

Summary Report

COPA 2007 Membership Survey

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Summary Report

COPA 2007 Membership Survey

Purpose

The purpose of this survey was to determine how well the Canadian Owners and Pilots Association was meeting the needs of its members, and to discover how the Association can continue to improve the services it provides. (See the COPA survey questionnaire in the Appendix.)

Methodology

A member satisfaction survey was developed using the 2002 COPA Membership survey as a template. COPA staff provided feedback to develop the questionnaire as did a selection of COPA members.

On January 19, 2007, 1071 survey questionnaires were mailed to a stratified sample of COPA members. The sample was stratified (organized) by the Canadian provinces and Territories and then randomized to be representative of the COPA population of 17,500 members. Additionally, to provide all COPA members with the opportunity to respond to the survey, an online survey was posted to the COPA Web site on January 26. With this online survey, it was clearly stated that this survey was intended only for members who had not been selected in the sample for the mail survey.

To increase the response rate, a reminder was mailed to the sample on January 29. Additionally, a draw was held providing three prizes for those who responded to the paper survey as well as three prizes for those members who completed the survey online. Both the paper and web surveys were heavily promoted in COPA Flight, the e-NewsFlash and on the COPA Web site.

The deadline for mailing in the paper survey was set at February 5 and for the online survey the link was taken down on February 19. Because of the timing to receive completed surveys by mail, we continued to process mail surveys until the week of February 19.

Five hundred and three (503) of the 1071 sample who received the survey by mail completed it, and 191 completed the survey online. To determine if there were any meaningful differences between those who responded to the paper survey and those who did not respond (the non-respondents), sixty-six (66) of these non-respondents were contacted by phone and asked to answer a number of key survey questions (see Appendix). These sixty-six were selected from across the country and included a number of Francophones. The online surveys were also assessed for their responses to these key questions.

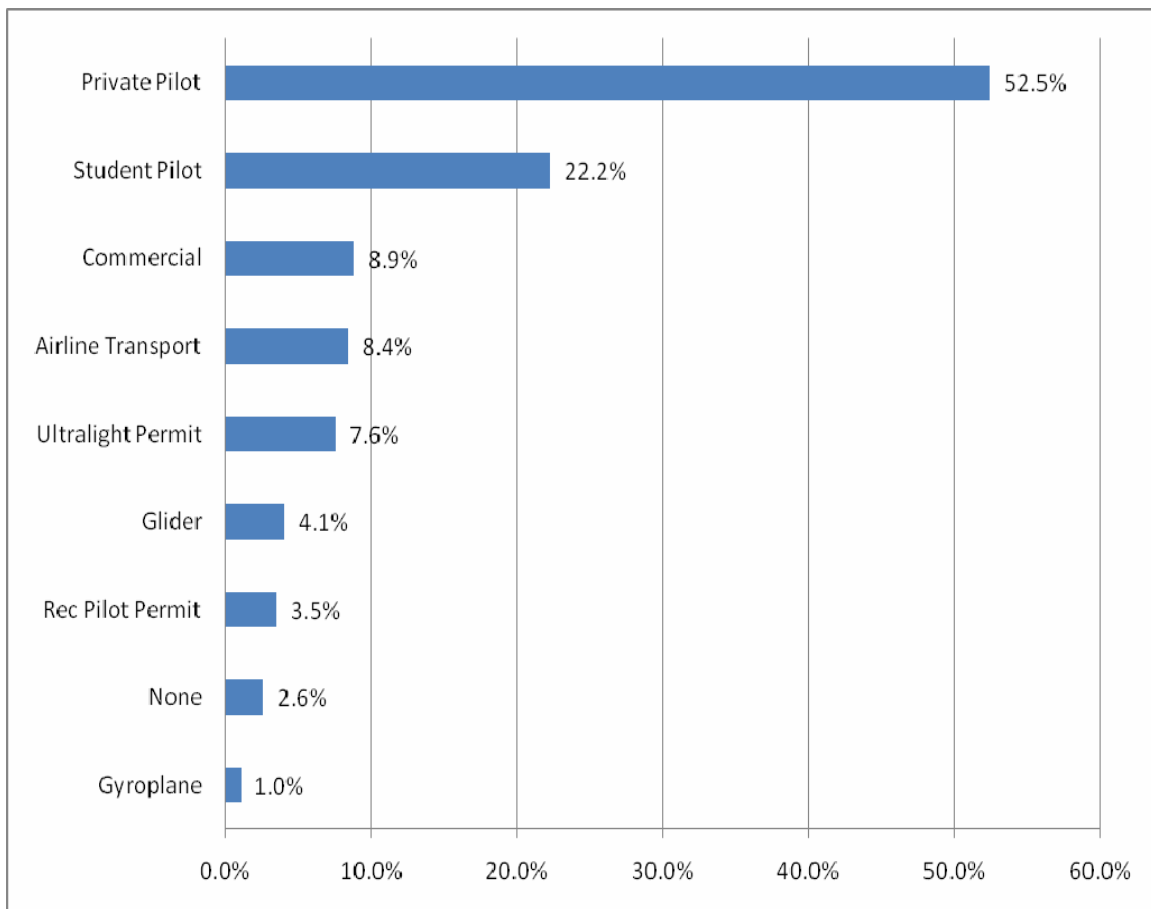
There were no meaningful differences in the responses to the key questions observed among the survey participants in the paper survey, in the online survey, or in the telephone survey. Therefore, there is a high probability that the responses reported here reflect those of the COPA membership. The final response rate stood at 760 (503 + 191 + 66). From a population of 17,500, this size of a sample gives us an interval of +/-3.48% at the 95% confidence level (i.e., 19 times out of 20).

Results

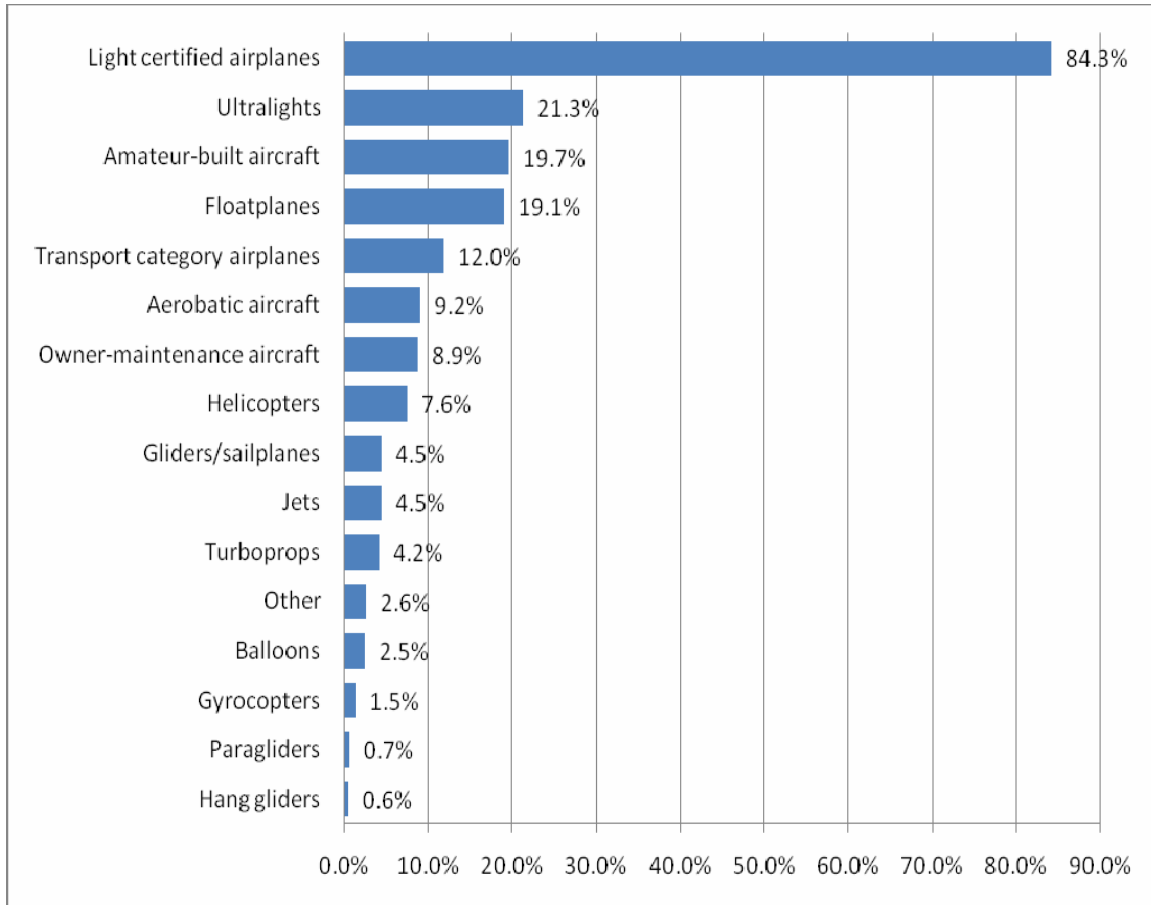
(The results are presented graphically in the order they appear in the survey questionnaire)

A. Please tell us about your current flying (check all applicable)

1. Pilot licence or permit held

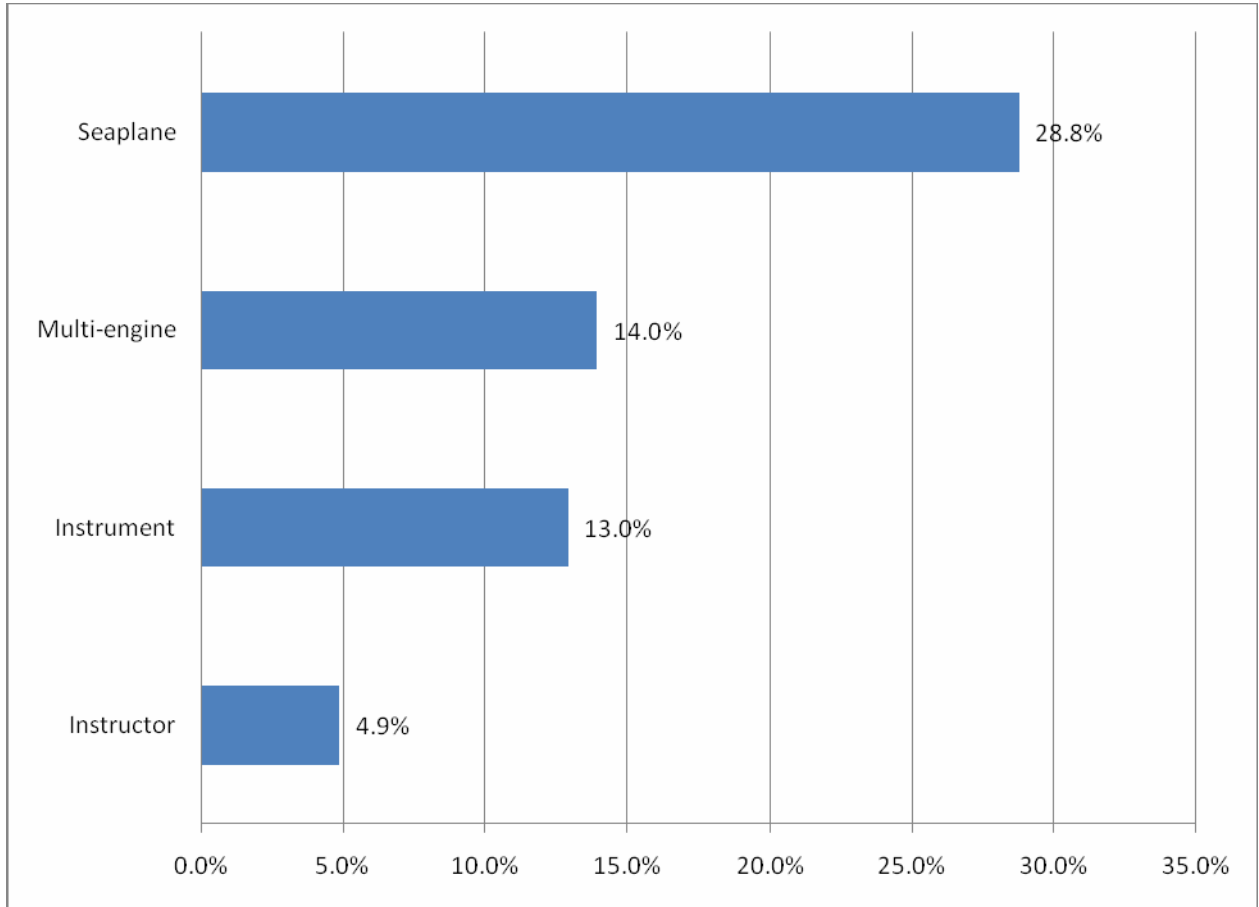


2. Types of aircraft flown

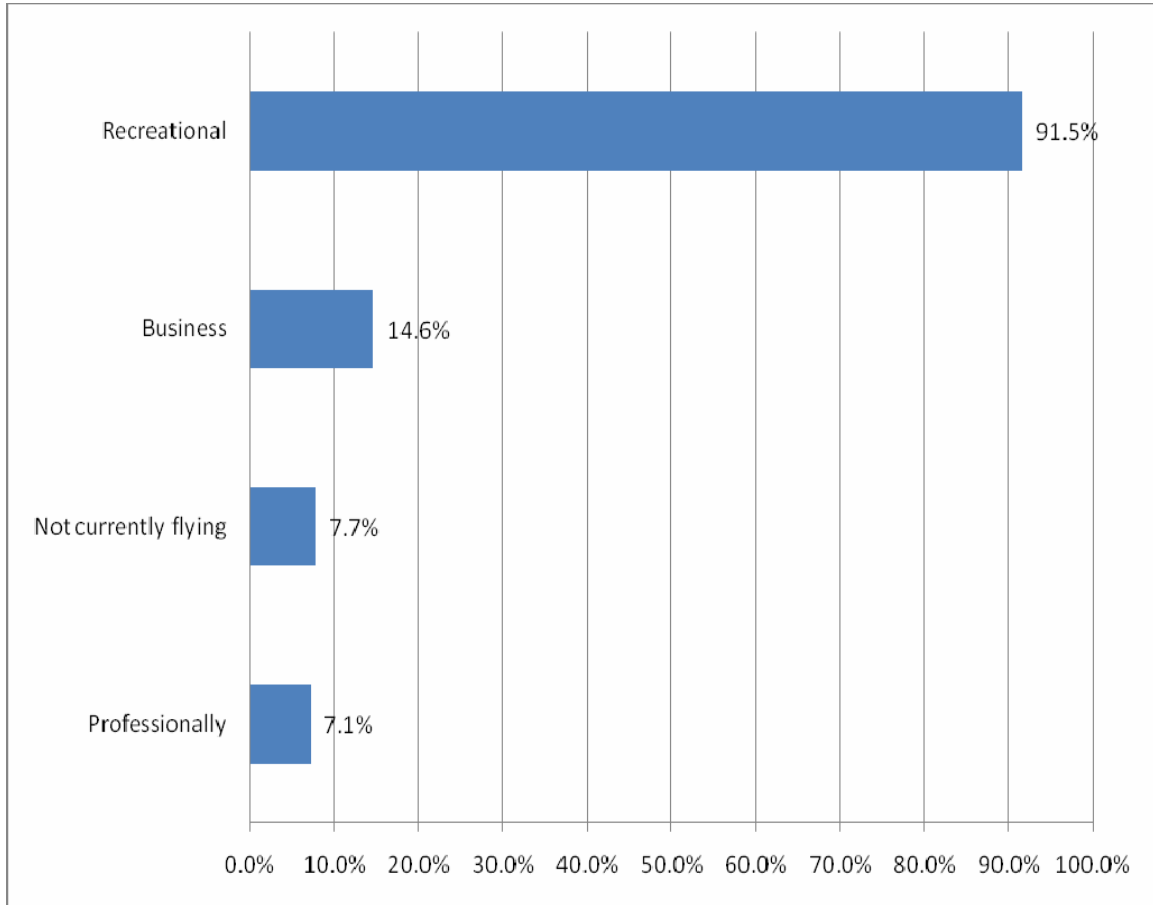


There have been some changes in the types of aircraft that COPA members report flying now compared to in the 2002 survey. Members report flying these aircraft significantly less: light certified airplanes from 90.4% to 84.3%, and floatplanes from 27.0% to 19.1%. They report flying these aircraft significantly more: ultralights from 14.7% to 21.3%, transport category airplanes from 7.4% to 12.0%, and helicopters from 3.1% to 7.6%.

3. Ratings



4. Do you fly for



The percentages reported here are not significantly different from those reported in the 2002 survey. There has been a small increase in the percent of COPA members reporting that they fly professionally: from 3.2% to 7.1%.

5. a) Total pilot hours (all types)

Mean:	1877.39
Median:	600
Minimum:	7.0
Maximum:	32000
Std Dev:	4237.97

b) How many years have you been flying?

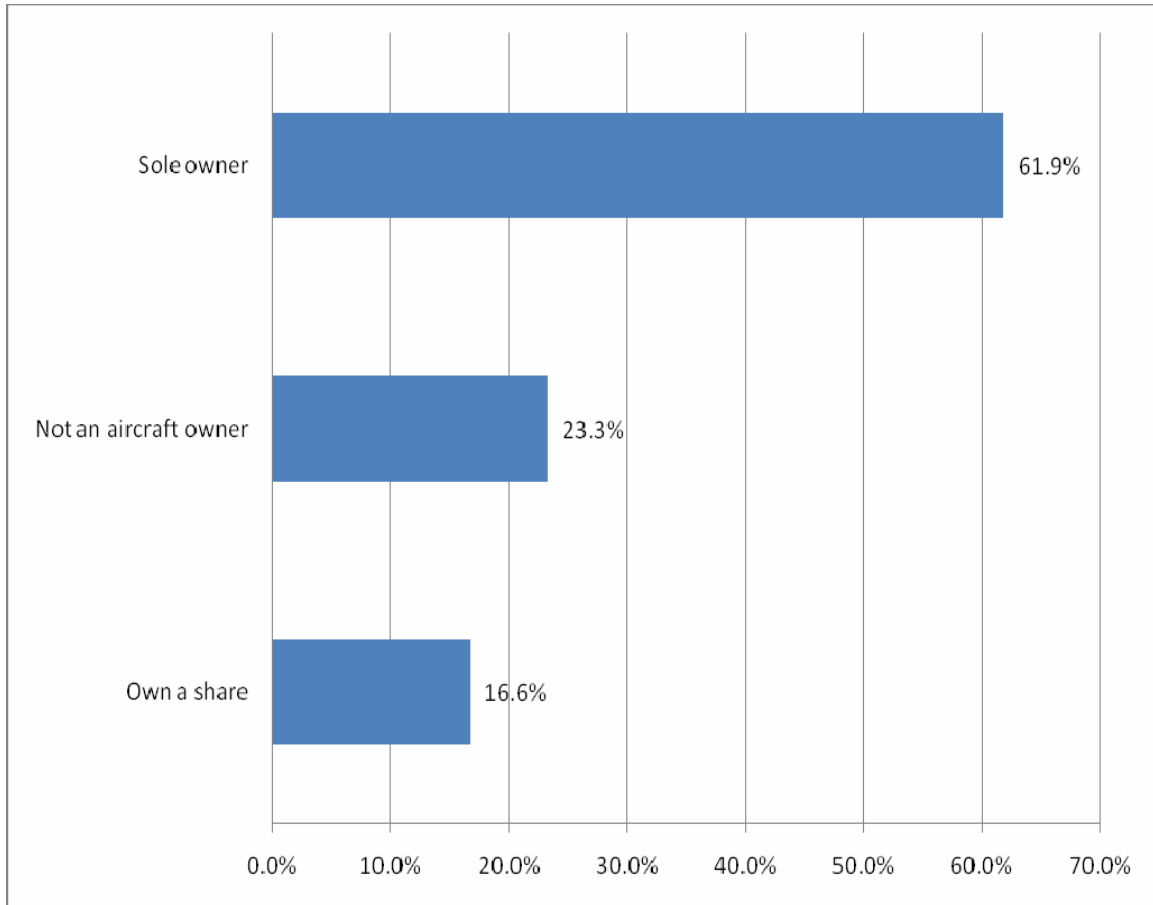
Mean:	22.5
Median:	22
Minimum:	1.0
Maximum:	78.0
Std Dev:	15.20

6. Total pilot hours flown during 2006 (all types)

Mean:	61.88
Median:	40.0
Minimum:	0.5
Maximum:	900.0
Std Dev:	116.14

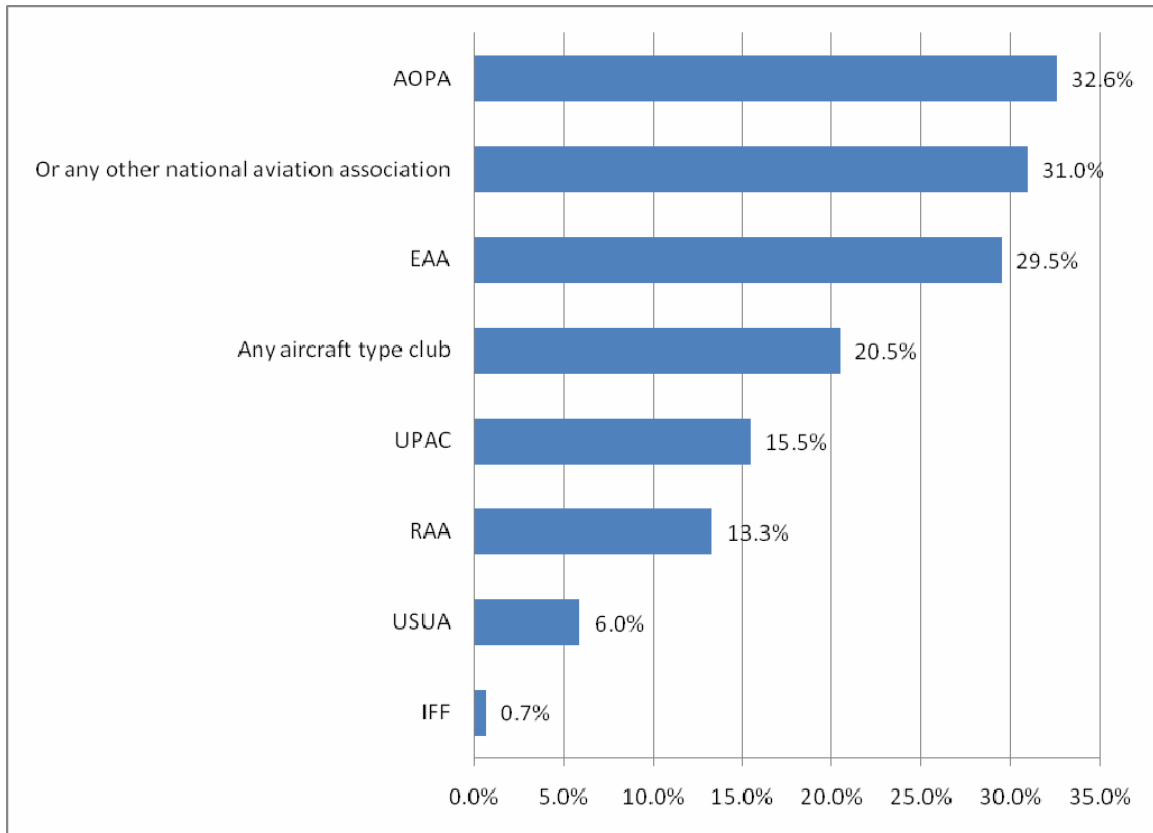
To gain a perspective on questions 5 & 6, we reported the median. The mean represents the average of the total number of flying hours whereas the median is the exact middle of the distribution. The median is reported here because there are a comparative small number of pilots who have very high flying times. This small number of pilots distort the picture of the number of hours most (the average) COPA member spends flying. This distortion can be observed in questions 5a) and 6.

7. Do you own an aircraft?



Aircraft ownership has grown since the last survey in 2002. Whereas 68.3% of COPA members reported owning an aircraft or a share of an aircraft in 2002, 78.5% (61.9% + 16.6%) do now. Undoubtedly the declining US dollar (specifically against the Canadian dollar) had much to do with this growth in ownership.

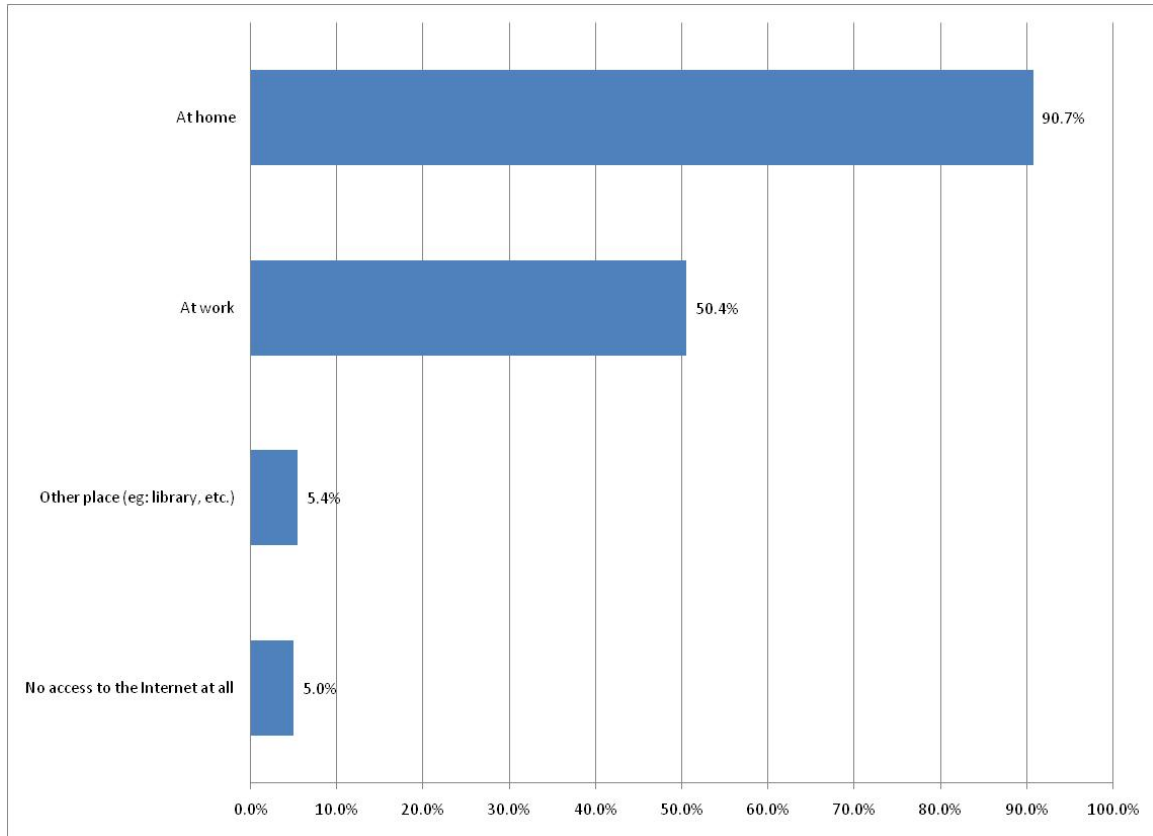
8. Are you also a member of any of the following?



The percent of COPA members who also hold membership in other national aircraft associations has grown since the 2002 survey: AOPA from 12.6% to 32.6%, EAA from 24.0% to 29.5%, UPAC from 2.6% to 15.5%, and the USUA from 0.03% to 6.0%. Membership in the RAA has remained roughly the same: from 12.1% to 13.3%.

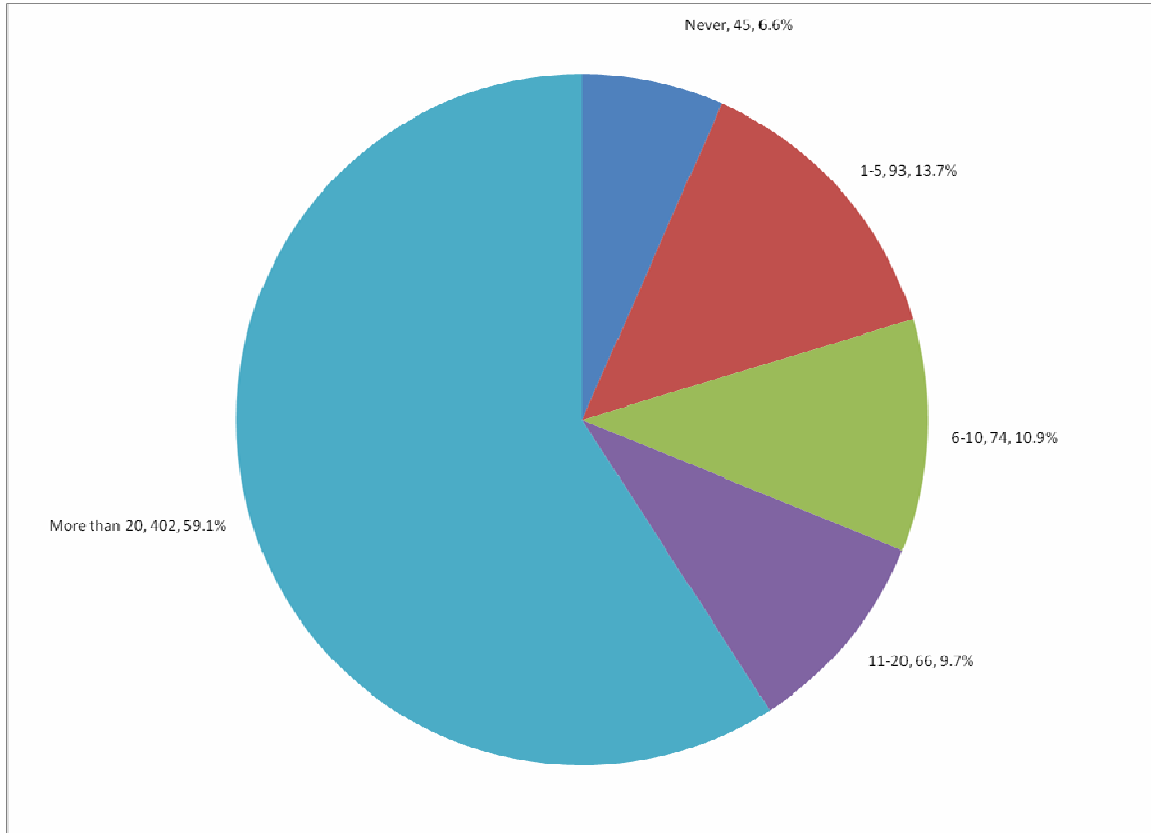
B. Please tell us about your use of computers

1. Do you have access to the Internet?

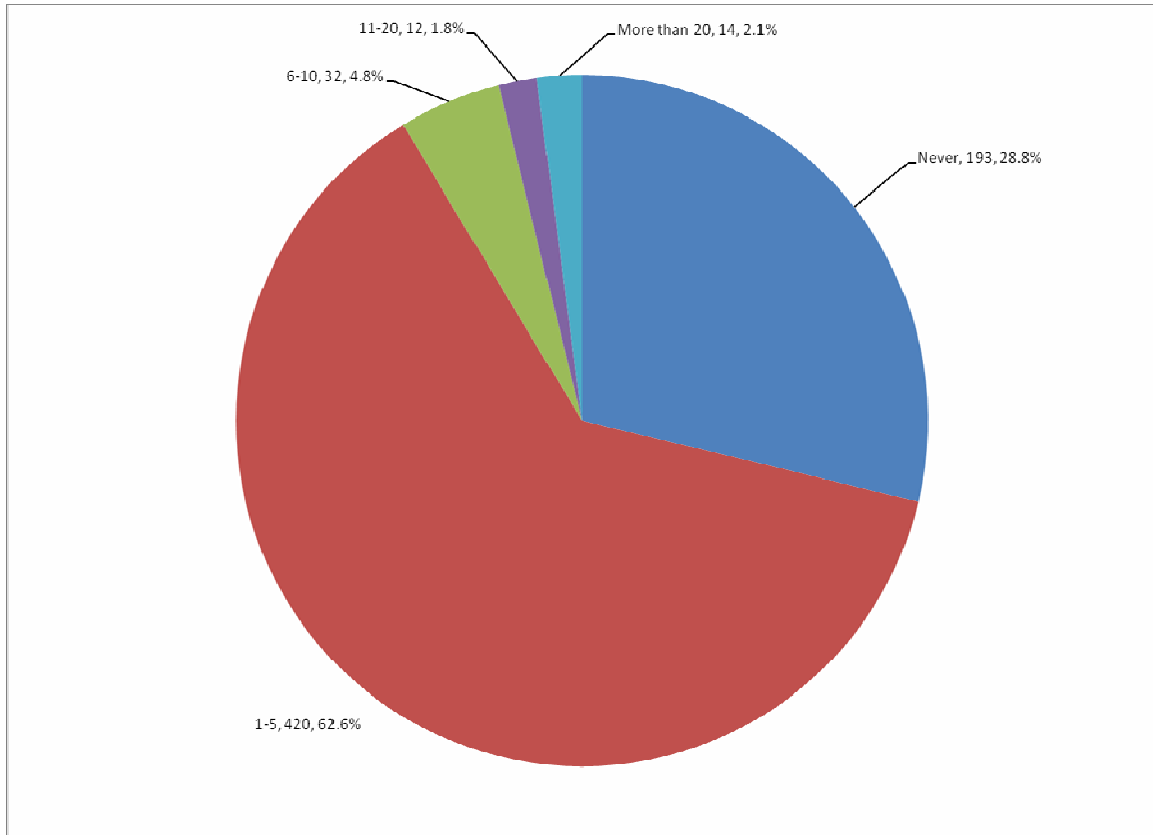


Access to the internet has grown significantly at home from what was reported in the 2002 survey: 83.5% to 90.7%. Fewer members now have no access to the internet: 8.0% to 5.0%.

2. How many times per month do you use the internet to browse websites?



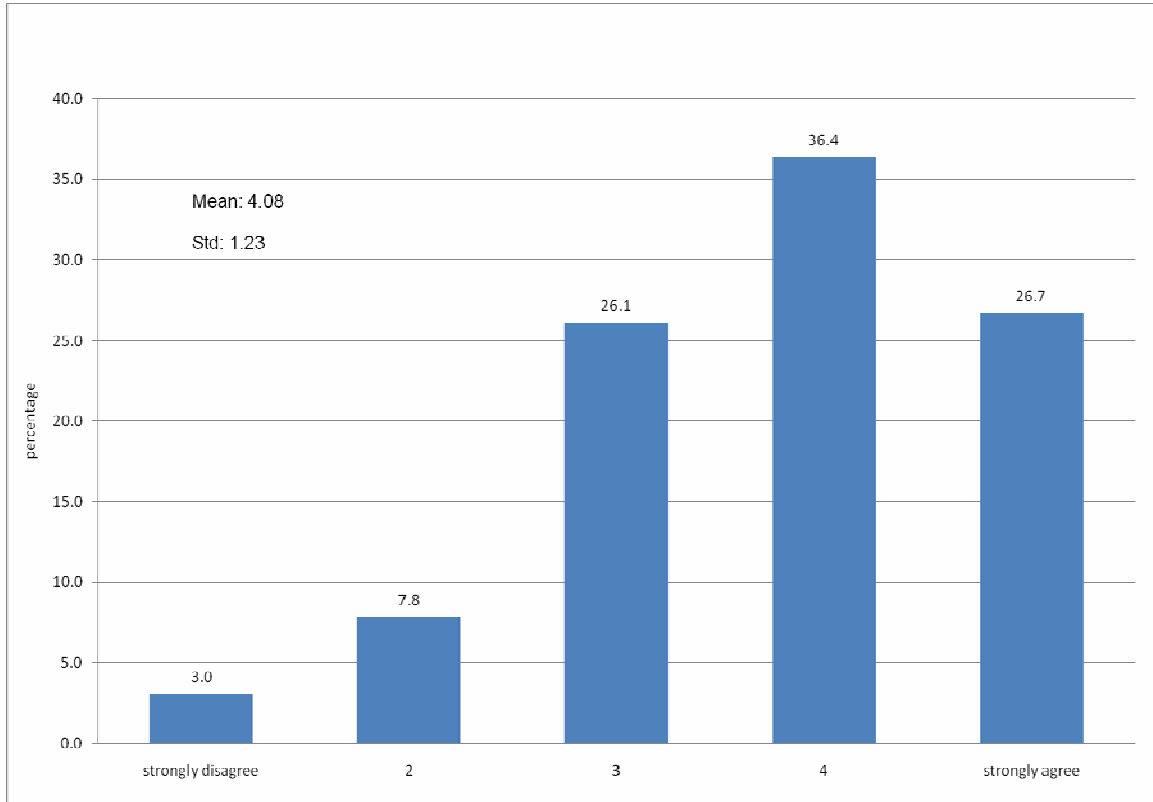
3. How many times per month do you visit the COPA website at www.copanational.org ?



There is no significant difference in the percentages shown in this graph compared to those reported in the 2002 survey.

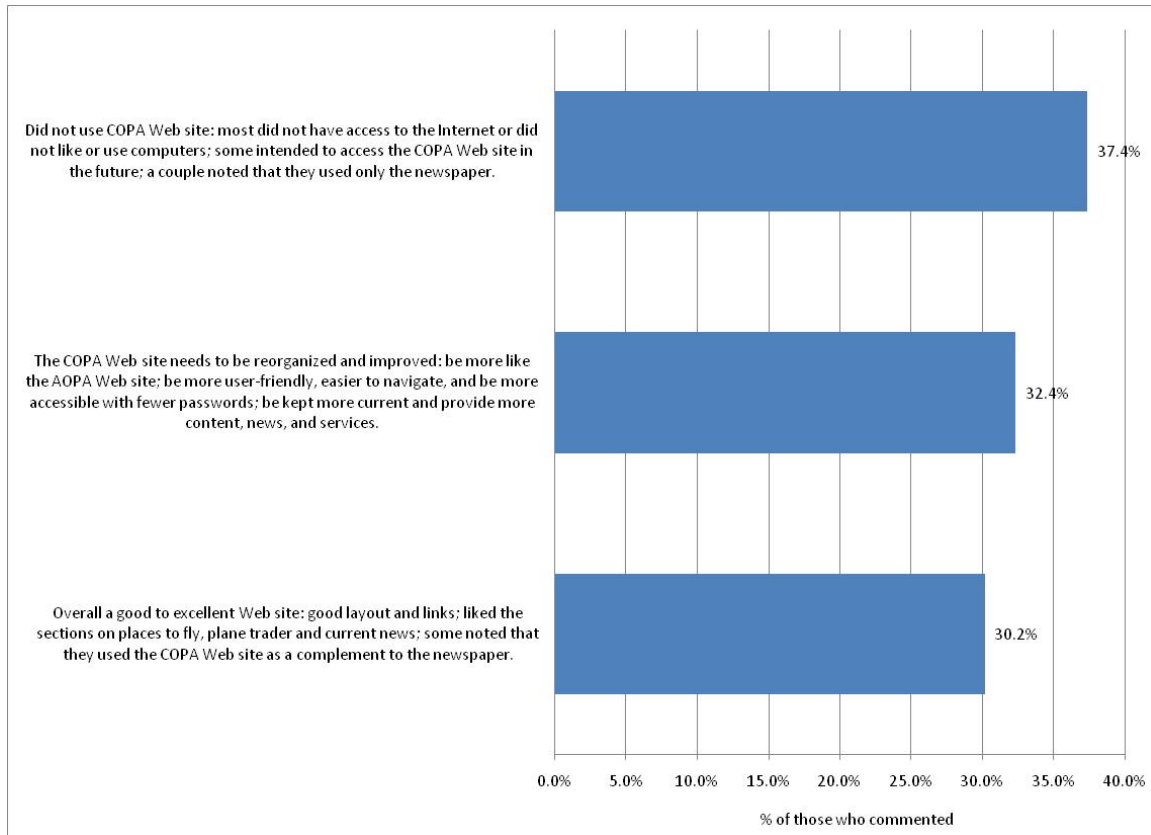
The fact that almost 80% (59.1% + 10.9% + 9.7%) in the previous graph on page 10 indicated that they browse internet Web sites more that 5 times a month, and yet less than 9% (4.8% + 1.8% + 2.1%) visit the COPA Web site more that 5 times a month should be a cause for concern.

4. I find the COPA Web site very useful



This is a good mean score (4.08); however, the dispersion of the responses demonstrated by the standard deviation of 1.23 indicates that there is room for improvement to the site.

4. a) Comments

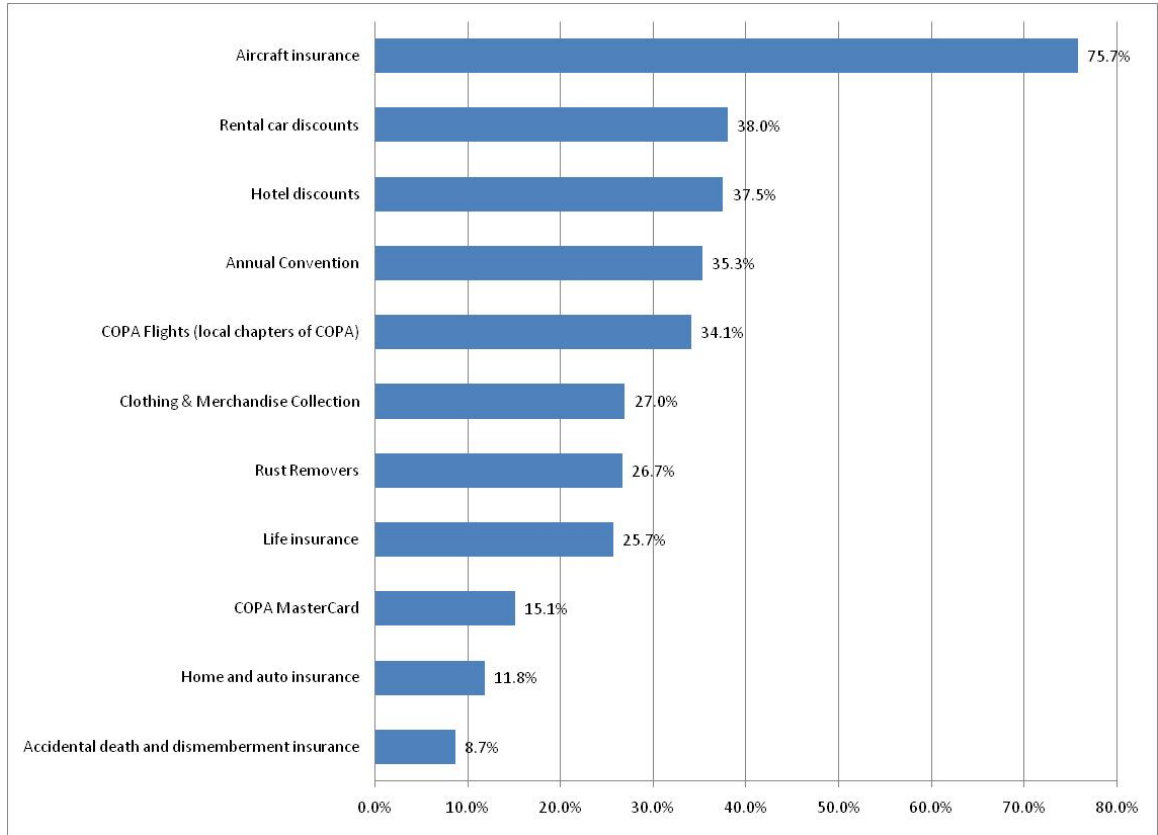


One hundred and thirty-nine (139) comments were received for this question, which means that only about 20% of the survey respondents commented. From the graph on page 9 (Question B-1), almost 97% (59.9% + 33.3% + 3.6%) indicated that they had internet access. In this graph, however, an unusually large number of respondents (37.4%), who do not currently have access to the internet or who do not like or use computers, chose to respond to this question. Why such an unusually large number of these members chose to comment might be to highlight how handicapped they feel due to their lack of internet access.

The Internet is here to stay because of its easy access, cost savings over mailings, and the timeliness it offers for presenting current information. It will be important, therefore, to commit resources to make the site more informative and user-friendly. This is especially true because of the 62.6% (32.4% & 30.2%) who use the internet and access the COPA Web site, 32.4% feel that it needs to be reorganized and improved.

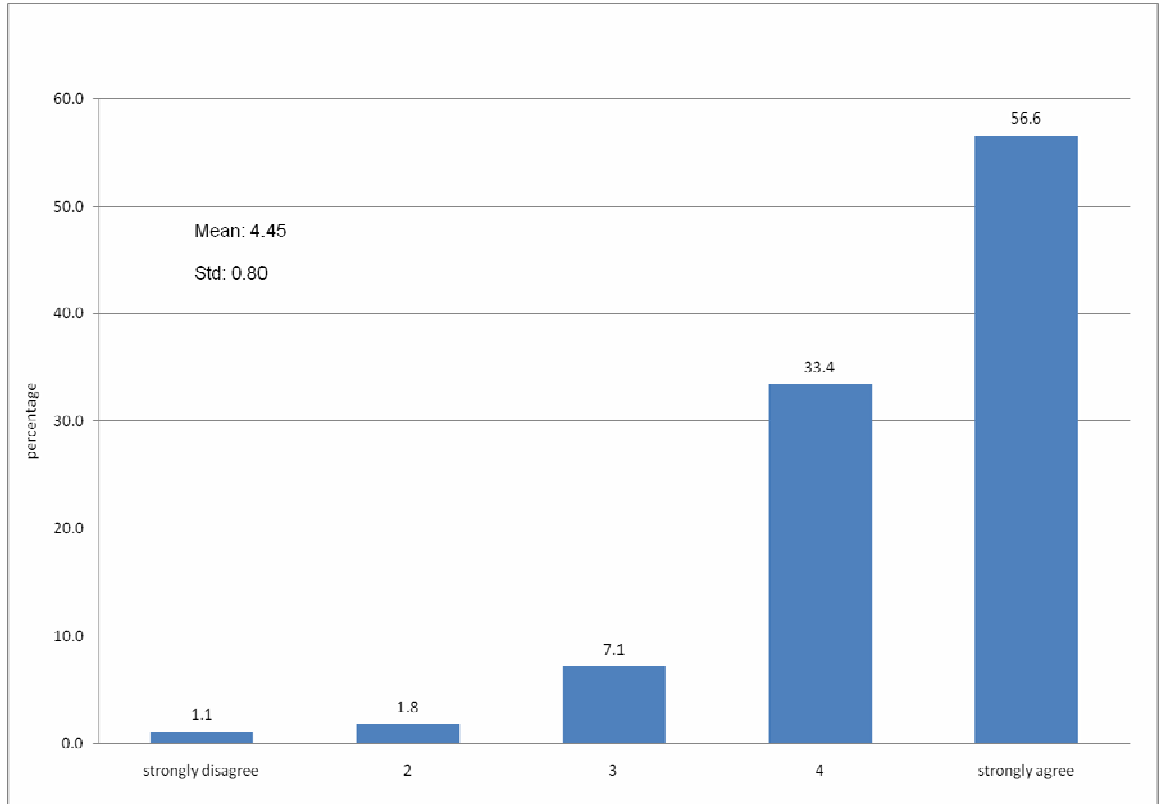
C. Please tell us about COPA Policies and Programs

1. Which of the following COPA membership benefits do you want?



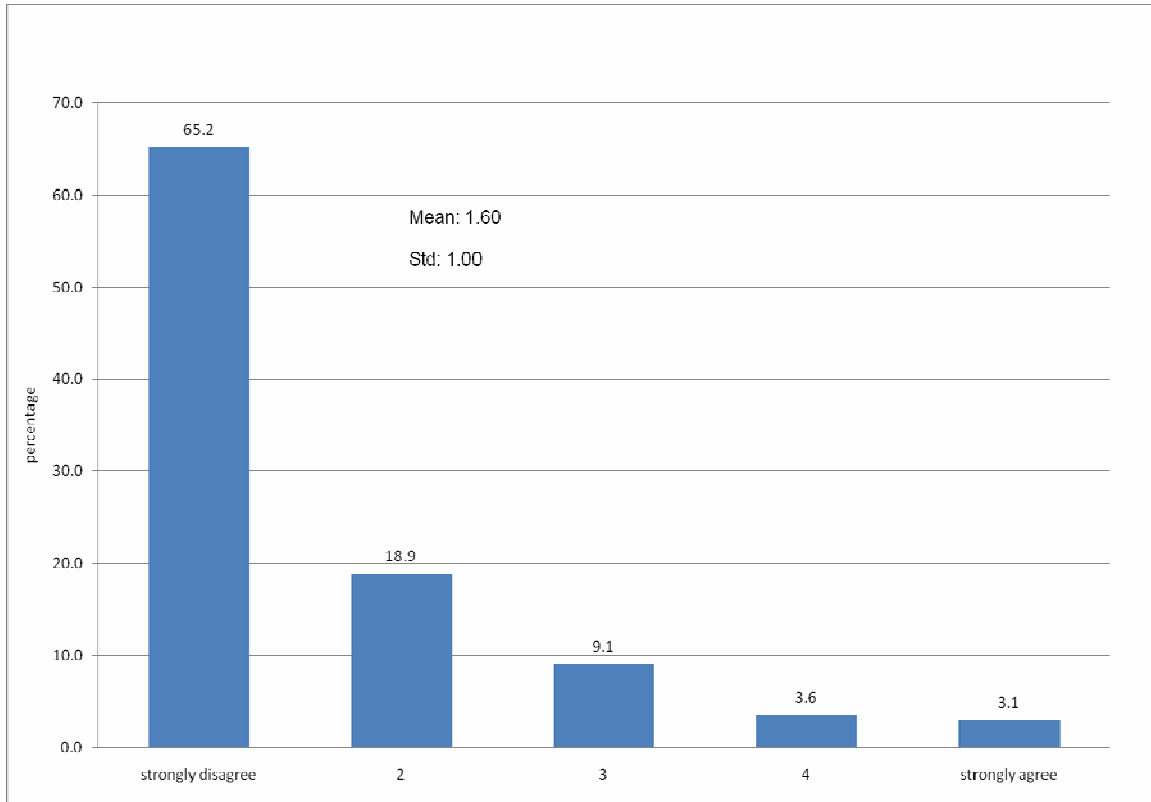
The question that addressed the issue of COPA membership benefits was different in this survey compared to the one in 2002. Despite this difference, however, the overall percentages reported for these benefits were roughly comparable.

2. The monthly COPA newspaper *COPA Flight* is excellent.



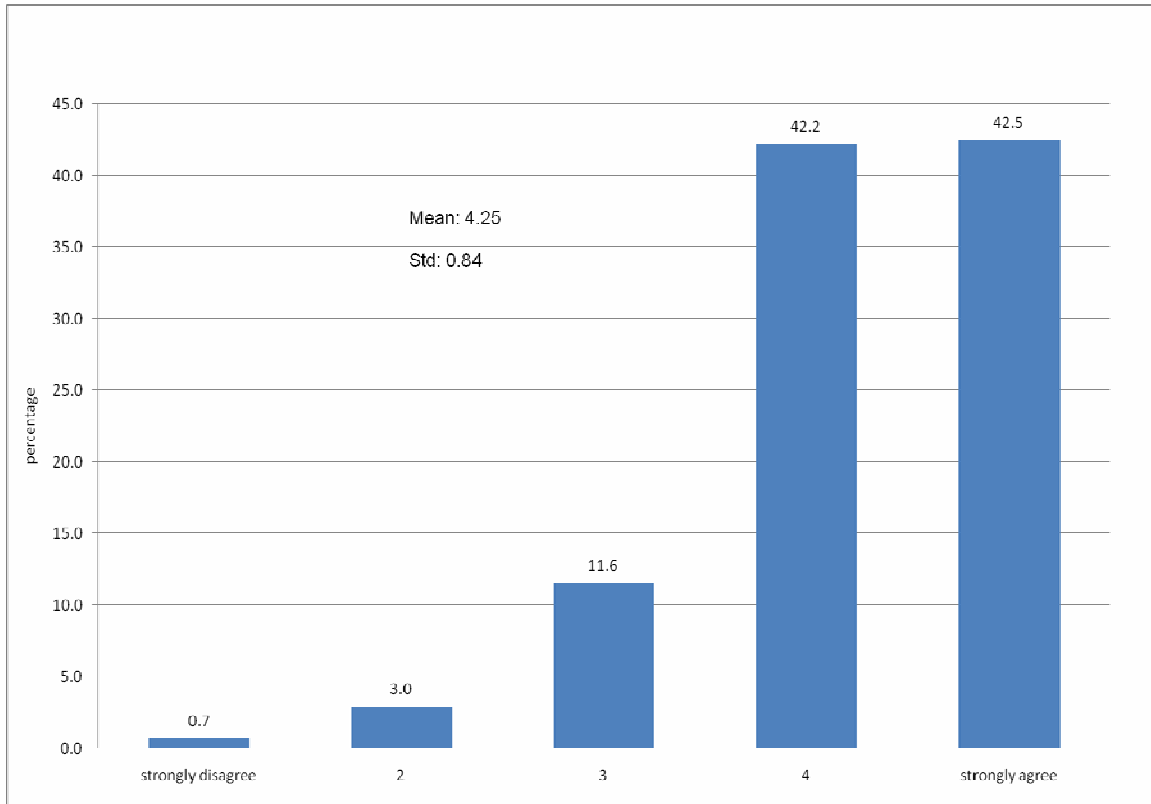
The mean for this scaled question is very high at 4.45 and the standard deviation at 0.80 indicates that the strong feelings for *COPA Flight* are consistent across the membership. The emotional attachment to the newspaper was most apparent in the follow-up phone survey with the non-respondents to the mail survey. Here is a comment that exemplifies this attachment: “I look forward to receiving my COPA newspaper every month. I read 80-90% of its content. It would be a shame to scale it down for budgetary reasons.”

3. I believe that the COPA newspaper *COPA Flight* should become solely a web-based publication.



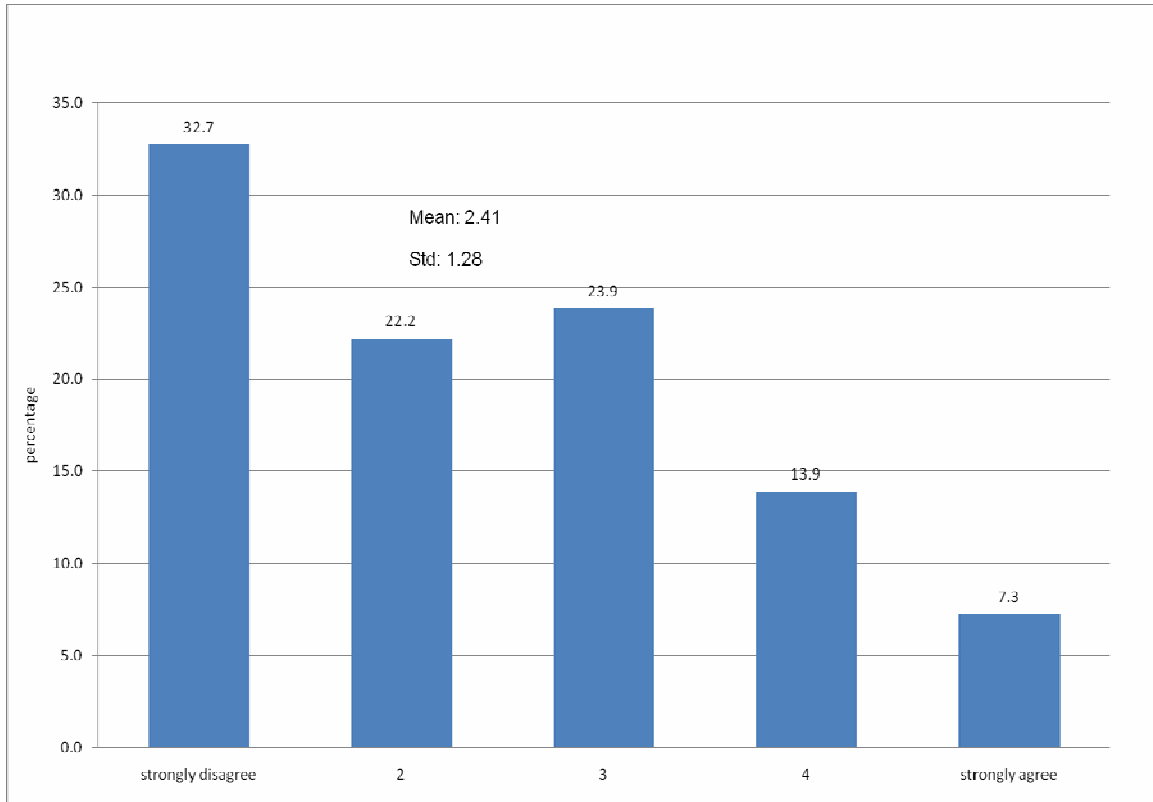
The mean response and standard deviation indicates that to convert *COPA Flight* to solely a web-based publication would be a major mistake. For many COPA members, *COPA Flight* is the Association, so to eliminate it would have a devastating impact on membership numbers. From the comments and especially the telephone interviews, it was clear how strong the attachment to this newspaper was. This sentiment is captured in what one survey respondent wrote: “Making the COPA newspaper solely a Web-based publication would be a terrible mistake. I enjoy reading the newspaper in front of a fire or on my porch.”

4. I feel that *COPA Flight* keeps me adequately informed about general aviation events.



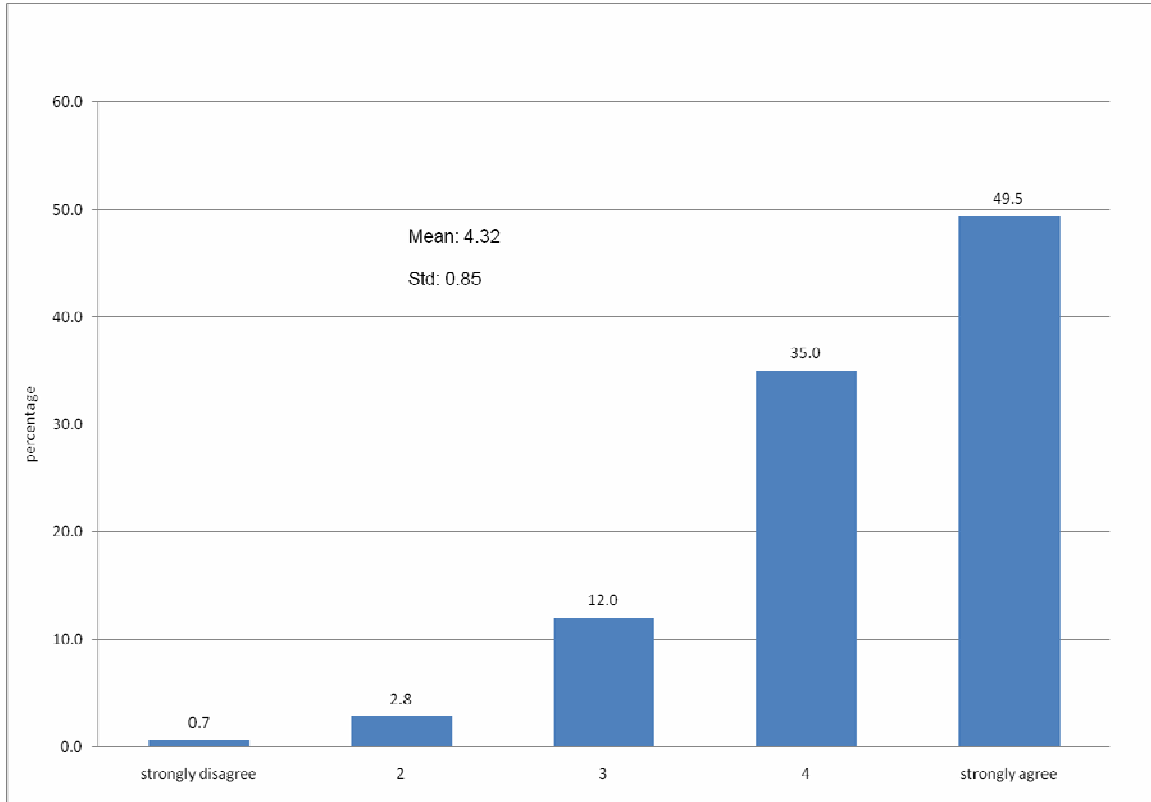
There is good agreement with this statement with a mean at 4.25 and a standard deviation of 0.84.

5. I would favour making *COPA Flight* smaller to reduce costs and moving more information to the COPA website.

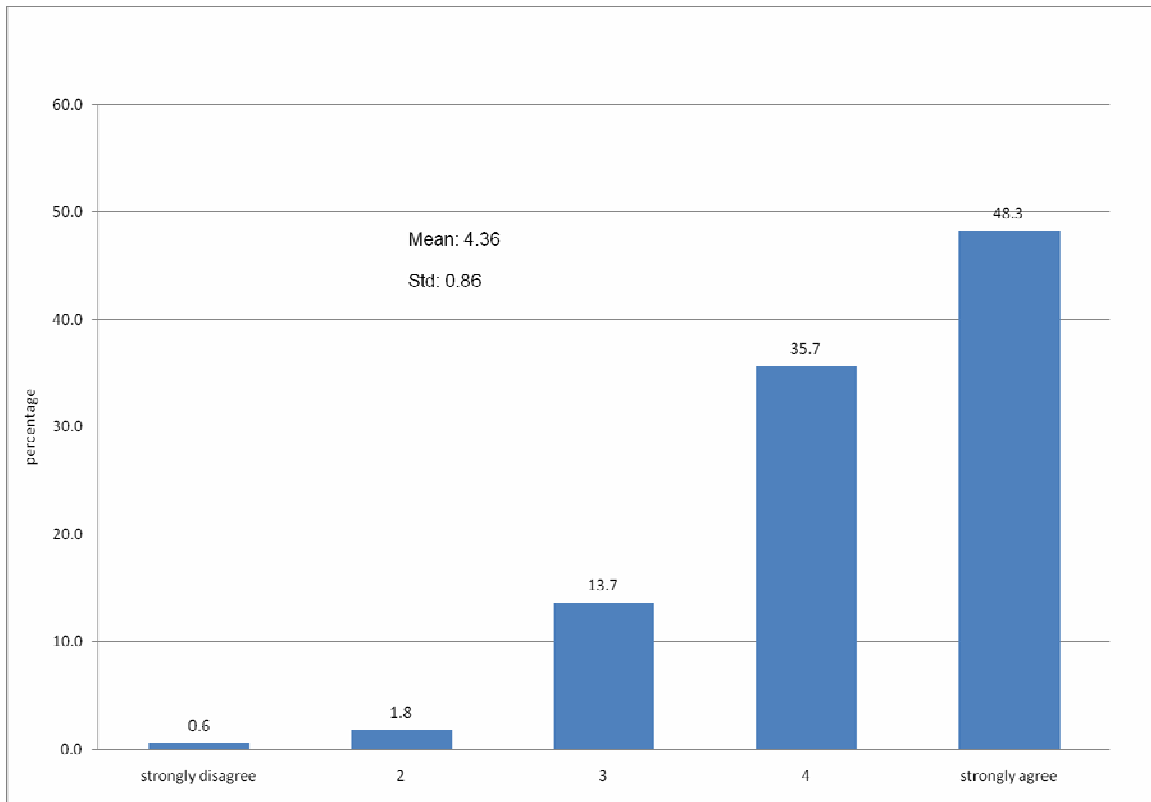


This graph indicates that only 21.2% (13.9% + 7.3%) of members support this idea while 54.9% (32.7% + 22.2%) oppose it, and 23.9% are neutral.

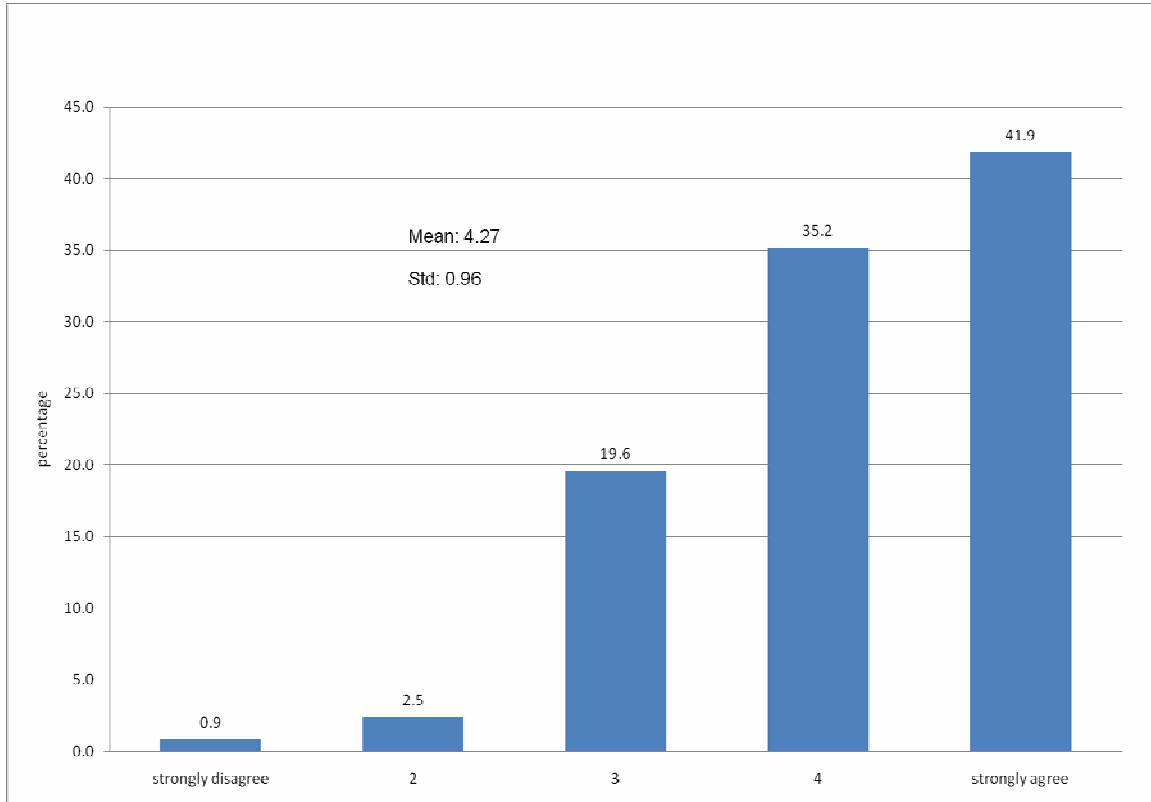
6. I feel that I am getting good value from my COPA membership.



7. I find my dealings with COPA staff to be a positive experience.

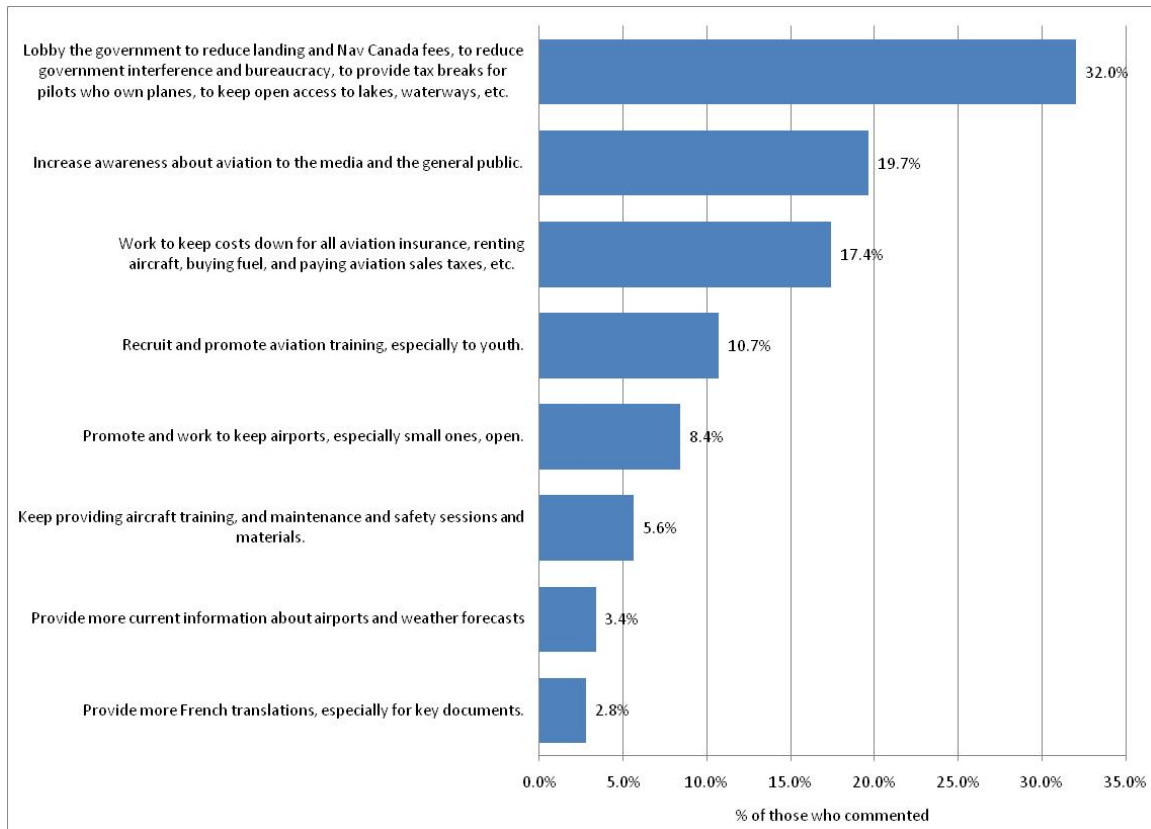


8. I find that I get my questions answered by COPA staff in a timely manner.



The responses to questions 6, 7 and 8 indicate that members feel they are getting good value from their COPA membership and that their experiences with COPA staff are positive. The relatively narrow standard deviations for these three questions indicate that the positive responses to these questions are consistent across the membership.

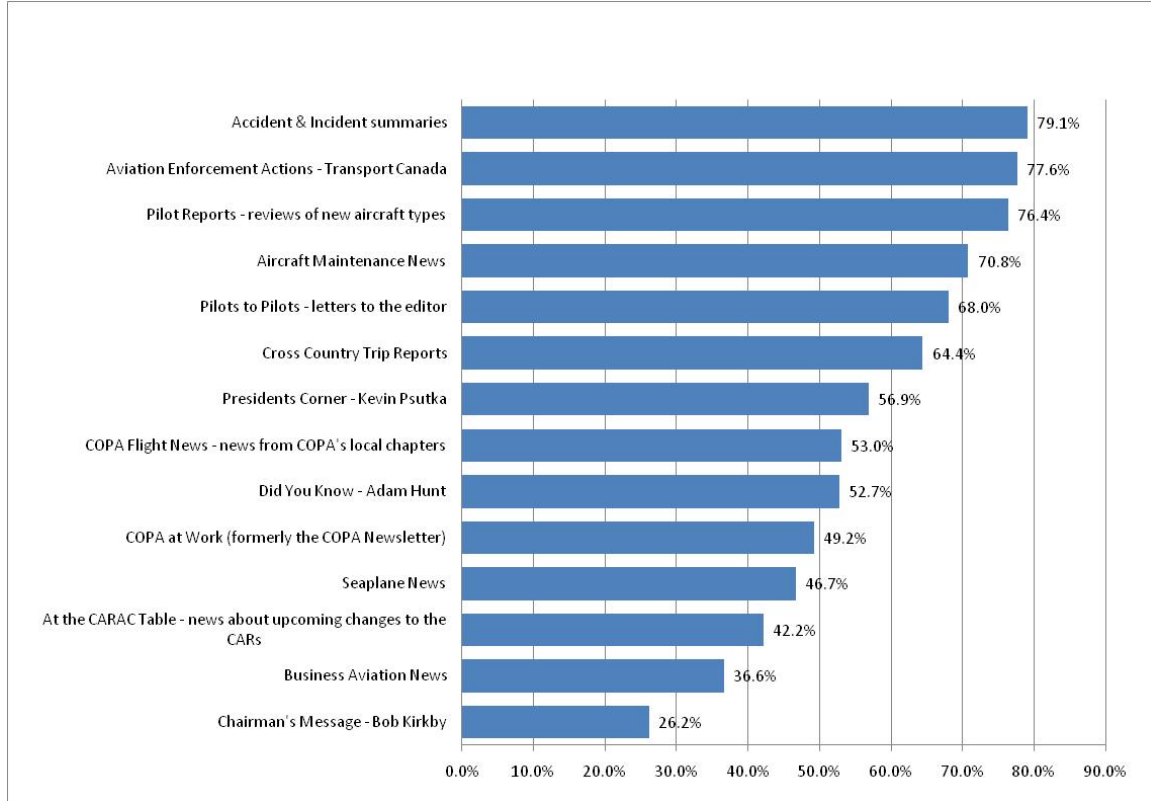
9. What two things should COPA be doing for personal aviation in Canada that it isn't doing now?



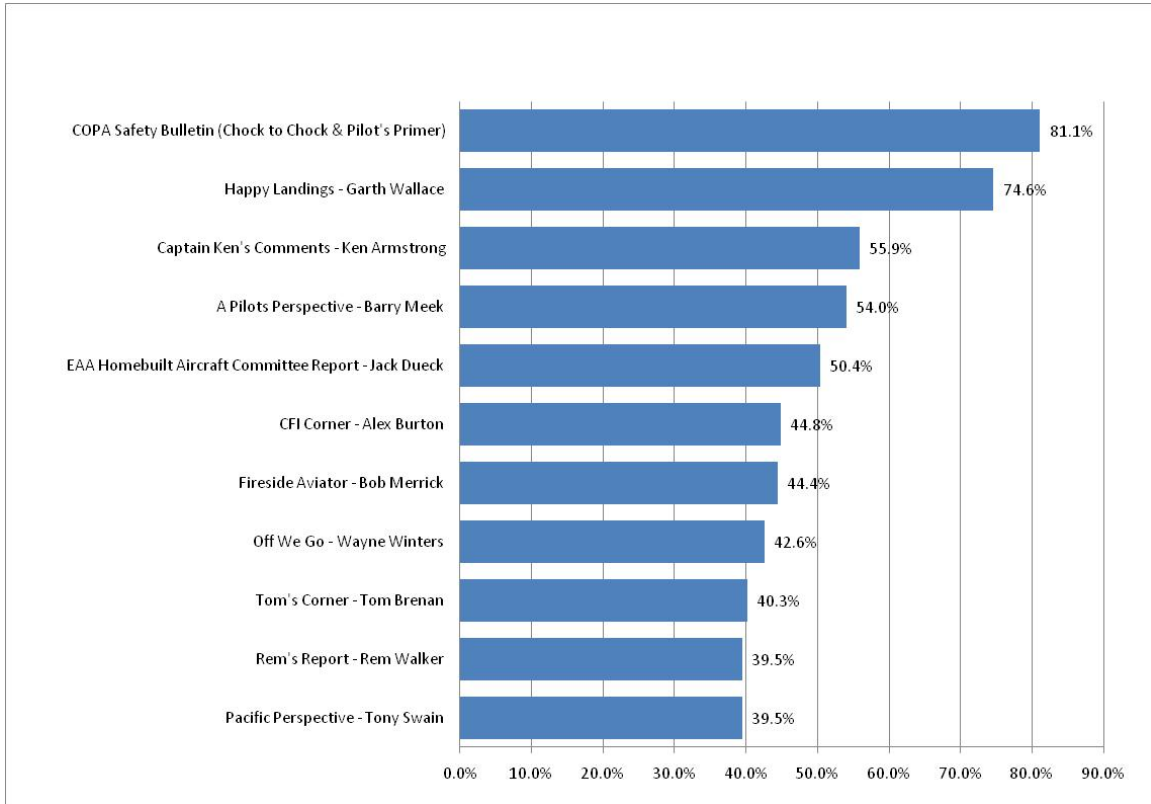
This question generated one hundred and seventy-eight (178) comments. The bar graph indicates that focusing resources on the first four items would address approximately 80% of what members feel COPA should be doing for personal aviation. Recognizing that COPA is already working on many of these priorities, the tenor of the comments was that COPA needs to continue to work on, and redouble efforts in these areas because they constitute key priorities for members.

D. Please tell us what you like in the *COPA Flight* newspaper.

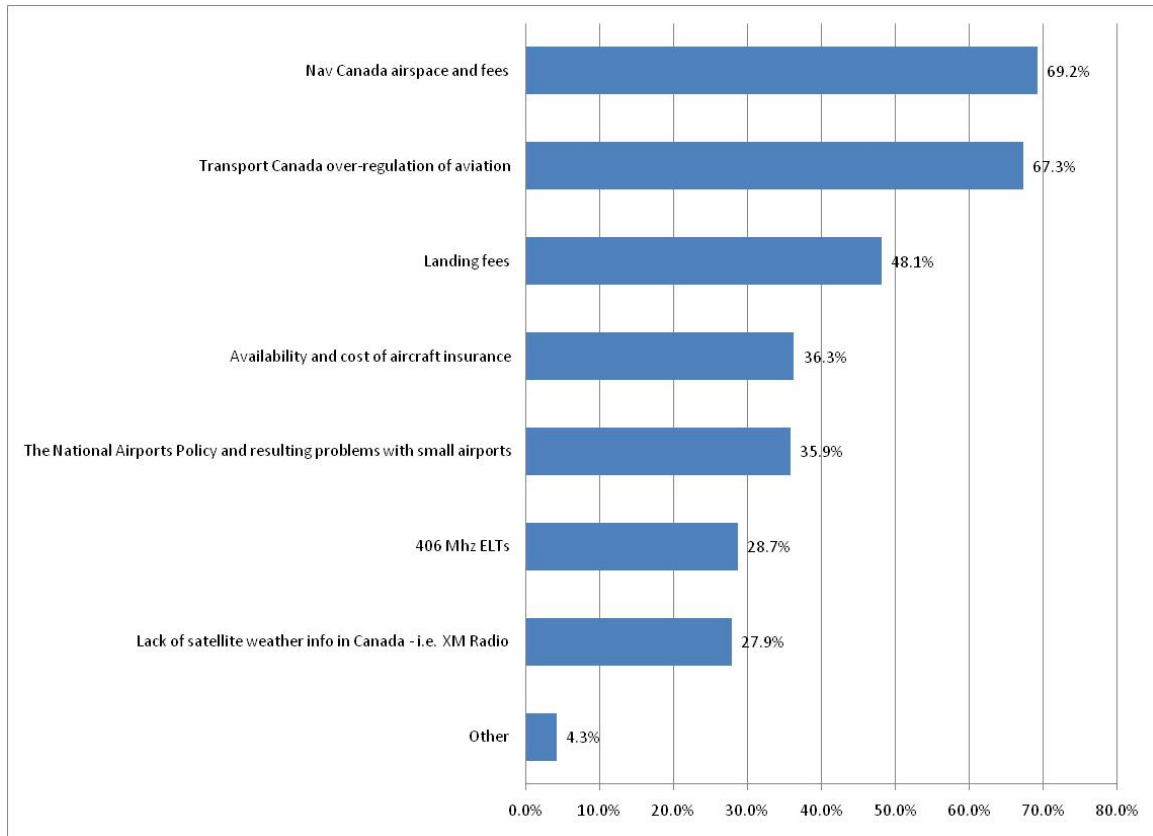
1. Please check the features that you read regularly



2. Please check the columnists that you read regularly



E. Please tell us how you feel about issues that affect personal aviation



F. Please provide your perspective on the services COPA provides

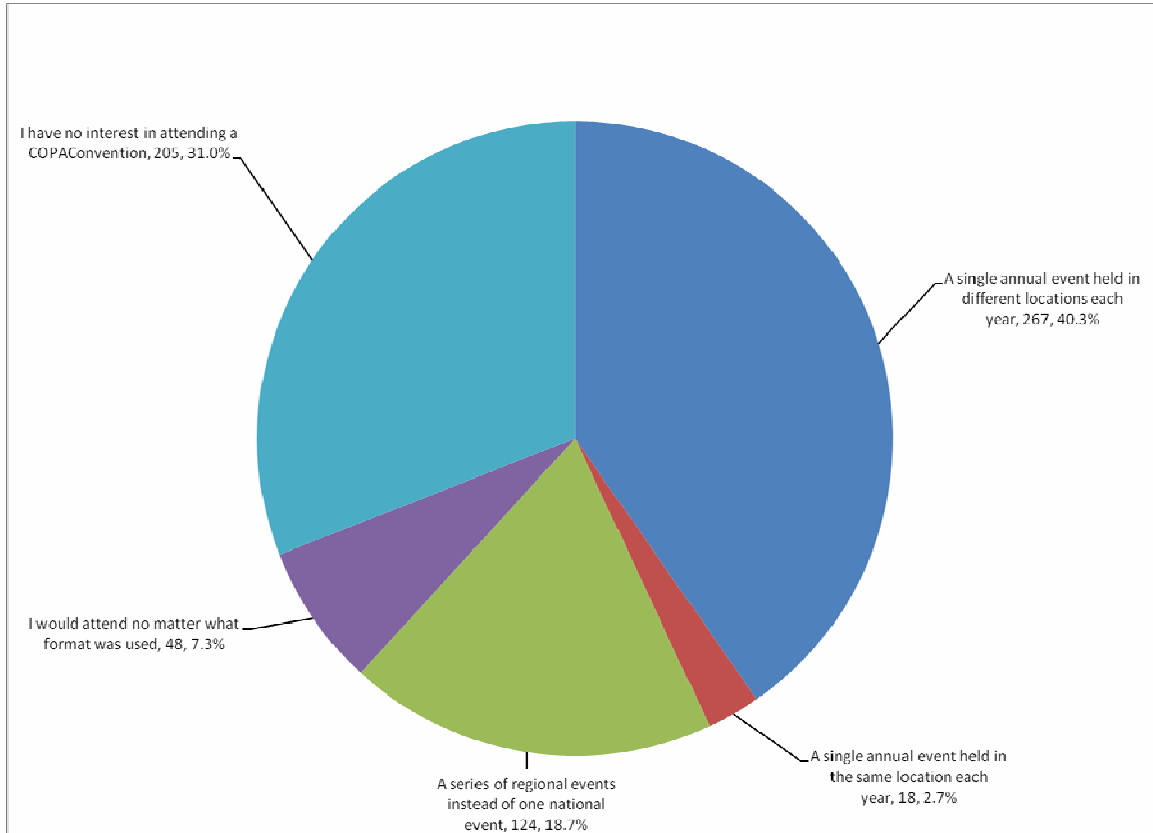
1. Please rank the following eight (8) services that COPA provides to its members.

	Rank							
	1	2	3	4	5	6	7	8
COPA aviation insurance	240	87	49	42	45	50	56	80
COPA Flight newspaper	195	175	120	77	44	19	15	13
COPA lobbying efforts with government	173	147	124	66	58	42	22	17
COPA staff to answer questions by phone and e-mail	49	66	115	97	112	90	69	40
COPA Web site	34	59	78	95	102	86	83	102
Young Eagles	25	37	34	58	84	98	131	161
COPA Guides	17	46	92	127	107	117	81	49
Annual Convention	13	28	23	55	68	105	148	184

While the COPA aviation insurance was the highest ranked service, it is worth noting that the *COPA Flight* newspaper and COPA lobbying efforts with government ranked exceptionally high in the second and third ranking levels (see blue highlighted portions). To meet members' needs effectively, therefore, it would be prudent to commit significant resources to these three areas.

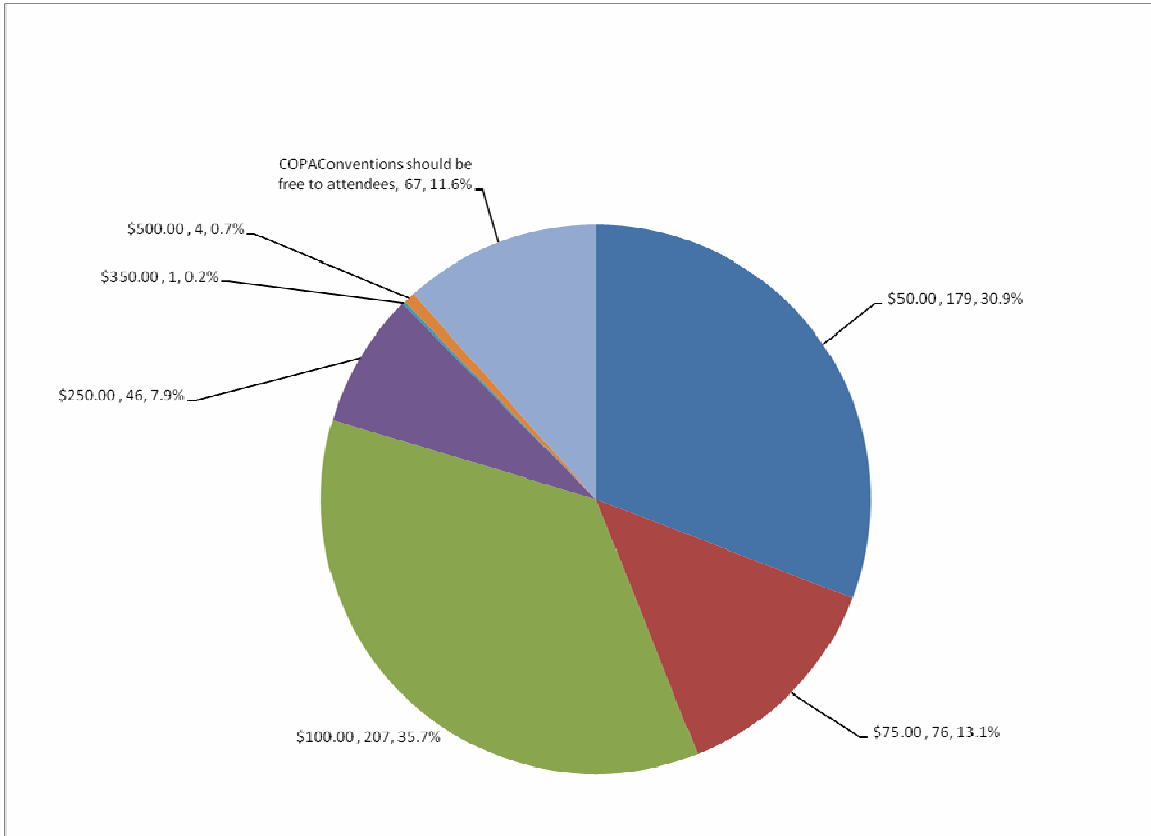
It is worth noting (see green highlighted portion) that COPA staff being available to answer questions by phone and e-mail is a service that the numbers show is most consistently ranked in the top five numbers.

2. I would favour a COPA Convention that is



More members would prefer that the annual convention be held as a single event in different locations each year compared to any other choice, but no choice attracted a majority of support. It is notable that almost a third of members indicated that they would never attend a COPA Convention regardless of format or choice.

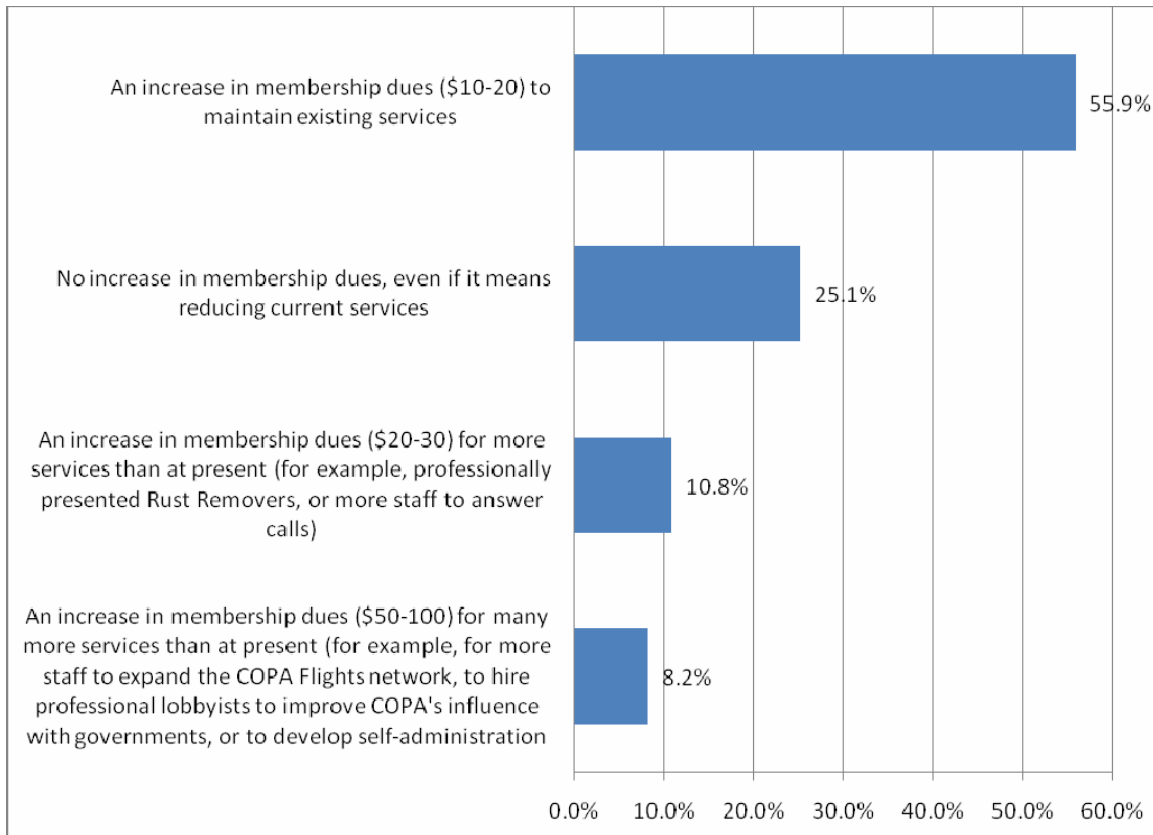
3. I feel a reasonable COPA Convention registration fee would be



In descending order, the two most frequent responses to this question about a reasonable COPA Convention registration fee were \$100 (35.7%) and then \$50 (30.9%). So a compromise would be to charge a registration fee of \$75, which was the third most frequent response (13.1%).

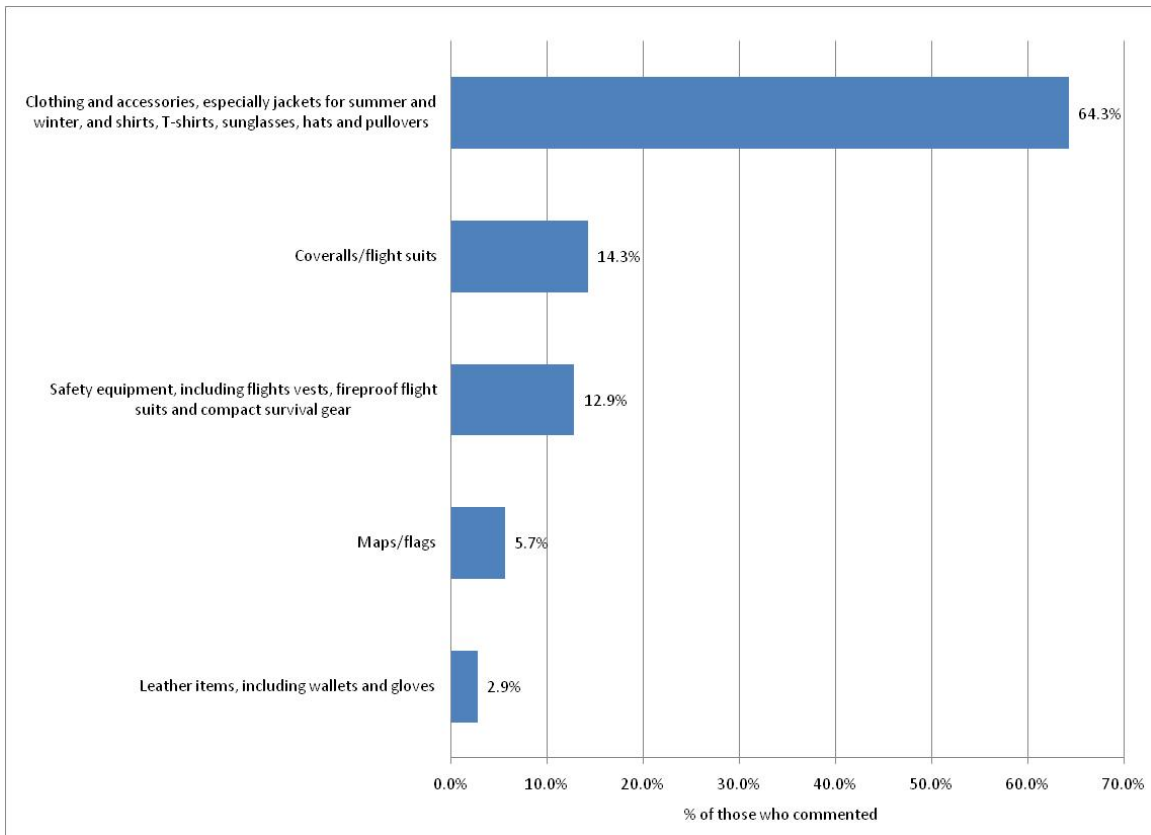
Note, only 11.6% of the respondents thought that the COPA Conventions should be free, so 88.4% of the membership expects to pay at least something to attend a COPA convention.

4. COPA dues are \$50 annually and have been at that level since 2000. I would favour



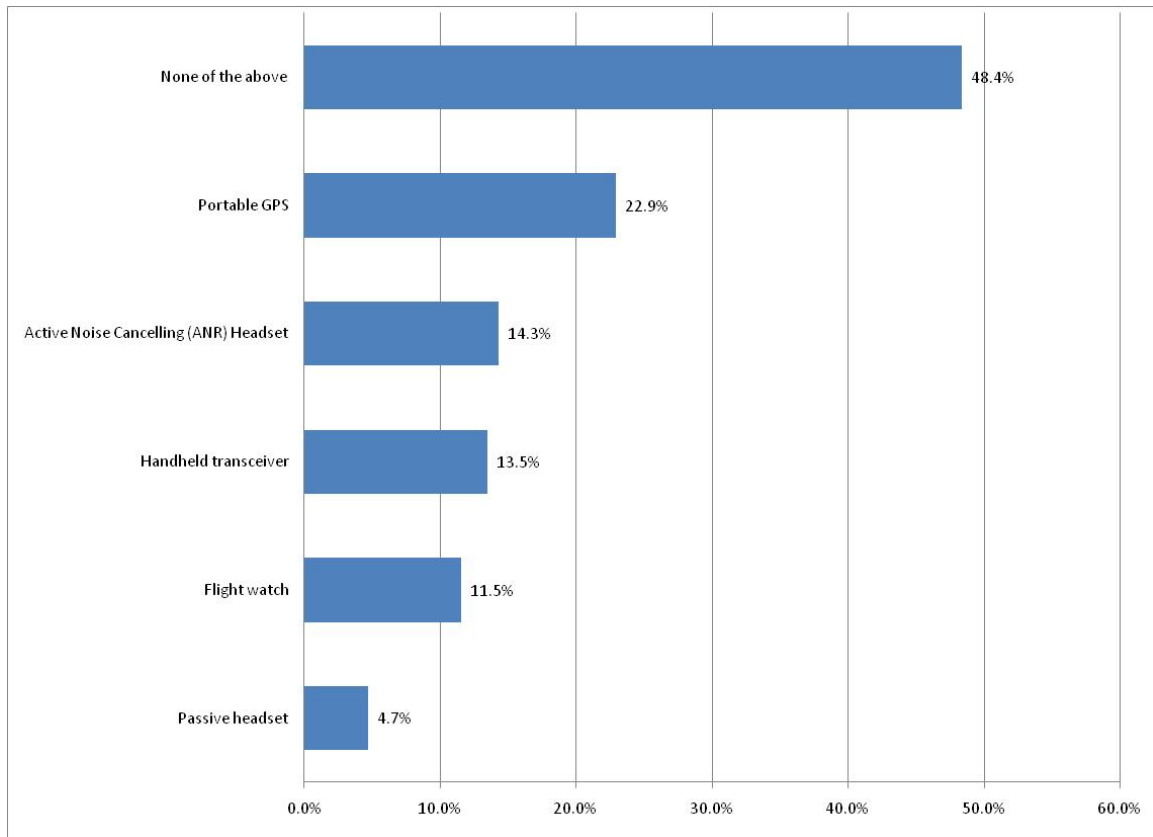
This graph indicates that there is significant support to increase COPA dues. Over half of the respondents would support a \$10-20 increase, and only 25.1% believe that there should be no increase.

5. The one new item that I would like to see offered for sale as part of the COPA Collection of clothing and other merchandise is



While there were not many comments (70) to this question, clothing and accessories were the items most COPA members would like to see for sale.

6. What new flying gear are you planning to purchase in 2007?



Interestingly, the most frequent response to this question was none of the above. The next most frequent responses were Portable GPS systems and ANR Headsets.

G. Please tell us about yourself (this information helps ensure that we are aware of the needs of all our members)

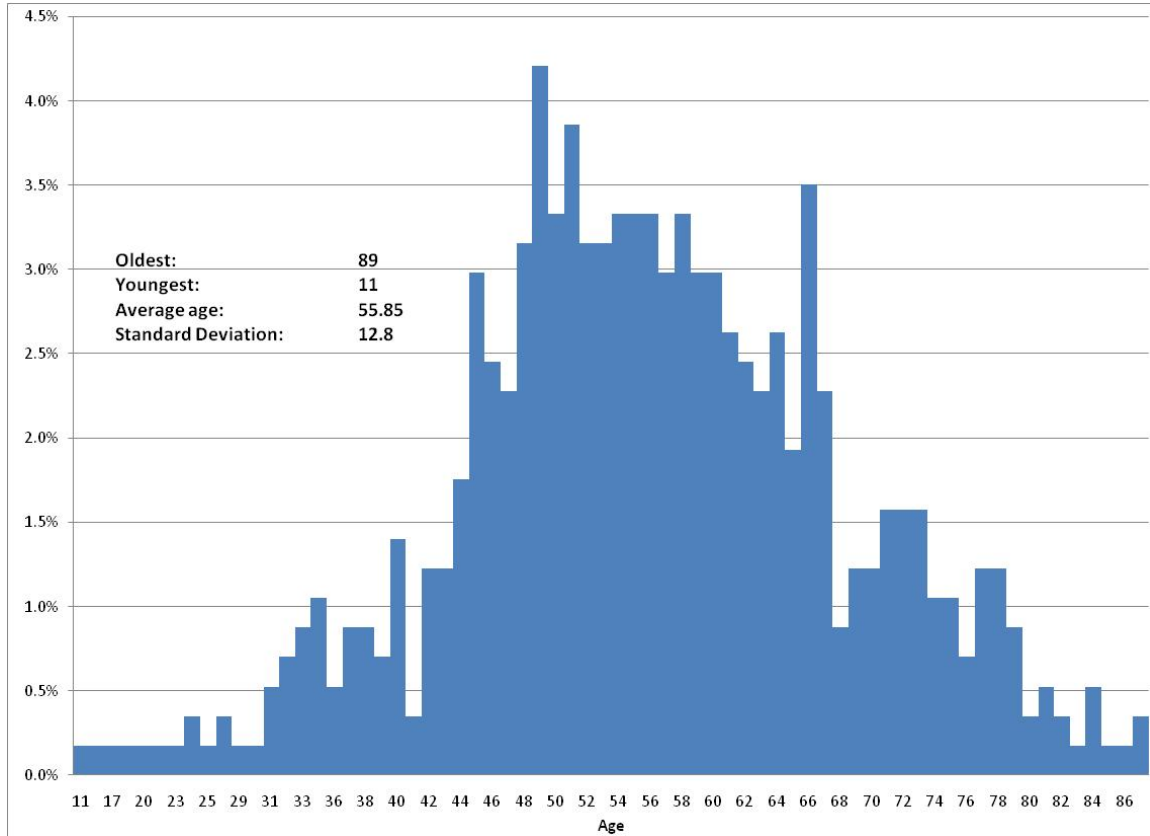
1. Personal information

Home Province

Home province	Survey	Membership	Variance
Alberta	14.73%	13.45%	+ 1.28%
British Columbia	16.20%	16.03%	+ 0.17%
Manitoba	5.89%	4.34%	+ 1.55%
New Brunswick	1.77%	1.43%	+ 0.34%
Newfoundland	1.03%	0.92%	+ 0.11%
Northwest Territories	0.29%	0.51%	- 0.21%
Nova Scotia	1.91%	1.76%	+ 0.15%
Ontario	44.04%	40.19%	+ 3.85%
Prince Edward Island	0.88%	0.28%	+ 0.60%
Quebec	8.69%	16.09%	- 7.40%
Saskatchewan	3.98%	4.23%	- 0.26%
Yukon	0.29%	0.77%	- 0.48%

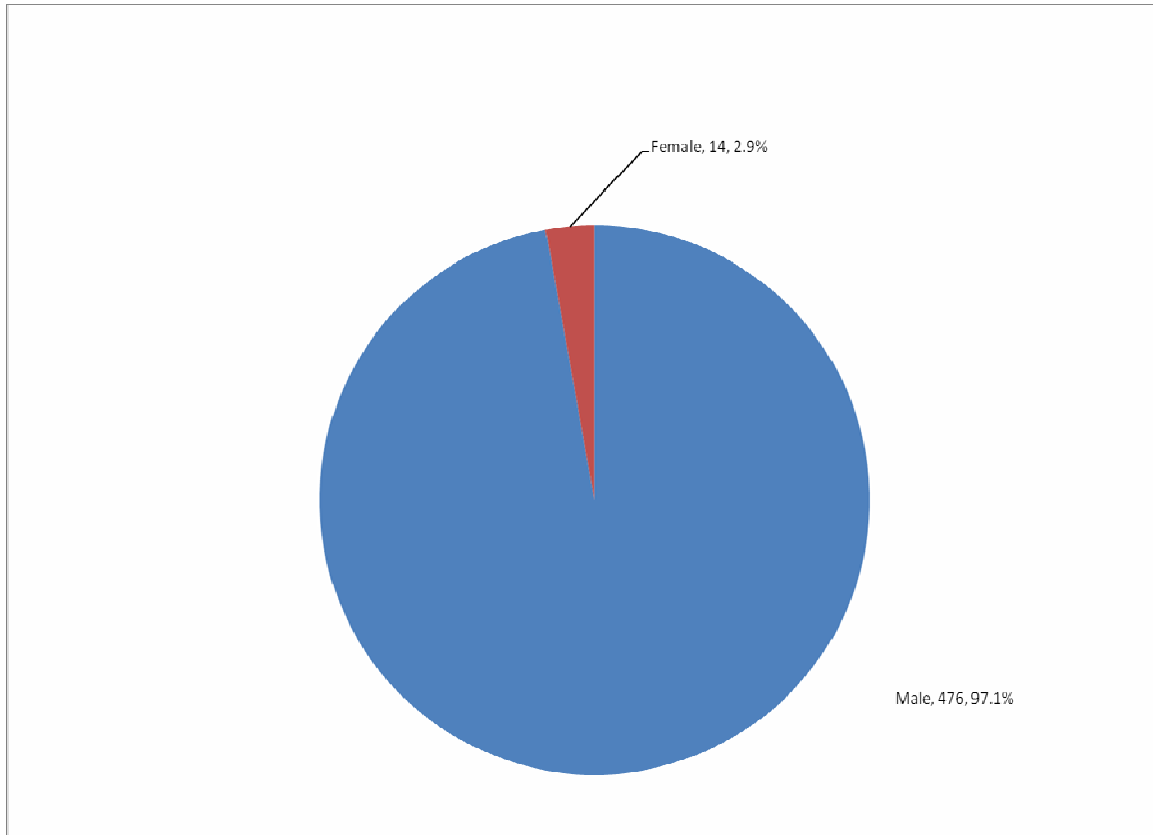
The survey responses and the COPA membership database match closely, and remain well within the margin of error (+/- 3.48%) in most cases. In only Quebec is the response rate noticeably outside the margin of error. For Quebec, it is likely that language proved a barrier again as it did in the 2002 survey.

Age Distribution



These results are comparable to those from the 2002 survey. In the 2002 survey the oldest respondent was 87 and this time it was 89, the youngest was 14 and this time it was 11, the standard deviation was 12.34 and this time it was 12.8. The average age of the membership has increased since 2002 from 53.4 to 55.85.

Gender Distribution



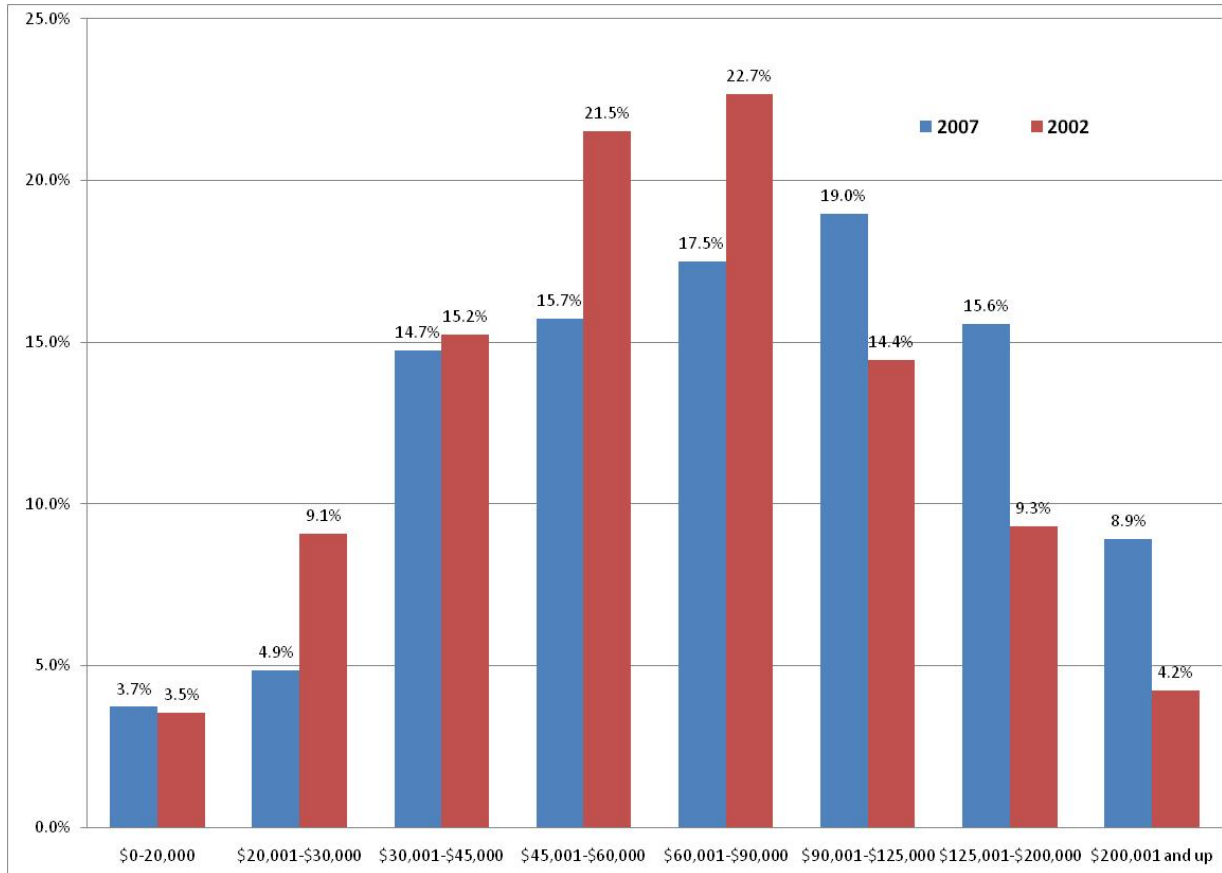
The ratio of male to female COPA members has not significantly changed from when the last survey of the membership was completed in 2002.

Distribution by Occupation

Common Occupations Reported	Count	Percent
Self-employed	34	14.2%
Airline/Helicopter/Bush Pilot	26	10.8%
Manager	19	7.9%
Farmer/Rancher	17	7.1%
Electrician	14	5.8%
AME	13	5.4%
Business Owner/Entrepreneur	13	5.4%
Consultant/Contractor	13	5.4%
Teacher	13	5.4%
Sales	10	4.2%
Truck driver/Driver	10	4.2%
Businessman	9	3.8%
Mechanic	9	3.8%
Technician/Technologist	9	3.8%
Police Officer	7	2.9%
Student	6	2.5%
Financial Professional	5	2.1%
Accountant	4	1.7%
Construction Worker	3	1.3%
Geologist	3	1.3%
Firefighter	3	1.3%

The number of retired members stood at 174 representing 25.1% of survey respondents. The number of unemployed members stood at 6 representing 0.9%. These percentages are virtually identical to those reported in the 2002 survey. It is interesting to note that many fewer COPA members are unemployed compared to the national average which hovers above 5%.

2. Your annual family income is



From this graph, it can be observed that in the 2007 survey there are more members in the \$90,001-\$125,000 category on through to the the \$200,000 and up category compared to the 2002 survey. The main reason for this discrepancy, I believe, is because of the different wording of this question in the two surveys. In the 2002 survey, a lead-in was used which implied that it was an advantage to understate the annual family income: “We often hear that ‘aircraft owners and pilots are rich’ and therefore can afford fees and cost increases – answering this question will help assert that this, in general, is not true.”

In the 2007 survey no such lead-in was used, making the question neutral. Using a neutral question makes it more likely that this information about annual family income is accurate.

This data shows that 61.0% of COPA members have a family income higher than the national median of \$58,100 (2004) and that the average family income of COPA members is likely double that of the average Canadian family.

COPA Membership Survey 2007

Please return the completed survey
in the enclosed stamped envelope
by **February 5, 2007**.



A. Please tell us about your current flying. (check all applicable)

1. Pilot licence or permit held:

- | | | |
|---|-------------------------------------|---|
| <input type="radio"/> None | <input type="radio"/> Student Pilot | <input type="radio"/> Ultralight Permit |
| <input type="radio"/> Rec Pilot Permit | <input type="radio"/> Private Pilot | <input type="radio"/> Commercial |
| <input type="radio"/> Airline Transport | <input type="radio"/> Glider | <input type="radio"/> Balloon |
| <input type="radio"/> Gyroplane | | |

2. Types of aircraft flown:

- | | | |
|--|--|--|
| <input type="radio"/> Light certified airplanes | <input type="radio"/> Transport category airplanes | <input type="radio"/> Amateur-built aircraft |
| <input type="radio"/> Owner-maintenance aircraft | <input type="radio"/> Jets | <input type="radio"/> Turboprops |
| <input type="radio"/> Ultralights | <input type="radio"/> Helicopters | <input type="radio"/> Floatplanes |
| <input type="radio"/> Aerobatic aircraft | <input type="radio"/> Balloons | <input type="radio"/> Gliders/sailplanes |
| <input type="radio"/> Gyrocopters | <input type="radio"/> Hang gliders | <input type="radio"/> Paragliders |
| <input type="radio"/> Other _____ | | |

3. Ratings: Instructor Instrument Multi-engine Seaplane

4. Do you fly for: Recreational Business Professionally Not currently flying

5. a) Total pilot hours (all types): _____ b) How many years have you been flying: _____

6. Total pilot hours flown during 2006 (all types): _____

7. Do you own an aircraft?

- Sole owner Own a share Not an aircraft owner

8. Are you also a member of any of the following?

- | | | | |
|--|---------------------------|---------------------------|--|
| <input type="radio"/> AOPA | <input type="radio"/> RAA | <input type="radio"/> EAA | <input type="radio"/> UPAC |
| <input type="radio"/> USUA | <input type="radio"/> IFF | <input type="radio"/> SAC | <input type="radio"/> Any aircraft type club |
| <input type="radio"/> Or any other national aviation association _____ | | | |

B. Please tell us about your use of computers.

1. Do you have access to the Internet?

- At home Other place (eg: library, etc.) No access to the Internet at all
 At work

2. How many times per month do you use the internet to browse websites?

- Never 1-5 6-10 11-20 More than 20

3. How many times per month do you visit the COPA website at www.copanational.org?

- Never 1-5 6-10 11-20 More than 20

4. I find the COPA Web site very useful.

- ① strongly disagree ② ③ ④ ⑤ strongly agree NA

Comments _____

C. Please tell us about COPA Policies and Programs.

1. Which of the following COPA membership benefits do you want? (check as many as appropriate)

- | | |
|---|--|
| <input type="radio"/> Aircraft insurance | <input type="radio"/> Life insurance |
| <input type="radio"/> Home and auto insurance | <input type="radio"/> Accidental death and dismemberment insurance |
| <input type="radio"/> Hotel discounts | <input type="radio"/> Rental car discounts |
| <input type="radio"/> Rust Removers | <input type="radio"/> COPA MasterCard |
| <input type="radio"/> Clothing & Merchandise Collection | <input type="radio"/> Annual Convention |
| <input type="radio"/> COPA Flights (local chapters of COPA) | |

2. The monthly COPA newspaper *COPA Flight* is excellent.

- ① strongly disagree ② ③ ④ ⑤ strongly agree

3. I believe that the COPA newspaper *COPA Flight* should become solely a web-based publication.

- ① strongly disagree ② ③ ④ ⑤ strongly agree

4. I feel that *COPA Flight* keeps me adequately informed about general aviation events.

- ① strongly disagree ② ③ ④ ⑤ strongly agree

5. I would favour making *COPA Flight* smaller to reduce costs and moving more information to the COPA website

- ① strongly disagree ② ③ ④ ⑤ strongly agree

6. I feel that I am getting good value from my COPA membership.

- ① strongly disagree ② ③ ④ ⑤ strongly agree

7. I find my dealings with COPA staff to be a positive experience.

- ① strongly disagree ② ③ ④ ⑤ strongly agree

8. I find that I get my questions answered by COPA staff in a timely manner.

- ① strongly disagree ② ③ ④ ⑤ strongly agree

9. What two things should COPA be doing for personal aviation in Canada that it isn't doing now?

D. Please tell us what you like in the COPA Flight newspaper.

COPA knows that its members expect certain elements in the *COPA Flight* newspaper, such as the front page news and classifieds. If COPA had to make cuts to control costs, it would be important to know which regular features and columns members read most often.

Please check the *COPA Flight* newspaper features that you read regularly:

- Presidents Corner - Kevin Psutka
- Did You Know - Adam Hunt
- Cross Country Trip Reports
- Pilots to Pilots - letters to the editor
- Seaplane News
- Accident & Incident summaries
- Aircraft Maintenance News
- Chairman's Message - Bob Kirkby
- At the CARAC Table - news about upcoming changes to the CARs
- COPA at Work (formerly the COPA Newsletter)
- Business Aviation News
- Aviation Enforcement Actions - Transport Canada
- COPA Flight News - news from COPA's local chapters
- Pilot Reports - reviews of new aircraft types

Please check the *COPA Flight* Columnists that you read regularly:

- Happy Landings - Garth Wallace
- Off We Go - Wayne Winters
- A Pilots Perspective - Barry Meek
- CFI Corner - Alex Burton
- Captain Ken's Comments - Ken Armstrong
- Fireside Aviator - Bob Merrick
- Pacific Perspective - Tony Swain
- Rem's Report - Rem Walker
- EAA Homebuilt Aircraft Committee Report - Jack Dueck
- Tom's Corner - Tom Brenan
- COPA Safety Bulletin (Chock to Chock & Pilot's Primer)

E. Please tell us how you feel about issues that affect personal aviation.

COPA devotes a lot of effort to the issues that affect personal aviation. **Please check the top three issues** you feel COPA should consider priorities.

- Nav Canada airspace and fees
- 406 Mhz ELTs
- Transport Canada over-regulation of aviation
- Landing fees
- Lack of satellite weather info in Canada - i.e. XM Radio
- The National Airports Policy and resulting problems with small airports
- Availability and cost of aircraft insurance
- Other _____

F. Please provide your perspective on the services COPA provides

1. These are some of the services that COPA provides to its members.

Please **rank the following eight (8) services** (from 1 to 8, with 1 being assigned to the service that you value most).

- COPA aviation insurance
- COPA Web site
- Annual Convention
- COPA lobbying efforts with government
- Young Eagles
- COPA staff to answer questions by phone and e-mail
- COPA Flight* newspaper
- COPA Guides

2. I would favour a COPA Convention that is **(please check only one)**:
- A single annual event held in different locations each year A single annual event held in the same location each year
 A series of regional events instead of one national event I would attend no matter what format was used
 I have no interest in attending a COPA Convention
3. COPA Conventions can be expensive to put on, but the scope of the convention can be scaled to the amount members are willing to pay to attend. I feel a reasonable COPA Convention registration fee would be:
- \$50 \$75 \$100 \$250 \$350 \$500 COPA Conventions should be free to attendees
4. COPA dues are \$50 annually and have been at that level since 2000. I would favour **(please check only one)**:
- An increase in membership dues (\$10-20) to maintain existing services
 No increase in membership dues, even if it means reducing current services
 An increase in membership dues (\$20-30) for more services than at present
 (for example, professionally presented Rust Removers, or more staff to answer calls)
 An increase in membership dues (\$50-100) for many more services than at present
 (for example, for more staff to expand the COPA Flights network, to hire professional lobbyists to improve COPA's influence with governments, or to develop self-administration for personal aviation)
5. The one new item that I would like to see offered for sale as part of the COPA Collection of clothing and other merchandise is:
-
6. What new flying gear are you planning to purchase in 2007?
- Passive headset Handheld transceiver Portable GPS
 Active Noise Cancelling (ANR) Headset Flight watch None of the above

G. Please tell us about yourself. (this information ensures that we are aware of the needs of all our members)

Membership number **(important for prize draw)** _____
Home province _____ Age _____ Male Female
Occupation _____ retired not currently employed

2. Your annual family income is:
- \$0-20,000 \$20,001-\$30,000 \$30,001-\$45,000 \$45,001-60,000
 \$60,001-90,000 \$90,001- \$125,000 \$125,001- \$200,000 \$200,001 and up

All COPA members who complete this survey will automatically be entered in a draw for an ICOM A24Li handheld VHF navcom radio valued at \$395, provided courtesy of ICOM Canada and VIP Pilot Centre. Additional prizes include a Bose Music System personal CD player courtesy of VIP Pilot Centre and COPA Collection clothing items, supplied by COPA.

Note: We guarantee that your personal information will be kept confidential. KC Surveys, the survey company we hired to conduct this survey, will present only aggregate data in the survey report so that no survey participant's responses can be identified.

COPA Telephone Survey

1. (B-4) I find the COPA Web site very useful. (www.copanational.org)

1	2	3	4	5	NA
strongly disagree				strongly agree	

2. (C-2) The monthly COPA newspaper *COPA Flight* is excellent.

1	2	3	4	5
strongly disagree				strongly agree

3. (C-3) I believe that the COPA newspaper *COPA Flight* should become solely a web-based publication.

1	2	3	4	5
strongly disagree				strongly agree

4. (C-6) I feel that I am getting good value from my COPA membership.

1	2	3	4	5
strongly disagree				strongly agree

5. (C-7) I find my dealings with COPA staff to be a positive experience.

1	2	3	4	5	NA
strongly disagree				strongly agree	

6. (G-1) Your age _____. Name _____