%
(2)	33%	-	-
(1) Not very knowledgeable	38%	-	8%
Don't know	8%	-	8%

D) The actual findings and recommendations of the Commissioner of the Environment?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Very knowledgeable	-	-	8%
(4)	5%	-	42%
(3) Neutral	15%	-	25%
(2)	27%	-	17%
(1) Not very knowledgeable	45%	-	8%
Don't know	8%	-	-

16. Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree. If any of these statements are not applicable to you, please let me know.

A) The recommendations and findings of the OAG have had a positive impact on my overall committee work?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	35%	38%	-
(4)	20%	31%	-
(3) Neutral	23%	19%	-
(2)	7%	13%	-
(1) Strongly disagree	2%	-	-
Don't know	13%	-	-

B) The recommendations and findings of the OAG have been raised during my Committee meetings?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	40%	69%	-
(4)	28%	19%	-
(3) Neutral	12%	13%	-
(2)	7%	-	-
(1) Strongly disagree	3%	-	-
Don't know	10%	-	-

17. Overall, how have the OAG's findings or recommendations been used in your committees?

TOTAL MENTIONS	Parliamentarians	PAC	CESD
Base: PAC and Parliamentarians who Agree			
Unweighted Base	48	16	0
Decision making	40%	44%	-
Discussion/ debate on issues	27%	19%	-
Question the minister/ hold the minister accountable	23%	6%	-
General information/knowledge	15%	-	-
Committee investigations/ questioning witnesses	15%	31%	-
Influence the government/ ministers (include lobby, criticize)	10%	19%	-
General comments about the report	10%	6%	-
Leading to hearings with the OAG	2%	-	-
Discussion of legislation	2%	-	-
Leading to briefings by Departments	-	6%	-
Other	4%	25%	-
Don't know	2%	-	-

18. Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree. A) The information covered by the OAG in the last two years adds value to my decisions as a committee member?

Base: PAC only	Parliamentarians	PAC	CESD
Unweighted Base	0	16	0
(5) Strongly agree	-	56%	-
(4)	-	44%	-

B) The hearings called by the Public Accounts Committee on issues raised by the OAG are useful?

Base: PAC only	Parliamentarians	PAC	CESD
Unweighted Base	0	16	0
(5) Strongly agree	-	69%	-
(4)	-	19%	-

(3) Neutral	-	6%	-
Don't know	-	6%	-

19. Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

A) The OAG's appearance at Committee meetings are useful for Committee Members?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	62%	81%	-
(4)	12%	13%	-
(3) Neutral	10%	6%	-
(1) Strongly disagree	2%	-	-
Don't know	15%	-	-

B) The OAG's presentations usually have a positive impact on the Committee work?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	42%	50%	-
(4)	25%	31%	-
(3) Neutral	10%	13%	-
(2)	5%	6%	-
(1) Strongly disagree	2%	-	-
Don't know	17%	-	-

21. Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree: A) The recommendations and findings of the OAG have had a positive impact on Government in general?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	27%	25%	-
(4)	23%	25%	-
(3) Neutral	23%	38%	-
(2)	15%	6%	-
(1) Strongly disagree	8%	6%	-
Don't know	3%	-	-

21. Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree: B) I have used the findings and or recommendations of the OAG in aspects of my work other than my Committee work?

Base: Parliamentarians only	Parliamentarians	PAC	CESD
Unweighted Base	60	0	0
(5) Strongly agree	25%	-	-
(4)	40%	-	-
(3) Neutral	8%	-	-
(2)	8%	-	-
(1) Strongly disagree	10%	-	-
Don't know	8%	-	-

B21. In the last two years, when departments and/or agencies attend PAC hearings related to the OAG's work, what proportion of these departments and/or agencies do you think are already prepared to act on the recommendations of the AG?

Base: PAC only	Parliamentarians	PAC	CESD
Unweighted Base	0	16	0
1%-10%	-	6%	-
11%-20%	-	6%	-
21%-30%	-	19%	-

41%-50%	-	6%	-
51%-60%	-	6%	-
61%-70%	-	25%	-
71%-80%	-	13%	-
81%-90%	-	19%	-

B22. Of those department officials that appear before the Committee who seem initially resistant to the OAG's recommendations, what proportion do you think are convinced during the hearing to make the recommended changes?

Base: PAC only	Parliamentarians	PAC	CESD
Unweighted Base	0	16	0
1%-10%	-	31%	-
21%-30%	-	25%	-
41%-50%	-	13%	-
71%-80%	-	19%	-
Don't know	-	13%	-

23. Thinking about the work of the OAG over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

A) The information I receive about the OAG's reports provides me with a clear understanding of the concerns?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	35%	44%	-
(4)	37%	31%	-
(3) Neutral	22%	19%	-
(2)	5%	6%	-
(1) Strongly disagree	2%	-	-

B) The findings of the OAG's reports accurately reflect the magnitude of the issues raised?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	33%	44%	-
(4)	32%	31%	-
(3) Neutral	15%	19%	-
(2)	8%	-	-
(1) Strongly disagree	3%	-	-
Don't know	8%	6%	-

C) The OAG's recommendations are appropriate?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	48%	44%	-
(4)	27%	44%	-
(3) Neutral	17%	13%	-
(2)	5%	-	-
Don't know	3%	-	-

25. For the following key elements of public administration, can you tell me if the OAG provided too much, not enough or an appropriate amount of coverage in the last two years?

A) Accountability of government that is to say, government reporting to parliamentarians on how it meets its responsibilities?

Base: PAC only	Parliamentarians	PAC	CESD
Unweighted Base	0	16	0
Not Enough	-	44%	-
An appropriate amount	-	56%	-

B) Efficiency, productivity and effectiveness of the public service?

Base: PAC only	Parliamentarians	PAC	CESD
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Unweighted Base	0	16	0
Not Enough	-	25%	-
An appropriate amount	-	75%	-

C) Opinions on public accounts or financial statements?

Base: PAC only	Parliamentarians	PAC	CESD
Unweighted Base	0	16	0
Not Enough	-	31%	-
An appropriate amount	-	63%	-
Don't know	-	6%	-

D) Management of government revenues and expenditures?

Base: PAC only	Parliamentarians	PAC	CESD
Unweighted Base	0	16	0
Not Enough	-	13%	-
An appropriate amount	-	88%	-

E) Environment and sustainable development included in the Commissioner's report?

Base: PAC only	Parliamentarians	PAC	CESD
Unweighted Base	0	16	0
Not Enough	-	44%	-
An appropriate amount	-	25%	-
Don't know	-	31%	-

25. Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:

A) The recommendations and findings of the Commissioner of the Environment have had a positive impact on my Committee's work?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Strongly agree	3%	-	17%
(4)	8%	-	25%
(3) Neutral	10%	-	50%
(2)	5%	-	8%
(1) Strongly disagree	23%	-	-
Don't know	50%	-	-

B) The recommendations and findings of the Commissioner of the Environment have been raised during my Committee meetings?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Strongly agree	5%	-	42%
(4)	8%	-	25%
(3) Neutral	7%	-	25%
(2)	10%	-	-
(1) Strongly disagree	32%	-	8%
Don't know	38%	-	-

26. Overall, how have the Commissioner of the Environment's findings and recommendations been used in your committees?

TOTAL MENTIONS	Parliamentarians	PAC	CESD
Base: CESD and Parliamentarians - Findings of the Commissioner of the Environment have been raised during Committee meetings			
Unweighted Base	12	0	11
As a resource for other work	42%	-	45%

Discussion of legislation	25%	-	45%
General information/knowledge	17%	-	27%
Not used	8%	-	-
Leading to hearings with the Commissioner	-	-	9%
General comments about the findings	-	-	9%
Other	25%	-	18%

12. Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where 1 is Strongly disagree and 5 is Strongly agree.

A) The Commissioner of the Environment's work is relevant to the Committee?

Base: CESD only	Parliamentarians	PAC	CESD
Unweighted Base	0	0	12
(5) Strongly agree	-	-	58%
(4)	-	-	33%
(2)	-	-	8%

B) The information covered by the Commissioner of the Environment in the last two years adds value to my decisions as a committee member?

Base: CESD only	Parliamentarians	PAC	CESD
Unweighted Base	0	0	12
(5) Strongly agree	-	-	42%
(4)	-	-	33%
(3) Neutral	-	-	8%
(2)	-	-	17%

C) The Petition process is relevant to my work on the Committee?

Base: CESD only	Parliamentarians	PAC	CESD
Unweighted Base	0	0	12
(5) Strongly agree	-	-	8%
(4)	-	-	17%
(3) Neutral	-	-	17%
(2)	-	-	33%
Don't know	-	-	25%

13. How frequently does the standing committee on ESD turn to the Commissioner as a source of information?

Base: CESD only	Parliamentarians	PAC	CESD
Unweighted Base	0	0	12
(1) Great deal	-	-	8%
(2) Some	-	-	25%
(3) A little	-	-	58%
(4) Not at all	-	-	8%

28. Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree:

A) The recommendations and findings of the Commissioner of the Environment have had a positive impact on Government in general?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(4)	8%	-	17%
(3) Neutral	20%	-	42%
(2)	20%	-	25%
(1) Strongly disagree	18%	-	8%
Don't know	33%	-	8%

B) I have used the findings and or recommendations of the Commissioner of the Environment in aspects of my work other than my Committee work?

Base: Parliamentarians only	Parliamentarians	PAC	CESD
Unweighted Base	60	0	0
(5) Strongly agree	7%	-	-
(4)	5%	-	-
(3) Neutral	7%	-	-
(2)	8%	-	-
(1) Strongly disagree	45%	-	-
Don't know	28%	-	-

30. Thinking about the work of the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

A) The information I receive from the Commissioner of the Environment provides a clear understanding of the concerns?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Strongly agree	7%	-	25%
(4)	15%	-	67%
(3) Neutral	20%	-	8%
(2)	5%	-	-
(1) Strongly disagree	12%	-	-
Don't know	42%	-	-

B) The findings of the Commissioner of the Environment's reports accurately reflect the magnitude of the issues raised?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Strongly agree	7%	-	25%
(4)	18%	-	58%
(3) Neutral	13%	-	8%
(2)	5%	-	8%
(1) Strongly disagree	10%	-	-
Don't know	47%	-	-

C) The recommendations of the Commissioner of the Environment are appropriate?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Strongly agree	8%	-	17%
(4)	22%	-	42%
(3) Neutral	7%	-	42%
(1) Strongly disagree	10%	-	-
Don't know	53%	-	-

32. Thinking about the work of the OAG and the Commissioner of the Environment over the past two years, please tell me whether you agree or disagree with the following, where '1' is strongly disagree and '5' is strongly agree.

A) The information provided by the OAG is credible?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	72%	69%	-
(4)	20%	13%	-
(3) Neutral	7%	6%	-
(2)	2%	-	-
Don't know	-	13%	-

B) The information provided by the Commissioner of the Environment is credible?

Base: All respondents	Parliamentarians	PAC	CESD
Unweighted Base	60	16	12
(5) Strongly agree	17%	13%	67%
(4)	22%	25%	25%
(3) Neutral	12%	13%	8%
(2)	5%	-	-
(1) Strongly disagree	2%	-	-
Don't know	43%	50%	-

C) Without the OAG, there would be less attention paid to compliance with Legislation or due regard by departments and or agencies?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	70%	75%	-
(4)	17%	19%	-
(3) Neutral	5%	6%	-
(2)	3%	-	-
(1) Strongly disagree	5%	-	-

D) The OAG's regular examination of the public accounts, or financial statements, increases the public's confidence in government's finances?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Strongly agree	35%	31%	-
(4)	32%	25%	-
(3) Neutral	12%	31%	-
(2)	17%	6%	-
(1) Strongly disagree	3%	6%	-
Don't know	2%	-	-

35. For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

A) The overall performance of the OAG?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very good job	40%	56%	-
(4)	13%	-	-
Don't know	47%	44%	-

B) The OAG's communications with Parliamentarians?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very good job	35%	31%	-
(4)	28%	38%	-
(3) Neutral	12%	-	-
(1) Very poor job	5%	-	-
Don't know	20%	31%	-

C) The OAG's communications with the media?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very good job	30%	44%	-
(4)	23%	25%	-
(3) Neutral	10%	-	-
(2)	2%	-	-
(1) Very poor job	5%	-	-
Don't know	30%	31%	-

D) The OAG's communications with Committee Members?

Base: PAC and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	16	0
(5) Very good job	28%	44%	-
(4)	25%	13%	-
(3) Neutral	12%	-	-
(1) Very poor job	5%	-	-
Don't know	30%	44%	-

37. For the following statements, we will be using a scale of 1 to 5 where '1' means a 'very poor job' and '5' means 'a very good job'. Please tell me how you would rate the following:

A) The overall performance of the Commissioner of the Environment?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Very good job	5%	-	-
(4)	17%	-	67%
(3) Neutral	7%	-	25%
(1) Very poor job	3%	-	-
Don't know	68%	-	8%

B) The Commissioner of the Environment's communications with Parliamentarians?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Very good job	2%	-	17%
(4)	13%	-	25%
(3) Neutral	15%	-	50%
(2)	20%	-	8%
(1) Very poor job	20%	-	-
Don't know	30%	-	-

C) The Commissioner of the Environment's communications with the media?

Base: CESD and Parliamentarians	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Very good job	2%	-	-
(4)	8%	-	8%
(3) Neutral	10%	-	25%
(2)	13%	-	25%
(1) Very poor job	18%	-	-
Don't know	48%	-	42%

D) The Commissioner of the Environment's communications with Committee Members?

Base: All respondents	Parliamentarians	PAC	CESD
Unweighted Base	60	0	12
(5) Very good job	3%	-	17%
(4)	13%	-	33%

(3) Neutral	3%	-	25%
(2)	12%	-	17%
(1) Very poor job	10%	-	-
Don't know	58%	-	8%