

Service Satisfaction Survey

Please tell us about your experiences accessing ministry services so that we can continue to improve our service delivery. Your responses are not linked to your file in any way. This survey is completely anonymous. It will take about 10-15 minutes to complete. Thank you, your feedback is important to us.

1.	How do you prefer to access services from the ministry? Please identify your preference for each
	option below.

In person with a worker at an office	Most Prefer 1	2	3	4	Least Prefer 5	Don't Use
By telephone	\odot	O	0	0	\odot	
Online / website (i.e. Online Resource, Forms, Self-Serve Assessment and Application Tool)	0	0	0	0	0	0
By email (Bus Pass Program)	\bigcirc	<u>(</u>	\odot	<u>•</u>	\odot	\odot
By mail	\bigcirc	\bigcirc	\odot	\bigcirc	\bigcirc	\bigcirc

2.	identified you prefer to access services in person with a worker at an office . Please tell us the sons why by checking all that apply:
	The services are easily accessible
	The hours of service work for me
	There are no costs for me to access the service
	I get accurate information
	I get clear information that I understand
	I get my questions answered
	I get personal, polite service
	I get consistent quality of service
	The response I receive is fast
	My personal information is private and secure
	The process is easy to follow
	This service option best enables me to address my complex situation
3.	identified you prefer to access services by telephone. Please tell us the reasons why by checking hat apply:
	The services are easily accessible
	The hours of service work for me
	There are no costs for me to access the service
	I get accurate information
	I get clear information that I understand
	I get my questions answered
	I get my questions answered I get personal, polite service
	I get personal, polite service
	I get personal, polite service I get consistent quality of service
	I get personal, polite service I get consistent quality of service The response I receive is fast
	I get personal, polite service I get consistent quality of service The response I receive is fast My personal information is private and secure

4.	identified you prefer to access services online or via website . Please tell us the reasons why by cking all that apply
	The services are easily accessible
	The hours of service work for me
	There are no costs for me to access the service
	I get accurate information
	I get clear information that I understand
	I get my questions answered
	I get personal, polite service
	I get consistent quality of service
	The response I receive is fast
	My personal information is private and secure
	The process is easy to follow
	This service option best enables me to address my complex situation
5.	identified you prefer to access services by email . Please tell us the reasons why by checking all apply:
	The services are easily accessible
	The hours of service work for me
	There are no costs for me to access the service
	I get accurate information
	I get clear information that I understand
	I get my questions answered
	I get personal, polite service
	I get consistent quality of service
	The response I receive is fast
	My personal information is private and secure
	The process is easy to follow
	This service option best enables me to address my complex situation

6.	You identif apply:	ied you prefer to access services by mail . Please tell us the reasons why by checking all that
	The se	ervices are easily accessible
	\Box The h	ours of service work for me
	☐ There	e are no costs for me to access the service
	☐ I get o	accurate information
	☐ I get o	clear information that I understand
	☐ I get i	my questions answered
	☐ I get ¡	personal, polite service
	☐ I get (consistent quality of service
	The re	esponse I receive is fast
	□ Му ре	ersonal information is private and secure
	☐ The p	rocess is easy to follow
	This s	service option best enables me to address my complex situation
7.	office. Plea	ried that you do not use or do not prefer to access services in person with a worker at an ase tell us the reasons why by checking all that apply: ervice is not easily accessible
		ours of service do not work for me
		e is a cost for me to access the service
		nformation I received has not been accurate
	The in	nformation I received is not clear to me
	☐ I do n	not get my questions answered
	The s	ervice is impersonal or impolite
	\Box The q	uality of service is inconsistent
	The re	esponse I receive is slow
	☐ I do n	ot feel my information was secure/kept private
	The p	rocess is not easy to follow
	This s	service option does not enable me to address my complex situation
	Other	r reasons

8.	You identified that yo reasons why by checl	ou do not use or do not prefer to access services by telephone . Plea king all that apply:	se tell us the
	The service is no	ot easily accessible	
	The hours of ser	rvice do not work for me	
	There is a cost fo	for me to access the service	
	The information	n I received has not been accurate	
	The information	n I received is not clear to me	
	I do not get my	questions answered	
	The service is im	npersonal or impolite	
	The quality of se	ervice is inconsistent	
	The response I r	receive is slow	
	I do not feel my	information was secure/kept private	
	The process is n	not easy to follow	
	This service opti	ion does not enable me to address my complex situation	
	Other reasons		
9.	•	ou do not use or do not prefer to access services online or via websi hy by checking all that apply:	te . Please
	The service is no	ot easily accessible	
	The hours of ser	rvice do not work for me	
	There is a cost fo	for me to access the service	
	The information	n I received has not been accurate	
	The information	n I received is not clear to me	
	I do not get my	questions answered	
	The service is im	npersonal or impolite	
	The quality of se	ervice is inconsistent	
	The response I r	receive is slow	
	I do not feel my	information was secure/kept private	
	The process is n	oot easy to follow	
	This service opti	ion does not enable me to address my complex situation	
	Other reasons		

10.	You identified that you do not use or do not prefer to access services by email . Please tell us the reasons why by checking all that apply:
	The service is not easily accessible
	The hours of service do not work for me
	There is a cost for me to access the service
	The information I received has not been accurate
	The information I received is not clear to me
	I do not get my questions answered
	The service is impersonal or impolite
	The quality of service is inconsistent
	The response I receive is slow
	I do not feel my information was secure/kept private
	The process is not easy to follow
	This service option does not enable me to address my complex situation
	Other reasons
11.	You identified that you do not use or do not prefer to access services by mail . Please tell us the reasons why by checking all that apply:
	The service is not easily accessible
	The hours of service do not work for me
	There is a cost for me to access the service
	The information I received has not been accurate
	The information I received is not clear to me
	I do not get my questions answered
	The service is impersonal or impolite
	The quality of service is inconsistent
	The response I receive is slow
	I do not feel my information was secure/kept private
	The process is not easy to follow
	This service option does not enable me to address my complex situation
	Other reasons

12.	Where do you access ministry	services on	line? Plea	ase check a	ill that app	oly:		
	At home							
	At the library							
	At a friend's or family me	mber's plac	e					
	At work							
	At an internet cafe							
	On my phone / mobile dev	vice						
	At a ministry office							
	At a Service BC office							
	At a Work BC office							
	At another location							
13.	How often do you contact the i	ministry?						
	At least once a week							
	At least once a month							
	C Less than once a month							
	Once or twice a year							
	Almost never							
	Prefer not to say							
14.	Please rate your level of satisfa service options listed below.	action with	the servi	ce you rece	eived from		y in each	of the
		Exceed s my ex pectati ons 1	2	3	4	Does not meet my exp ectatio ns 5	Don't use	
	In person with a worker at an office	\bigcirc	\bigcirc	\odot	\bigcirc	\bigcirc	\bigcirc	
	By telephone	\odot	0	0	0	\odot	0	
	Online / website (i.e. Online Resource, Forms, Self-Serve Assessment and Application Tool)	\odot	0	\odot	0	0		
	By email (Bus Pass Program)	0	\bigcirc	\odot	\odot	\bigcirc	0	
	By mail	\bigcirc	0	0	\bigcirc	\bigcirc	\bigcirc	

15.	If there was one recommendation you could make to improve our service delivery, what would it be? Please note text space is limited to 250 characters
	Demographics
То	help us better understand the needs and preferences of the people we serve, we'd like to know a little about you.
16.	What is your gender:
	Male
	C Female
	© Prefer not to say
17.	What is your family type:
	Single Person
	Couple (married or common-law)
	C Single Parent
	Couple with dependents (married or common-law)
	C Prefer not to say
18.	What is your age:
	C Under 25 years
	C 25 - 34
	C 35 - 44
	C 45 - 54
	C 55 - 64
	© 65+
	© Prefer not to say
19.	How long have you been on Income Assistance?
	C Less than a year
	1 - 3 years
	More than 3 years

20.	Please check if you identify yourself as any of the following. Please check all that apply:
	A member of a visible minority group
	Of aboriginal ancestry
	A person with a disability
	None of the above
	Prefer not to say
21.	What area of BC do you live in?
	C Vancouver Island
	C Lower Mainland
	C Interior/North
	Prefer not to say
22.	How close do you live to a ministry office?
	C Very close
	Close enough to make travel convenient
	Not very close

Important: Please click on the Submit button to complete this survey. Thank you for your feedback!

	Service Satisfaction Survey	
	Total survey responses: 3005	
Q1.a	Base: (# of respondents who answered question)	3005
	Most Prefer 1	1234
		41.10%
	2	396
How do you profer to		13.20%
How do you prefer to	3	408
access services from the ministry? In		13.60%
	4	193
person with a worker at an office		6.40%
	Least Prefer 5	595
		19.80%
	Don't Use	179
		6.00%
Q1.b	Base: (# of respondents who answered question)	3005
Q1.5	Most Prefer 1	900
	indstricted 1	30.00%
	2	637
		21.20%
How do you prefer to	3	464
access services from		15.40%
the ministry? By	4	268
Telephone		8.90%
	Least Prefer 5	522
		17.40%
	Don't Use	214
		7.10%
01.0	Passe (# of respondents who ensured question)	2005
Q1.c	Base: (# of respondents who answered question) Most Prefer 1	3005 668
		22.20%
	2	437
		14.50%
How do you prefer to	2	479
access services from		15.90%
the ministry?	4	263
Online/website		8.80%
Offinie, website	Least Prefer 5	509
	Least Helef 3	16.90%
	Don't Use	649
		21.60%
Q1.d	Base: (# of respondents who answered question)	3005
	Most Prefer 1	581
		19.30%

_		
	2	372
Have do viou profes to		12.40%
How do you prefer to access services from	3	386 12.80%
the ministry? By	4	233
email		7.80%
	Least Prefer 5	342
		11.40%
	Don't Use	1091
		36.30%
Q1.e	Base: (# of respondents who answered question)	3005
	Most Prefer 1	566
		18.80%
Q1.e How do you prefer to access services from the ministry? By mail	2	360
		12.00%
· '	3	513
		17.10%
	4	288 9.60%
IIIali	Least Prefer 5	710
	Least Field 5	23.60%
	Don't Use	568
		18.90%
02		
Q2	Base: (# of respondents who answered question, multiple selections all	1630
	The services are easily accessible	717
	The services are easily accessione	44.00%
	The hours of service work for me	513
		31.50%
	There are no costs for me to access the service	729
		44.70%
	I get accurate information	899
You identified you		55.20%
prefer to access	I get clear information that I understand	1084
services in person	Last you sugations appropried	66.50%
with a worker at an	I get my questions answered	1180 72.40%
office. Please tell us	I get personal, polite service	846
the reasons why by	get personal, ponte service	51.90%
checking all that	I get consistent quality of service	552
apply:		33.90%
	The response I receive is fast	685
		42.000/
		42.00%
	My personal information is private and secure	42.00% 776 47.60%

	The process is easy to follow	623
		38.20%
	This service option best enables me to address my complex situation	1080
		66.30%
Q3		
	Base: (# of respondents who answered question, multiple selections all	1537
	The services are easily accessible	883
		57.40%
	The hours of service work for me	686
		44.60%
	There are no costs for me to access the service	881
		57.30%
	I get accurate information	606
		39.40%
You identified you	I get clear information that I understand	673
prefer to access		43.80%
services by telephone.	I get my questions answered	904
Please tell us the		58.80%
reasons why by	I get personal, polite service	655
checking all that		42.60%
apply:	I get consistent quality of service	412
		26.80%
	The response I receive is fast	599
		39.00%
	My personal information is private and secure	562
		36.60%
	The process is easy to follow	536
		34.90%
	This service option best enables me to address my complex situation	644
		41.90%
Q4		
	Base: (# of respondents who answered question, multiple selections all	1105
	The services are easily accessible	829
		75.00%
	The hours of service work for me	801
You identified you		72.50%
prefer to access	There are no costs for me to access the service	698
services online or via		63.20%
website. Please tell us	I get accurate information	510
the reasons why by		46.20%
checking all that apply	I get clear information that I understand	439
		39.70%
	I get my questions answered	344
		31.10%
	I get personal, polite service	223

		20.20%
	I get consistent quality of service	337
		30.50%
	The response I receive is fast	440
		39.80%
	My personal information is private and secure	390
		35.30%
	The process is easy to follow	468
		42.40%
	This service option best enables me to address my complex situation	305
		27.60%
Q5		
	Base: (# of respondents who answered question, multiple selections all	953
	The services are easily accessible	665
		69.80%
	The hours of service work for me	632
		66.30%
	There are no costs for me to access the service	593
		62.20%
	I get accurate information	359
		37.70%
You identified you	I get clear information that I understand	392
prefer to access		41.10%
services by email.	I get my questions answered	369
Please tell us the		38.70%
reasons why by	I get personal, polite service	259
checking all that		27.20%
apply:	I get consistent quality of service	267
		28.00%
	The response I receive is fast	346
	No. and the formation to a first and the second	36.30%
	My personal information is private and secure	310
	The grander is accorded follows	32.50%
	The process is easy to follow	400
	This coming outing heat analyses are to address may appeal as situation	42.00%
	This service option best enables me to address my complex situation	315
		33.10%
Q6		
You identified you	Base: (# of respondents who answered question, multiple selections all	926
prefer to access	The services are easily accessible	490
services by mail.		52.90%
Please tell us the	The hours of service work for me	373
reasons why by		40.30%
checking all that	There are no costs for me to access the service	436
apply:		47.10%

I get accurate information	439
	47.40%
I get clear information that I understand	447
	48.30%
I get my questions answered	273
	29.50%
I get personal, polite service	206
	22.20%
I get consistent quality of service	303
	32.70%
The response I receive is fast	191
	20.60%
My personal information is private and secure	365
	39.40%
The process is easy to follow	394
	42.50%
This service option best enables me to address my complex situation	289
	31.20%
	·

Q7

You identified that you do not use or do not prefer to access services in person with a worker at an office. Please tell us the reasons why by checking all that apply:

Base: (# of respondents who answered question, multiple selections all	967
The service is not easily accessible	599
	61.90%
The hours of service do not work for me	363
	37.50%
There is a cost for me to access the service	276
	28.50%
The information I received has not been accurate	235
	24.30%
The information I received is not clear to me	221
	22.90%
I do not get my questions answered	235
	24.30%
The service is impersonal or impolite	424
	43.80%
The quality of service is inconsistent	443
	45.80%
The response I receive is slow	397
	41.10%
I do not feel my information was secure/kept private	191
	19.80%
The process is not easy to follow	194
	20.10%
This service option does not enable me to address my complex situation	222
	23.00%
Other reasons	475

		49.10%
Q8		
	Base: (# of respondents who answered question, multiple selections all	1004
	The service is not easily accessible	490
		48.80%
	The hours of service do not work for me	221
		22.00%
	There is a cost for me to access the service	166
		16.50%
	The information I received has not been accurate	295
		29.40%
You identified that	The information I received is not clear to me	387
you do not use or do		38.50%
not prefer to access	I do not get my questions answered	386
services by telephone.		38.40%
Please tell us the	The service is impersonal or impolite	402
reasons why by		40.00%
checking all that	The quality of service is inconsistent	435
· ·		43.30%
apply:	The response I receive is slow	452
		45.00%
	I do not feel my information was secure/kept private	151
		15.00%
	The process is not easy to follow	359
		35.80%
	This service option does not enable me to address my complex situation	421
		41.90%
	Other reasons	404
		40.20%
Q9		
	Base: (# of respondents who answered question, multiple selections all	1421
	The service is not easily accessible	543
		38.20%
You identified that	The hours of service do not work for me	56
you do not use or do		3.90%
not prefer to access	There is a cost for me to access the service	227
services online or via		16.00%
website. Please tell us	The information I received has not been accurate	234
the reasons why by		16.50%
checking all that	The information I received is not clear to me	527
-		37.10%
apply:	I do not get my questions answered	611
		43.00%
	The service is impersonal or impolite	452
		31.80%

1		
	The quality of service is inconsistent	304 21.40%
	The response I receive is slow	338
		23.80%
	I do not feel my information was secure/kept private	393 27.70%
	The process is not easy to follow	623
		43.80%
	This service option does not enable me to address my complex situation	672
		47.30%
	Other reasons	575
		40.50%
040		
Q10	Base /# of respondents who are word avestion multiple selections all	1666
	Base: (# of respondents who answered question, multiple selections all	1666
	The service is not easily accessible	476
		28.60%
	The hours of service do not work for me	66
		4.00%
	There is a cost for me to access the service	241
		14.50%
	The information I received has not been accurate	185
		11.10%
You identified that	The information I received is not clear to me	351
you do not use or do		21.10%
not prefer to access	I do not get my questions answered	455
services by email.		27.30%
Please tell us the	The service is impersonal or impolite	445
reasons why by		26.70%
checking all that	The quality of service is inconsistent	291
apply:		17.50%
аррту.	The response I receive is slow	451
		27.10%
	I do not feel my information was secure/kept private	426
		25.60%
	The process is not easy to follow	406
		24.40%
	This service option does not enable me to address my complex situation	585
		35.10%
	Other reasons	832
		49.90%
Q11		
Q11	Base: (# of respondents who answered question, multiple selections all	1566
	The service is not easily accessible	362
		23.10%
	The hours of service do not work for me	136

		8.70%
	There is a cost for me to access the service	468
		29.90%
	The information I received has not been accurate	170
		10.90%
	The information I received is not clear to me	299
		19.10%
You identified that	I do not get my questions answered	486
you do not use or do		31.00%
not prefer to access	The service is impersonal or impolite	392
services by mail	-1 10 6 1 1 1 1 1	25.00%
Please tell us the	The quality of service is inconsistent	341
reasons why by	The versions I version is along	21.80%
checking all that	The response I receive is slow	1016
apply:	I do not feel my information was secure/kept private	64.90%
	l do not reer my information was secure/kept private	17.30%
	The process is not easy to follow	280
	The process is not easy to ronow	17.90%
	This service option does not enable me to address my complex situation	593
	This service option does not chable me to address my complex situation	37.90%
	Other reasons	563
		36.00%
012	Base: (# of respondents who answered question, multiple selections all	3005
Q12	Base: (# of respondents who answered question, multiple selections all At home	3005 2290
Q12	Base: (# of respondents who answered question, multiple selections all At home	
Q12		2290
Q12	At home	2290 76.20%
Q12	At home	2290 76.20% 589
Q12	At the library	2290 76.20% 589 19.60%
Q12	At the library	2290 76.20% 589 19.60% 423
Q12	At the library At a friend's or family member's place	2290 76.20% 589 19.60% 423 14.10%
Where do you access	At the library At a friend's or family member's place	2290 76.20% 589 19.60% 423 14.10% 102 3.40%
Where do you access ministry services	At the library At a friend's or family member's place At work At an internet cafe	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396
Where do you access ministry services	At the library At a friend's or family member's place At work At an internet cafe On my phone / mobile device	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe On my phone / mobile device At a ministry office	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20% 277 9.20%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe On my phone / mobile device	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20% 277 9.20%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe On my phone / mobile device At a ministry office At a Service BC office	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20% 277 9.20% 137 4.60%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe On my phone / mobile device At a ministry office	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20% 277 9.20% 137 4.60%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe On my phone / mobile device At a ministry office At a Service BC office At a Work BC office	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20% 277 9.20% 137 4.60% 179 6.00%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe On my phone / mobile device At a ministry office At a Service BC office	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20% 277 9.20% 137 4.60% 179 6.00%
Where do you access ministry services online? Please check	At the library At a friend's or family member's place At work At an internet cafe On my phone / mobile device At a ministry office At a Service BC office At a Work BC office	2290 76.20% 589 19.60% 423 14.10% 102 3.40% 129 4.30% 396 13.20% 277 9.20% 137 4.60% 179 6.00%

	At least once a week	73
	At least ones a mounth	2.40%
	At least once a month	659 21.90%
	Less than once a month	674
How often do you	Less than once a month	22.40%
contact the ministry?	Once or twice a year	822
		27.40%
	Almost never	484
		16.10%
	Prefer not to say	293
	·	9.80%
Q14.a	Base: (# of respondents who answered question)	3005
	Exceeds my expectations 1	619
		20.60%
Please rate your level	2	818
of satisfaction with		27.20%
the service you	3	558
received from the		18.60%
ministry in each of the	4	284
service options listed		9.50%
	Does not meet my expectations 5	559
a worker at an office		18.60%
	Don't use	167
		5.60%
Q14.b	Base: (# of respondents who answered question)	3005
	Exceeds my expectations 1	335
		11.10%
Please rate your level	2	688
of satisfaction with		22.90%
the service you	3	657
received from the		21.90%
ministry in each of the	4	386
service options listed	Door not most my synaptations 5	12.80%
below - By telephone	Does not meet my expectations 5	674 22.40%
	Don't use	265
	Don't use	8.80%
Q14.c	Base: (# of respondents who answered question)	3005
Q14.0	Exceeds my expectations 1	234
	LACCCUS IIIY EAPECIATIONS I	7.80%
Please rate your level	2	466
of satisfaction with	_	15.50%
the service you	3	607
•		
received from the		20.20%

1		
ministry in each of the	4	326
service options listed		10.80%
below - Online / website	Does not meet my expectations 5	422 14.00%
Website	Don't use	950
	Don't use	31.60%
Q14.d	Base: (# of respondents who answered question)	3005
	Exceeds my expectations 1	244
		8.10%
Please rate your level	2	351
of satisfaction with		11.70%
the service you	3	389
received from the		12.90%
ministry in each of the	4	183
service options listed		6.10%
below - by email	Does not meet my expectations 5	268
below by citian		8.90%
	Don't use	1570
		52.20%
Q14.e	Base: (# of respondents who answered question)	3005
Q14.6	Exceeds my expectations 1	290
	Liceeds my expectations 1	9.70%
	2	506
Please rate your level		16.80%
of satisfaction with	3	647
the service you		21.50%
received from the	4	312
ministry in each of the	4	10.40%
service options listed	Door not most my synactations E	418
below - by mail	Does not meet my expectations 5	
	Don't use	13.90%
	Don't use	27.70%
		27.70%
Q15	Base: (# of respondents who answered question)	2386
If there was one	Comment themes discussed in report.	79%
recommendation you		
could make to		
improve our service		
delivery, what would		
it be? (open ended		
question)		
016	Page /# of respondents who are ward sweeting)	2005
Q16	Base: (# of respondents who answered question) Male	3005
Mhat is your sands	IVIAIE	1213
What is your gender:		40.40%
	Female	1580

		52.60%
	Prefer not to say	212
		7.10%
Q17	Base: (# of respondents who answered question)	3005
~	Single Person	2039
		67.90%
	Couple (married or common-law)	198
		6.60%
What is your family	Single Parent	371
type:		12.30%
	Couple with dependents (married or common-law)	146
		4.90%
	Prefer not to say	251
		8.40%
Q18	Base: (# of respondents who answered question)	3005
•	Under 25 years	166
		5.50%
	25 - 34	466
		15.50%
	35 - 44	558
		18.60%
What is your ago:	45 - 54	775
What is your age:		25.80%
	55 - 64	778
		25.90%
	65+	76
		2.50%
	Prefer not to say	186
		6.20%
Q19	Base: (# of respondents who answered question)	3005
•	Less than a year	369
	, ,	12.30%
How long have you	1 - 3 years	654
been on Income		21.80%
Assistance?	More than 3 years	1982
		66.00%
Q20	Base: (# of respondents who answered question, multiple selections all	3005
~~	A member of a visible minority group	288
Please check if you	A member of a visible minority group	9.60%
identify yourself as	Of aboriginal ancestry	141
any of the following.	or aboriginal directory	4.70%
Please check all that	A person with a disability	2376
apply:	, , , , , , , , , , , , , , , , , , , ,	79.10%
- 1: 12 · 17 ·	None of the above	304

		10.10%
	Prefer not to say	261
		8.70%
Q21	Base: (# of respondents who answered question)	3005
	Vancouver Island	677
		22.50%
	Lower Mainland	1518
What area of BC do		50.50%
you live in?	Interior/North	620
		20.60%
	Prefer not to say	190
		6.30%
Q22	Base: (# of respondents who answered question)	3005
	Very close	543
		18.10%
How close do you live	Close enough to make travel convenient	1507
to a ministry office?		50.10%
	Not very close	955
		31.80%