



## 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.

	<i>Most Prefer</i>				<i>Least Prefer</i>	<i>Don't Use</i>
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	
<i>In person with a worker at an office</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>By telephone</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Online / website (i.e. Online Resource, Forms, Self-Serve Assessment and Application Tool)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>By email (Bus Pass Program)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>By mail</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. You identified you **prefer** to access services **in person with a worker at an office**. Please tell us the reasons 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. You identified you **prefer** to access services by **telephone**. Please tell us the reasons 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*

4. You identified you **prefer** to access services **online or via website**. Please tell us the reasons 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*

5. You identified you **prefer** to access services by **email**. Please tell us the reasons 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*

6. You identified you **prefer** to access services by **mail**. Please tell us the reasons 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*

7. 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:

- ☐ *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*

8. You identified that you **do not use** or **do not prefer** to access services **by telephone**. 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*

9. You identified that you **do not use** or **do not prefer** to access services **online or via website**. 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*

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 online? Please check all that apply:

- ☐ At home
- ☐ 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
- ☐ At another location

13. How often do you contact the ministry?

- ☐ At least once a week
- ☐ At least once a month
- ☐ Less than once a month
- ☐ Once or twice a year
- ☐ Almost never
- ☐ Prefer not to say

14. Please rate your **level of satisfaction** with the service you received from the ministry in each of the service options listed below.

	Exceeds my expectations 1	2	3	4	Does not meet my expectations 5	Don't use
In person with a worker at an office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online / website (i.e. Online Resource, Forms, Self-Serve Assessment and Application Tool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By email (Bus Pass Program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

To 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*  
☐ *Female*  
☐ *Prefer not to say*

17. What is your family type:

- ☐ *Single Person*  
☐ *Couple (married or common-law)*  
☐ *Single Parent*  
☐ *Couple with dependents (married or common-law)*  
☐ *Prefer not to say*

18. What is your age:

- ☐ *Under 25 years*  
☐ *25 - 34*  
☐ *35 - 44*  
☐ *45 - 54*  
☐ *55 - 64*  
☐ *65+*  
☐ *Prefer not to say*

19. How long have you been on Income Assistance?

- ☐ *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?

- ☐ *Vancouver Island*
- ☐ *Lower Mainland*
- ☐ *Interior/North*
- ☐ *Prefer not to say*

22. How close do you live to a ministry office?

- ☐ *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

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

How do you prefer to access services from the ministry? By email	2	372	12.40%
	3	386	12.80%
	4	233	7.80%
	Least Prefer 5	342	11.40%
	Don't Use	1091	36.30%
Q1.e	<b>Base: (# of respondents who answered question)</b>		<b>3005</b>
How do you prefer to access services from the ministry? By mail	Most Prefer 1	566	18.80%
	2	360	12.00%
	3	513	17.10%
	4	288	9.60%
	Least Prefer 5	710	23.60%
	Don't Use	568	18.90%
Q2	<b>Base: (# of respondents who answered question, multiple selections all)</b>		<b>1630</b>
You identified you prefer to access services in person with a worker at an office. Please tell us the reasons why by checking all that apply:	The services are easily accessible	717	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	55.20%
	I get clear information that I understand	1084	66.50%
	I get my questions answered	1180	72.40%
	I get personal, polite service	846	51.90%
	I get consistent quality of service	552	33.90%
	The response I receive is fast	685	42.00%
	My personal information is private and secure	776	47.60%

<p><b>Q3</b></p> <p>You identified you prefer to access services by telephone. Please tell us the reasons why by checking all that apply:</p>	The process is easy to follow	623 38.20%
	This service option best enables me to address my complex situation	1080 66.30%
	<b>Base: (# of respondents who answered question, multiple selections all</b>	<b>1537</b>
	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%
	I get clear information that I understand	673 43.80%
	I get my questions answered	904 58.80%
	I get personal, polite service	655 42.60%
	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%
<p><b>Q4</b></p> <p>You identified you prefer to access services online or via website. Please tell us the reasons why by checking all that apply</p>	The process is easy to follow	536 34.90%
	This service option best enables me to address my complex situation	644 41.90%
	<b>Base: (# of respondents who answered question, multiple selections all</b>	<b>1105</b>
	The services are easily accessible	829 75.00%
	The hours of service work for me	801 72.50%
	There are no costs for me to access the service	698 63.20%
	I get accurate information	510 46.20%
	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%
<p><b>Q5</b></p> <p>You identified you prefer to access services by email. Please tell us the reasons why by checking all that apply:</p>	<b>Base: (# of respondents who answered question, multiple selections all 953</b>	
	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%
	I get clear information that I understand	392
		41.10%
	I get my questions answered	369
		38.70%
	I get personal, polite service	259
		27.20%
<p><b>Q6</b></p> <p>You identified you prefer to access services by mail. Please tell us the reasons why by checking all that apply:</p>	I get consistent quality of service	267
		28.00%
	The response I receive is fast	346
		36.30%
	My personal information is private and secure	310
		32.50%
	The process is easy to follow	400
		42.00%
	This service option best enables me to address my complex situation	315
		33.10%
	<b>Base: (# of respondents who answered question, multiple selections all 926</b>	
	The services are easily accessible	490
		52.90%
	The hours of service work for me	373
		40.30%
	There are no costs for me to access the service	436
		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

<b>Base: (# of respondents who answered question, multiple selections all</b>	<b>967</b>
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

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:

		49.10%
<b>Q8</b>  You identified that you do not use or do not prefer to access services by telephone. Please tell us the reasons why by checking all that apply:	<b>Base: (# of respondents who answered question, multiple selections all</b>	<b>1004</b>
	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%
	The information I received is not clear to me	387 38.50%
	I do not get my questions answered	386 38.40%
	The service is impersonal or impolite	402 40.00%
	The quality of service is inconsistent	435 43.30%
	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%
<b>Q9</b>  You identified that you do not use or do not prefer to access services online or via website. Please tell us the reasons why by checking all that apply:	<b>Base: (# of respondents who answered question, multiple selections all</b>	<b>1421</b>
	The service is not easily accessible	543 38.20%
	The hours of service do not work for me	56 3.90%
	There is a cost for me to access the service	227 16.00%
	The information I received has not been accurate	234 16.50%
	The information I received is not clear to me	527 37.10%
	I do not get my questions answered	611 43.00%
	The service is impersonal or impolite	452 31.80%

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%

**Q10**

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:

<b>Base: (# of respondents who answered question, multiple selections all</b>	<b>1666</b>
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%
The information I received is not clear to me	351
	21.10%
I do not get my questions answered	455
	27.30%
The service is impersonal or impolite	445
	26.70%
The quality of service is inconsistent	291
	17.50%
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**

<b>Base: (# of respondents who answered question, multiple selections all</b>	<b>1566</b>
The service is not easily accessible	362
	23.10%
The hours of service do not work for me	136



<p>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:</p>		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%
	I do not get my questions answered	486
		31.00%
	The service is impersonal or impolite	392
		25.00%
	The quality of service is inconsistent	341
		21.80%
	The response I receive is slow	1016
		64.90%
<p>Q12</p> <p>Where do you access ministry services online? Please check all that apply:</p>	I do not feel my information was secure/kept private	271
		17.30%
	The process is not easy to follow	280
		17.90%
	This service option does not enable me to address my complex situation	593
		37.90%
	Other reasons	563
		36.00%
	<b>Base: (# of respondents who answered question, multiple selections all</b>	<b>3005</b>
	At home	2290
		76.20%
	At the library	589
		19.60%
	At a friend's or family member's place	423
		14.10%
<p>Q13</p>	At work	102
		3.40%
	At an internet cafe	129
		4.30%
	On my phone / mobile device	396
		13.20%
	At a ministry office	277
		9.20%
	At a Service BC office	137
		4.60%
	At a Work BC office	179
		6.00%
	At another location	303
		10.10%
	<b>Base: (# of respondents who answered question)</b>	<b>3005</b>

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

ministry in each of the service options listed below - Online / website	4	326
		10.80%
	Does not meet my expectations 5	422
		14.00%
<b>Q14.d</b>  Please rate your level of satisfaction with the service you received from the ministry in each of the service options listed below - by email	Don't use	950
		31.60%
	<b>Base: (# of respondents who answered question)</b>	<b>3005</b>
	Exceeds my expectations 1	244
		8.10%
	2	351
		11.70%
	3	389
<b>Q14.e</b>  Please rate your level of satisfaction with the service you received from the ministry in each of the service options listed below - by mail		12.90%
	4	183
		6.10%
	Does not meet my expectations 5	268
		8.90%
	Don't use	1570
		52.20%
	<b>Base: (# of respondents who answered question)</b>	<b>3005</b>
<b>Q15</b>  If there was one recommendation you could make to improve our service delivery, what would it be? (open ended question)	Exceeds my expectations 1	290
		9.70%
	2	506
		16.80%
	3	647
		21.50%
	4	312
		10.40%
<b>Q16</b>  What is your gender:	Does not meet my expectations 5	418
		13.90%
	Don't use	832
		27.70%
	<b>Base: (# of respondents who answered question)</b>	<b>2386</b>
	<i>Comment themes discussed in report.</i>	79%
<b>Q16</b>  What is your gender:	<b>Base: (# of respondents who answered question)</b>	<b>3005</b>
	Male	1213
		40.40%
	Female	1580

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

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