



## Canadians' Attitudes Towards Life Issues

Commissioned Research  
Conducted for:  
**LifeCanada**

October 2008

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## INTRODUCTION

The survey was conducted on behalf of LifeCanada by telephone among a representative sample of 2,023 adult Canadians between September 24 and October 21, 2008. The survey was done in conjunction with Environics' FOCUS CANADA survey.

The survey looks at Canadians' attitudes towards life issues, such as the point at which human life should be protected by law, support for "informed consent" laws and funding for abortions. It also looks at Canadians' preference at the end of their life: palliative care or euthanasia.

The margin of error for a sample of 2,023 is 2.2 percentage points, 19 times out of 20. The reader is cautioned that margins of error for smaller subsamples are larger.

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## EXECUTIVE SUMMARY

- When Canadians are asked at what point in human development the law should protect human life, a total of almost six in ten say from conception on (28%), after three months of pregnancy (20%) or after six months of pregnancy (9%). One-third of Canadians (33%) think human life should receive legal protection only from the point of birth. Ten percent offer no opinion on this question.
- Interestingly, about three in ten Canadians support the view at one end of the spectrum that human life should be legally protected from conception on and on the other end of the spectrum that it should be protected only from birth on. Another three in ten think it should be protected prior to birth but some months after conception.
- Long-term tracking data indicate that since this question was first posed in 2002, majorities of Canadians have held the belief that human life should be legally protected some time prior to birth (at conception or after 3 or 6 months of pregnancy), with this view hitting a peak of 68 percent in 2004. However, the total proportion holding this view is down five points from 2007, and is close to the lowest level recorded in 2002 (when this question was first asked).
- Majorities across the country believe that human life should receive legal protection some time prior to birth, but this view remains lower in British Columbia (51%). However, since 2007, this view has declined across the country, from three points in Ontario and Atlantic Canada to seven points in British Columbia.
- The survey finds that the view that human life should be protected from conception on continues to be highest in Atlantic Canada (37%) and the Prairies (36%), and lowest in British Columbia (23%). Support for this view also continues to be higher among women (33%) than among men (24%).
- The view that human life should receive legal protection only from the point of birth is highest in British Columbia (38%) and lowest in the Prairies (28%). This view continues to be higher among men (35%) than among women (31%).
- Canadians were told that in some states in the U.S., there are “informed consent” laws concerning abortion. These laws require that before a woman has an abortion procedure, her physician must provide her with certain information, such as details on the stages of foetal development, including an ultrasound scan, the possible complications and side effects following an abortion, and alternatives to abortion.

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- When Canadians are asked if they support or oppose similar laws in Canada for women considering abortion, a large majority (65%) continue to be in favour of such laws, while just three in ten (30%) are opposed. Five percent offer no opinion.
- Tracking data indicate that support for “informed consent” laws continues to show a downward trend since 2006 (down 2 points from 2007 and down 6 from 2006) and is now at the lowest level recorded since the question was first posed in 2003. The decline found in the current survey is driven by a noticeable decline in Atlantic Canada and a smaller decrease in Quebec. Support has grown slightly in the Prairies and shown no significant change in the rest of the country.
- Majorities of Canadians across the country support “informed consent” laws in Canada for women considering abortion. Support is at six in ten or higher across the country, but is highest in the Prairies (73%). Since 2007, support has increased in the Prairies (up 7 points), but has declined noticeably in Atlantic Canada (down 8) and, to a lesser extent, in Quebec (down 5).
- Interestingly, as noted in previous surveys, women are as likely as men to be supportive of such laws (63%, down 5 points and 67%, respectively), but this view has declined among women.
- When Canadians are presented with three opinions on the funding of abortions, half (49%) think abortions should be financed using tax dollars, but only in medical emergencies, such as a threat to the mother’s life or in cases of rape or incest. Three in ten (30%) think abortions should always be paid using the tax-funded health care system, while just under two in ten (17%) take the view that paying for abortions should be a private responsibility, either out-of-pocket or using Blue Cross or other private health care plans. Opinions on this question have remained essentially unchanged from 2007.
- Overall, the opinion that abortion should be funded using tax dollars only in cases of medical emergencies is the prevalent view across all of the country and nearly all demographic cohorts. Only among Bloc Québécois supporters is opinion divided between public funding for all abortions and support for funding abortions using tax dollars but only in the cases of medical emergencies. Interestingly, there are no significant differences between men and women in response to this question.
- The view that abortions should always be paid using the tax-funded health care system is highest in Quebec (36%) and Manitoba (39%).

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- The opinion that abortions should be funded using tax dollars but only in cases of medical emergencies is highest in Atlantic Canada (56%) and Alberta (54%), and lowest in Quebec (42%).
- The view that abortions should be a private responsibility is highest in Alberta (22%) and lowest in Ontario (15%).
- Canadians were told that some politicians would like to legalize euthanasia. Euthanasia was defined as intentionally ending another person's life, in cases where the person is sick, dying or disabled. They were also told that, at the same time, studies show most Canadians do not have good access to palliative care at the end of their lives. Palliative care offers effective pain management and comfort care for the dying, so as to alleviate suffering.
- When asked if they had a choice, at the end of their life, which would they prefer, opinion is evenly divided between palliative care (44%) and euthanasia (44%). Six percent say it depends and four percent offer no opinion.
- Support for palliative care is higher in the Prairies (50%) and lowest in Quebec (36%). Support is higher among women (47%) than among men (40%).
- Support for euthanasia is higher in Quebec (49%). Support is higher among men (48%) than among women (41%).

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## LEGAL PROTECTION OF HUMAN LIFE

**About a total of just under six in ten Canadians think human life should be legally protected some time prior to the point of birth, including three in ten who think it should be protected from conception on. This proportion is down since 2007, but this has not resulted from an increase in the proportion who think human life should be protected only from the point of birth, but rather from an increase in the number who offer no opinion.**

Most Canadians continue to think there should be legal protection of human life at some time before the point of birth – ranging from those who think it should be from conception on to those who think it should be protected after six months of pregnancy.

When Canadians are asked at what point in human development should the law protect human life, a total of just under six in ten say from conception on (28%), after three months of pregnancy (20%) or after six months of pregnancy (9%). One-third of Canadians (33%) think human life should receive legal protection only from the point of birth. Ten percent offer no opinion on this question.

Interestingly, about three in ten each of Canadians support the view on one end of the spectrum that human life should be legally protected from conception on and on the other side of the spectrum that it should be protected only from birth on. Another three in ten think it should be protected prior to birth but some months after conception.

Long-term tracking data indicate that since this question was first posed in 2002, majorities of Canadians have held the belief that human life should be legally protected some time prior to birth (at conception or after 3 or 6 months of pregnancy), with this view hitting a peak of 68 percent in 2004. However, the total proportion holding this view is down five points from 2007, and is close to the lowest level recorded in 2002 (when this question was first asked).

The current survey finds that there has been essentially no change in the proportion who think human life should be protected from conception on, but a directional change puts it at the lowest level since this question was first asked in 2002.

There has been essentially no change in the proportion who think human life should be protected after three months of pregnancy, but this view is still seven points higher than the low point recorded in 2002.

There has been essentially no change in the proportion who think human life should be protected after six months of pregnancy. The number who hold this view grew from six percent in 2002 to 11 percent in 2003 and has remained relatively constant since then.

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There has been no change in the proportion who believe human life should be given legal protection only from the point of birth, and this view remains at the peak level first recorded in 2005.

Canadians are less likely than in 2007 to offer an opinion on this question (10% do not offer an opinion versus 5% in 2007, but still four points lower than in 2002).

Majorities across the country believe that human life should receive legal protection some time prior to birth, but this view remains lower in British Columbia (51%). However, since 2007, this view has declined across the country, from three points in Ontario and Atlantic Canada to seven points in British Columbia.

Looking at opinion for legal protection of human life at different points in human development, the survey finds that the view that human life should be protected from conception on continues to be highest in Atlantic Canada (37%) and the Prairies (36%), and lowest in British Columbia (23%). Support for this view also continues to be higher among women (33%) than among men (24%). It is also higher among those who live outside of large metropolitan areas (in communities with fewer than 100,000 inhabitants), those with less than a university degree, and those with less than \$100,000 annual household income. Since 2007, this view has declined among the most affluent Canadians and those aged 30 to 44. Looking at political affiliation, support continues to be higher among Conservative Party supporters and undecided voters, but since 2007, support of this view is down among Conservative Party supporters.

The view that human life should be protected after three months of pregnancy does not vary significantly across the country. This view is higher among younger Canadians, particularly those aged 18 to 29, and European immigrants. This view does not differ based on political affiliation.

Support for the view that human life should be protected after six months of pregnancy does not vary significantly across the country or across demographic subgroups. This view also does not differ based on political affiliation.

The view that human life should receive legal protection only from the point of birth is highest in British Columbia (38%) and lowest in the Prairies (28%). This view continues to be higher among men (35%) than among women (31%). It is also somewhat higher among the most affluent Canadians, and is up among this group since 2007. Looking at political affiliation, support is higher among Bloc Québécois and NDP supporters, and lower among Conservative Party supporters and undecided voters. However, since 2007, this proportion is up slightly among Conservative Party supporters.

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## Human life should be legally protected ...

2002-2008

	2002	2003	2004	2005	2006	2007	2008
	%	%	%	%	%	%	%
From conception on	37	31	33	30	31	30	28
After three months of pregnancy	13	21	24	19	23	21	20
After six months of pregnancy	6	11	11	11	10	11	9
From the point of birth	30	28	28	33	30	33	33
DK/NA	14	9	4	7	6	5	10

*Q.121C In your opinion, at what point in human development should the law protect human life? Should it be ...?*

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## INFORMED CONSENT LAWS

**Two-thirds of Canadians support “informed consent” laws in Canada similar to those in the United States for women considering abortion. This view has shown a downward trend since 2006.**

In this question, Canadians were told that in some states in the U.S., there are “informed consent” laws concerning abortion. These laws require that before a woman has an abortion procedure, her physician must provide her with certain information, such as details on the stages of foetal development, including an ultrasound scan, the possible complications and side effects following an abortion, and alternatives to abortion.

When Canadians are asked if they support or oppose similar laws in Canada for women considering abortion, a large majority (65%) continue to be in favour of such laws, while just three in ten (30%) are opposed. Five percent offer no opinion.

Tracking data indicate that support for “informed consent” laws continues to show a downward trend since 2006 (down 2 points from 2007 and down 6 from 2006) and is now at the lowest level recorded since the question was first posed in 2003. The decline found in the current survey is driven by a noticeable decline in Atlantic Canada and a smaller decrease in Quebec. Support has grown slightly in the Prairies and shown no significant change in the rest of the country.

Majorities of Canadians across the country support “informed consent” laws in Canada for women considering abortion. Support is at six in ten or higher across the country, but is highest in the Prairies (73%). Since 2007, support has increased in the Prairies (up 7 points), but has declined noticeably in Atlantic Canada (down 8) and, to a lesser extent, in Quebec (down 5).

Majorities in all demographic cohorts are also supportive of “informed consent” laws, but support is higher among those who live outside of large metropolitan areas (in communities with fewer than 100,000 inhabitants) and Canadians aged 18 to 44. Since 2007, this view is down noticeably among Canadians with the lowest education, and this group now offer the lowest support across all demographic groups. It is also down among those with the lowest annual household income and non-European immigrants. As noted in previous surveys, women are as likely as men to be supportive of such laws (63%, down 5 points and 67%, respectively), but this view has declined among women.

Looking at political affiliation, support for “informed consent” laws is higher among Conservative Party (72%) and Green Party (70%) supporters, and is lower among undecided voters (59%) and Liberal Party supporters (59%), and since 2007 is down slightly among Liberals.

Support for “informed consent” laws varies somewhat based on opinions of the point at which human life should receive legal protection. Support is higher among those who think human life should be legally protected from conception on (77%), after three months of pregnancy (73%), and among those who think human life should receive legal protection only after six months of pregnancy (70%, up 9 points from 2007) than among those who think human life should receive legal protection from the point of birth (55%). However, even among this last group, a slight majority are supportive of “informed consent” laws. Since 2007, there has been an increase in support for “informed consent” laws among those who think human life should receive legal protection only after six months of pregnancy.

### Should Canada have “informed consent” laws?

October 2003-2008

	2003*	2004	2005	2006	2007	2008
	%	%	%	%	%	%
Yes, support	69	73	70	71	67	65
No, oppose	24	25	27	26	29	30
DK/NA	7	3	3	3	5	5

\*In 2003, the preamble was the same, but the question wording read “Would you support similar laws in Canada for women considering abortion?”

### Should Canada have “informed consent” laws?

By opinions on when law should protect human life

October 2008

	From conception on	After three months of pregnancy	After six months of pregnancy	From the point of birth
	%	%	%	%
Yes, support	77	73	70	55
No, oppose	20	24	28	41
DK/NA	4	2	2	4

*Q.122C Some states in the U.S. have “informed consent” laws concerning abortion. These laws require that, before a woman has an abortion procedure, her physician must provide her with certain information such as details on the stages of foetal development including an ultrasound scan, the possible complications and side effects following an abortion, and alternatives to abortion. Do you support or oppose similar laws in Canada for women considering abortion?*

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## FUNDING FOR ABORTIONS

**Half of Canadians think abortions should be financed using tax dollars, but only in emergency situations, such as a threat to the mother's life or in cases of rape or incest.**

Canadians continue to be supportive of funding abortions via tax dollars, but only in emergency situations. There continues to be far less support for public funding of all abortions, or for the view that all abortions should be paid for by individuals or private insurance plans.

When Canadians are presented with three opinions on the funding of abortions, half (49%) think abortions should be financed using tax dollars, but only in medical emergencies, such as a threat to the mother's life or in cases of rape or incest. Three in ten (30%) think abortions should always be paid using the tax-funded health care system, while just under two in ten (17%) take the view that paying for abortions should be a private responsibility, either out-of-pocket or using Blue Cross or other private health care plans. Opinions on this question have remained essentially unchanged from 2007.

Overall, the opinion that abortion should be funded using tax dollars only in cases of medical emergencies is the prevalent view across all of the country and nearly all demographic cohorts. Only among Bloc Québécois supporters is opinion divided between public funding for all abortions and support for funding abortions using tax dollars but only in the cases of medical emergencies. Interestingly, there are no significant differences between men and women in response to this question.

The view that abortions should always be paid using the tax-funded health care system is highest in Quebec (36%) and Manitoba (39%). This view is higher among those living in large metropolitan areas with 100,000 or more inhabitants, university graduates (36%), European immigrants, Bloc Québécois (40%), Liberal and NDP supporters. Since 2007, support is down among those living in the largest metropolitan areas, those with a university degree, and Canadians aged 60 and older.

The opinion that abortions should be funded using tax dollars but only in cases of medical emergencies is highest in Atlantic Canada (56%) and Alberta (54%), and lowest in Quebec (42%). This view is higher among Conservative Party supporters.

The view that abortions should be a private responsibility is highest in Alberta (22%) and lowest in Ontario (15%). This view is higher among Canadians with lower education and Conservative Party supporters.

Opinions on funding of abortion vary somewhat with views on when human life should receive legal protection. The view that abortions should always be paid using the tax-funded health care system is higher among those who think human life should be protected some time after

conception. Support for funding abortions using tax dollars but only in cases of medical emergencies is higher among those who think human life should be protected some time before the point of birth. The view that abortions should be a private responsibility is greater among those who think human life should be legally protected from conception on.

### Preferred view on funding of abortion

October 2002-2008

	2002*	2003*	2004	2005	2006	2007	2008
	%	%	%	%	%	%	%
Abortions should always be paid using the tax-funded health care system	23	25	26	29	31	32	30
Abortions should be financed using tax dollars but only in medical emergencies, such as a threat to the mother's life or in cases of rape or incest	51	53	54	50	48	47	49
Paying for abortions should be a private responsibility, either out-of-pocket or using Blue Cross or other private health care plans	15	15	18	18	18	17	17
DK/NA	11	7	2	3	3	3	4

*Q.123C When it comes to the funding of abortions, which of the following three opinions is closest to your own ...?*

\*In 2002 and 2003, the question was “When it comes to the use of public funds for abortions...which of the following options most closely conforms to your opinion?” with slightly modified response categories.

## Preferred view on funding of abortion

October 2008

	Lib	Con	NDP	BQ	Green Party	Undecided
	%	%	%	%	%	%
Abortions should always be paid using the tax-funded health care system	37	22	34	40	31	24
Abortions should be financed using tax dollars but only in medical emergencies, such as a threat to the mother's life or in cases of rape or incest	45	54	52	42	50	50
Paying for abortions should be a private responsibility, either out-of-pocket or using Blue Cross or other private health care plans	16	21	12	15	13	18
DK/NA	2	3	2	2	7	9

## Preferred view on funding of abortion?

By opinions on when law should protect human life

October 2008

	From conception on	After three months of pregnancy	After six months of pregnancy	From the point of birth
	%	%	%	%
Abortions should always be paid using the tax-funded health care system	12	31	40	40
Abortions should be financed using tax dollars but only in medical emergencies, such as a threat to the mother's life or in cases of rape or incest	56	53	47	45
Paying for abortions should be a private responsibility, either out-of-pocket or using Blue Cross or other private health care plans	28	14	12	12

*Q.123C When it comes to the funding of abortions, which of the following three opinions is closest to your own ...?*

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## PALLIATIVE CARE VERSUS EUTHANASIA AT END OF LIFE

**Canadians are evenly divided as to whether they would prefer palliative care or euthanasia, if given the choice at the end of their life.**

In this question, Canadians were told that some politicians would like to legalize euthanasia. Euthanasia was defined as intentionally ending another person's life, in cases where the person is sick, dying or disabled. They were also told that, at the same time, studies show most Canadians do not have good access to palliative care at the end of their lives. Palliative care offers effective pain management and comfort care for the dying, so as to alleviate suffering.

When asked if they had a choice, at the end of their life, which would they prefer, opinion is evenly divided between palliative care (44%) and euthanasia (44%). Six percent say it depends and four percent offer no opinion.

Support for palliative care is higher in the Prairies (50%) and lowest in Quebec (36%). Support is higher among women (47%) than among men (40%). It is also higher among Canadians aged 60 and older, those with at least some university education, and Liberal and Conservative Party supporters.

Support for euthanasia is higher in Quebec (49%). Support is higher among men (48%) than among women (41%). It is also higher among Canadians under the age of 60, those with less than a university education and Bloc Québécois supporters.

Preference for palliative compare versus euthanasia varies considerably based on opinions of the point at which human life should receive legal protection. Support for palliative care is far higher among those who think human life should be legally protected from conception on (59%) than among those who think human life should receive legal protection after three months of pregnancy (39%), six months of pregnancy (32%) and only from the point of birth (39%).

In contrast, support for euthanasia is far higher among those who think human life should receive legal protection only from the point of birth (50%), after six months of pregnancy (53%) and after three months of pregnancy (54%) than among those who think human life should be legally protected from conception (32%).

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## Palliative care versus euthanasia at end of life

October 2008

	2008
	%
Palliative care	44
Euthanasia	44
Depends	6
Refused	2
DK/NA	4

## Palliative care versus euthanasia at end of life

By age and gender      October 2008

	18-29	30-44	45-59	60+	Men	Women
	%	%	%	%	%	%
Palliative care	42	41	41	51	40	47
Euthanasia	47	47	48	36	48	41
Depends	5	6	6	6	5	6
Refused	2	2	1	3	2	2
DK/NA	3	4	4	4	5	3

*Q.124C In Canada, some politicians would like to legalize euthanasia. By euthanasia, we mean intentionally ending another person's life, in cases where the person is sick, dying or disabled. At the same time, studies show most Canadians do not have good access to palliative care at the end of their lives. Palliative care offers effective pain management and comfort care for the dying, so as to alleviate suffering. If you had the choice, at the end of your life, which would you prefer?*

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## Palliative care versus euthanasia at end of life

October 2008

	Lib	Con	NDP	BQ	Green Party	Undecided
	%	%	%	%	%	%
Palliative care	48	48	44	34	41	37
Euthanasia	43	43	45	54	47	45
Depends	4	5	5	11	4	7
Refused	2	1	2	—	2	2
DK/NA	5	2	3	1	6	9

## Palliative care versus euthanasia at end of life

By opinions on when law should protect human life

October 2008

	From conception on	After three months of pregnancy	After six months of pregnancy	From the point of birth
	%	%	%	%
Palliative care	59	39	32	39
Euthanasia	32	54	53	50
Depends	4	3	9	6
Refused	2	1	2	2
DK/NA	3	3	3	3

*Q.124C In Canada, some politicians would like to legalize euthanasia. By euthanasia, we mean intentionally ending another person's life, in cases where the person is sick, dying or disabled. At the same time, studies show most Canadians do not have good access to palliative care at the end of their lives. Palliative care offers effective pain management and comfort care for the dying, so as to alleviate suffering. If you had the choice, at the end of your life, which would you prefer?*

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## METHODOLOGY REPORT

The results are based on omnibus questions placed on an Environics' FOCUS CANADA survey, conducted with a representative sample of adult Canadians between September 24 and October 21, 2008.

### QUESTION DESIGN

The questions were designed by senior Environics researchers in conjunction with representatives from LifeCanada. The questions were pre-tested as part of the overall survey, prior to being finalized.

### SAMPLE SELECTION

The sampling method was designed to complete approximately 2,020 interviews within households randomly selected across Canada. The sample is drawn in such a way that it represents the Canadian population with the exception of those Canadians living in the Yukon, Northwest Territories or Nunavut, or in institutions (armed forces barracks, hospitals, prisons).

The sampling model relies on the stratification of the population by 10 regions (Atlantic Canada, Metropolitan Montreal, the rest of Quebec, the Greater Toronto Area, the rest of Ontario, Manitoba, Saskatchewan, Alberta, the Greater Vancouver Regional District and the rest of British Columbia) and by four community sizes (1,000,000 inhabitants or more, 100,000 to 1,000,000 inhabitants, 5,000 to 100,000 inhabitants, and under 5,000 inhabitants). The final sample was distributed as follows.

**Sample distribution**

	2006 Census* %	Weighted N=2,023	Unweighted N=2,023	Margin of Error
CANADA	100	2,023	2,023	+/- 2.2%
Atlantic Canada	8	150	253	+/- 6.2%
Quebec	24	492	500	+/- 4.4%
Ontario	38	775	540	+/- 4.2%
Manitoba	4	72	125	+/- 8.8%
Saskatchewan	3	60	125	+/- 8.8%
Alberta	10	206	240	+/- 6.3%
British Columbia	13	268	240	+/- 6.3%

\* Canadians aged 18 years or over in 2006, excluding those in Nunavut, the Northwest Territories and the Yukon

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Environics uses a sampling method in which sample is generated using the RDD (random digit dialling) technique. Samples are generated using a database of active phone ranges. These ranges are made up of a series of contiguous blocks of 100 contiguous phone numbers and are revised three to four times per year after a thorough analysis of the most recent edition of an electronic phonebook. Each number generated is processed through an appropriate series of validation procedures before it is retained as part of a sample. Each number generated is looked up in a recent electronic phonebook database to retrieve geographic location, business indicator and “do not call” status. The postal code for listed numbers is verified for accuracy and compared against a list of valid codes for the sample stratum. Non-listed numbers are assigned a “most probable” postal code based on the data available for all listed numbers in the phone exchange. This sample selection technique ensures that both unlisted numbers and numbers listed after the directory publication are included in the sample.

### **Telephone interviewing**

Interviewing for this survey was conducted at Environics’ central facilities in Toronto and Montreal. Field supervisors were present at all times to ensure accurate interviewing and recording of responses. Ten percent of each interviewer’s work was unobtrusively monitored for quality control in accordance with the standards set out by the Marketing Research and Intelligence Association (MRI). A minimum of five calls were made to a household before classifying it as a “no answer.” From within each household contacted, respondents 18 years of age and older were screened for random selection using the “most recent birthday” method. The use of this technique produces results that are as valid and effective as enumerating all persons within a household and selecting one randomly.

### **COMPLETION RESULTS**

A total of 2,023 interviews were completed between September 24 and October 21, 2008. A sample of this size will produce a sampling error of plus or minus 2.2 percentage points, 19 times out of 20. The margin of error is greater for results pertaining to regional or socio-demographic subgroups of the total sample.

The effective response rate for the survey is five percent.<sup>1</sup> This is calculated as the number of responding participants (completed interviews, disqualifications and over-quota participants – 2,141), divided by unresolved numbers (e.g., busy, no answer – 11,026) plus non-responding

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<sup>1</sup> This response rate calculation is based on a new formula recently developed by MRIA in consultation with the Government of Canada (Public Works and Government Services).

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households or individuals (e.g., refusals, language barrier, missed callbacks – 26,052) plus responding participants (2,141)  $[R/(U+IS+R)]$ . The disposition of all contacts is as follows.

## Completion results

Total sample dialled	47,380
<b>UNRESOLVED NUMBERS (U)</b>	<b>11,026</b>
Busy	464
No answer	3,766
Answering machine/voicemail	6,796
<b>RESOLVED NUMBERS (Total minus Unresolved)</b>	<b>36,354</b>
OUT OF SCOPE (Invalid/non-eligible)	8,161
Non-residential	684
Not-in-service	6,678
Fax/modem	799
<b>IN SCOPE NON-RESPONDING (IS)</b>	<b>26,052</b>
Refusals – household	14,370
Refusals – respondent	7,109
Language barrier	1,512
Callback missed/respondent not available	2,624
Break-offs (interview not completed)	437
<b>IN SCOPE RESPONDING (R)</b>	<b>2,141</b>
Disqualified	0
Quota filled	118
Completed	2,023
<b>RESPONSE RATE [R / (U + IS + R)]</b>	<b>5%</b>