

Majority of Canadians feel that the role of airports as part of Canada's transportation network, for international trade and for welcoming visitors is important or somewhat important

National Survey Summary - DRAFT

submitted by Nanos to the Canadian Airports Council, October 2017
(Submission 2017-1071)



Summary

More than two thirds of Canadians say they have a positive or somewhat positive overall impression of airports. A very comfortable majority of Canadians say that airports as part of Canada's transportation network is important or somewhat important, and say the same of the role of airports to international trade. However, a majority of Canadians also say that long wait times at security check points and the cost of travelling out of one's area airport have worsened over the past five years.



Impressions of airports and their operation

- **Close to seven in ten Canadians have a positive or somewhat positive impression of Canadian airports** – Close to seven in ten Canadians say they have a positive (32%) or somewhat positive (36%) overall impression of Canadian airports, while 15 per cent say they have a neutral impression. More than one in ten Canadians have a negative (four per cent) or somewhat negative (11%) impression, and three per cent are unsure. These results are consistent with previous waves.
- **More than one in five Canadians say the reason for their positive impression of Canadian airports is that they are efficient/well-run/clean** – When asked the reasons for their overall impressions of Canadian airports, 15 per cent of Canadians say it is because they are efficient/well-run-clean and 14 per cent say it's because they never had a problem. Other mentions include don't travel too much (eight per cent), they are ok (seven per cent), and disorganized (six per cent). These results are consistent with previous waves.
- **Four in ten Canadians say the federal government is primarily responsible for the operation of major airports** – When asked who is primarily responsible for operating major airports in Canada, 44 per cent of Canadians say the Federal government, followed by for-profit corporations (17%), local not-for-profit corporations (10%), provincial/local government (seven per cent), and airlines (three per cent). Sixteen per cent are unsure.



Importance of airport roles

- **Over nine in ten Canadians feel that airports as part of Canada's transportation network are important or somewhat important** – When asked about the importance of several airport roles, those given the highest intensity of importance were airports as part of Canada's transportation network (85% important, 14% somewhat important), the role of airports to international trade (70% important, 25% somewhat important) and the role of airports in welcoming visitors (67% important, 25% somewhat important). The airport role that received the lowest intensity, although still strong, is the role of airports in the local community (48% important, 39% somewhat important).



Impressions of airport concerns and complaints

- **Close to one in three Canadians rank the cost of travelling out of one's area airport as the top concern regarding air travel** – When asked to rank a series of situations in terms of concern, the top first ranked concerns are the cost of travelling out of one's area airport (32%), long wait times at security check points (18%), lack of flight options locally (14%), and cancelled or delayed flights (14%).
- **Just under seven in ten Canadians say that the cost of travelling out of one's area airport has gotten worse** – When asked if certain situations/complaints have been getting better or worse over the past five years, 68 per cent of Canadians say that the cost of traveling out of one's area airport has worsened, while 57 say the same of long wait times at security checkpoints, and 47 per cent say the same for long wait times at Canada customs/border.





Perceptions of airports and air travel

- **Over nine in ten Canadians say Canada's major airports play an important role in connecting Canada with the world for trade and tourism is a convincing or somewhat convincing statement** – When asked about how convincing statements are, more than nine in ten Canadians say that Canada's major airports play an important role in connecting Canada with the world for trade and tourism is convincing (60%) or somewhat convincing (32%), followed by nearly three in four who say the same of Canada's major airports have made investments in their facilities over the past decade that have improved the traveler experience (32% convincing, 41% somewhat convincing), and over two thirds who say the same of my nearest major airport is well run (26% convincing, 41% somewhat convincing). The statement that was the most not convincing or somewhat not convincing is Canada's major airports are self-sustaining and do not drain precious tax dollars away from other important government services (24% somewhat not convincing, 20% not convincing).
- **More than four in ten Canadians say that most major airport construction projects in Canada are funded almost entirely through user fees that passengers pay each time they buy a ticket is a credible or somewhat credible statement** – When asked about the credibility of three statements, over two in five Canadians say the statement that most major airport construction projects in Canada are funded almost entirely through user fees that passengers pay each time they buy a ticket is credible (15%) or somewhat credible (29%). Close to six in ten Canadians say the statement saying that in most cases, no local, provincial, or federal taxes are used to fund major airports is a somewhat not credible (23%) or not credible (35%) statement.

The results are based on an RDD dual frame (land- and cell-lines) hybrid telephone and online random survey of 1,000 Canadians, 18 years of age or older, between September 29th and October 3rd, 2017 as part of an omnibus survey. The margin of error for a random survey of 1,000 Canadians is ± 3.1 percentage points, 19 times out of 20.

The research was commissioned by Canadian Airports Council.

1.0 Impressions of airports and their operation

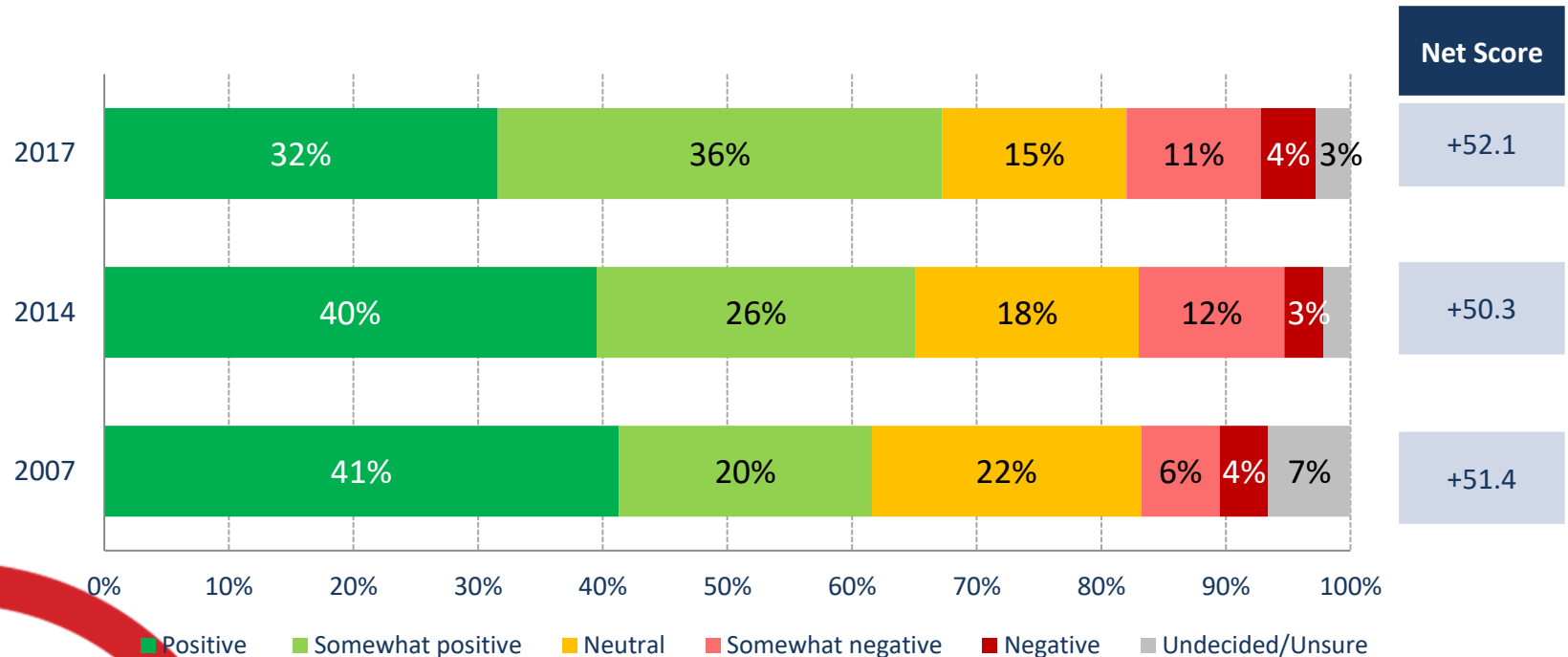


Impressions of Canadian airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD telephone survey, March 31st and April 5th, 2007, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



***Note:** Charts may not add up to 100 due to rounding

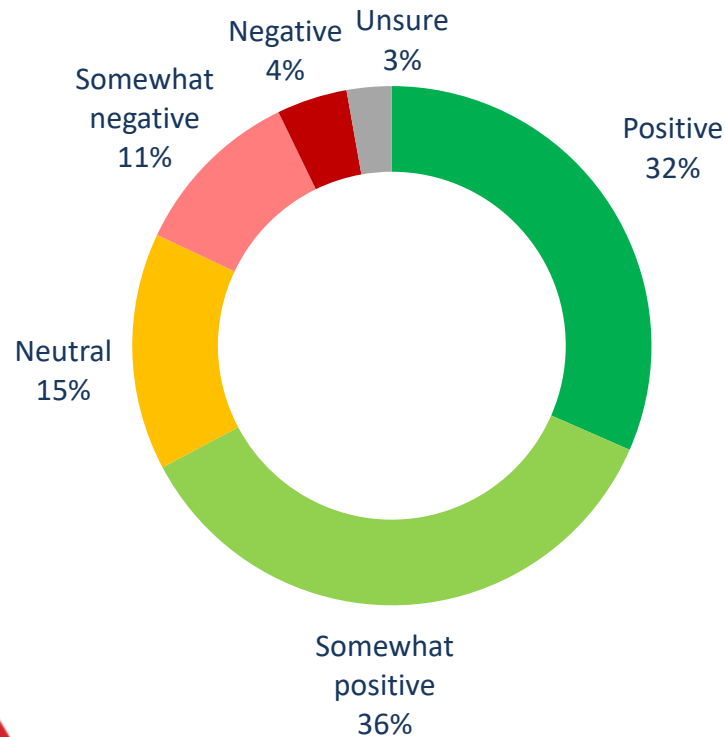
QUESTION – Would you say your overall impression of Canadian airports is positive, somewhat positive, neutral, somewhat negative or negative?

Impressions of airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score

+52.1



Subgroups	Positive	
	2017	2014
Atlantic (n=100)	35.8%	40.3%
Quebec (n=250)	25.1%	35.8%
Ontario (n=300)	28.7%	36.5%
Prairies (n=200)	32.6%	47.5%
British Columbia (n=150)	43.7%	40.4%
Male (n=468)	32.1%	38.8%
Female (n=532)	31.1%	40.1%

*Note: Charts may not add up to 100 due to rounding

QUESTION – Would you say your overall impression of Canadian airports is positive, somewhat positive, neutral, somewhat negative or negative?

Reasons for impression of airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

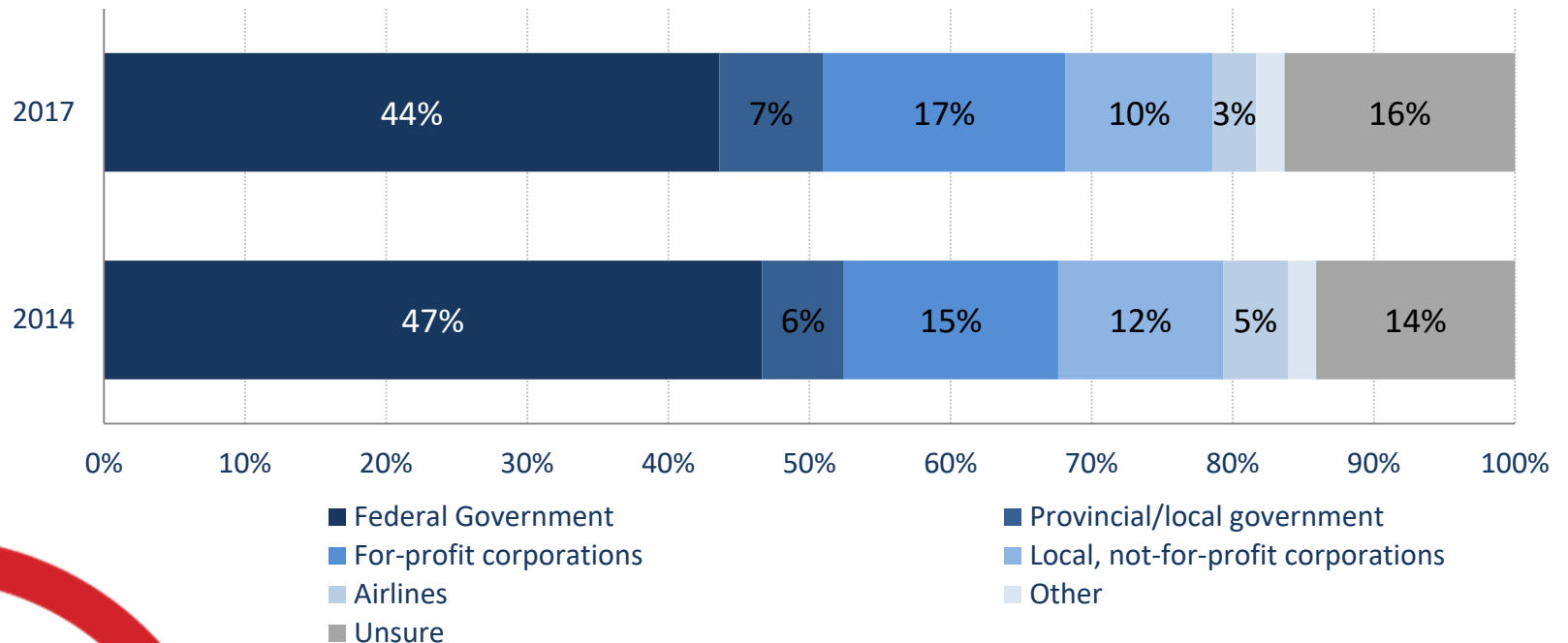
	Positive / Somewhat positive		Neutral		Negative/ Somewhat negative		Unsure		Total (n=1,000)	
	2014 (n=649)	2017 (n=670)	2014 (n=178)	2017 (n=149)	2014 (n=149)	2017 (n=150)	2014 (n=22)	2017 (n=28)	2014 (n=1000)	2017 (n=1000)
Efficient/well run/clean	20.5%	21.9%	5.6%	2.7%	-	-	-	-	14.3%	15.1%
Never had a problem	18.5%	19.9%	6.7%	2.0%	-	-	4.5%	-	13.3%	13.6%
Don't travel too much	4.6%	2.5%	16.3%	27.5%	2.0%	-	63.6%	82.1%	7.6%	8.1%
They are ok	6.3%	6.7%	14.6%	14.1%	0.7%	0.7%	-	-	6.8%	6.7%
Disorganized	2.5%	4.0%	4.5%	3.4%	23.5%	21.3%	9.1%	-	6.1%	6.4%
They are expensive	2.3%	1.3%	8.4%	7.4%	19.5%	22.0%	-	-	5.9%	5.3%
They are safe	-	7.0%	-	-	-	-	-	-	-	4.7%
Long lines	1.2%	1.5%	1.7%	8.7%	14.1%	13.3%	-	3.6%	3.2%	4.4%
Good/friendly service	3.5%	6.0%	-	0.7%	-	-	-	-	2.3%	4.1%
Due to my experience/ I travel extensively	-	5.4%	-	0.7%	-	1.3%	-	-	-	3.9%
New/modern facilities	6.0%	4.6%	1.7%	2.0%	-	-	-	-	4.2%	3.4%
Rude service/poor staff	0.8%	0.7%	0.6%	1.3%	5.4%	14.7%	-	-	3.2%	2.9%
Much better than other countries	4.0%	3.3%	3.9%	1.3%	-	-	-	-	3.3%	2.4%
Not as good as foreign airports	0.9%	0.3%	3.9%	2.7%	2.7%	9.3%	-	-	1.7%	2.0%
Lax/weak security	0.3%	0.7%	2.8%	0.7%	8.1%	4.0%	4.5%	-	2.0%	1.2%
Needs improvement	-	0.3%	-	3.4%	-	2.7%	-	-	-	1.1%
They serve a purpose/are important	-	1.2%	-	0.7%	-	-	-	-	-	0.9%
Good security organization	2.0%	1.0%	-	-	-	-	-	-	1.3%	0.7%
Haven't heard negative media	-	0.4%	-	-	-	-	-	-	-	0.3%
Has Improved	-	0.4%	-	-	-	-	-	-	-	0.3%
Other	5.7%	3.3%	6.2%	11.4%	7.4%	7.3%	-	-	5.9%	5.0%
Unsure	20.8%	-	23.0%	1.3%	16.8%	-	18.2%	3.6%	20.5%	0.3%
No answer	-	7.3%	-	8.1%	-	3.3%	-	10.7%	-	6.9%

QUESTION – Why do you have that impression? [Open-ended]

Confidential

Operations of major airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.
RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



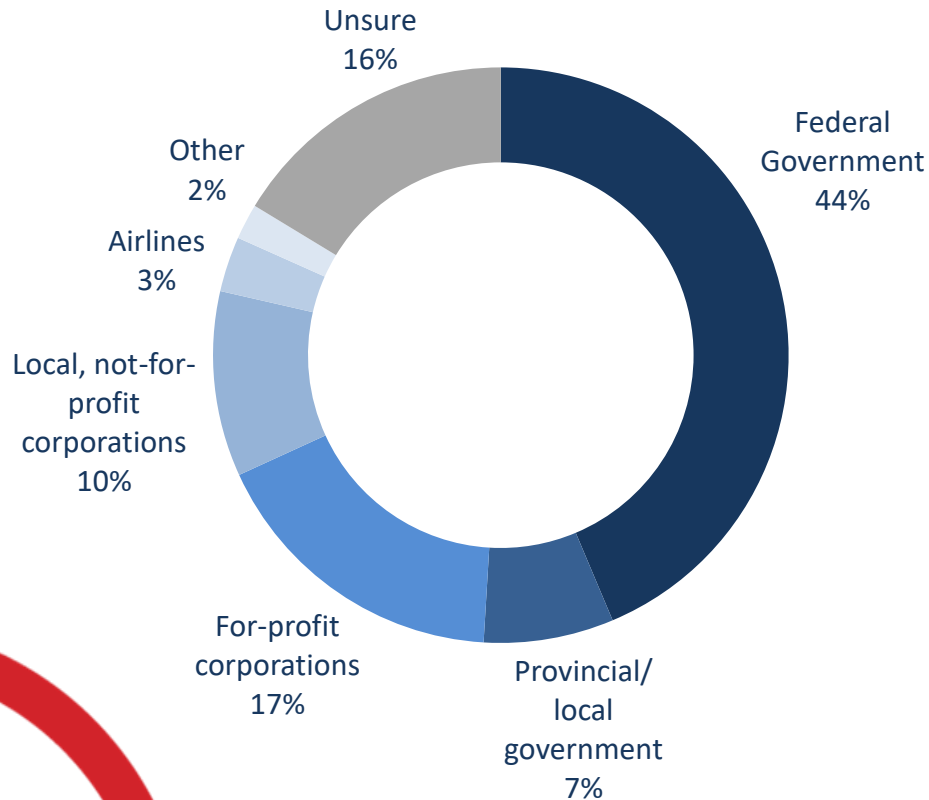
*Note: Charts may not add up to 100 due to rounding

QUESTION – Who is primarily responsible for operating major airports in Canada?
[RANDOMIZE]

Previous wording (2014): Who is primarily responsible for operating commercial airports in Canada?

Operation of major airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



Subgroups	Federal Government
Atlantic (n=100)	31.5%
Quebec (n=250)	58.7%
Ontario (n=300)	39.6%
Prairies (n=200)	35.0%
British Columbia (n=150)	45.9%
Male (n=468)	43.3%
Female (n=532)	43.8%
18 to 34 (n=239)	35.0%
35 to 54 (n=364)	45.1%
55 plus (n=397)	48.2%

*Note: Charts may not add up to 100 due to rounding

QUESTION – Who is primarily responsible for operating major airports in Canada?
[RANDOMIZE]

2.0 Importance of airport roles



Importance of airport roles

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



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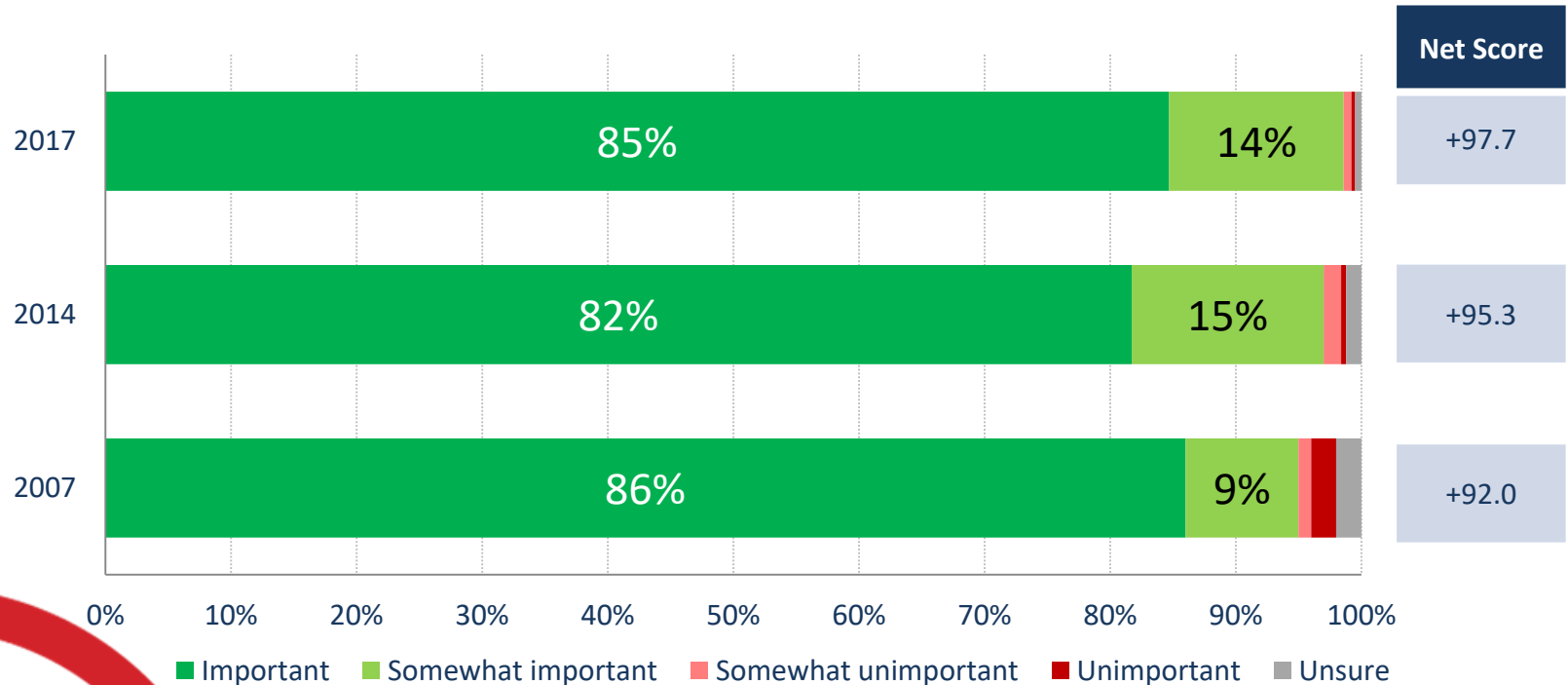
QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant.

Importance of airports as part of transportation network

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

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QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

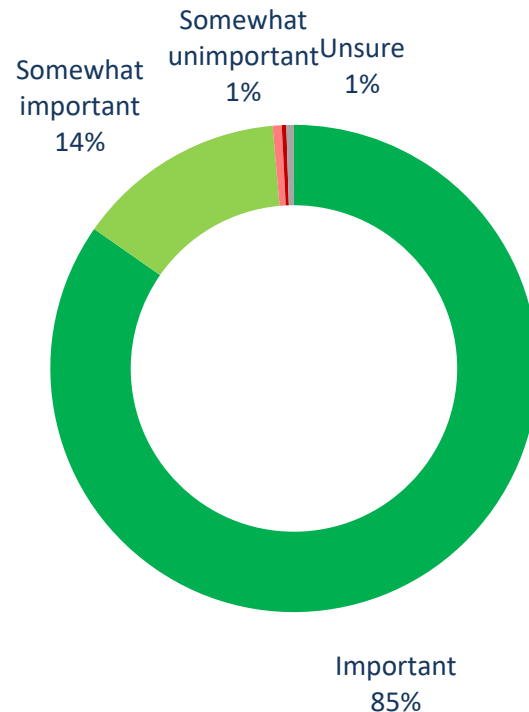
Airport as part of Canada's transportation network.

Importance of airports as part of transportation network

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

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Net Score
+97.7



Subgroups	Important	
	2017	2014
Atlantic (n=100)	89.1%	82.2%
Quebec (n=250)	74.2%	75.1%
Ontario (n=300)	86.0%	86.9%
Prairies (n=200)	88.4%	85.2%
British Columbia (n=150)	92.1%	78.0%
Male (n=468)	86.0%	79.4%
Female (n=532)	83.5%	83.9%

***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

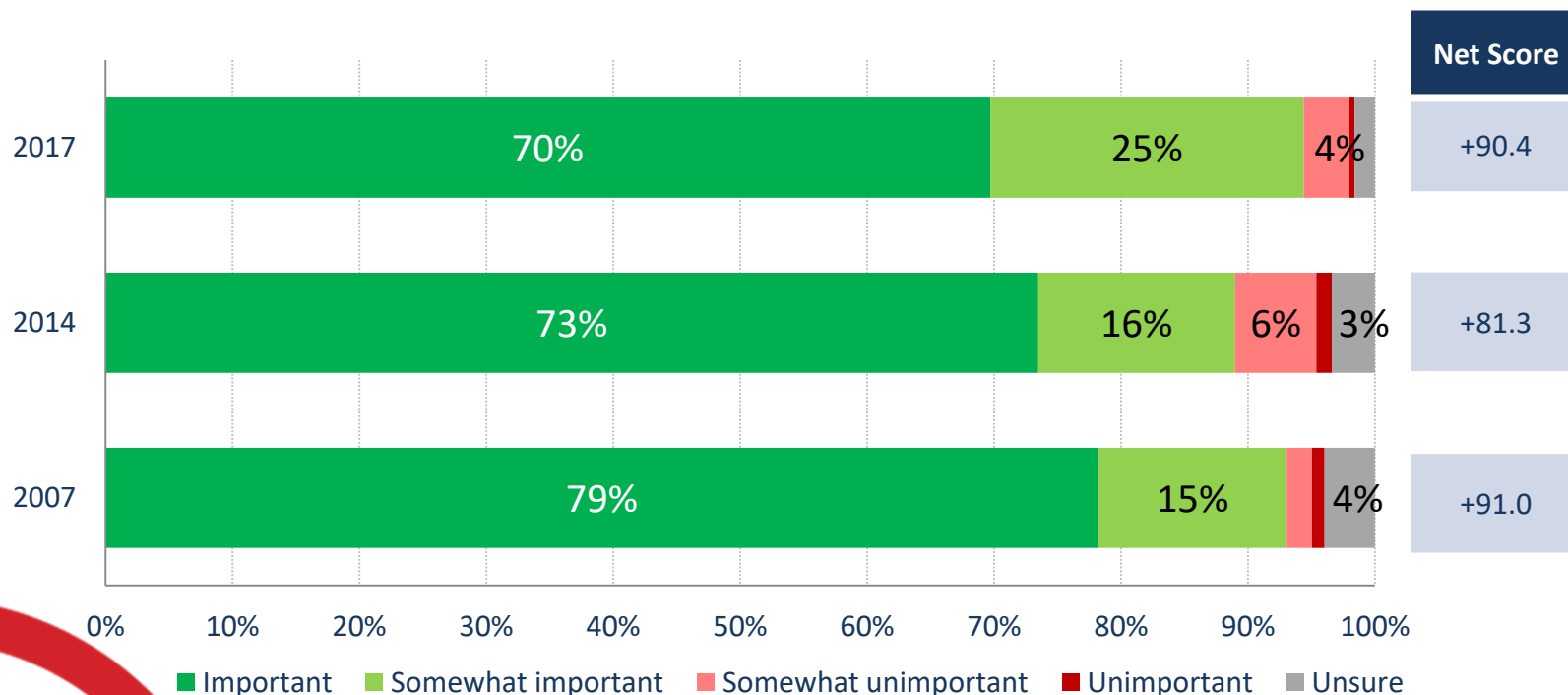
Airport as part of Canada's transportation network.

Importance of airports to international trade

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

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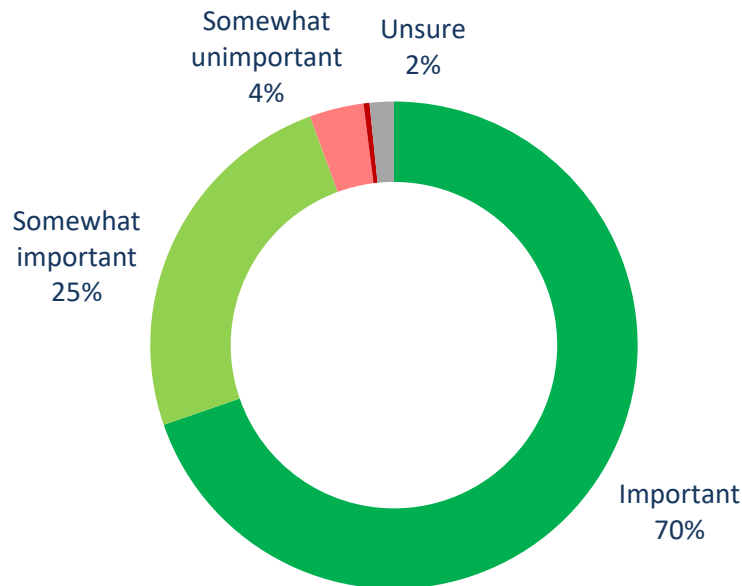
The role of airports to international trade.

Importance of airports to international trade

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

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Net Score
+90.4



Subgroups	Important	
	2017	2014
Atlantic (n=100)	73.1%	72.8%
Quebec (n=250)	65.0%	72.4%
Ontario (n=300)	70.9%	75.9%
Prairies (n=200)	71.7%	74.2%
British Columbia (n=150)	70.5%	69.6%
Male (n=468)	72.6%	70.3%
Female (n=532)	67.0%	76.2%

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QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

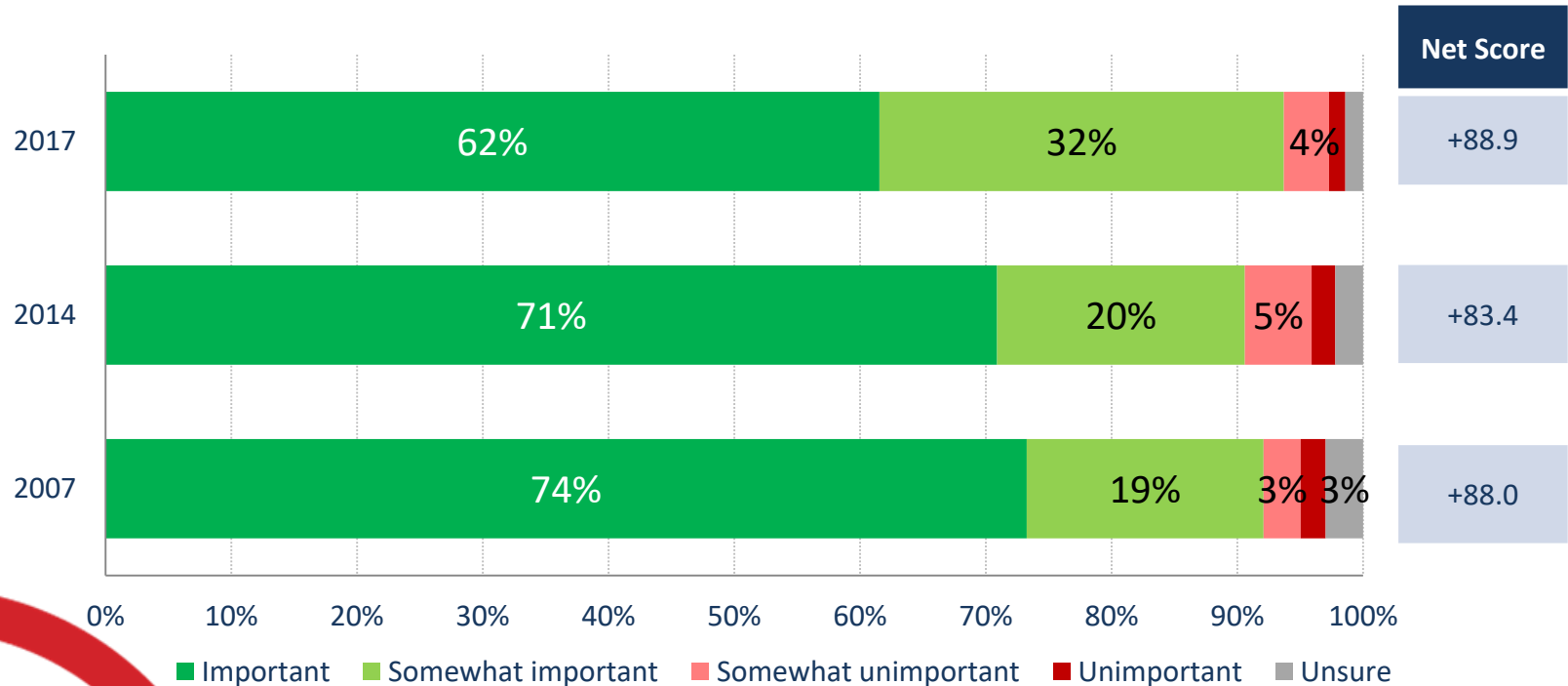
The role of airports to international trade.

Importance of airports to local economy

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

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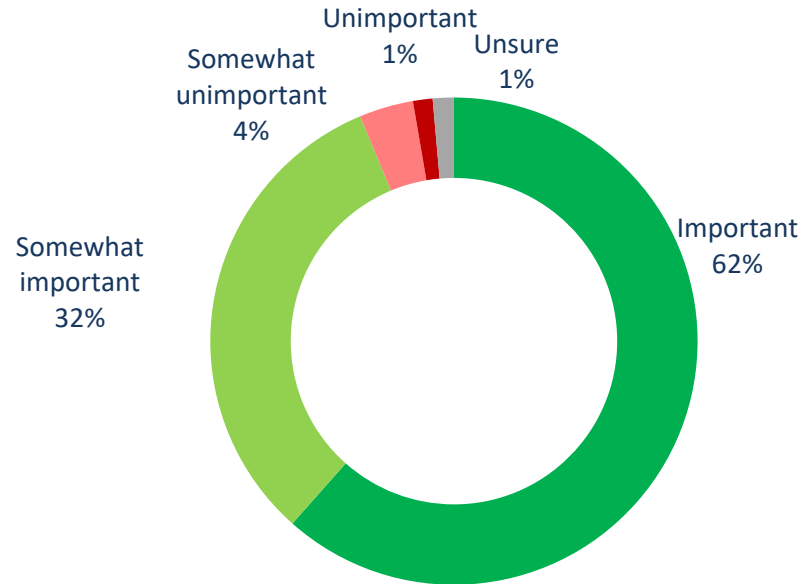
The role of airports to the local economy.

Importance of airports to local economy

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

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Net Score
+88.9



Subgroups	Important	
	2017	2014
Atlantic (n=100)	63.6%	78.5%
Quebec (n=250)	57.2%	65.1%
Ontario (n=300)	58.9%	70.9%
Prairies (n=200)	65.6%	75.9%
British Columbia (n=150)	67.6%	68.9%
Male (n=468)	60.2%	69.9%
Female (n=532)	62.9%	71.8%

***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

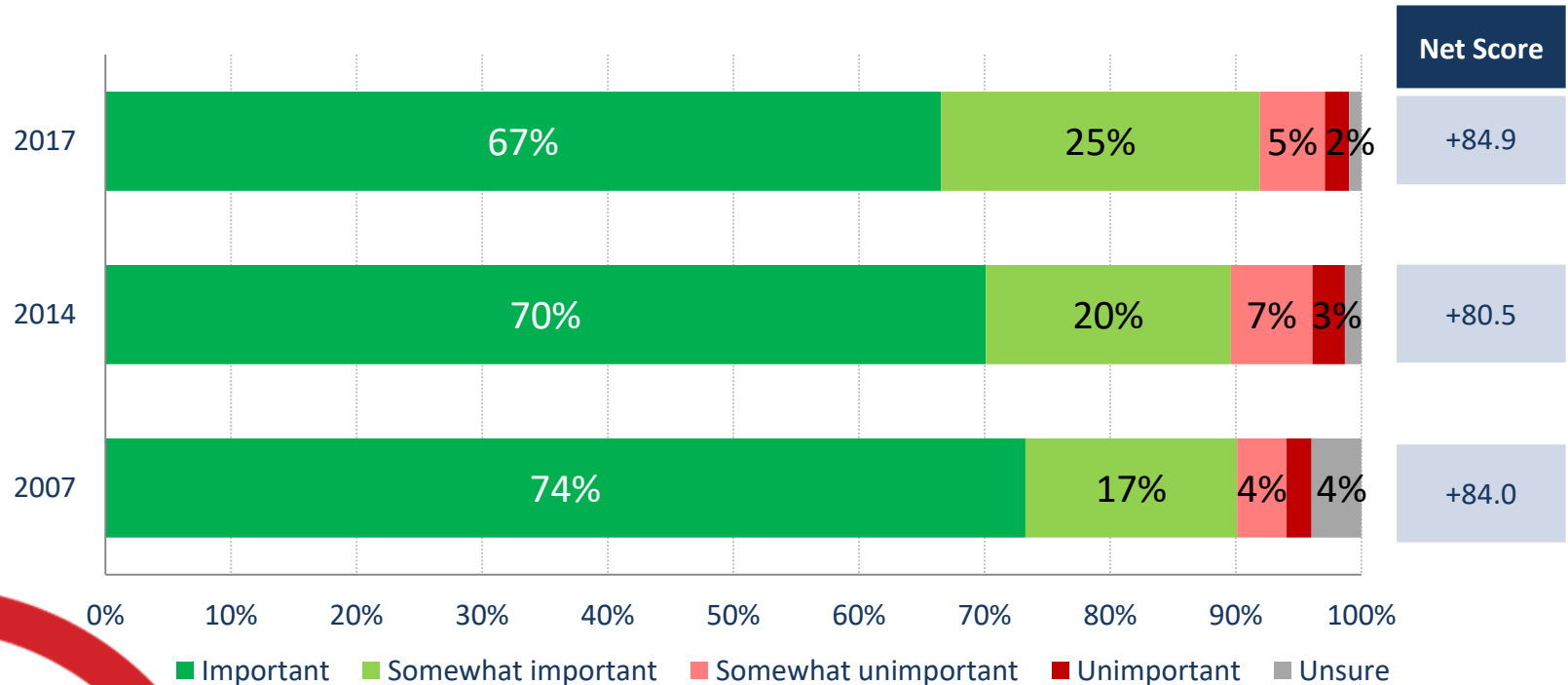
The role of airports to the local economy.

Importance of airports in welcoming visitors

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

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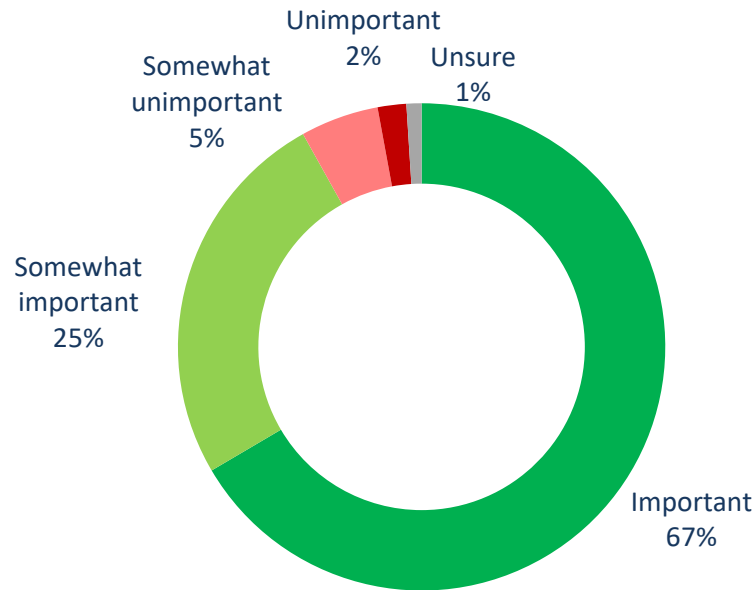
The role of airports in welcoming visitors.

Importance of airports in welcoming visitors

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Net Score
+84.9



Subgroups	Important	
	2017	2014
Atlantic (n=100)	66.0%	72.2%
Quebec (n=250)	68.1%	60.8%
Ontario (n=300)	61.8%	74.8%
Prairies (n=200)	64.8%	71.6%
British Columbia (n=150)	76.2%	72.5%
Male (n=468)	66.0%	64.8%
Female (n=532)	67.1%	74.7%

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QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

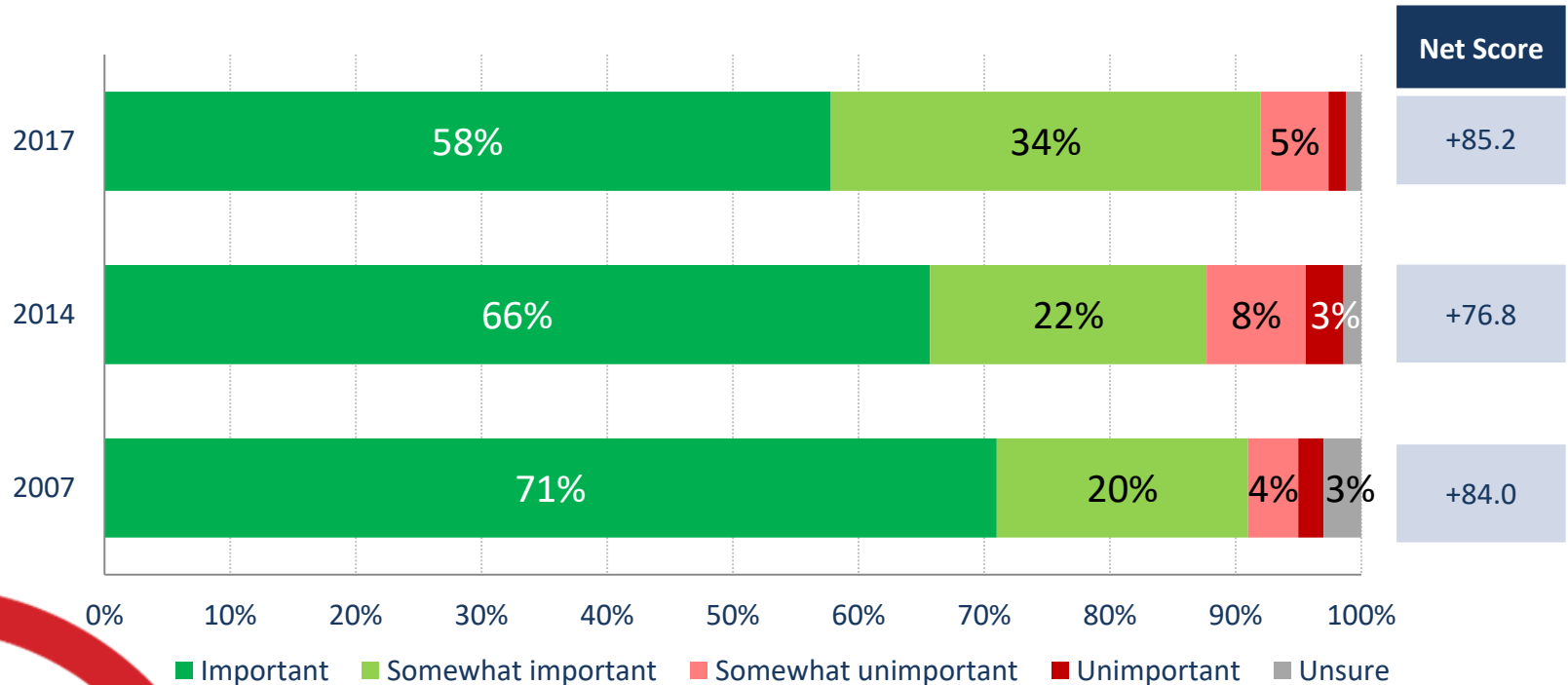
The role of airports in welcoming visitors.

Importance of local jobs created by airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

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QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

The local jobs created by airports.

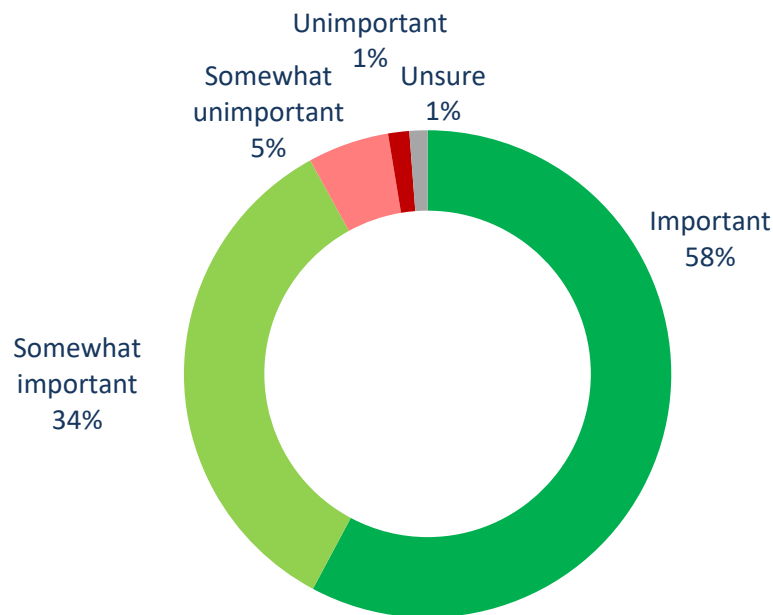
Importance of local jobs created by airports

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Net Score

+85.2



Subgroups	Important	
	2017	2014
Atlantic (n=100)	59.1%	70.1%
Quebec (n=250)	49.2%	63.8%
Ontario (n=300)	56.8%	62.4%
Prairies (n=200)	62.8%	68.3%
British Columbia (n=150)	66.5%	69.3%
Male (n=468)	54.7%	62.6%
Female (n=532)	60.8%	68.5%

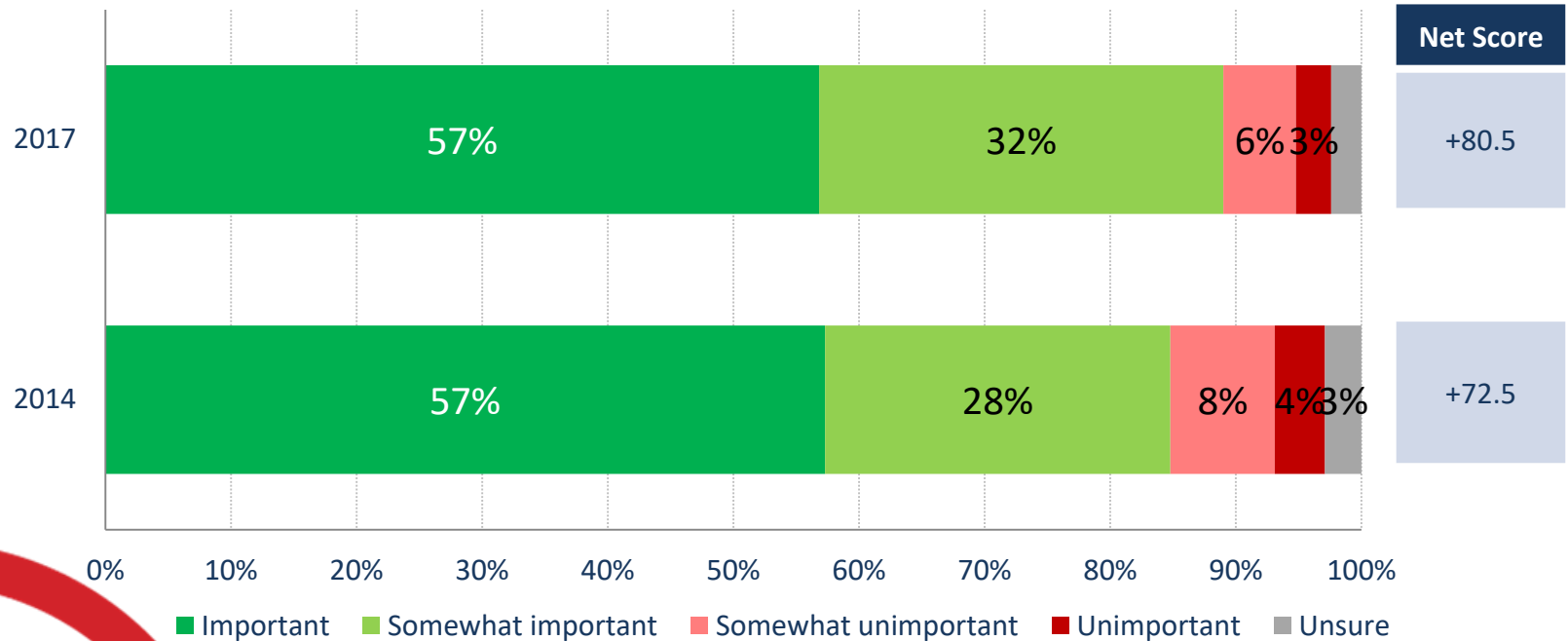
***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

The local jobs created by airports.

Importance of airports in attracting business to region

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.
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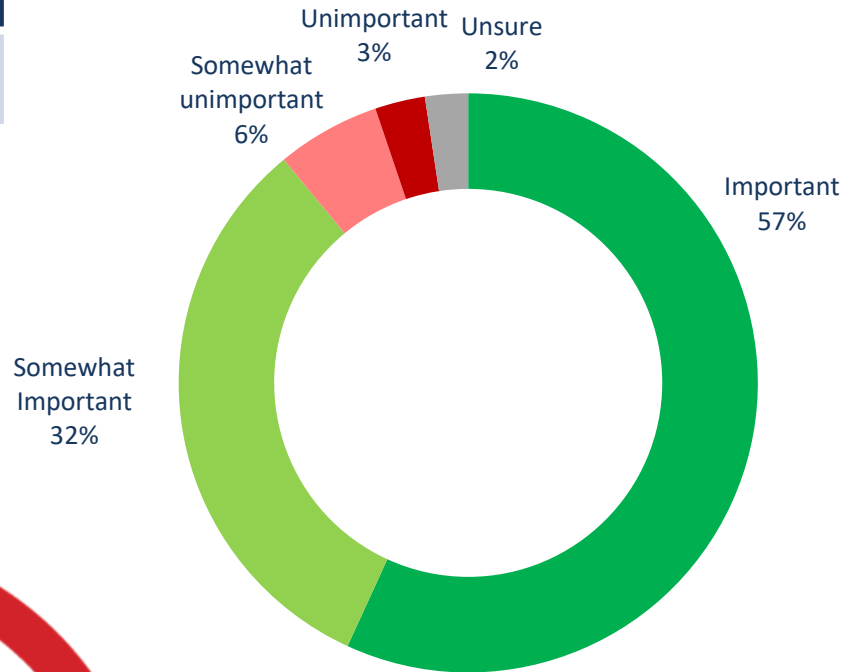
The role of airports in attracting businesses and jobs to your region.

Importance of airports in attracting business to region

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Net Score
+80.5



Subgroups	Important	
	2017	2014
Atlantic (n=100)	64.8%	60.1%
Quebec (n=250)	53.7%	57.3%
Ontario (n=300)	57.1%	60.3%
Prairies (n=200)	55.3%	55.8%
British Columbia (n=150)	58.4%	51.3%
Male (n=468)	58.5%	57.4%
Female (n=532)	55.3%	57.1%

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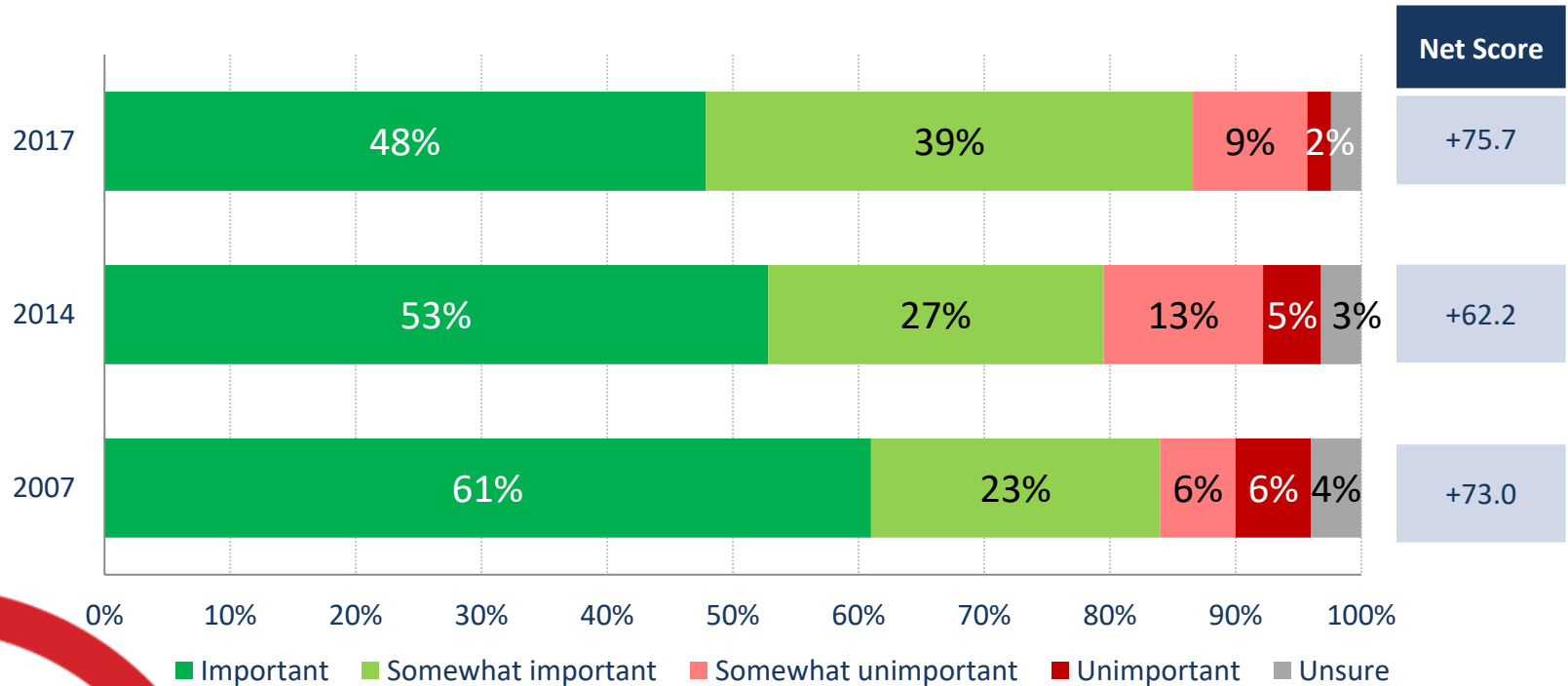
The role of airports in attracting businesses and jobs to your region.

Importance of airports in the local community

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Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD telephone survey, March 31st and April 5th, 2007, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



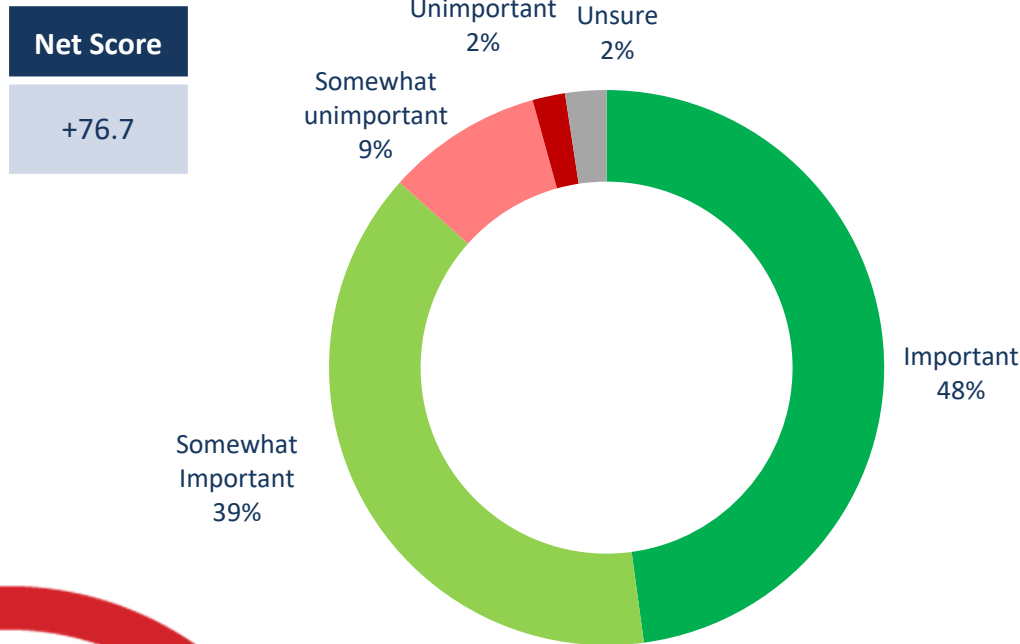
*Note: Charts may not add up to 100 due to rounding

QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

The role of airports in the local community (e.g. reputation, environmental, sustainability, business, education, etc.)

Importance of airports in the local community

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.
 Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



Subgroups	Important	
	2017	2014
Atlantic (n=100)	44.8%	46.6%
Quebec (n=250)	45.3%	52.1%
Ontario (n=300)	47.1%	54.8%
Prairies (n=200)	48.8%	60.2%
British Columbia (n=150)	54.5%	44.3%
Male (n=468)	46.9%	49.8%
Female (n=532)	48.8%	55.5%

***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant:

The role of airports in the local community (e.g. reputation, environmental, sustainability, business, education, etc.)

3.0 Impressions of airport concerns and complaints



Ranking concern regarding air travel

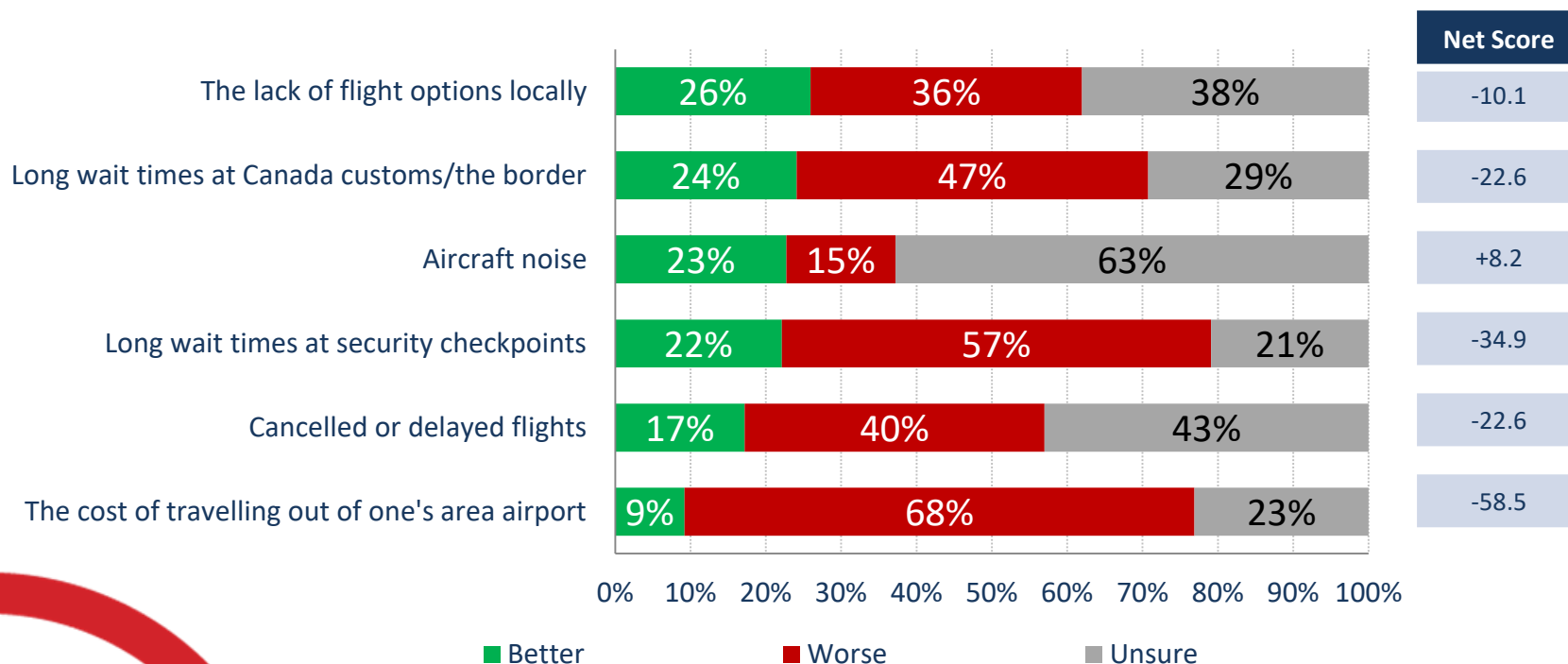
Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

	1 st Ranked	2 nd Ranked	3 rd Ranked	4 th Ranked	5 th Ranked	6 th Ranked
The cost of travelling out of one's area airport	32.0%	19.7%	17.5%	13.0%	7.2%	3.6%
Long wait times at security checkpoints.	18.0%	19.1%	20.7%	18.2%	10.8%	4.6%
The lack of flight options locally	13.8%	19.7%	13.5%	14.1%	17.9%	9.4%
Cancelled or delayed flights	13.7%	15.0%	16.7%	16.7%	20.3%	7.0%
Long wait times at Canada customs/the border	12.5%	19.0%	19.3%	17.7%	15.3%	5.4%
Aircraft noise	8.8%	4.2%	4.0%	6.3%	9.6%	49.4%
Unsure	1.2%	1.2%	5.0%	5.5%	5.2%	1.6%

QUESTION – How would you rank each of the following possible situations/complaints in terms of concern, where 1 is most concerning, 2 is second most concerning, and so on.

Changes in airport situations

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



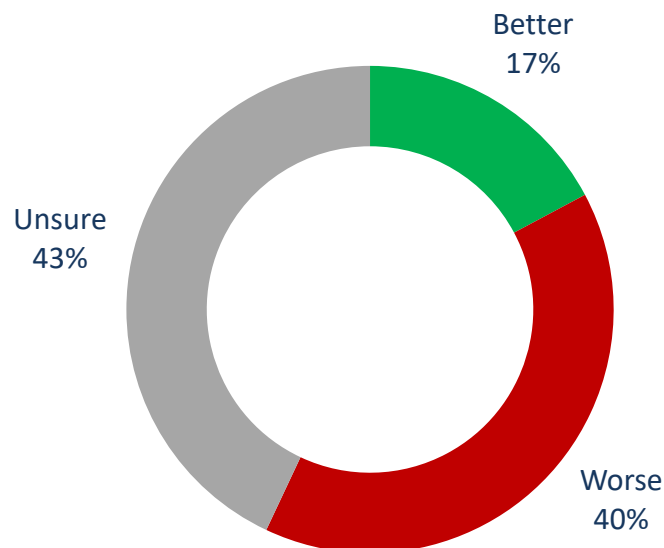
***Note:** Charts may not add up to 100 due to rounding

QUESTION – Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse.

Cancelled and delayed flights

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
-22.6



Subgroups	Better
Atlantic (n=100)	14.7%
Quebec (n=250)	21.6%
Ontario (n=300)	13.2%
Prairies (n=200)	15.1%
British Columbia (n=150)	22.7%
Male (n=468)	19.8%
Female (n=532)	14.8%
18 to 34 (n=239)	17.2%
35 to 54 (n=364)	16.5%
55 plus (n=397)	17.9%

*Note: Charts may not add up to 100 due to rounding

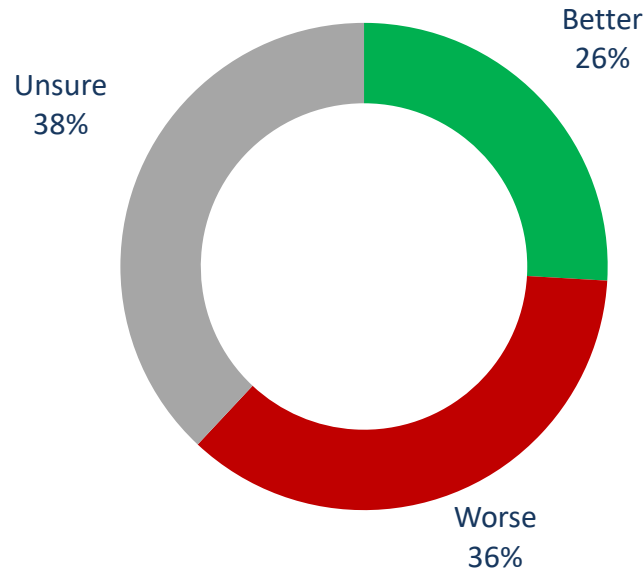
QUESTION – Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse:

Cancelled and delayed flights

Lack of local flight options

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
-10.1



Subgroups	Better
Atlantic (n=100)	27.7%
Quebec (n=250)	26.8%
Ontario (n=300)	19.7%
Prairies (n=200)	31.2%
British Columbia (n=150)	28.8%
Male (n=468)	26.3%
Female (n=532)	25.6%
18 to 34 (n=239)	29.6%
35 to 54 (n=364)	25.9%
55 plus (n=397)	23.5%

*Note: Charts may not add up to 100 due to rounding

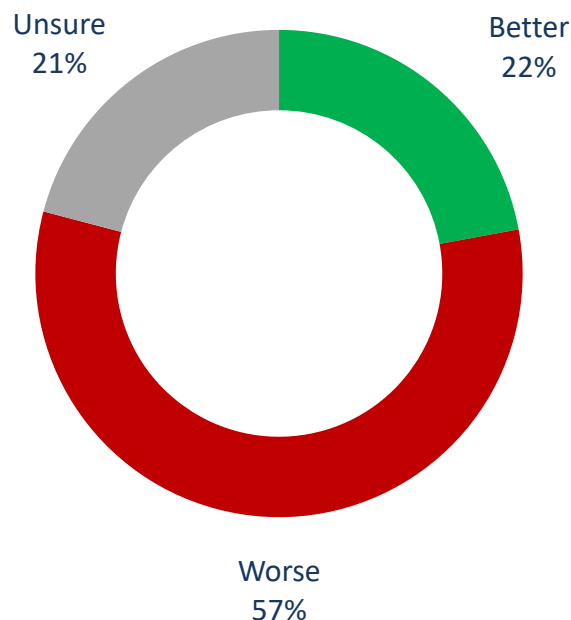
QUESTION – Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse:

The lack of flight options locally

Long wait times at security checkpoints

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
-34.9



Subgroups	Better
Atlantic (n=100)	17.4%
Quebec (n=250)	25.0%
Ontario (n=300)	20.7%
Prairies (n=200)	22.5%
British Columbia (n=150)	22.6%
Male (n=468)	22.2%
Female (n=532)	22.0%
18 to 34 (n=239)	26.1%
35 to 54 (n=364)	21.5%
55 plus (n=397)	19.7%

*Note: Charts may not add up to 100 due to rounding

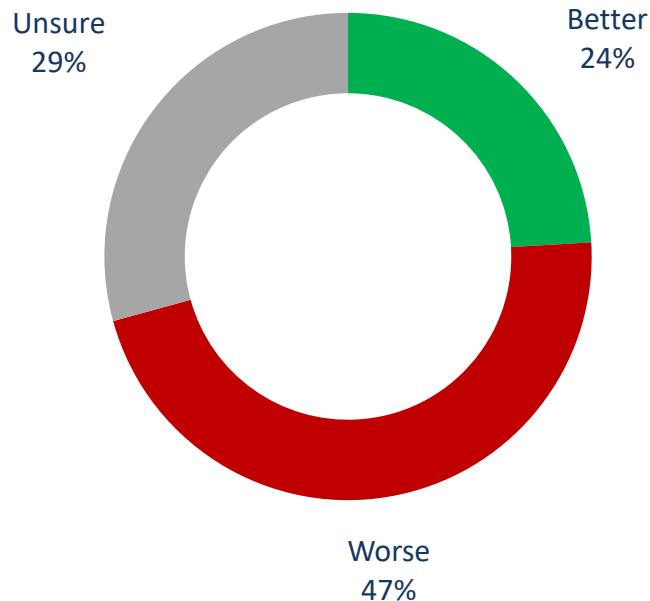
QUESTION – Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse:

Long wait times at security checkpoints

Long wait times at Canada customs and border

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
-22.6



Subgroups	Better
Atlantic (n=100)	22.7%
Quebec (n=250)	31.5%
Ontario (n=300)	21.2%
Prairies (n=200)	23.2%
British Columbia (n=150)	19.5%
Male (n=468)	24.0%
Female (n=532)	24.1%
18 to 34 (n=239)	25.5%
35 to 54 (n=364)	24.7%
55 plus (n=397)	22.5%

*Note: Charts may not add up to 100 due to rounding

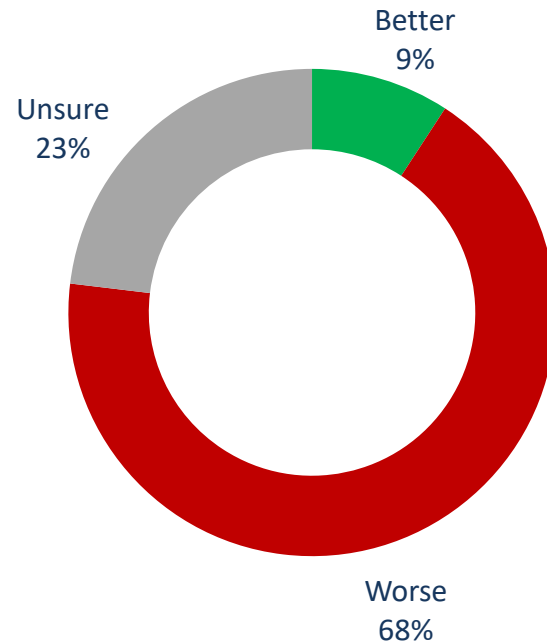
QUESTION – Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse:

Long wait times at Canada customs/the border

Cost of travelling out of area airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
-58.5



Subgroups	Better
Atlantic (n=100)	10.3%
Quebec (n=250)	9.1%
Ontario (n=300)	7.6%
Prairies (n=200)	9.4%
British Columbia (n=150)	11.4%
Male (n=468)	10.0%
Female (n=532)	8.4%
18 to 34 (n=239)	8.1%
35 to 54 (n=364)	9.7%
55 plus (n=397)	9.5%

*Note: Charts may not add up to 100 due to rounding

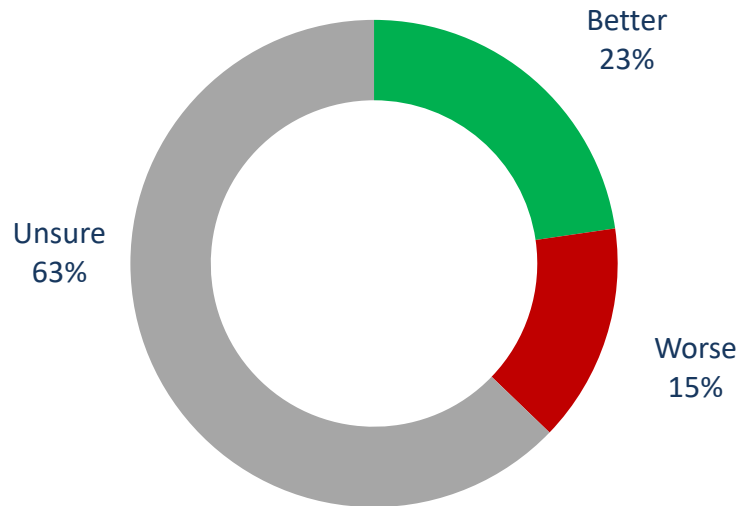
QUESTION – Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse:

The cost of travelling out of one's area airport

Aircraft noise

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
+8.2



Subgroups	Better
Atlantic (n=100)	25.0%
Quebec (n=250)	22.2%
Ontario (n=300)	20.0%
Prairies (n=200)	23.9%
British Columbia (n=150)	26.1%
Male (n=468)	28.1%
Female (n=532)	17.5%
18 to 34 (n=239)	21.1%
35 to 54 (n=364)	21.5%
55 plus (n=397)	25.0%

*Note: Charts may not add up to 100 due to rounding

QUESTION – Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse:

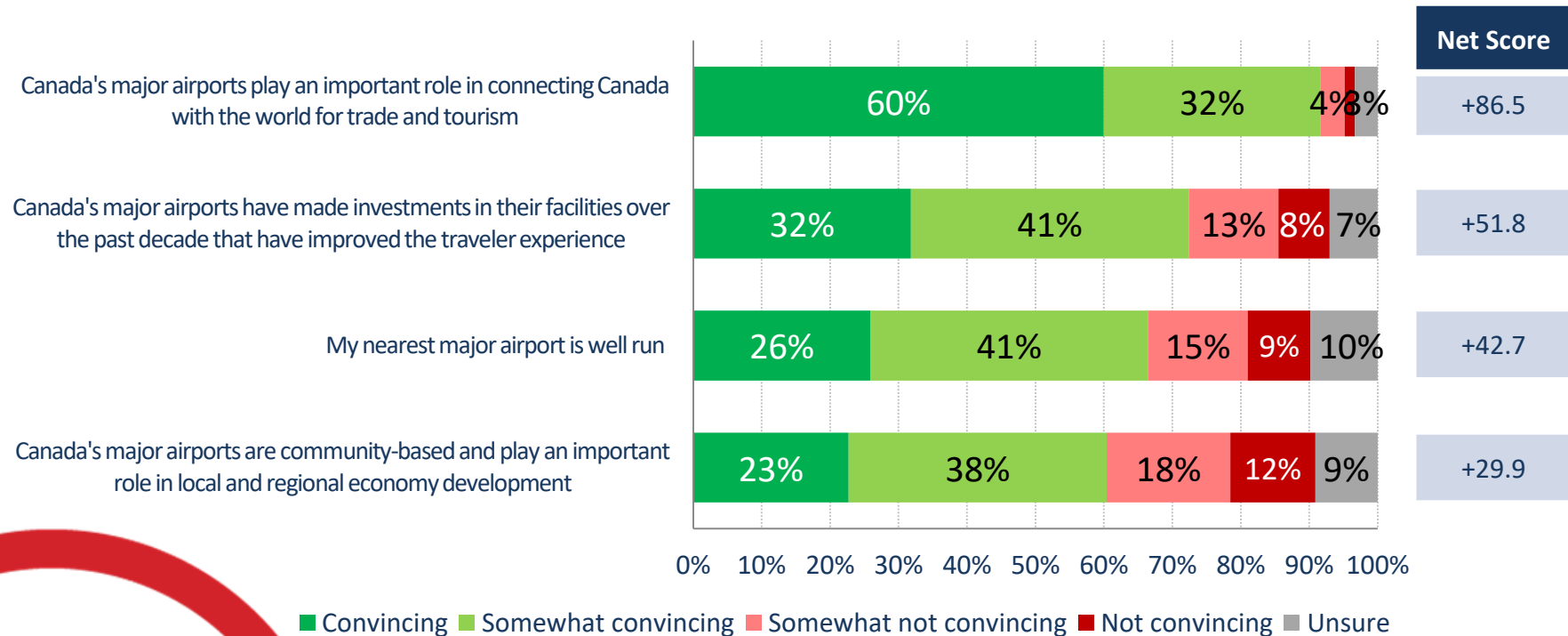
Aircraft noise

4.0 Perceptions of airports and air travel



Convincingness of airport statements

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

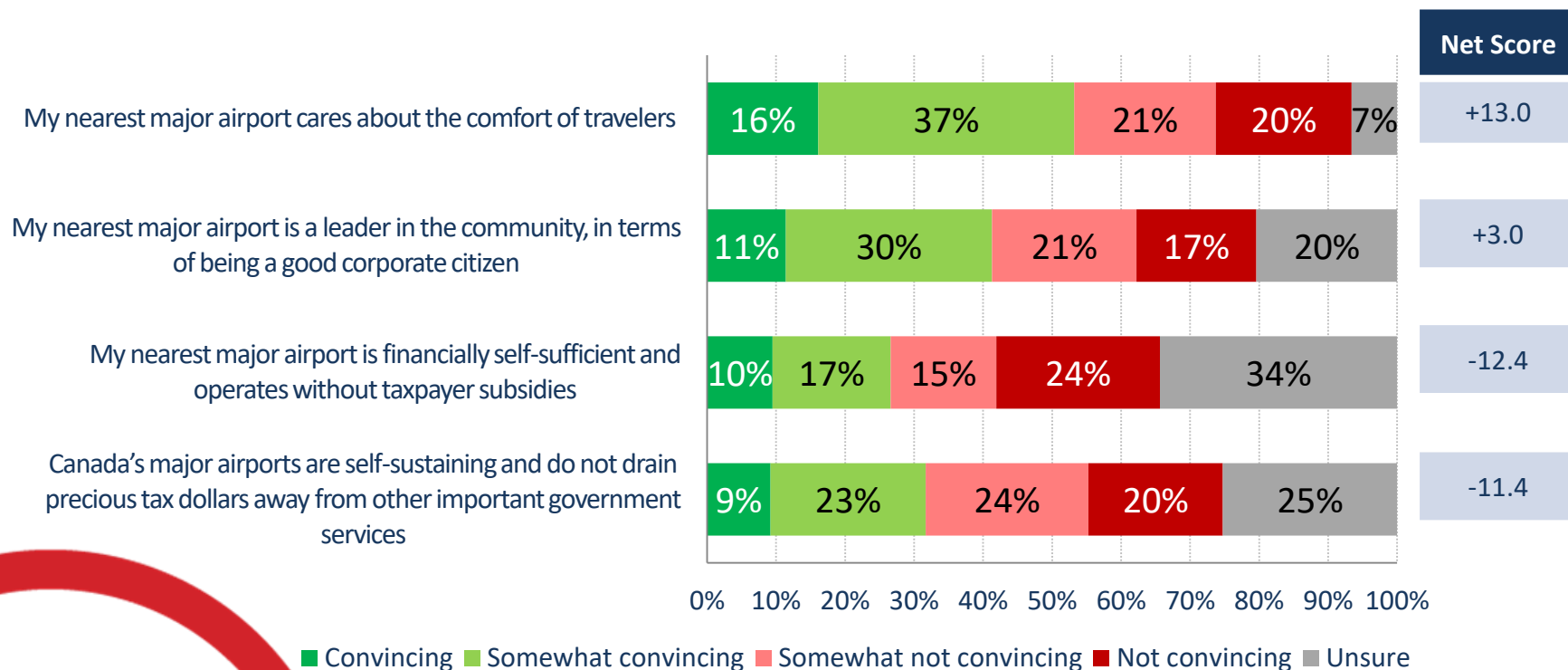


***Note: Charts may not add up to 100 due to rounding**

QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

Convincingness of airport statements

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

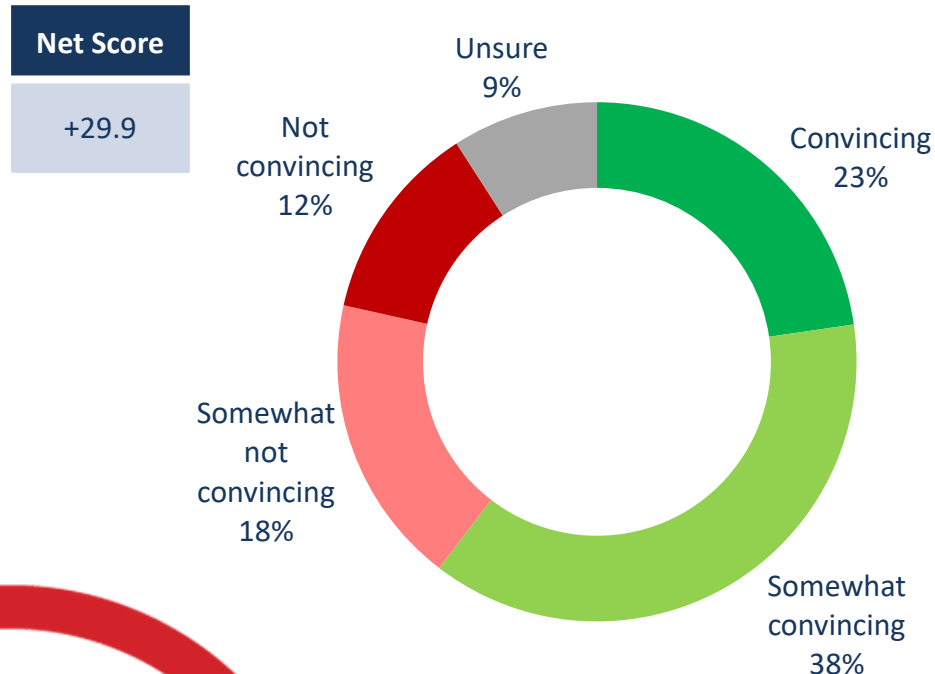


***Note:** Charts may not add up to 100 due to rounding

QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

Airports and community

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



Subgroups	Convincing/ Somewhat convincing
Atlantic (n=100)	61.8%
Quebec (n=250)	55.8%
Ontario (n=300)	53.2%
Prairies (n=200)	69.2%
British Columbia (n=150)	69.9%
Male (n=468)	63.1%
Female (n=532)	57.8%
18 to 34 (n=239)	61.0%
35 to 54 (n=364)	60.6%
55 plus (n=397)	59.9%

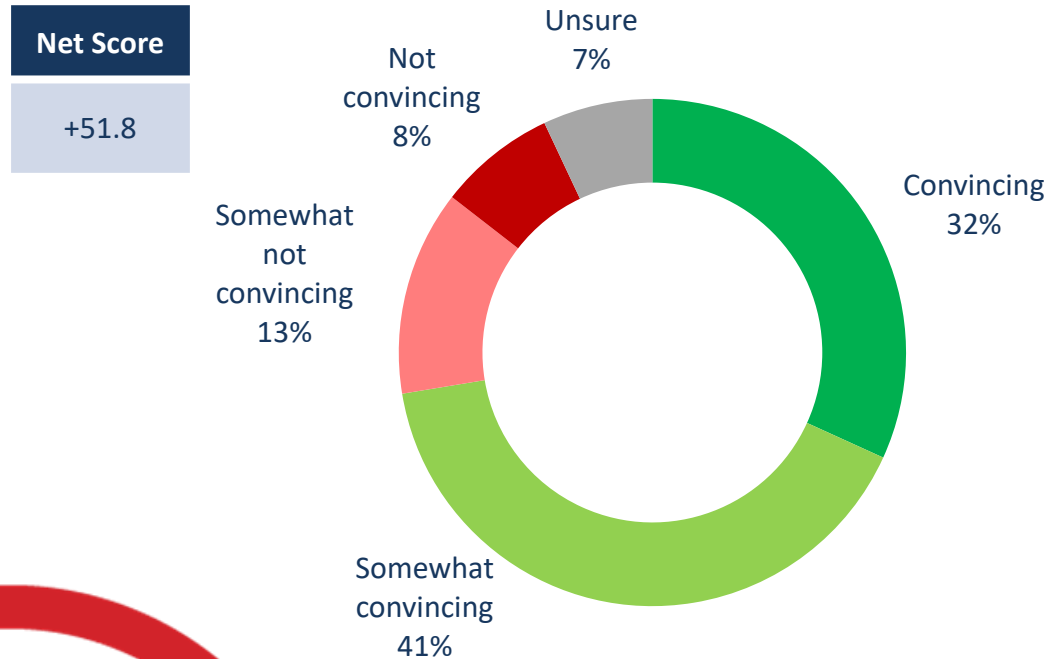
***Note:** Charts may not add up to 100 due to rounding

QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

Canada's major airports are community-based and play an important role in local and regional economy development.

Improvement in traveler experience

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



Subgroups	Convincing/ Somewhat convincing
Atlantic (n=100)	80.4%
Quebec (n=250)	67.0%
Ontario (n=300)	65.9%
Prairies (n=200)	80.7%
British Columbia (n=150)	77.8%
Male (n=468)	74.2%
Female (n=532)	70.6%
18 to 34 (n=239)	71.7%
35 to 54 (n=364)	74.3%
55 plus (n=397)	71.2%

***Note:** Charts may not add up to 100 due to rounding

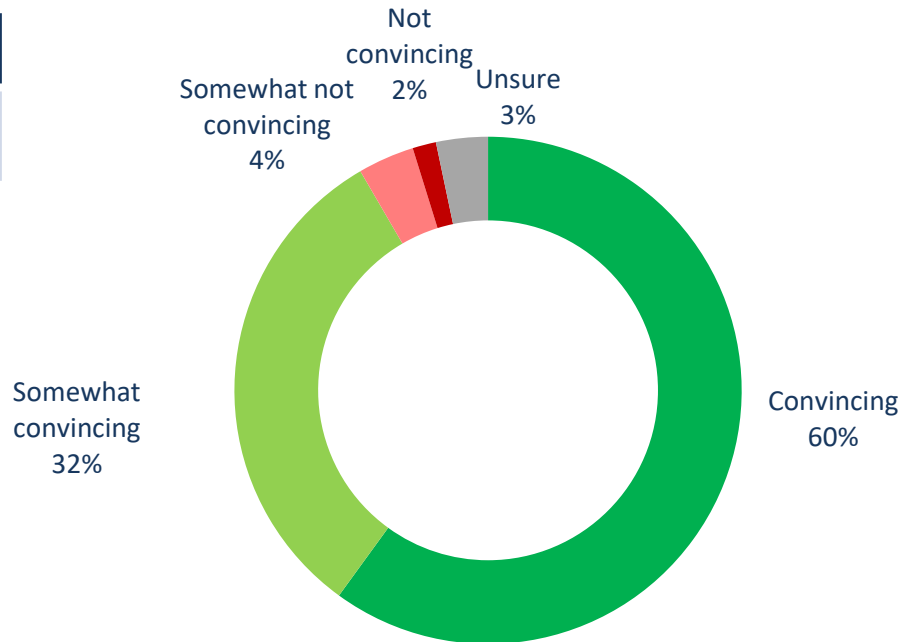
QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

Canada's major airports have made investments in their facilities over the past decade that have improved the traveler experience.

Airports and trade and tourism

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
+86.5



Subgroups	Convincing/ Somewhat convincing
Atlantic (n=100)	91.7%
Quebec (n=250)	89.8%
Ontario (n=300)	90.5%
Prairies (n=200)	93.1%
British Columbia (n=150)	94.8%
Male (n=468)	91.9%
Female (n=532)	91.3%
18 to 34 (n=239)	91.7%
35 to 54 (n=364)	91.0%
55 plus (n=397)	92.1%

***Note:** Charts may not add up to 100 due to rounding

QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

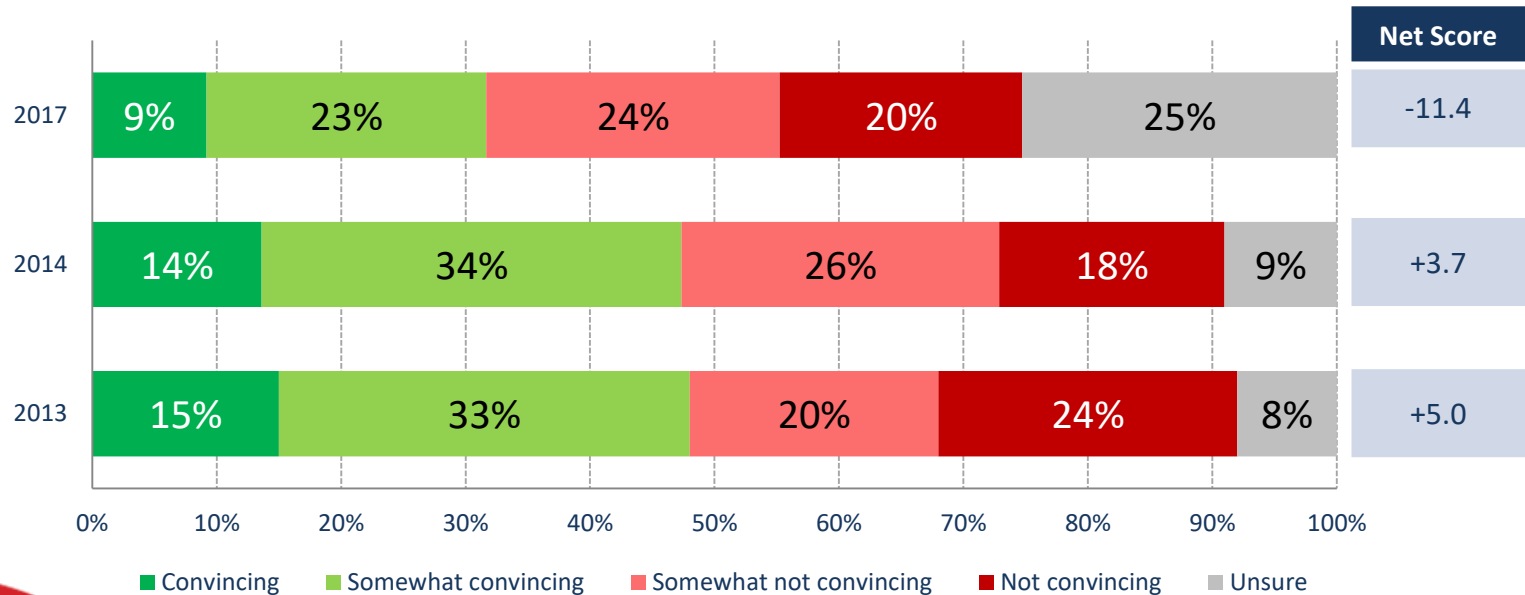
Canada's major airports play an important role in connecting Canada with the world for trade and tourism.

Major airports are self-sustaining

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, April 4th to 8th, 2013, n=1002, accurate 3.1 percentage points plus or minus, 19 times out of 20.



***Note: Charts may not add up to 100 due to rounding**

QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

Canada's major airports are self-sustaining and do not drain precious tax dollars away from other important government services

Previous wording (2013 and 2014): Commercial airports are self-sustaining and do not drain precious tax dollars away from other important government services.

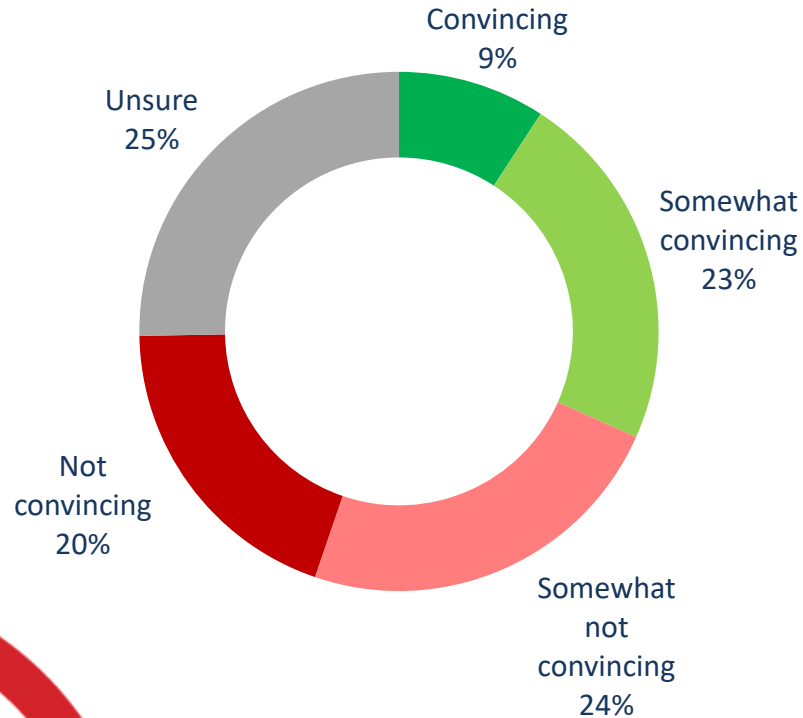
Major airports are self sustaining

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score

-11.4



Subgroups	Not convincing	
	2017	2014
Atlantic (n=100)	19.4%	15.5%
Quebec (n=250)	18.0%	20.8%
Ontario (n=300)	21.5%	17.9%
Prairies (n=200)	19.4%	18.2%
British Columbia (n=150)	17.9%	15.7%
Male (n=468)	21.0%	21.9%
Female (n=532)	18.0%	14.8%

***Note:** Charts may not add up to 100 due to rounding

QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

Canada's major airports are self-sustaining and do not drain precious tax dollars away from other important government services

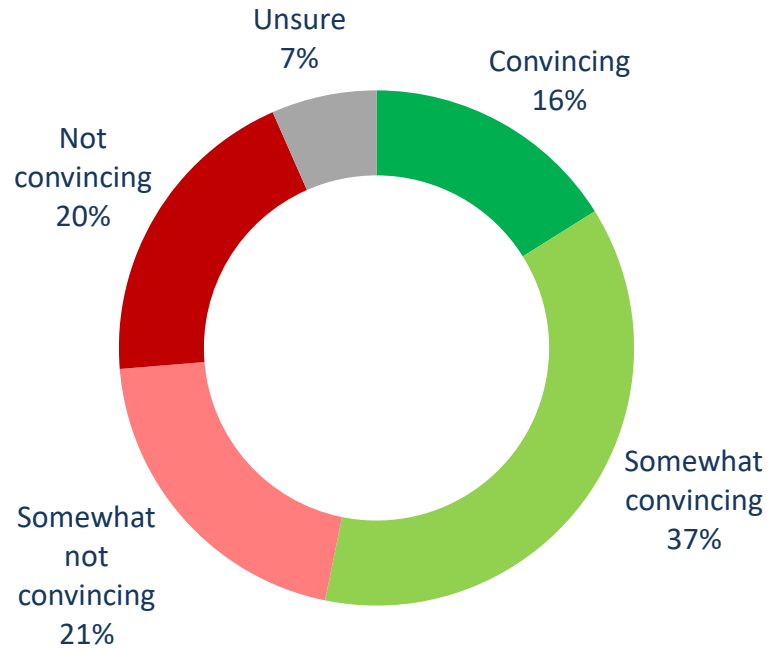
Previous wording (2014): Commercial airports are self-sustaining and do not drain precious tax dollars away from other important government services.

Confidential

Caring about traveler comfort

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
+13.0



Subgroups	Convincing/ Somewhat convincing
Atlantic (n=100)	57.5%
Quebec (n=250)	48.0%
Ontario (n=300)	45.1%
Prairies (n=200)	62.1%
British Columbia (n=150)	63.4%
Male (n=468)	54.1%
Female (n=532)	52.3%
18 to 34 (n=239)	53.8%
35 to 54 (n=364)	56.6%
55 plus (n=397)	49.8%

***Note: Charts may not add up to 100 due to rounding**

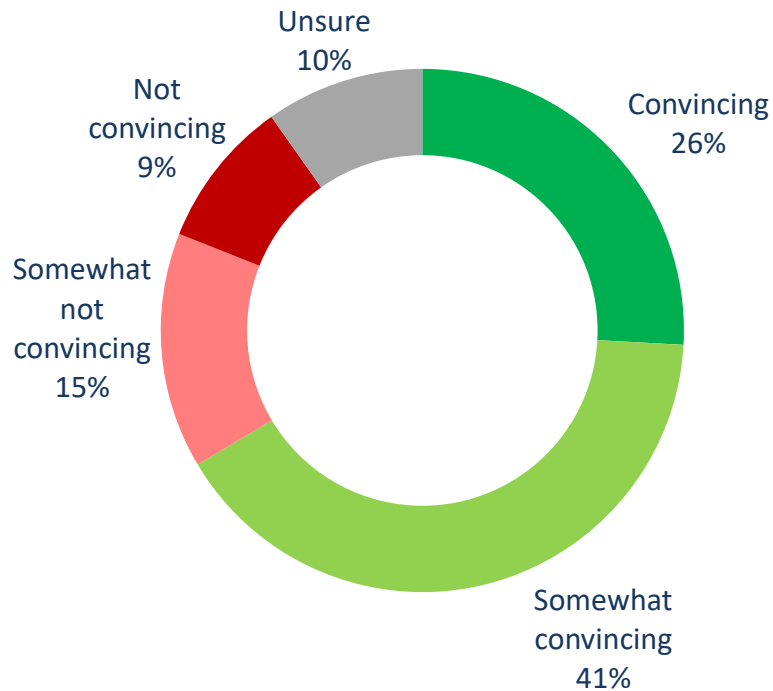
QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

My nearest major airport cares about the comfort of travelers.

Airports are well run

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
+42.7



Subgroups	Convincing/ Somewhat convincing
Atlantic (n=100)	72.8%
Quebec (n=250)	56.9%
Ontario (n=300)	59.3%
Prairies (n=200)	74.9%
British Columbia (n=150)	81.2%
Male (n=468)	66.3%
Female (n=532)	66.6%
18 to 34 (n=239)	63.7%
35 to 54 (n=364)	70.7%
55 plus (n=397)	64.6%

***Note: Charts may not add up to 100 due to rounding**

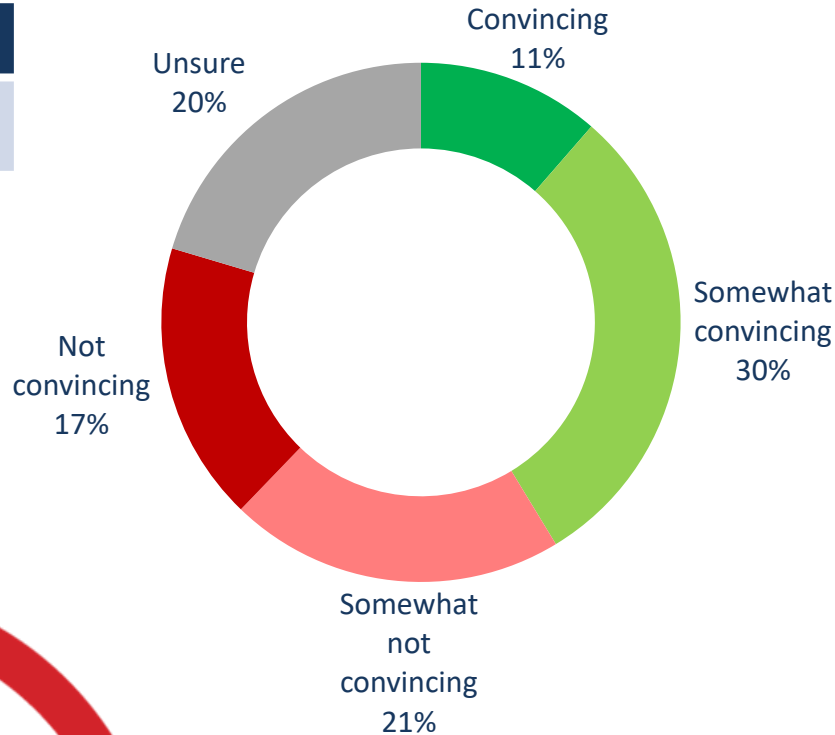
QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

My nearest major airport is well run.

Airports are leaders in community

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
+3.0



Subgroups	Convincing/ Somewhat convincing
Atlantic (n=100)	47.9%
Quebec (n=250)	35.4%
Ontario (n=300)	32.7%
Prairies (n=200)	48.5%
British Columbia (n=150)	54.2%
Male (n=468)	41.1%
Female (n=532)	41.4%
18 to 34 (n=239)	39.5%
35 to 54 (n=364)	42.6%
55 plus (n=397)	41.4%

***Note:** Charts may not add up to 100 due to rounding

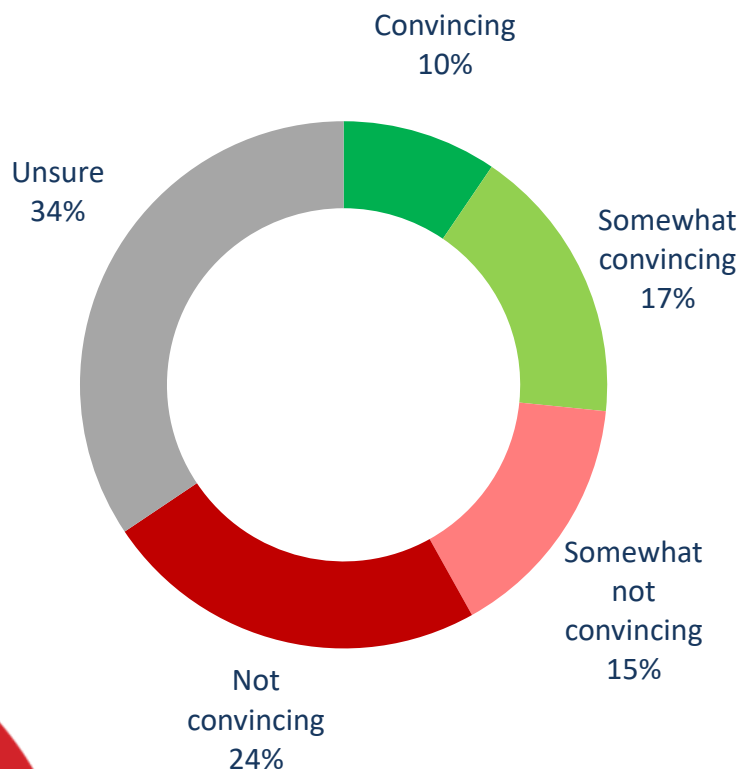
QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

My nearest major airport is a leader in the community, in terms of being a good corporate citizen.

Airports are financially self-sufficient

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
-12.4



Subgroups	Not convincing/ Somewhat not convincing
Atlantic (n=100)	33.8%
Quebec (n=250)	46.8%
Ontario (n=300)	39.7%
Prairies (n=200)	39.4%
British Columbia (n=150)	27.6%
Male (n=468)	43.0%
Female (n=532)	35.0%
18 to 34 (n=239)	45.8%
35 to 54 (n=364)	36.1%
55 plus (n=397)	36.7%

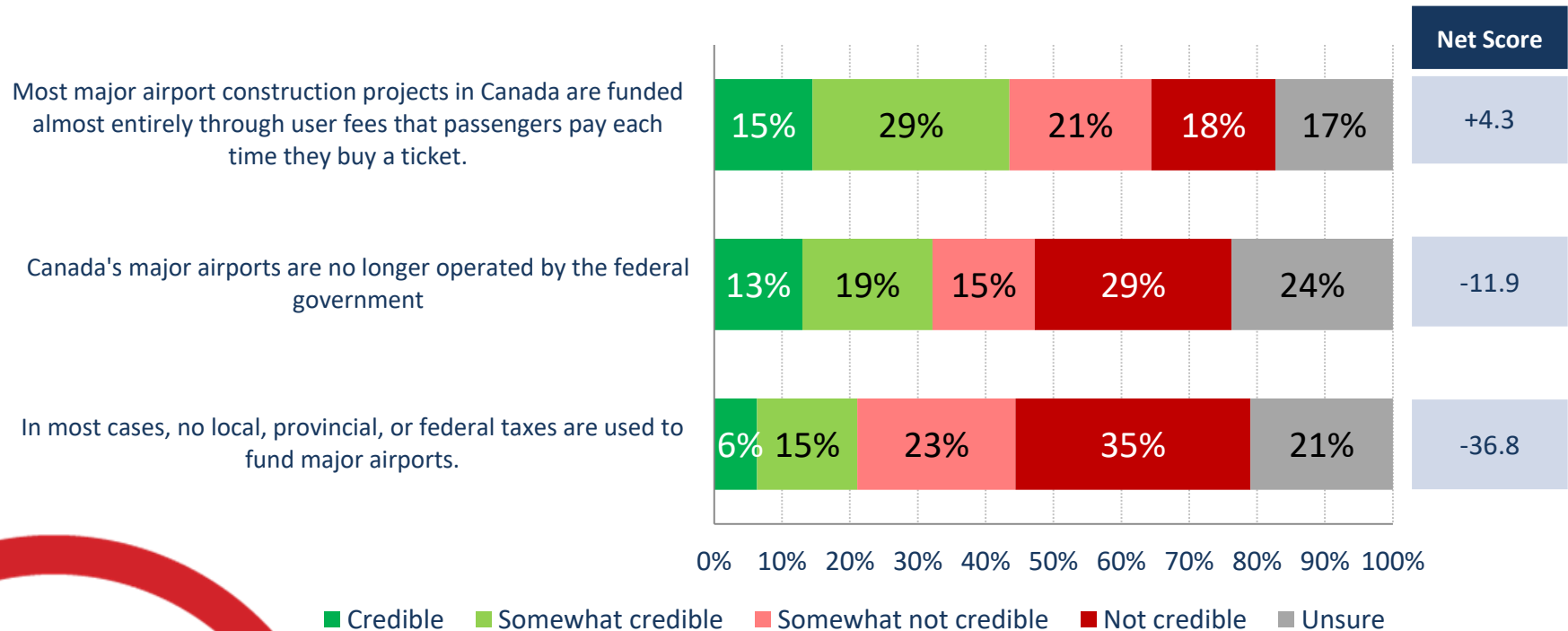
***Note:** Charts may not add up to 100 due to rounding

QUESTION – Are the following statements convincing, somewhat convincing, somewhat not convincing, not convincing? [RANDOMIZE]

My nearest major airport is financially self-sufficient and operates without taxpayer subsidies.

Credibility of airport statements

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

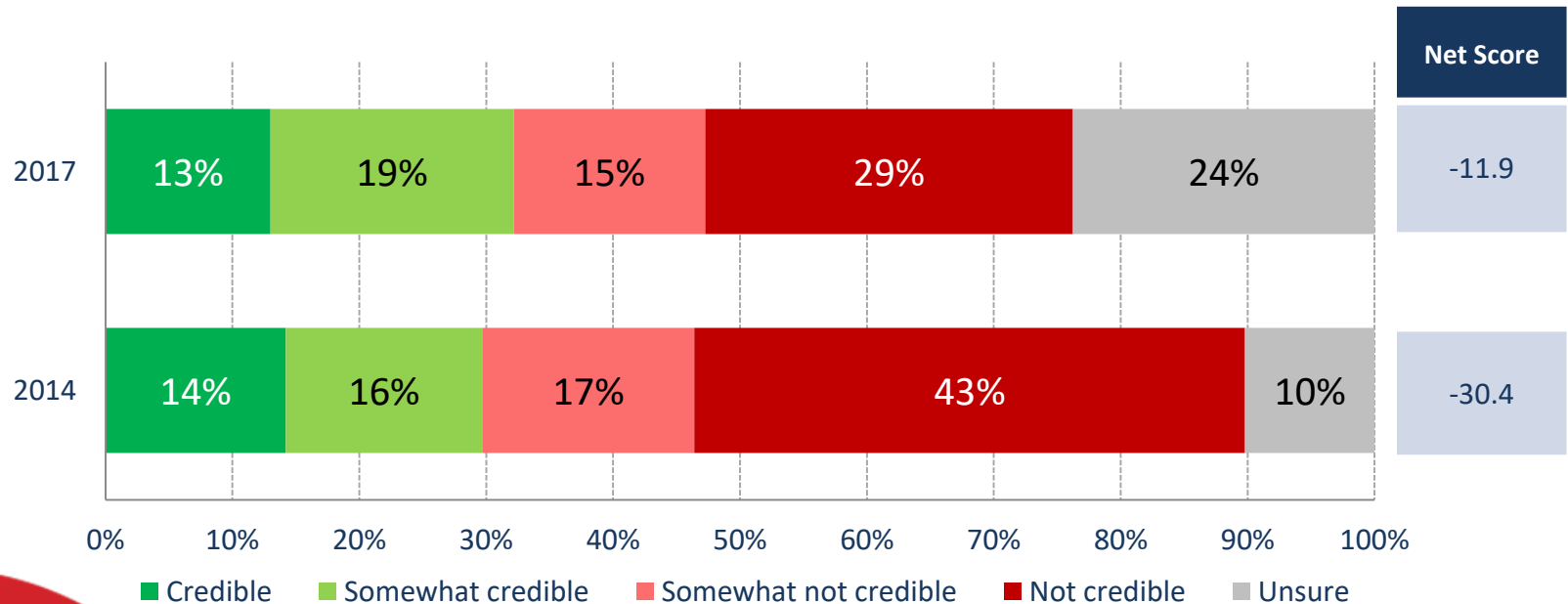


***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

Operation of airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.
Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

Canada's major airports are no longer operated by the federal government. They're operated by local, not-for-profit organizations.

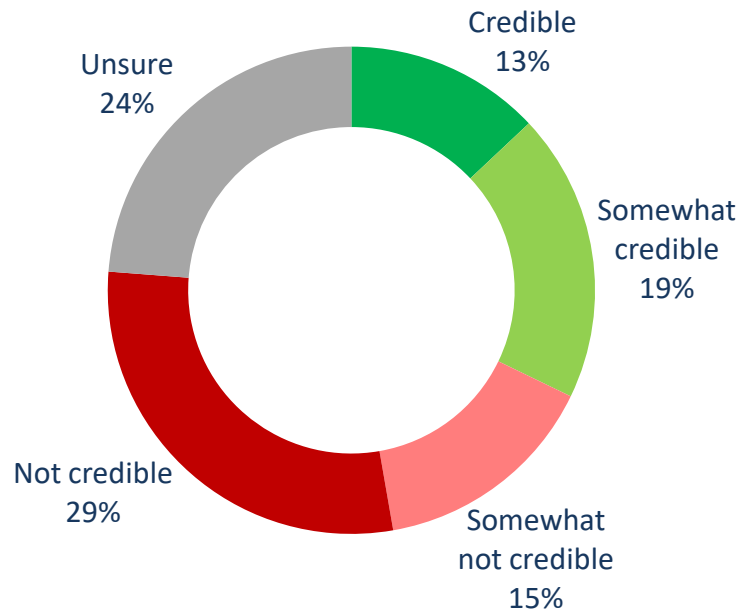
Previous wording (2014): Most commercial airports are owned and operated by local, not-for-profit organizations.

Operation of airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
-11.9



Subgroups	Not credible	
	2017	2014
Atlantic (n=100)	19.3%	45.1%
Quebec (n=250)	30.6%	45.9%
Ontario (n=300)	30.7%	42.7%
Prairies (n=200)	29.5%	45.0%
British Columbia (n=150)	28.5%	37.4%
Male (n=468)	27.1%	39.1%
Female (n=532)	30.7%	47.2%

***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

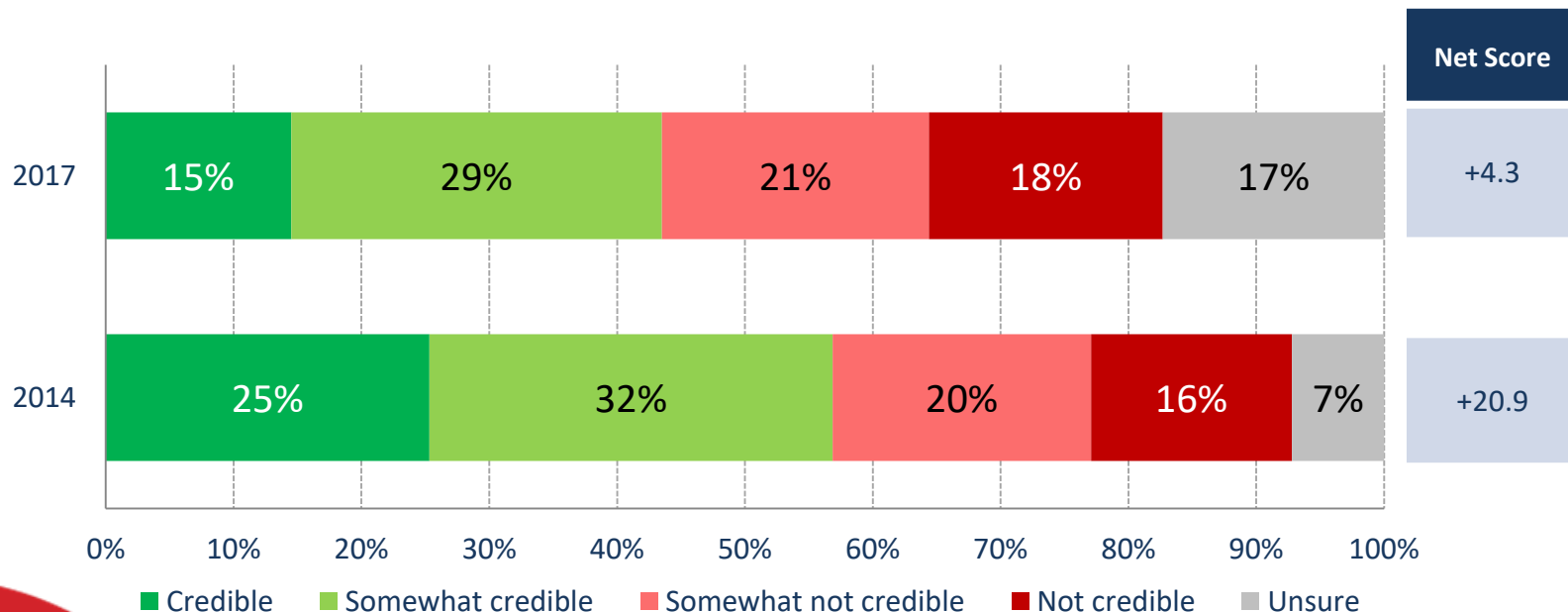
Canada's major airports are no longer operated by the federal government. They're operated by local, not-for-profit organizations.

Previous wording (2014): Most commercial airports are owned and operated by local, not-for-profit organizations.

Funding for airport construction

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

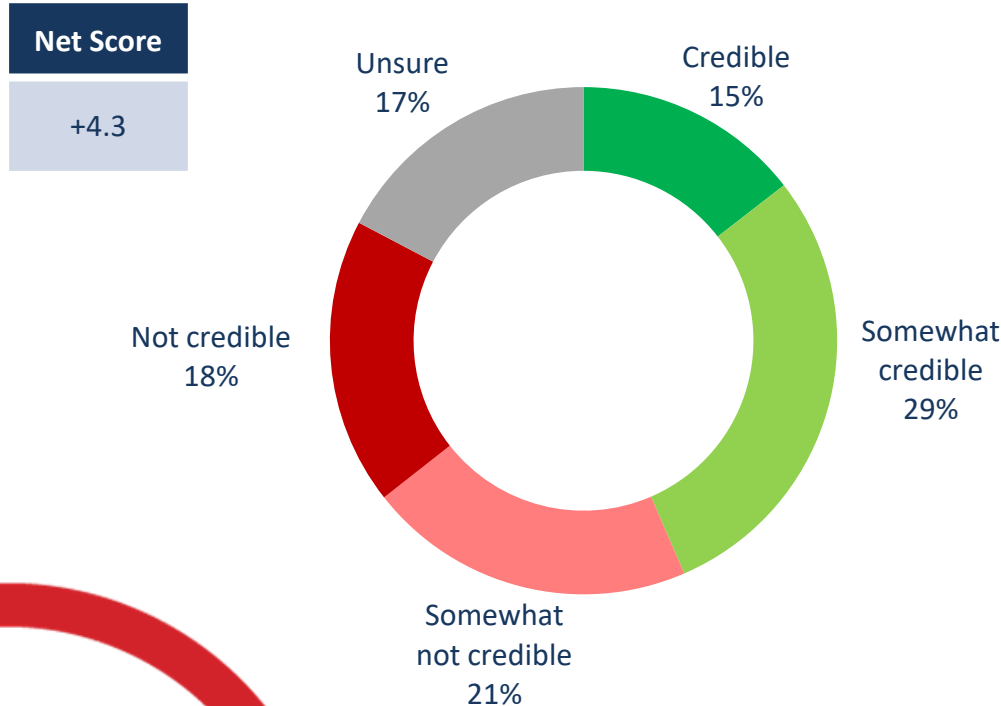
Most major airport construction projects in Canada are funded almost entirely through user fees that passengers pay each time they buy a ticket.

Previous wording (2014): Most commercial airports are funded almost entirely through airline ticket taxes and fees that passengers pay every time they buy a ticket.

Funding for airport construction

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



Subgroups	Credible	
	2017	2014
Atlantic (n=100)	14.3%	23.7%
Quebec (n=250)	11.9%	30.5%
Ontario (n=300)	14.9%	24.8%
Prairies (n=200)	11.7%	23.2%
British Columbia (n=150)	21.8%	21.4%
Male (n=468)	16.4%	27.7%
Female (n=532)	12.7%	23.2%

***Note: Charts may not add up to 100 due to rounding**

QUESTION – For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

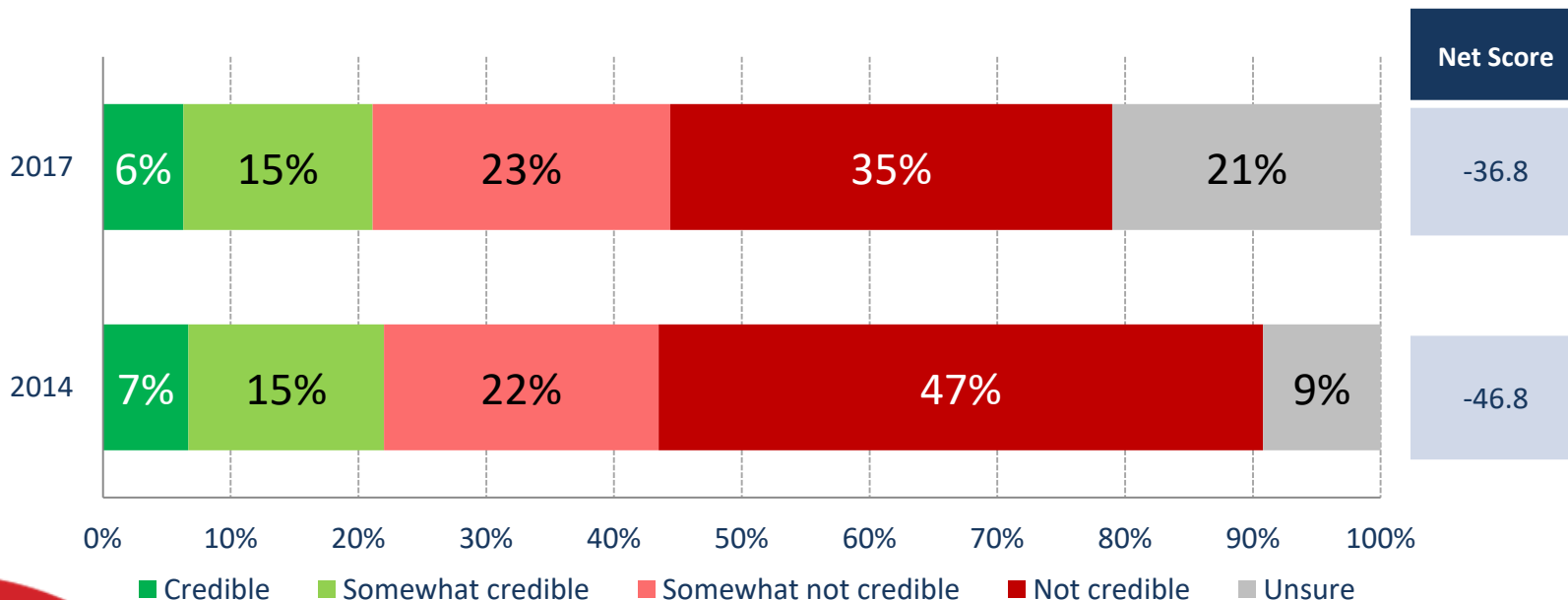
Most major airport construction projects in Canada are funded almost entirely through user fees that passengers pay each time they buy a ticket.

Previous wording (2014): Most commercial airports are funded almost entirely through airline ticket taxes and fees that passengers pay every time they buy a ticket.

Funding for airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.



***Note: Charts may not add up to 100 due to rounding**

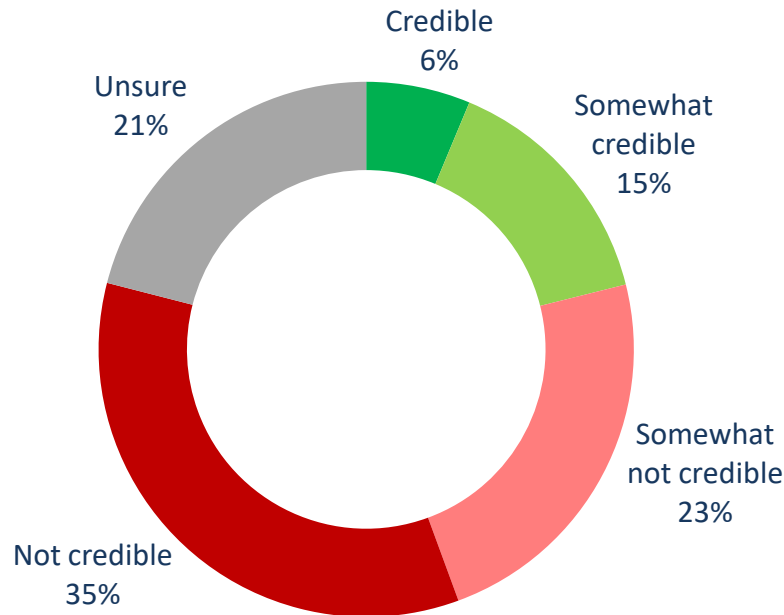
QUESTION – For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

In most cases, no local, provincial, or federal taxes are used to fund major airports.
Previous wording (2014): In most cases, no local, provincial, or federal taxes are used to fund commercial airports.

Funding for airports

Source: Nanos Research, RDD dual frame hybrid telephone and online random survey, September 29th and October 3rd, 2017, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.
 Source: Nanos Research, RDD dual frame hybrid telephone and online survey, January 18th to 26th, 2014, n=1000, accurate 3.1 percentage points plus or minus, 19 times out of 20.

Net Score
 -36.8



Subgroups	Not credible	
	2017	2014
Atlantic (n=100)	28.1%	48.8%
Quebec (n=250)	39.6%	48.9%
Ontario (n=300)	38.6%	46.3%
Prairies (n=200)	35.3%	48.8%
British Columbia (n=150)	22.0%	43.6%
Male (n=468)	34.3%	46.2%
Female (n=532)	35.0%	48.3%

***Note:** Charts may not add up to 100 due to rounding

QUESTION – For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

In most cases, no local, provincial, or federal taxes are used to fund major airports.
Previous wording (2014): In most cases, no local, provincial, or federal taxes are used to fund commercial airports.



Methodology

Methodology

Nanos conducted an RDD dual frame (land- and cell-lines) hybrid telephone and online random survey of 1,000 Canadians, 18 years of age or older, between September 29th and October 3rd, 2017 as part of an omnibus survey. Participants were randomly recruited by telephone using live agents and administered a survey online. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of Canada.

Individuals were randomly called using random digit dialling with a maximum of five call backs.

The margin of error for a random survey of 1,000 Canadians is ± 3.1 percentage points, 19 times out of 20.

The research was commissioned by Canadian Airports Council.

Note: Charts may not add up to 100 due to rounding.

2014 Tracking Results are from a National Nanos RDD dual frame hybrid telephone and online random survey of 1,000 Canadians conducted between January 18th and 26th, 2014 as part of an omnibus survey. Participants were randomly recruited by telephone and administered a survey online. The sample included both land- and cell-lines across Canada. The results were statistically checked and weighted using the latest Census data. The margin of error for a random survey of 1,000 Canadians is ± 3.1 percentage points, 19 times out of 20. Readers should note that the survey was initiated nine days after the closure at Pearson International on January 7th, 2014.

2013 Tracking Results are from a national Nanos dual frame hybrid telephone and online random survey of 1,002 Canadians conducted between April 4th and 8th, 2013. Participants were randomly recruited by telephone through the proprietary Nanos Crowdsourcing sample and administered a survey online. The margin of error for a random survey of 1,002 Canadians is $\pm 3.1\%$, 19 times out of 20.

2007 Tracking Results are from a total of 1,000 interviews conducted among Canadians between March 31st and April 5th, 2007. The national sample has a margin of error of 3.1 percentage points, plus or minus, 19 times out of 20. The random sample was created by cross-correlating the postal codes with a non-proprietary database of telephone numbers. Within the sampling universe, potential respondents were randomly selected to participate in the study. All selected members of the sampling universe who were not available were called back five (5) times.

About Nanos

Nanos is one of North America's most trusted research and strategy organizations. Our team of professionals is regularly called upon by senior executives to deliver superior intelligence and market advantage whether it be helping to chart a path forward, managing a reputation or brand risk or understanding the trends that drive success. Services range from traditional telephone surveys, through to elite in-depth interviews, online research and focus groups. Nanos clients range from Fortune 500 companies through to leading advocacy groups interested in understanding and shaping the public landscape. Whether it is understanding your brand or reputation, customer needs and satisfaction, engaging employees or testing new ads or products, Nanos provides insight you can trust.



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Technical Note

Element	Description
Organization who commissioned the research	Canadian Airports Council
Final Sample Size	1000 Randomly selected individuals.
Margin of Error	±3.1 percentage points, 19 times out of 20.
Mode of Survey	RDD dual frame (land- and cell-lines) hybrid telephone and online [omnibus] survey
Sampling Method Base	The sample included both land- and cell-lines RDD (Random Digit Dialed) across Canada.
Demographics (Captured)	Atlantic Canada, Quebec, Ontario, Prairies, British Columbia; Men and Women; 18 years and older. Six digit postal code was used to validate geography.
Fieldwork/Validation	Live interviews with live supervision to validate work as per the MRIA Code of Conduct
Number of Calls	Maximum of five call backs.
Time of Calls	Individuals were called between 12-5:30 pm and 6:30-9:30pm local time for the respondent.
Field Dates	September 29 th and October 3 rd , 2017.
Language of Survey	The survey was conducted in both English and French.

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2014) and the sample is geographically stratified to ensure a distribution across all regions of Canada. See tables for full weighting disclosure
Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior to administering the survey to ensure the integrity of the data.
Excluded Demographics	Individuals younger than 18 years old; individuals without land or cell lines could not participate.
Stratification	By age and gender using the latest Census information (2014) and the sample is geographically stratified to be representative of Canada. Smaller areas such as Atlantic Canada were marginally oversampled to allow for a minimum regional sample.
Estimated Response Rate	13 percent, consistent with industry norms.
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	This was module three of an omnibus survey. Preceding modules asked about the top unprompted national issue of concern and fish farming,
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Survey Company	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanosresearch.com Telephone:(613) 234-4666 ext. Email: info@nanosresearch.com.



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			Region						Gender		Age		
			Canada	Atlantic				British					
			2017-10	Canada	Quebec	Ontario	Prairies	Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Would you	Total	Unwgt	1000	100	250	300	200	150	468	532	239	364	397
say your overall		N											
impression of Canadian		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
airports is positive,	Positive	%	31.6	35.8	25.1	28.7	32.6	43.7	32.1	31.1	31.4	31.9	31.4
somewhat positive,	Somewhat	%	35.7	41.0	37.2	32.7	34.4	37.0	34.9	36.4	33.4	35.7	37.1
neutral, somewhat	positive												
negative or negative?	Neutral	%	14.8	10.5	16.8	18.1	14.5	8.2	15.2	14.4	15.0	16.6	13.1
	Somewhat	%	10.8	7.1	14.9	12.4	8.9	6.4	10.7	10.9	11.7	10.8	10.2
	negative												
	Negative	%	4.4	2.4	2.1	7.0	5.3	2.8	4.4	4.3	7.1	2.5	4.0
	Unsure	%	2.8	3.1	4.4	1.0	4.2	1.9	2.8	2.9	1.4	2.5	4.1

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Question - Why do you have that opinion? * Question 1 - Our next few questions are about major airports in Canada. A major airport is an airport with commercial passenger airline service, generally serving at least one destination out of province. Would you say your overall impression of Canadian

		Question 1 - Our next few questions are about major airports in Canada. A major airport is an airport with commercial passenger airline service, generally serving at least one destination out of province. Would you say your overall impression of Canadian a				
		Positive	Neutral	Negative	Unsure	Total
Good/friendly service	Count	40	1	0	0	41
		6.0%	0.7%	0.0%	0.0%	4.1%
Good security organization	Count	7	0	0	0	7
		1.0%	0.0%	0.0%	0.0%	0.7%
New/modern facilities	Count	31	3	0	0	34
		4.6%	2.0%	0.0%	0.0%	3.4%
Efficient/well run/clean	Count	147	4	0	0	151
		21.9%	2.7%	0.0%	0.0%	15.1%
Much better than other countries	Count	22	2	0	0	24
		3.3%	1.3%	0.0%	0.0%	2.4%
Never had a problem	Count	133	3	0	0	136
		19.9%	2.0%	0.0%	0.0%	13.6%
They are expensive	Count	9	11	33	0	53
		1.3%	7.4%	22.0%	0.0%	5.3%
Lax/weak security	Count	5	1	6	0	12
		0.7%	0.7%	4.0%	0.0%	1.2%
They are ok	Count	45	21	1	0	67
		6.7%	14.1%	0.7%	0.0%	6.7%
Disorganized	Count	27	5	32	0	64
		4.0%	3.4%	21.3%	0.0%	6.4%
Don't travel too much	Count	17	41	0	23	81
		2.5%	27.5%	0.0%	82.1%	8.1%
Long lines	Count	10	13	20	1	44
		1.5%	8.7%	13.3%	3.6%	4.4%
Rude service/poor staff	Count	5	2	22	0	29
		0.7%	1.3%	14.7%	0.0%	2.9%
Not as good as foreign airports	Count	2	4	14	0	20
		0.3%	2.7%	9.3%	0.0%	2.0%
They are safe	Count	47	0	0	0	47
		7.0%	0.0%	0.0%	0.0%	4.7%
Has improved	Count	3	0	0	0	3
		0.4%	0.0%	0.0%	0.0%	0.3%
Needs improvement	Count	2	5	4	0	11
		0.3%	3.4%	2.7%	0.0%	1.1%
Other	Count	22	17	11	0	50
		3.3%	11.4%	7.3%	0.0%	5.0%
Due to my experience/I travel extensively	Count	36	1	2	0	39
		5.4%	0.7%	1.3%	0.0%	3.9%
Haven't heard negative media	Count	3	0	0	0	3
		0.4%	0.0%	0.0%	0.0%	0.3%
They serve a purpose/are important	Count	8	1	0	0	9
		1.2%	0.7%	0.0%	0.0%	0.9%
Unsure	Count	0	2	0	1	3
		0.0%	1.3%	0.0%	3.6%	0.3%
No answer	Count	49	12	5	3	69
		7.3%	8.1%	3.3%	10.7%	6.9%
Total	Count	670	149	150	28	1000
		100.0%	100.0%	100.0%	100.0%	100.0%

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			Region						Gender		Age		
			Canada	Atlantic									
			2017-10	Canada	Quebec	Ontario	Prairies	Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Who is primarily responsible for operating major airports in Canada? [RANDOMIZE]	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Federal government	%	43.6	31.5	58.7	39.6	35.0	45.9	43.3	43.8	35.0	45.1	48.2
	For-profit corporations	%	17.2	20.7	13.8	18.4	18.4	16.7	19.8	14.8	18.4	15.2	18.2
	Local, not-for-profit corporations	%	10.4	17.3	8.0	10.1	11.9	8.7	12.6	8.4	9.8	10.0	11.3
	Provincial/local government	%	7.3	5.7	6.1	7.1	9.5	8.0	7.0	7.7	10.3	8.1	4.6
	Airlines	%	3.1	3.3	3.0	4.0	3.9	.4	2.2	4.0	4.7	3.8	1.4
	Other	%	2.0	.8	1.9	1.7	2.7	2.6	1.6	2.4	.5	2.7	2.4
	Unsure	%	16.3	20.7	8.5	19.1	18.5	17.7	13.5	18.9	21.4	15.1	13.8

For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant [RANDOMIZE]

			Region						Gender		Age		
			Canada	Atlantic									
			2017-10	Canada	Quebec	Ontario	Prairies	Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Airport as part of Canada's transportation network	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Important	%	84.7	89.1	74.2	86.0	88.4	92.1	86.0	83.5	80.1	87.2	85.8
	Somewhat important	%	13.9	9.0	23.7	13.1	10.2	7.5	13.2	14.6	18.1	11.7	12.9
	Somewhat unimportant	%	.6	.0	.8	.6	.5	.4	.4	.7	.7	.3	.7
	Unimportant	%	.3	.8	.4	.0	.4	.0	.4	.2	.3	.5	.0
	Unsure	%	.5	1.1	.9	.3	.5	.0	.0	1.1	.8	.3	.6

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For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - The role of airports to international trade	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Important	%	69.7	73.1	65.0	70.9	71.7	70.5	72.6	67.0	66.8	71.7	70.2
	Somewhat important	%	24.7	20.0	29.0	24.4	22.5	24.0	24.2	25.1	29.5	22.8	23.0
	Somewhat unimportant	%	3.6	2.7	3.3	3.4	4.0	4.6	2.8	4.4	2.6	4.3	3.7
	Unimportant	%	.4	.8	.3	.6	.0	.4	.2	.6	.4	.4	.4
	Unsure	%	1.6	3.5	2.4	.7	1.8	.4	.3	2.9	.8	.9	2.8

For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - The role of airports to the local economy	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Important	%	61.6	63.6	57.2	58.9	65.6	67.6	60.2	62.9	57.3	62.9	63.4
	Somewhat important	%	32.2	31.8	33.8	34.3	29.5	28.8	34.7	29.7	36.6	30.9	30.2
	Somewhat unimportant	%	3.6	.0	5.3	4.7	3.1	1.5	3.6	3.6	5.4	3.0	2.8
	Unimportant	%	1.3	1.5	1.9	1.4	.9	.4	1.0	1.5	.3	1.7	1.6
	Unsure	%	1.4	3.1	1.8	.7	1.0	1.7	.5	2.3	.4	1.5	2.0

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For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - The role of airports in welcoming visitors	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Important	%	66.6	66.0	68.1	61.8	64.8	76.2	66.0	67.1	64.8	68.0	66.5
	Somewhat important	%	25.4	27.1	27.6	27.3	25.3	16.9	27.6	23.3	26.0	24.4	25.8
	Somewhat unimportant	%	5.2	3.8	2.5	6.8	7.9	3.9	4.6	5.8	5.8	5.5	4.6
	Unimportant	%	1.9	.8	.9	3.7	.8	2.2	1.3	2.4	2.7	.9	2.3
	Unsure	%	1.0	2.4	.9	.5	1.2	.8	.5	1.4	.8	1.2	.9

For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - The local jobs created by airports	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Important	%	57.8	59.1	49.2	56.8	62.8	66.5	54.7	60.8	56.6	58.5	58.0
	Somewhat important	%	34.2	35.7	39.8	33.8	31.9	27.7	37.4	31.1	34.3	35.0	33.5
	Somewhat unimportant	%	5.4	2.1	6.8	7.8	2.7	4.1	6.3	4.5	6.6	4.7	5.2
	Unimportant	%	1.4	.8	2.4	1.2	1.6	.4	.9	2.0	2.1	.9	1.4
	Unsure	%	1.2	2.4	1.8	.4	1.0	1.3	.7	1.6	.4	.9	1.9

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For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - The role of airports in attracting businesses and jobs to your region	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Important	%	56.9	64.8	53.7	57.1	55.3	58.4	58.5	55.3	49.0	59.1	60.3
	Somewhat important	%	32.2	27.4	31.5	34.1	34.6	29.5	32.3	32.1	37.6	30.9	29.6
	Somewhat unimportant	%	5.8	2.0	7.4	4.5	6.5	7.2	5.9	5.7	7.9	5.6	4.5
	Unimportant	%	2.8	1.5	3.3	3.2	2.8	1.7	2.0	3.5	3.9	1.7	2.9
	Unsure	%	2.4	4.3	4.1	1.1	.8	3.1	1.4	3.4	1.6	2.7	2.7

For each of the following factors, I would like you to tell me whether they are important, somewhat important, somewhat unimportant or unimportant [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - The role of airports in the local community (e.g. reputation, environmental, sustainability, business, education, etc.)	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Important	%	47.9	44.8	45.3	47.1	48.8	54.5	46.9	48.8	40.9	47.5	53.0
	Somewhat important	%	38.8	40.9	41.8	36.8	38.7	36.3	41.5	36.1	44.0	39.9	34.1
	Somewhat unimportant	%	9.1	9.3	6.8	12.3	10.3	4.5	8.0	10.1	13.0	6.3	8.7
	Unimportant	%	1.9	1.5	2.7	1.6	1.4	2.0	2.0	1.7	.8	3.2	1.4
	Unsure	%	2.4	3.4	3.5	2.2	.8	2.7	1.6	3.2	1.3	3.0	2.7

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How would you rank each of the following possible situations/complaints in terms of concern, where 1 is most concerning, 2 is second most concerning, and so on. [RANDOMIZE]

			Region						Gender		Age		
			Canada	Atlantic				British					
			2017-10	Canada	Quebec	Ontario	Prairies	Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - First ranked response	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	The cost of travelling out % of one's area airport		32.0	35.6	30.5	31.5	31.8	33.2	32.0	32.0	37.4	34.2	26.2
	Long wait times at security checkpoints	%	18.0	10.5	17.9	20.9	17.5	18.3	17.9	18.2	17.4	17.6	18.9
	The lack of flight options % locally		13.8	21.9	12.2	11.6	14.7	14.1	13.9	13.6	14.4	13.6	13.4
	Cancelled or delayed flights	%	13.7	13.4	11.2	15.7	16.3	10.6	14.3	13.1	13.6	12.1	15.1
	Long wait times at Canada customs/the border	%	12.5	9.0	15.3	11.8	9.9	14.9	12.3	12.7	8.9	11.8	15.6
	Aircraft noise	%	8.8	8.4	12.1	7.4	7.4	8.5	7.9	9.7	8.0	9.4	9.0
	Unsure	%	1.2	1.2	.8	1.2	2.4	.4	1.7	.7	.4	1.3	1.7

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How would you rank each of the following possible situations/complaints in terms of concern, where 1 is most concerning, 2 is second most concerning, and so on. [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Second ranked response	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	The cost of travelling out of one's area airport	%	19.7	19.5	19.3	18.6	20.4	22.0	21.3	18.2	22.9	18.6	18.5
	The lack of flight options locally	%	19.7	32.3	16.4	17.0	23.2	17.7	21.1	18.4	23.8	20.1	16.5
	Long wait times at security checkpoints	%	19.1	11.4	21.2	19.0	19.7	20.2	19.5	18.7	14.9	21.7	19.7
	Long wait times at Canada customs/the border	%	19.0	13.0	20.6	21.6	16.8	17.8	17.2	20.7	18.6	19.5	18.8
	Cancelled or delayed flights	%	15.0	14.7	15.8	16.3	12.4	14.5	12.1	17.7	15.6	13.7	15.6
	Aircraft noise	%	4.2	5.8	4.2	4.0	2.8	5.6	4.4	4.1	2.2	3.8	6.0
	No answer	%	1.2	1.2	.8	1.2	2.4	.4	1.7	.7	.4	1.3	1.7
	Unsure	%	2.1	2.0	1.7	2.5	2.3	1.8	2.7	1.5	1.5	1.3	3.2

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How would you rank each of the following possible situations/complaints in terms of concern, where 1 is most concerning, 2 is second most concerning, and so on. [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Third ranked response	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Long wait times at security checkpoints	%	20.7	20.2	21.3	20.3	21.2	20.0	18.4	22.8	25.0	19.3	18.8
	Long wait times at Canada customs/the border	%	19.3	20.4	18.7	19.9	21.0	16.1	19.0	19.6	19.3	18.2	20.2
	The cost of travelling out of one's area airport	%	17.5	18.8	16.7	16.5	17.9	19.9	15.4	19.6	16.5	16.6	19.1
	Cancelled or delayed flights	%	16.7	17.8	17.9	17.3	13.3	16.9	20.4	13.1	15.5	18.3	16.1
	The lack of flight options locally	%	13.5	11.7	14.5	12.3	12.3	17.2	12.7	14.3	14.3	14.7	11.9
	Aircraft noise	%	4.0	3.0	3.3	4.2	4.9	4.6	4.4	3.7	2.8	5.7	3.4
	No answer	%	3.3	3.2	2.5	3.6	4.7	2.2	4.4	2.2	1.9	2.6	4.9
	Unsure	%	5.0	4.9	5.2	6.0	4.8	3.1	5.3	4.7	4.7	4.6	5.5

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How would you rank each of the following possible situations/complaints in terms of concern, where 1 is most concerning, 2 is second most concerning, and so on. [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Fourth ranked response	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Long wait times at security checkpoints	%	18.2	23.4	21.4	17.0	15.7	15.0	18.4	18.0	19.9	20.3	15.1
	Long wait times at Canada customs/the border	%	17.7	18.3	17.6	17.4	18.3	17.4	17.9	17.6	21.9	17.4	15.1
	Cancelled or delayed flights	%	16.7	15.8	15.1	15.4	16.4	23.0	16.4	17.0	16.4	17.9	15.8
	The lack of flight options locally	%	14.1	11.5	10.5	16.4	16.1	14.7	13.1	15.2	16.5	9.3	16.7
	The cost of travelling out of one's area airport	%	13.0	10.8	16.5	11.4	12.5	12.8	13.3	12.8	8.9	14.4	14.8
	Aircraft noise	%	6.3	4.5	6.6	6.5	7.0	6.1	6.0	6.7	6.2	7.2	5.7
	No answer	%	8.4	8.1	7.7	9.9	9.5	5.3	9.9	6.9	6.6	7.2	10.6
	Unsure	%	5.5	7.5	4.7	6.1	4.5	5.6	5.1	5.9	3.6	6.3	6.0

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How would you rank each of the following possible situations/complaints in terms of concern, where 1 is most concerning, 2 is second most concerning, and so on. [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Fifth ranked response	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Cancelled or delayed flights	%	20.3	22.0	19.1	18.7	25.3	17.7	19.4	21.2	23.9	19.4	18.6
	The lack of flight options % locally	%	17.9	6.4	24.2	16.5	17.2	18.6	17.8	17.9	14.2	20.0	18.5
	Long wait times at Canada customs/the border	%	15.3	23.0	13.7	15.8	12.5	15.5	15.8	14.8	17.7	14.4	14.4
	Long wait times at security checkpoints	%	10.8	12.5	8.5	10.8	10.5	13.8	11.2	10.4	10.5	11.2	10.6
	Aircraft noise	%	9.6	7.4	11.9	8.9	6.6	12.5	8.6	10.5	12.4	9.3	7.8
	The cost of travelling out % of one's area airport	%	7.2	6.9	5.7	9.2	7.8	5.1	7.2	7.2	7.2	6.1	8.2
	No answer	%	13.9	15.6	12.3	16.0	14.0	10.9	15.0	12.8	10.2	13.6	16.7
	Unsure	%	5.2	6.2	4.6	4.2	6.2	5.9	5.1	5.2	4.0	6.0	5.2

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How would you rank each of the following possible situations/complaints in terms of concern, where 1 is most concerning, 2 is second most concerning, and so on. [RANDOMIZE]

			Region						Gender		Age		
			Canada	Atlantic									
			2017-10	Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Sixth ranked response	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Aircraft noise	%	49.4	46.5	48.2	50.0	53.1	47.3	49.6	49.2	54.1	47.2	48.1
	Cancelled or delayed flights	%	7.0	7.5	10.1	5.2	4.3	8.8	6.5	7.5	7.7	7.9	5.7
	The lack of flight options locally	%	9.4	6.3	10.3	11.6	5.5	11.3	8.8	10.1	7.4	11.3	9.3
	Long wait times at Canada customs/the border	%	5.4	4.5	5.3	3.3	7.2	7.7	5.2	5.6	6.1	7.3	3.2
	Long wait times at security checkpoints	%	4.6	8.4	3.9	4.0	3.8	5.1	5.1	4.0	5.0	3.1	5.5
	The cost of travelling out of one's area airport	%	3.6	.8	4.8	4.0	3.1	3.1	3.2	4.0	3.0	2.8	4.6
	No answer	%	19.0	21.8	17.0	20.2	20.2	16.8	20.1	18.0	14.2	19.6	21.9
	Unsure	%	1.6	4.2	.4	1.7	2.8	.0	1.5	1.7	2.5	.8	1.7

Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse? [RANDOMIZE]

			Region						Gender		Age		
			Canada										
			2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Cancelled or delayed flights	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Better	%	17.2	14.7	21.6	13.2	15.1	22.7	19.8	14.8	17.2	16.5	17.9
	Worse	%	39.8	44.5	33.7	45.5	39.3	36.1	41.0	38.6	37.1	44.1	37.9
	Unsure	%	43.0	40.8	44.7	41.4	45.6	41.2	39.2	46.7	45.7	39.4	44.2

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Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse? [RANDOMIZE]

			Region						Gender		Age		
			Canada										
			2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - The lack of flight options locally	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Better	%	25.9	27.7	26.8	19.7	31.2	28.8	26.3	25.6	29.6	25.9	23.5
	Worse	%	36.0	39.9	30.7	37.4	41.6	32.1	38.0	34.0	37.9	36.7	34.1
	Unsure	%	38.0	32.4	42.5	42.9	27.2	39.1	35.7	40.3	32.6	37.5	42.4

Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse? [RANDOMIZE]

			Region						Gender		Age		
			Canada										
			2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Long wait times at security checkpoints.	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Better	%	22.1	17.4	25.0	20.7	22.5	22.6	22.2	22.0	26.1	21.5	19.7
	Worse	%	57.0	58.4	52.3	60.6	56.1	58.1	59.7	54.4	50.4	59.1	59.9
	Unsure	%	20.9	24.2	22.7	18.7	21.4	19.4	18.1	23.6	23.5	19.4	20.4

Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse? [RANDOMIZE]

			Region						Gender		Age		
			Canada										
			2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Long wait times at Canada customs/the border	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Better	%	24.1	22.7	31.5	21.2	23.2	19.5	24.0	24.1	25.5	24.7	22.5
	Worse	%	46.7	41.2	42.6	49.9	46.8	50.3	46.8	46.5	41.4	47.4	49.7
	Unsure	%	29.3	36.1	26.0	28.8	30.0	30.2	29.2	29.3	33.1	27.9	27.8

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Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse? [RANDOMIZE]

			Region						Gender		Age		
			Canada										
			2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - The cost of travelling out of one's area airport	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Better	%	9.2	10.3	9.1	7.6	9.4	11.4	10.0	8.4	8.1	9.7	9.5
	Worse	%	67.7	67.5	64.7	70.4	71.9	62.1	69.3	66.2	73.0	68.1	63.8
	Unsure	%	23.1	22.2	26.2	22.0	18.7	26.5	20.6	25.5	18.9	22.3	26.7

Over the past five years, in each of the following situations/complaints, would you say the situation has gotten better or worse? [RANDOMIZE]

			Region						Gender		Age		
			Canada										
			2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Aircraft noise	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Better	%	22.7	25.0	22.2	20.0	23.9	26.1	28.1	17.5	21.1	21.5	25.0
	Worse	%	14.5	5.9	18.2	16.4	11.8	14.0	12.8	16.2	15.6	14.2	14.0
	Unsure	%	62.8	69.1	59.7	63.6	64.3	59.9	59.1	66.3	63.3	64.3	61.0

Are the following statements convincing, somewhat convincing, somewhat not convincing, or not convincing? [RANDOMIZE]

			Region						Gender		Age		
			Canada										
			2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Canada's major airports are community-based and play an important role in local and regional economy development	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Convincing	%	22.7	28.0	17.0	20.0	26.3	29.5	23.8	21.7	20.3	22.7	24.5
	Somewhat convincing	%	37.7	33.8	38.8	33.2	42.9	40.4	39.3	36.1	40.7	37.9	35.4
	Somewhat not convincing	%	18.1	14.9	20.2	20.8	16.3	13.6	16.9	19.2	22.8	17.4	15.3
	Not convincing	%	12.4	10.3	13.9	15.9	9.3	8.7	12.4	12.5	11.7	11.4	13.8
	Unsure	%	9.1	13.1	10.0	10.1	5.2	7.8	7.6	10.5	4.4	10.5	11.0

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Are the following statements convincing, somewhat convincing, somewhat not convincing, or not convincing? [RANDOMIZE]

			Region						Gender		Age			
			Canada	Atlantic	British					Male	Female	18 to 34	35 to 54	55 plus
			2017-10	Canada	Quebec	Ontario	Prairies	Columbia						
Question - Canada's major airports have made investments in their facilities over the past decade that have improved the traveler experience	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397	
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389	
	Convincing	%	31.8	38.9	22.9	26.4	38.8	43.0	33.7	29.9	31.2	33.6	30.5	
	Somewhat convincing	%	40.6	41.5	44.1	39.5	41.9	34.8	40.5	40.7	40.5	40.7	40.7	
	Somewhat not convincing	%	13.1	8.7	16.5	16.5	8.2	9.9	12.5	13.6	16.9	9.6	13.4	
	Not convincing	%	7.5	4.3	6.7	11.3	5.1	6.7	7.6	7.4	7.4	7.4	7.7	
	Unsure	%	7.0	6.7	9.8	6.2	6.1	5.6	5.7	8.3	4.1	8.6	7.7	

Are the following statements convincing, somewhat convincing, somewhat not convincing, or not convincing? [RANDOMIZE]

			Region						Gender		Age			
			Canada	Atlantic				British		Male	Female	18 to 34	35 to 54	55 plus
			2017-10	Canada	Quebec	Ontario	Prairies	Columbia						
Question - Canada's major airports play an important role in connecting Canada with the world for trade and tourism	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397	
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389	
	Convincing	%	60.0	64.5	51.4	59.0	64.4	67.6	62.0	58.1	58.3	58.9	62.2	
	Somewhat convincing	%	31.6	27.2	38.4	31.5	28.7	27.2	29.9	33.2	33.4	32.1	29.9	
	Somewhat not convincing	%	3.6	2.3	5.6	3.5	2.1	3.7	3.4	3.9	4.2	4.3	2.8	
	Not convincing	%	1.5	1.3	.8	2.8	1.4	.0	1.6	1.3	1.2	1.8	1.3	
	Unsure	%	3.3	4.7	3.8	3.2	3.4	1.5	3.1	3.4	2.9	2.9	3.8	

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Are the following statements convincing, somewhat convincing, somewhat not convincing, or not convincing? [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Canada's	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
major airports are self-		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
sustaining and do not	Convincing	%	9.2	14.0	9.3	8.3	7.2	10.2	10.3	8.1	9.2	8.9	9.4
drain precious tax dollars	Somewhat convincing	%	22.5	29.8	21.7	18.3	20.8	29.3	23.9	21.1	24.0	25.2	18.9
away from other	Somewhat not	%	23.6	16.7	27.0	23.8	28.6	15.2	26.0	21.2	26.8	21.1	23.4
important government	convincing												
services	Not convincing	%	19.5	19.4	18.0	21.5	19.4	17.9	21.0	18.0	17.6	20.0	20.3
	Unsure	%	25.3	20.2	23.9	28.0	24.1	27.4	18.8	31.6	22.3	24.7	27.9

Are the following statements convincing, somewhat convincing, somewhat not convincing, or not convincing? [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - My nearest	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
major airport cares		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
about the comfort of	Convincing	%	16.1	17.9	13.0	10.7	16.8	29.8	16.4	15.7	19.3	15.5	14.3
travelers	Somewhat convincing	%	37.1	39.6	35.0	34.4	45.3	33.6	37.7	36.6	34.5	41.1	35.5
	Somewhat not	%	20.5	23.1	25.1	20.3	18.3	14.5	20.0	20.9	18.5	18.0	24.1
	convincing												
	Not convincing	%	19.7	12.8	18.1	29.2	15.0	14.6	19.2	20.3	21.2	18.5	19.8
	Unsure	%	6.6	6.7	8.9	5.4	4.6	7.6	6.6	6.5	6.6	6.9	6.3

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Are the following statements convincing, somewhat convincing, somewhat not convincing, or not convincing? [RANDOMIZE]

			Region						Gender		Age		
			Canada	Atlantic				British					
			2017-10	Canada	Quebec	Ontario	Prairies	Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - My nearest major airport is well run	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Convincing	%	25.9	29.5	17.4	17.9	32.8	44.2	28.2	23.6	23.7	27.3	26.1
	Somewhat convincing	%	40.6	43.3	39.5	41.4	42.1	37.0	38.1	43.0	40.0	43.4	38.5
	Somewhat not convincing	%	14.6	13.3	17.5	20.1	12.1	3.0	15.0	14.2	14.5	13.7	15.4
	Not convincing	%	9.2	6.2	12.0	11.7	6.2	5.3	9.4	9.0	13.0	6.3	9.1
	Unsure	%	9.8	7.8	13.6	8.9	6.8	10.5	9.4	10.2	8.8	9.3	10.9

Are the following statements convincing, somewhat convincing, somewhat not convincing, or not convincing? [RANDOMIZE]

			Region						Gender		Age		
			Canada	Atlantic				British					
			2017-10	Canada	Quebec	Ontario	Prairies	Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - My nearest major airport is a leader in the community, in terms of being a good corporate citizen	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Convincing	%	11.4	11.2	9.6	6.5	10.5	25.5	10.3	12.4	8.9	12.2	12.4
	Somewhat convincing	%	29.9	36.7	25.8	26.2	38.0	28.7	30.8	29.0	30.6	30.4	29.0
	Somewhat not convincing	%	20.9	20.0	27.0	21.7	19.8	11.1	21.8	20.0	25.0	19.1	19.5
	Not convincing	%	17.4	12.5	19.1	22.7	12.8	13.7	18.0	16.9	20.3	17.1	15.8
	Unsure	%	20.4	19.6	18.5	22.9	18.9	21.1	19.1	21.7	15.3	21.2	23.3

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Are the following statements convincing, somewhat convincing, somewhat not convincing, or not convincing? [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - My nearest major airport is financially self-sufficient and operates without taxpayer subsidies	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Convincing	%	9.5	9.8	6.3	9.3	9.3	15.2	11.2	7.9	6.3	12.3	9.3
	Somewhat convincing	%	17.1	17.4	14.9	17.3	18.0	19.2	18.7	15.7	20.5	19.0	13.2
	Somewhat not convincing	%	15.3	12.5	19.2	13.6	17.3	11.6	16.2	14.4	18.4	15.3	13.2
	Not convincing	%	23.7	21.3	27.6	26.1	22.1	16.0	26.8	20.6	27.4	20.8	23.5
	Unsure	%	34.4	39.0	32.1	33.7	33.2	38.0	27.1	41.4	27.4	32.6	40.8

For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Canada's major airports are no longer operated by the federal government. They're operated by local, not-for-profit organizations	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Credible	%	13.0	13.4	10.7	14.7	12.6	13.4	15.7	10.4	12.7	13.7	12.5
	Somewhat credible	%	19.2	24.9	18.0	15.1	22.7	20.8	21.7	16.7	22.7	18.4	17.3
	Somewhat not credible	%	15.1	11.7	17.2	14.4	13.6	17.4	17.2	13.1	14.9	16.0	14.5
	Not credible	%	29.0	19.3	30.6	30.7	29.5	28.5	27.1	30.7	26.3	28.2	31.5
	Unsure	%	23.8	30.8	23.5	25.0	21.6	19.9	18.3	29.0	23.3	23.6	24.2

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For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - Most major airport construction projects in Canada are funded almost entirely through user fees that passengers pay each time they buy a ticket	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Credible	%	14.5	14.3	11.9	14.9	11.7	21.8	16.4	12.7	11.9	14.9	16.0
	Somewhat credible	%	29.0	30.2	25.3	26.4	34.6	32.0	30.8	27.3	38.8	30.0	21.3
	Somewhat not credible	%	20.9	18.7	26.3	18.5	22.2	16.9	23.0	18.9	20.4	20.8	21.5
	Not credible	%	18.3	13.7	21.7	21.7	13.8	14.8	17.2	19.4	13.8	17.4	22.2
	Unsure	%	17.3	23.0	14.8	18.5	17.6	14.6	12.7	21.7	15.2	17.0	19.0

For each of the following statements related to aviation and air travel, please indicate whether it is credible, somewhat credible, somewhat not credible, or not credible. [RANDOMIZE]

			Region						Gender		Age		
			Canada 2017-10	Atlantic Canada	Quebec	Ontario	Prairies	British Columbia	Male	Female	18 to 34	35 to 54	55 plus
Question - In most cases, no local, provincial, or federal taxes are used to fund major airports	Total	Unwgt N	1000	100	250	300	200	150	468	532	239	364	397
		Wgt N	1000	100	250	300	200	150	491	509	271	340	389
	Credible	%	6.3	10.0	5.1	6.6	3.4	8.9	6.9	5.6	5.3	7.5	5.8
	Somewhat credible	%	14.8	16.1	12.5	12.6	17.7	18.0	16.6	13.0	17.7	15.2	12.3
	Somewhat not credible	%	23.3	19.9	23.1	21.3	20.6	33.6	26.3	20.5	25.6	22.2	22.7
	Not credible	%	34.6	28.1	39.6	38.6	35.3	22.0	34.3	35.0	33.6	32.9	36.9
	Unsure	%	21.0	25.9	19.6	20.8	22.9	17.5	15.9	25.8	17.7	22.1	22.2

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