

MIKE 20-FEB-75 15:05 31885

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## Round 2 Comments - Sorted by REFERRING GROUP

- (1-on-1-102-051-0) No extreme views from Researchers, 2
- (1-on-1-102-055-0) Would like to know name of Researcher.  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched what program, or which household, for that matter, 3
- (1-on-1-102-101-0) Participative incasting could be used for 'pacing' program delivery to suit the average comprehension level.  
 \*\* Adults will not believe in it unless they are participating, 4
- (1-on-1-102-600-0) Researchers now have no extreme views and yet as a group they probably know most about this concept, Does this mean that people who know most do not possess extreme viewpoints? 5
- (1-on-1-102-700-0) No researcher extreme view, 6
- (1-on-1-102-700-0) One would use service at one's own risk.  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc.,, 7
- (1-on-1-102-800-0) How does this researcher know this?  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 8
- (1-on-1-102-900-0) The correct answer of course, now one must find parties prepared to accept such responsibility.  
 \*\* By charging the expense to the responsible party, 9
- (1-on-1-106-055-0) Amen to this! I once reviewed a proposed law enforcement project in which this kind of information would be used to predict criminal activity so that concentration on potential criminals would be possible, pollsters would develop "sucker lists" for concentrated sales attacks on certain individuals.  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 10
- (1-on-1-106-055-0) False  
 \*\* Very small percent of uses will be embarrassed by disclosing their choice of programs, 11
- (1-on-1-106-059-0) Could buy a newspaper, 12

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- (1-on-1-106-059-0) I agree  
 \*\* "No effects", assuming traditional alternatives remain, 13
- (1-on-1-106-059-0) I agree  
 \*\* Assumes alternatives are available and that problem not an emergency, 14
- (1-on-1-106-059-0) I agree  
 \*\* Depends on what is meant by temporary, 15
- (1-on-1-106-059-0) I agree  
 \*\* Eventually, complete chaos, but we won't be all the way there by 1985, 16
- (1-on-1-106-059-0) I agree  
 \*\* How long is "temporary"? 17
- (1-on-1-106-059-0) I agree  
 \*\* How long is temporary? Depends on availability of alternative modes of operation, 18
- (1-on-1-106-503-0) The other respondees took security for granted - see my previous comment. The researchers are just showing some foresight. This will be a critical aspect of the system. It must establish an early reputation for security or it will be doomed, 19
- (1-on-1-109-204-0) Researchers obvious of the effects of TV and other media on children's ability/disability to read, 20
- (1-on-1-110-101-0) No credit, making it more fun to learn.  
 \*\* My guess is that the best market would be the adult education market - as the home equivalent of a night school, 21
- (1-on-1-110-103-0) Too biased and would be looked upon by Consumer (me) as a sales pitch,  
 \*\* Advertising, e.g., sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc, 22
- (1-on-1-111-050-0) Both are valid because people differ,  
 \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 23
- (1-on-1-111-102-2) Researchers are more aware of the failures of CAI etc. Students are conscious how lousy their teachers are, 24
- (1-on-1-111-103-0) I am worried by the dangers of covert advertising etc,

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- \*\* Advertising, eg; sewing by sewing machine co, - cooking by gas company - hobbies by suppliers, etc, 25
- (1-on-1-111-103-0) I am worried by the dangers of covert advertising etc, 25
- \*\* Industry trying to develop markets through education of potential buyers, (?), 26
- (1-on-1-111-700-0) And therefore will increase effectiveness, won't reduce costs, 26
- \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 27
- (1-on-1-111-700-0) Of course 27
- \*\* Lobbying on behalf of the medical profession - to safeguard a vested interested, 28
- (1-on-1-111-700-0) So the role of the paramedic in these centres could be crucial 28
- \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to technological medicine can discourage this service, However, this is a prime service of the future and climitization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 29
- (1-on-1-111-700-0) Some will, some won't, The differences matter, 29
- \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, Patients are being conditioned by health care services and insurance to expect better service, 30
- (1-on-1-111-800-0) But it needs them, 30
- \*\* Not much gain to the existing establishment, It doesn't want new channels of information, 31
- (1-on-1-111-800-0) Disagree 31
- \*\* I think that any "town meeting" concept will be become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population, Most people wouldn't give you a cent for it, 32
- (1-on-1-111-800-0) Important 32
- \*\* Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions, A basic question is whether this will promote beneficial 32

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- participatory democracy or just an illusion, In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends, 33
- (1-on-1-111-800-0) Not all politicians,  
 \*\* The resistance of the politicians, 34
- (1-on-1-111-800-0) Probably  
 \*\* Common-sense 35
- (1-on-1-111-800-0) Probably, but infortunate  
 \*\* Trend to "government by polls" where representatives base many decisions on private or public polls, 36
- (1-on-1-111-800-0) This is a problem even without the technology, We must get to trips with it, Suppressing it won't help,  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 37
- (1-on-1-111-800-0) Too true  
 \*\* Liking of gimmickry by politicians, Some people will make money out of it, 38
- (1-on-1-111-800-0) True enough, but it could offer something if used properly  
 \*\* Idiot appeal, sounds nifty, trendy, participatory, 39
- (1-on-1-111-800-0) With a lot of luck,  
 \*\* Participative, leading to anticipative democracy, 40
- (1-on-1-111-800-0) Yes  
 \*\* "Consumerism" in the broad sense, i.e. pressures on elected representatives to be responsive, 41
- (1-on-1-111-800-0) yes  
 \*\* dissatisfaction with government and a greater desire to conveniently express one's grievances, 42
- (1-on-1-111-800-0) Yes  
 \*\* We should approach it cautiously, If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 43
- (1-on-1-111-800-0) Yes  
 \*\* Increasing interest in and understanding of government by the electorate, Increasing realization that governments are not infallible, 44

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- (1-on-1-111-900-0) Yes  
 \*\* 1) Certify the supplier of systems, 2) Make tests compulsory, 45
- (1-on-1-111-900-0) Yes  
 \*\* By charging the expense to the responsible party, 46
- (1-on-1-111-900-0) Yes  
 \*\* Class action suits against the vendor of the service, if the vendor is legally negligent, 47
- (1-on-1-111-900-0) Yes  
 \*\* If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective functions; gen. alarm for total system failure, requiring instant svc. by telephone company "Flying squad" equipped for appropriate action, 48
- (1-on-1-111-900-0) Yes  
 \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, - Levy a charge for excessive false alarms for any reason, 49
- (1-on-1-111-900-0) Yes  
 \*\* Reduced premiums from insurance, Provided as built-ins in new buildings, 50
- (1-on-1-113-050-0) Obligation towards whom?  
 \*\* It of course depends on what one means by "leisure". Let's just say that leisure (or play) is something that one is not obliged to do and that the opposite (work) is that which one is obliged to do, 51
- (1-on-1-113-800-0) Agree  
 \*\* I think that any "town meeting" concept will become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population. Most people wouldn't give you a cent for it, 52
- (1-on-1-113-800-0) Agree  
 \*\* Problem with control - one vote per person - assuring legality of voters, Pressure on individuals to swing votes, - Influence of cranks, - Interference with equipment (eg, tapping of info data modification,) 53
- (1-on-1-113-800-0) Agree (limit the response to a "yes" or "no")  
 \*\* "Consumerism" in the broad sense, i.e. pressures on elected representatives to be responsive, 54

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- (1-on-1-113-800-0) Agree (limit the response to a "yes" or "no")  
 \*\* Participative, leading to anticipative, democracy, 55
- (1-on-1-113-800-0) Agree (limit the response to a "yes" or "no")  
 \*\* Dissatisfaction with government and a greater desire to  
 conveniently express one's grievances, 56
- (1-on-1-113-800-0) Agree (limit the response to a "yes" or "no")  
 \*\* Idiot appeal, sounds nifty, trendy, participatory, 57
- (1-on-1-113-800-0) They may want to be watched, After Watergate  
 politicians may want to open up to the public and seek their  
 participation,  
 \*\*Politicians ton't like to be watched,,. Regional governments are  
 the think and the're doing more in isolation from the public than  
 local gov't used to, however, therehas got to be a trade off,,.I  
 don't know what, 58
- (1-on-1-115-050-0) I agree with the housewife. Has the above  
 researcher ever experienced waiting in a line at a department store  
 while two or three people in front of you are using credit card  
 cheques or cashing a social security cheque? I doubt very much that  
 an "automatic" purchase would be slower on the average,  
 \*\* Banking per se takes probably no more than 30 minutes per  
 month; the time taken to make a purchase "automatically" would  
 probably increase, 59
- (1-on-1-115-051-0) B,S,  
 \*\* If more people spend more time at home getting entertainment  
 there, watch the brith-rate; it might be afected - upwards, of course  
 - unless other developments offset, 60
- (1-on-1-115-057-0) B,S, interest in the community is not a function  
 of free time,  
 \*\* More free time, therefore interest in the community to a greater  
 degree, 61
- (1-on-1-115-057-0) Sorry! I don't see this,  
 \*\* "Many more", assuming service is interactive and brings people  
 together; otherwise, no - just like present passive TV viewing, 62
- (1-on-1-115-057-0) Sorry! I don't see this,  
 \*\* Would get out into more participation-oriented activities as  
 they would replace "sit and stare" theatre activities, 63
- (1-on-1-115-057-0) This is easy to do now if you try a bit!  
 \*\* Would tend to see more different people provided there were a  
 way to find out who was interested in the things you were, 64

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- (1-on-1-115-057-0) Why not?  
 \*\* Service would not promote new friendships, 65
- (1-on-1-115-058-0) I would like them to explain why.  
 \*\* "More formal"; however, lifestyle would become more informal as a result of staying home more, 66
- (1-on-1-115-059-0) Agree  
 \*\* It would be major if you needed the service while it was disrupted, 67
- (1-on-1-115-059-0) Agree, minor annoyance but I don't necessarily subscribe to that theory of more babies,  
 \*\* Depends, of course on what there is available for entertainment, 68
- (1-on-1-115-059-0) Agree, minor annoyance, but I don't necessarily subscribe to that theory of more babies,  
 \*\* Upset if I was paying a high rate; but if temporary - same kind of reaction as not getting into a movie,..,! 69
- (1-on-1-115-059-0) What if you haven't read it?  
 \*\* Ref. "The Machine Stops", by E.M. Forster., 70
- (1-on-1-115-101-0) Agree  
 \*\* My guess is that the best market would be the adult education market - as the home equivalent of a night school, 71
- (1-on-1-115-102-0) I agree with all comments but the second one (I do not know what he means). I think heavy government funding is the only way to get such a service started on a large scale,  
 \*\* Should be strongly supported with public funds, perhaps with groups or pulitzer prize winners and other such laureates reviewing and providing overall direction to the programs, 72
- (1-on-1-115-103-0) 1 and 2 have interesting suggestions but 3 identifies a real potential problem. If each Company decides to sponsor an educational program to promote its product, we will end up with unnecessary duplication which may become costly for the consumer. Perhaps the solution would be for industry associations or group of companies to sponsor these programs, e.g. Car manufacturers sponsor a course on automobile mechanics,  
 \*\* Advertising, eg; sewing by sewing machine co. - cooking by gas company - hobbies by suppliers , etc, 73
- (1-on-1-115-103-0) 1 and 2 have interesting suggestions but 3 identifies a real potential problem. If each Company decides to sponsor an educational program to promote its product, we will end up with unnecessary duplication which may become costly for the consumer. Perhaps the solution would be for industry associations or

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group of companies to sponsor these programs, e.g. car manufacturers sponsor a course on automobile mechanics.

\*\* Industry trying to develop markets through education of potential buyers (?).

74

(1-on-1-115-503-0) Agree with 1,2,3 and 4, In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)

\*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating.

75

(1-on-1-115-503-0) Agree with 1,2,3 and 4, In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)

\*\* Criterion is that it must be at least as secure (and accurate) as current system.

76

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\*\* Need to keep RCMP, income tax people, etc., out of computer banks.

77

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\*\* Re: Security requirements = we will need some foolproof method of remote verification of personal identification. It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace.

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(1-on-1-115-800-0) Agree

\*\* Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions. A basic question is whether this will promote beneficial participatory democracy or just an illusion. In particular, can such

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- remote political participation be subverted by power elites who manipulate the masses for their own ends, 79
- (1-on-1-115-800-0) Agree  
 \*\* Politicians don't like to be watched...Regional governments are the thing and they're doing more in isolation from the public than local gov't used to, however, there has got to be a trade off...I don't know what, 80
- (1-on-1-115-800-0) Agree  
 \*\* The resistance of the politicians, 81
- (1-on-1-115-800-0) Unfortunately, he is probably right  
 \*\* I think that any "town meeting" concept will become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population, Most people wouldn't give you a cent for it, 82
- (1-on-1-115-900-0) Agree  
 \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, - Levy a charge for excessive false alarms for any reason, 83
- (1-on-1-116-055-0) Note that this comment is not addressed to the problem of a temporary breakdown but rather to an at least intermittent monitoring - these seem to me to be quite different things.  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 84
- (1-on-1-116-059-0) Good point, Perhaps has Weller's Invasion from Mars in mind.  
 \*\* A disruption leading to erroneous information would be the worst kind, 85
- (1-on-1-116-059-0) I agree  
 \*\* Privacy of this information is essential, or police state-type activities (for national security reasons, of course) could become widespread, 86
- (1-on-1-116-103-0) I agree  
 \*\* Advertising, eg: sewing by sewing machine co, - cooking by gas company - hobbies by suppliers, etc, 87
- (1-on-1-116-700-0) I agree  
 \*\* Real need is for emergency services first, 88

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- (1-on-1-116-700-0) I strongly agree - doctors will fight it  
 \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, Patients are being conditioned by health care services and insurance to expect better service, 89
- (1-on-1-116-800-0) Agree  
 \*\* I think that any "town meeting" concept will become the domain of the same "joiners" in society who go to meetings now I am sure it will not involve more of the population, Most people wouldn't give you a cent for it, 90
- (1-on-1-116-800-0) Agree  
 \*\* We should approach it cautiously, If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 91
- (1-on-1-116-800-0) Disagree  
 \*\* Increasing interest in and understanding of government by the electorate, Increasing realization that governments are not infallible, 92
- (1-on-1-116-800-0) I agree  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 93
- (1-on-1-116-800-0) I doubt it  
 \*\* Participative, leading to anticipative, democracy, 94
- (1-on-1-116-800-0) Sceptical  
 \*\* Trend to "government by polls" where representatives base many decisions on private or public polls, 95
- (1-on-1-120-301-0) Furthermore, this idea about our being manipulated is ridiculous, we are manipulated because we want to be manipulated,  
 \*\* An editing function is implied here, The question is, who does such editing? If all information comes from one source there is a danger of manipulation, 96
- (1-on-1-122-055-0) From the frequency of comments about pornography, I wonder if this guy is a small minority,  
 \*\* I don't see the privacy issue here in broadband entertainment; they're not bringing TV cameras to my house, and I don't have to use any services I'm ashamed of being caught using (if there were any), 97
- (1-on-1-122-059-0) Interesting, everyone a consultant

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- \*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious, 98
- (1-on-1-122-900-0) Best suggestion
- \*\* If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective functions; gen. alarm for total system failure, requiring instant svc. by telephone company "Flying Squad" equipped for appropriate action. 99
- (1-on-1-122-900-0) Good
- \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, - Levy a charge for excessive false alarms for any reason. 100
- (1-on-1-123-050-0) I would also have to agree with the researcher's comment above, Even now I do most of my banking by mail or telephone. The only times I go to the bank is for getting cash. Even, then I generally don't go to the bank but to a supermarket or other retail establishment which will cash my checks without all the hassle of a bank, I have my employer deposit my check directly into my savings and checking accounts, So who need al these electronic, frills? Only the banks themselves not the public!
- \*\* Banking per se takes probably no more than 30 minutes per month, the time taken to make a purchase "automatically" would probably increase. 101
- (1-on-1-123-057-0) Yes
- \*\* Would get out into more participation-oriented activities as they would replace "sit and stare" theatre activities. 102
- (1-on-1-123-059-0) Very profound insight: individual workers tends to become a self-employed "freelancer" rather than a steady wage-earner. Many workers would oppose such a shift to a less stable source of income as a threat to their financial security.
- \*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious. 103
- (1-on-1-123-059-0) Yes
- \*\* Nuisance 104
- (1-on-1-123-059-0) Yes The monopoly control of the news media is a serious issue when it results in concentration of ownership and control.
- \*\* Depends on availability of alternative services. 105

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- (1-on-1-123-059-0) Yes, absolutely mandatory  
 \*\*Fail-safe manual system fallback assumed. 106
- (1-on-1-123-503-0) Most definitely  
 \*\* Need to keep RCMP, income tax people, etc., out of computer banks. 107
- (1-on-1-123-700-0) I see remote medical diagnosis as a substitute rather than complementary in the strict economic sense of these terms, Hence it is ideal for remote isolated areas when the alternative is non-professional medical care or none at all. I see it as ideally used to assist nurses and para-medical professionals particularly for difficult =to=diagnose cases,  
 \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement. 108
- (1-on-1-123-700-0) I think this concept could be tied in with the community clinic concept,  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to technological medicine can discourage this service, However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres. 109
- (1-on-1-123-800-0) Amen  
 \*\* We should approach it cautiously, If you think T,V, and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system. 110
- (1-on-1-123-800-0) Most definitely here already  
 \*\* Trend to "gOvernment by polls" Where rePResentatives base many decision on private or public polls. 111
- (1-on-1-123-999-9) The researchers were seldom at the extremes of opinion. 112
- (1-on-1-124-050-0) This definition of banking is doubtless far too narrow, thus the 30 minute/mo. figure, Banking should include time involved in all non-trivial purchases and transactions,  
 \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase. 113
- (1-on-1-124-503-0) Concur  
 \*\* Criterion is that it must be at least as secure ( and accurate ) as current system. 114

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- (1-on-1-124-800-0) Absolutely right!  
 \*\* We should approach it cautiously. If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 115
- (1-on-1-124-800-0) I hope not, since poll results would be considered a "mandate" and would severely limit application of special conditions, compromise, technical knowledge and long range consideration to decision making.  
 \*\* Trend to "government by polls" where representatives base many decisions on private or public polls, 116
- (1-on-1-130-601-0) In many respects, the suburban office building, which houses a number of company satellite offices, is already this concept in action. The only thing different which is needed, is the use made by the companies, (replacing the office to be convenient to the workers, rather than to the public served). No technological advance is needed. Only a different viewpoint by the businessman.  
 \*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers, 117
- (1-on-1-132-052-0) Why not pursue it for the hell of it?  
 \*\* Don't know; its not clearly just a function of what educational services are available, but also of what alternate employment oportunities there are. (I might become facinated by horticulture; would there be a job in that for me?), 118
- (1-on-1-132-055-0) OH?  
 \*\* Very small percent of users will be embarrassed by disclosing their choice of programs, 119
- (1-on-1-132-056-0) How? Each in boxes!  
 \*\* Tendency to share education programs and experiences, 120
- (1-on-1-132-059-0) Agree  
 \*\* "No effects" - except perhaps emotionally, 121
- (1-on-1-132-059-0) Agree  
 \*\* A breakdown might be a pleasant relief for many people! 122
- (1-on-1-132-059-0) Agree  
 \*\* I could take it or leave it, 123

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- (1-on-1-132-059-0) Agree  
 \*\* No effect on me personally, 124
- (1-on-1-132-059-0) No ways  
 \*\* Ref, "The Machine Stops", by E.M. Forster, 125
- (1-on-1-132-101-0) I agree with the commentary on adult level programming being a principal basis = Adults have surprising motivation for things that interest them, quite often unrelated to the work environment.  
 \*\* Serious adult service would be the principal basis, 126
- (1-on-1-132-503-0) A real problem = many possible methods of solution.  
 \*\* The only bottleneck is a "cheap" means of personal identification from the phone = a code number is not going to be enough, 127
- (1-on-1-132-503-0) Amen  
 \*\* Need to keep RCMP, income tax people, etc., out of computer banks, 128
- (1-on-1-132-503-0) Amen!  
 \*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating, 129
- (1-on-1-132-503-0) Amen!  
 \*\* Security is badly handled by banks now = at least privacy aspect = need changeable encrypted passwords on accounts = audits = ways to correct errors = consumer-protecting laws regarding illegal misuse of the system (like lost credit cards), 130
- (1-on-1-132-503-0) Be mandatory to prevent use of such systems  
 \*\* Re; Security requirements = we will need some foolproof method of remote verification of personal identification, It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction, This requires positive proof of one's identity, Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will (become commonplace), 131
- (1-on-1-132-503-0) Don't understand,  
 \*\* Hard empirical data from social prototypes; not opinion, 132
- (1-on-1-132-503-0) Oh really! Difficult yes but people in general are not involved,  
 \*\* Unfortunately people in general would probably be hard pressed

## Round 2 Comments = Sorted by REFERRING GROUP

- to describe usch a system in terms that are intelligible - banking security is acquired by reputation and tradition rather than logic, 133
- (1-on-1-132-503-0) Unfortunately, the current is not as good as people think,  
 \*\* Criterion is that it must be at least as secure (and accurate) as current system, 134
- (1-on-1-132-700-0) Surely the doctor would detect trouble ie, intelligence problems and arange other means,  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area = may be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for fright, etc, 135
- (1-on-1-132-700-0) Surely we are not talking about priorities, but rather the system itself,  
 \*\* Real need is for emergency services first, 136
- (1-on-1-132-700-0) System design a problem, It is very important to have medical people heading the temas in the development,  
 \*\* Incompetence of planners/designers and espically decision-makers, Fact it is perceived as substitute rather than complement, 137
- (1-on-1-132-700-0) Useful - U.S. work at Mans Gen, See also CBS study for U.S. Navy,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, Moreprsonal - less risk of gross errors, 138
- (1-on-1-132-700-0) What about history taking systems, Their efficacy seems good,  
 \*\* Patients not really objective about or trained to identify and communicate symptoms, Usually requires Q and A between doctor and patient, Allow hypochondriacs too easy access to "sympathetic ears", - Some sympton/diagnosis requires visual/tactile/aural inputs, 139
- (1-on-1-132-700-0) Yes  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment,; i,e, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc..., could be monitored directly, 140
- (1-on-1-132-700-0) Yes  
 \*\* It would permit a more complete and efficient mdical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative .., Remote walk-in

## Round 2 Comments - Sorted by REFERRING GROUP

- diagnostic centres, staffed by technicians rather than doctors?... I think it's a good possibility and there is a need, 141
- (1-on-1-132-700=0) Yes  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to technological medicine can discourage this service, However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres. 142
- (1-on-1-132-800=0) Amen - please no voting by this method,  
 \*\* Problem with control - one vote per person - assuring legality of voters, Pressure on individuals to swing votes, - Influence of cranks, Interference with equipment (eg, tapping of info data modification), 143
- (1-on-1-132-800=0) Amen! - Hence my gut reaction to round 1  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 144
- (1-on-1-132-900=0) If their fault  
 \*\* Make the cable company liable, for damages, 145
- (1-on-1-132-900=0) Most overrides could fail or be used by criminals, Administrative means are probably better,  
 \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, - Levy a charge for excessive false alarms for any reason, 146
- (1-on-1-132-900=0) Sure  
 \*\* Class action suits against the vendor of the service, if the vendor is legally negligent, 147
- (1-on-1-135-055=0) Good comment,  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 148
- (1-on-1-135-059=0) I agree,  
 \*\* \*\* I could take it or leave it, 149
- (1-on-1-135-159=0) And would make up time be available?  
 \*\* Depends on what is meant by temporary, 150

## Round 2 Comments = Sorted by REFERRING GROUP

(1-on-1-135-559-0) Would think this is a must in the design of the new service.

\*\* Assuming you could still transact in the traditional way,

151

(1-on-1-135-601-0) I agree with the listed researcher's comments. I would think the center could support "employees" from different companies allowing them to be put in the existing urban areas without requiring employers to relocate - walking distances would be easy to achieve thus reducing energy needs considerably.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers.

152

(1-on-1-135-700-0) Agree,

\*\* It would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative ... Remote walk-in diagnostic centres, staffed by technicians rather than doctors? ... I think it's a good possibility and there is a need,

153

(1-on-1-135-759-0) Agreed.

\*\* Assumes alternatives are available and that problem not an emergency.

154

(1-on-1-141-059-0) No, it wouldn't and couldn't.

\*\* Depends; would this wholly replace other sources of news? (Hope not!),

155

(1-on-1-141-204-0) Researchers are out of their area of expertise here - I go along with the consumerists (and housewives)

156

(1-on-1-141-301-0) No bigger danger than for the person who only reads one paper per day. Chances are that a greater degree of editorial comments could be provided with this system. We could read the editorial from the NY Times, National Review or Wall Street Journal on a particular topic if we wanted to see the range of views.

\*\* An editing function is implied here. The question is, who does such editing? If all information comes from one source there is a danger of manipulation.

157

(1-on-1-141-902-0) Multiple sensors using various types of inputs controlled by a cheap LSI micro computer to determine whether there is a real problem or not would solve this problem. The alarm would be

## Round 2 Comments - Sorted by REFERRING GROUP

sent out only when a logical pattern was determined by the micro computer (within seconds, of course)

\*\*If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective functions; gen, alarm for total system failure, requiring instant svc, by telephone company "Flying Squad" equipped for appropriate action,

158

(1-on-1-141-902-0) Perhaps the crime rate aspect is more a question of perception than real data. One fundamental here is the security and peace of mind aspect even though the system may never be used. If people perceive crime to be a problem then they will feel better having this type of system.

\*\* 1) Certify the supplier of systems 2) Make tests compulsory,

159

(1-on-2-102-052-0) Educators have no extreme views,

160

(1-on-2-102-054-0) No change. Educators not extreme,

161

(1-on-2-102-056-0) Very much agree with this. The work centres sound like prison cells. This need not of course be the case as long as there was an option open to commute back to a central work location if desired.

\*\* I get a claustrophobic feeling from this section. The human animal is a social creature. To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, i.e. machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation.

162

(1-on-2-102-102-0) The announcement ('commercial') system is not necessarily a bad thing. Perhaps some audience feedback could improve matters.

\*\* The commercial is the base of television as we know it. Let's avoid it assiduously in any new development of technology,

163

(1-on-2-102-700-0) Yes. Given good design this could be a future scenario.

\*\* Too imprecise. How about remote sensors to record and transmit vital body readings?

164

(1-on-2-106-059-0) I agree

\*\* Depends on the length of the breakdown period,

165

(1-on-2-110-101-0) Perhaps biased because of her own viewpoint,

## Round 2 Comments - Sorted by REFERRING GROUP

- \*\* Perhaps a little too optimistic, especially for the adult level, because of the motivation problem, 166
- (1-on-2-110-103-0) Dayten experience indicates consumer will pay for family education like golf, tennis, etc,  
 \*\* Private industry for employee training, 167
- (1-on-2-111-001-0) The educators are more middle-brow or lazy, 168
- (1-on-2-111-054-0) Interesting, Plausible, But I doubt it,  
 \*\* "Significant decrease"; habituation to information "on demand" could cause general loss of patience and drop in traditional manners, 169
- (1-on-2-111-059-0) Depends on quality of teachers,  
 \*\* "Minor consequences", if integrated with existing schol curriculum, 170
- (1-on-2-111-059-0) Depends on quality of teachers,  
 \*\* This is worse if the program is integrated into the schools, 171
- (1-on-2-111-211-2) As I said the educators look a lazy lot, Another possibility is that they have large families, 172
- (1-on-2-111-800-0) "This" service?  
 \*\* Widespread disenchantment with politics as@we now have it, Increasing technological capability to provide this service, Generally speaking, more education equals a higher level of politica participation, As the education level rises, more of the population will tend to desire participation in the various political processes, 173
- (1-on-2-111-800-0) Agreed  
 \*\* The immediacy of such a system would have advantages, The probability of getting feedback to the different government levels would be greatly increased by making it easier although some of the reactions might be impulsive rather than well considered (This may, or may not be a disadvantage), 174
- (1-on-2-111-800-0) No,  
 \*\* Developing technocracy will make people increasingly reluctant to engage in political activity since they will feel no one pays any attention to their ideas, 175
- (1-on-2-111-800-0) Not all politicians are the same  
 \*\* The politicians themselves who tend more and more to control information by delivering the information they want public, The lack of confidence of the politician in the population and vice versa, 176
- (1-on-2-111-800-0) Yes  
 \*\* The establishment doesn't want participation, Easy response

## Round 2 Comments - Sorted by REFERRING GROUP

- mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood, Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act, 177
- (1-on-2-111-900-0) An option to be evaluated,  
 \*\* Don't install the damned things, 178
- (1-on-2-111-900-0) Doubtful  
 \*\* Only rely on "keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission - a system would have to be worked out for this but with a computer it could be done, 179
- (1-on-2-111-900-0) Yes  
 \*\* Active or inactive state made evident to householder by visual devices; "over-rides" through coded signal, 180
- (1-on-2-111-900-0) Yes  
 \*\* By making the proper preliminary pilot studies and tests, 181
- (1-on-2-111-900-0) Yes  
 \*\* Design of fail/safe system, 182
- (1-on-2-111-900-0) Yes  
 \*\* Have town or city governments pay major portion of the installation of this system, 183
- (1-on-2-111-900-0) Yes  
 \*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs ==; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't change, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teen age kids, 184
- (1-on-2-111-999-9) Welfare workers stand out as having a different concept of the services, The educators look a sum lot, 185
- (1-on-2-115-050-0) I agree with this,  
 \*\* All these services would probably increase my efficiency at doing things, I am already doing without necessarily changing the distribution of my activities, 186
- (1-on-2-115-057-0) Agree  
 \*\* Service would not eliminate the need to meet with colleagues, 187

## Round 2 Comments - Sorted by REFERRING GROUP

- (1-on-2-115-058-0) I would like them to explain why,  
 \*\* If viewing increases, as is probable, only formal business - or church related activities will remain and with two-way video and audio network, formal communication will control life style, 188
- (1-on-2-115-059-0) Good point  
 \*\* A rash of bad diagnoses could be fatal, 189
- (1-on-2-115-059-0) Nuisance only  
 \*\* "Chaos" without a back-up system, especially on medical information, 190
- (1-on-2-116-051-0) Strongly agree  
 \*\* If work is at home, then one would normally want to seek release from work elsewhere, 191
- (1-on-2-116-059-0) Agree  
 \*\* "Chaos" without a back-up system, especially on medical information, 192
- (1-on-2-116-059-0) Clearly, these 2 educators are using "integrated" in different if not opposite senses.  
 \*\* This is worse if the program is integrated into the schools,  
 \*\* "Minor consequences", if integrated with existing school curriculum, 193
- (1-on-2-122-103-0) Good  
 \*\* Private industry for employee training,, 194
- (1-on-2-122-201-0) If you have one convenient  
 \*\* To use a card index is more efficient and easier, 195
- (1-on-2-123-059-0) The pattern of voting machine breakdowns and malfunctions is highly suspect in some cities notable for rough and tumble politics. Just try to extrapolate that to a large scale of operations using sophisticated systems which are even more vulnerable, 196
- (1-on-2-123-059-0) Yes, Only if the program is tightly integrated into a curriculum such that it could disrupt the timing of exams or the proper sequence of a tract of instruction,  
 \*\* "Minor consequences", if integrated with existing school curriculum, 197
- (1-on-2-123-059-0) Yes, only if the program is tightly integrated into a curriculum such that it could disrupt the timing of exams or the proper sequence of a tract of instruction,  
 \*\* This is worse if the program is integrated into the schools, 198

## Round 2 Comments - Sorted by REFERRING GROUP

- (1-on-2-123-059-0) Yes, quite literally  
 \*\* A rash of bad diagnoses could be fatal, 199
- (1-on-2-130-054-0) I agree, This is already a dangerous trend, The question of property rights in information is one that is beginning to be fought out in the U.S. courts, and probably will, over the next decade, become a major societal issue,  
 \*\* "Significant decrease", habituation to information "on demand" could cause general loss of patience and drop in traditional manners, 200
- (1-on-2-132-054-0) This is a potentially serious problem,  
 \*\* "Significant decrease"; habituation to informatzon "on demand" could cause general loss of patience and frop in traditional manners, 201
- (1-on-2-132-056-0) Amen  
 \*\* I get a claustrophobic feeling from this section, The human animal is a social creature, To isolate large numers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife husband is appalling, Have you considered the personal and psychological (and social) aspects of this kind of work pattern wherelarge numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 202
- (1-on-2-132-058-0) Yes,  
 \*\* If viewing increases, as is probable, only formal business - or church - related activities will remain and with two-way video and audio network, formal communications will control life style, 203
- (1-on-2-132-059-0) No way should this system be used for voting,  
 \*\* "No effects" except for a malfunction during an election; then chaos would result, 204
- (1-on-2-132-059-0) Yes,  
 \*\* "Minor consequences", if integrated with existin9 school curriculum, 205
- (1-on-2-132-700-0) Again, examine history taking systems, The work in Scotland showed considerable promise, It dealt with stomachs problems I believe, a class of rather diffuse symptoms, Other work has gone on in the U.S, I'm not familiar with Canadian work, These systems are the forerunner of more complex systems, However, as I noted in Round 1, they are used in a health complex, not in the home, In this environment there is other backup, Still not the doctor's office as such and many things can be speedup so as to allow the physician to do that for which his talents are really needed,

## Round 2 Comments - Sorted by REFERRING GROUP

\*\* Necessary to control the patient's subjective answers and compare them with real symptoms,

206

(1-on-2-132-700-0) Again, examine history taking systems, The work in Scotland showed considerable promise, It dealt with stomachs problems I believe, a class of rather diffuse symptoms, Other work has gone on in the U.S, I'm not familiar with Canadian work, These systems are the forerunner of more complex systems, However, as I noted in Round 1, they are used in a health complex, not in the home, In this environment there is other backup, Still not the doctor's office as such and many things can be speedup so as to allow the physician to do that for which his talents are really needed,

\*\* Not merely the impersonality, Many patients cannot describe their own symptoms, Many symptoms are difficult for any layman to describe, In effect this system makes the patient his/her own diagnostician,

207

(1-on-2-132-700-0) In part, yes,

\*\* The advantage in physically seeing the patient and being able to examine, touch and assess the malady, Greater possibility of error in judgement on diagnosis,

208

(1-on-2-132-800-0) Please a little more trust - not a lot, but a little more,

\*\* The establishment doesn't want participation, Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood, Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act,

209

(1-on-2-132-900-0) Too complex - visitors, friends staying with one etc,

\*\* Only rely on "Keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission - a system would have to be worked out for this but with a computer it could be done,

210

(1-on-2-135-102-0) Government spending will have to support most of it but would think that educational type businesses would also support without requiring commercials as we see on regular T.V,

\*\* Educational facilities and services are already being substantially used on the "haves"; to put a fee on homelearning for the "have-nots" is to put a further barrier in the way of use, If a fee is charged it should be minimal and covered by bursaries or grants if necessary,

211

(1-on-2-135-102-0) Programming should not be controlled by largest contributor,

## Round 2 Comments - Sorted by REFERRING GROUP

- \*\* The commercial is the base of television as we know it. Let's avoid it assiduously in any new development of technology, 212
- (1-on-2-135-800-0) Isn't this a good reason for having people participation?
- \*\* The politicians themselves who tend more and more to control information by delivering the information they want public, The lack of confidence of the politician in the population and vice versa, 213
- (1-on-2-135-900-0) Worse.
- \*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't change, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teenage kids, 214
- (1-on-2-141-052-0) The educator (#1) quoted above appears to be searching too hard for a problem here, A little common sense would get around the problem he posed.
- \*\* The implications of the remote work center bother me somewhat, An office at home might encourage people to do their business at your home, A public servant might find himself always on the job with no time of his own, 215
- (1-on-3-102-059-0) Which might not be a bad thing.
- \*\* "Chaos"; politicians might become unwilling to make decisions in the absence of remote inputs, 216
- (1-on-3-102-700-0) No need to limit data to way, Patient can be wired for vital functions monitoring.
- \*\* Diagnosis cannot be satisfactorily made on the basis of oral data in many cases, 217
- (1-on-3-102-700-0) Sounds like my doctor's characteristics!
- \*\* Fear, impersonality, incompetence, lack of psychological reassurance, 218
- (1-on-3-106-051-0) Welfare workers are probably work-averse and would stay away from a remote work center, Consumerists are seeing the advantages to the consumer, But there's not that much difference.
- \*\* Change in composition of reasons for going out, 219
- (1-on-3-106-056-0) I think the consumerists try to see impacts on other people leading them to exaggerate, 220
- (1-on-3-106-059-0) I agree

## Round 2 Comments = Sorted by REFERRING GROUP

- \*\* "No effects", unless regular stores close down, in which case major consequences, 221
- (1-on-3-106-602-0) A third and fourth number as well. Sharing a common terminal would be difficult terminals would be costly.  
 \*\* One thing they will also need is a second telephone number, to permit the residential number to function as such for wife and children, 222
- (1-on-3-106-800-0) These could be worked out. Demagogues could find even more harmful aspects. But in balance it would be useful.  
 \*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filter has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 223
- (1-on-3-111-054-0) May be true of her, not generally though,  
 \*\* "Significant decrease", out of concern for my own privacy, 224
- (1-on-3-111-204-4) Consumerists may work longer hours and have a greater need for the service, 225
- (1-on-3-111-503-1) Automated already, 226
- (1-on-3-111-653-0) Obviously 227
- (1-on-3-111-700-0) Only if it's a substitute  
 \*\* Fear, impersonality, incompetence, lack of psychological reassurance, 228
- (1-on-3-111-753-0) Obviously, 229
- (1-on-3-111-800-0) Dull = yes. Overload with trivia = need filter. Small minority = who knows?  
 \*\* Meetings are generally so dull that they would not command the attention of any but a dedicated few. Political representatives would tend to be overloaded with trivia. The service would probably be used by a small minority, 230
- (1-on-3-111-800-0) So design the filter, rather than discard the technology.  
 \*\* This is another service which sounds far-fetched. It might have

## Round 2 Comments - Sorted by REFERRING GROUP

- been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 231
- (1-on-3-111-800-0) Yes  
 \*\* Increased leisure time plus increased dissatisfaction with political/social/economic/cultural environment, 232
- (1-on-3-111-900-0) Yes  
 \*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place, 233
- (1-on-3-113-800-0) Who determines what's good and bad? A true democracy includes the inputs which, in the eyes of the intelligentsia, may be called "bad".  
 \*\* This is another service which sounds far-fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 234
- (1-on-3-113-900-0) This is hard to do, Initial alarm in the home should go through two steps,  
 \*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place, (This would require that members of household are present), 235
- (1-on-3-115-059-0) Agree, but this will not happen  
 \*\* "No effects", unless regular stores close down, in which case major consequences, 236
- (1-on-3-115-059-0) Agree, minor annoyance, But I don't necessarily suscribe to that theory of more babies,  
 \*\* More babies? 237

## Round 2 Comments - Sorted by REFERRING GROUP

(1-on-3-115-059-0) I doubt it

\*\* "Chaos" politicians might become unwilling to make decisions in the absence of remote inputs.

238

(1-on-3-115-103-0) 1 and 2 have interesting suggestions but 3 identifies a real potential problem. If each company decides to sponsor an educational program to promote its product, we will end up with unnecessary duplication which may become costly for the consumer. Perhaps the solution would be for industry associations, or group of companies to sponsor these programs, e.g, car manufacturers sponsor a course on automobile mechanics.

\*\* Depends on the level and nature of instruction - "Basic Right" vs. "Hobby" vs, "Investment in future income".

239

(1-on-3-115-800-0) This could be a real problem.

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filter has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination.

240

(1-on-3-116-059-0) I doubt it

\*\* "Chaos" politicians might become unwilling to make decisions in the absence of remote inputs.

241

(1-on-3-116-059-0) No evidence that the great 1965 black out had this effect

\*\* More babies?

242

(1-on-3-116-800-0) I strongly agree except for the last sentence.

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filter has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination.

243

(1-on-3-119-800-0) Closer to the truth than most. How to obtain

## Round 2 Comments - Sorted by REFERRING GROUP

consensus, How to take 5 x 10 to the sixth views and reduce to one course of action.

\*\* This is another service which sounds far-fetched, It might have been fine in ?Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holdres have a fair amount of determination,

244

(1-on-3-122-700-0) Sounds like CMA = AMA!

\*\* The CMA (Canadian Medical Association) would oppose it,

245

(1-on-3-123-059-0) Only serious consequences if it disrupts shopping for essentials such as food and booze!

\*\* "No effects", unless regular stores close down, in which case major consequences,

246

(1-on-3-132-054-0) I don't understand, Surely the contrary, If you are concerned then treat others with the respect that you would wish accorded yourself.

\*\* "Significant decrease" out of concern for my own privacy,

247

(1-on-3-132-059-0) Agree

\*\* "No effects", Unless regular stores close down, in which case major consequences,

248

(1-on-3-132-059-0) Perhaps

\*\* Mostly irritation in terms like "If the bloody phone company can't run things properly, someone else should take over",

249

(1-on-3-132-800-0) But surely his/her want on some issue is subject to the same complaint, The filters are his staff,

\*\* This is another service which sounds far-fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to liste, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination,

250

## Round 2 Comments - Sorted by REFERRING GROUP

- (1-on-3-135-002-0) People will pay for good quality,  
 \*\* Important for my involvement; for widespread use a quality range would ensure success, Porno in the home would sell well (with non-specific billing), 251
- (1-on-3-135-002-0) There is plenty of trash now for those who must watch that kind,  
 \*\* Given the fact that taste to date has virtually no relevance to what is programmed, the North American homo sapiens must be totally immune by now, 252
- (1-on-3-135-102-0) Government spending will have to support most of it but would think that educational type business would also support without requiring commercials as we see on regular T.V.,  
 \*\* If this is to be part of regular schooling, education available to all requires heavy government involvement, 253
- (1-on-3-135-700-0) Need ability to discuss problems with doctors regardless of amount of remote nosing down if patient wants to,  
 \*\* Fear, impersonality, incompetence, lack of psychological reassurance, 254
- (1-on-3-135-800-0) Polling concept only,  
 \*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to ven more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 255
- (1-on-3-141-211-0) Educators appear to be more oriented towards do-it-yourself than welfare workers, 256
- (1-on-4-102-800-0) That depends on the subject,  
 \*\* Too costly; People are too busy to stop and listen to meetings, 257
- (1-on-4-106-308-0) Students don't use newspapers anyway except debaters and political science majors, 258
- (1-on-4-111-102-2) Researchers are more aware of the failures of CAI etc, Students are concious how lousy their teachers are, 259
- (1-on-4-111-206-3) Supermarket trips a chore to students, not so much to housewives, 260

## Round 2 Comments - Sorted by REFERRING GROUP

(1-on-4-111-700-0) Misses the point  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 261

(1-on-4-111-800-0) Nor are others,  
 \*\* Too costly, people are too busy to stop and listen to meetings, 262

(1-on-4-113-800-0) Agree  
 \*\* Too costly, people are too busy to stop and listen to meetings, 263

(1-on-4-116-050-0) I agree, the students' response indicate a naivety about work, 264

(1-on-4-116-055-0) I find the student reactions to the first 3 items (especially) comprehensible, Did any comment on the risks envisaged, 265

(1-on-4-116-059-0) This is hard to interpret, 266

(1-on-4-116-155-0) I find the student reactions to the first 3 items (especially) incomprehensible, Did any comment on the risks envisaged, 267

(1-on-4-116-159-0) This is more understandable if students think of themselves as receiving their education substantially through such services, 268

(1-on-4-116-255-0) I find the student reactions to the first 3 items (especially) incomprehensible, Did any comment on the risks envisaged,? 269

(1-on-4-116-559-0) Hard to interpret, 270

(1-on-4-132-700-0) Nor with other apparatus such as scalpels, cardiac monitors ... Surely this confuses the tool with its use,  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 271

(1-on-4-135-700-0) Good,  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 272

(1-on-5-111-000-0) Welfare workers have a different concept of the service, 273

(1-on-5-111-214-4) Welfare workers see a move for reaching service, 274

(1-on-5-111-508-2) Welfare workers more distrustful of industry, 275

(1-on-5-111-650-3) Presumably if the services welfare workers provide

## Round 2 Comments - Sorted by REFERRING GROUP

become more available by telecomms, demand will increase considerably, 276

(1-on-5-111-652-3) Squares with other welfare worker deviations from other groups, 277

(1-on-5-111-700-0) Interesting  
 \*\*Medical practitioners themselves are reluctant to train paramedical equipment in largely provincially-funded institutions, 278

(1-on-5-111-900-0) Yes  
 \*\* Some form of penalty could be imposed for frequent false alarms e.g, extra service charge imposed, 279

(1-on-5-111-999-9) Welfare workers stand out as having a different concept of the services, The educators look a sum lot, 280

(1-on-5-115-900-0) Agree  
 \*\* Some form of penalty could be imposed for frequent false alarms e.g, extra service charge imposed, 281

(1-on-5-122-051-0) Welfare workers seem to be extreme most of the time, 282

(1-on-5-122-054-0) Interesting that 9 of 10 on right are W,! 283

(1-on-5-132-900-0) Amen  
 \*\* Some form of penalty could be imposed for frequent false alarms e.g, extra service charge imposed, 284

(1-on-5-132-900-0) Yes, if too frequent, Question: How frequent?  
 \*\* Some form of penalty could be imposed for frequent false alarms e.g, extra service charge imposed, 285

(1-on-5-141-211-0) Educators appear to be more oriented towards do-it-yourself than welfare workers, 286

(1-on-6-102-002-0) Poor quality programs can also carry 'U-ratings',  
 \*\* I presume this will be respectable entertainment and no "X=Rated" trash, 287

(1-on-6-102-100-0) Housewives have no extreme viewpoints, 288

(1-on-6-102-200-0) Again the group 'housewives' ('househusbands', 'housepeople'?) is not represented very much at the 'extremes', 289

(1-on-6-102-555-0) Housewives not extreme, 290

(1-on-6-102-656-0) Housewives now extreme, 291

## Round 2 Comments - Sorted by REFERRING GROUP

- (1-on-6-102-800-0) A guess at best, People might be encouraged to participate after seeing the results of a previous poll to which they were earlier apathetic,  
 \*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involved would not use this service either, They would not be interested, 292
- (1-on-6-106-059-0) I agree  
 \*\* Since the system would tend to encourage reliance on home security rather than banks, etc, for valuables, a breakdown would be serious because often unnoticed, 293
- (1-on-6-106-700-0) Important aspect; Example; Note that x-rays have legal status, Copying and transmitting them may affect roentgenologists legal status = malpractice, etc, 294
- (1-on-6-110-101-0) Not necessarily, how about note exercises, etc,  
 \*\* This service would be of more use to adults than to children, whose primary need is for a program of discovery, 295
- (1-on-6-111-050-0) Both are valid because people differ,  
 \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service, 296
- (1-on-6-111-206-3) Supermarket trips a chore to students, not so much to housewives, 297
- (1-on-6-111-800-0) Complement not substitute, More people may become involved,  
 \*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involved would not use this service either, They would not be interested, 298
- (1-on-6-111-800-0) Maybe  
 \*\* Increasing interest in government by average people = growing belief in ability of citizens to influence government decision, 299
- (1-on-6-111-800-0) Not necessarily,  
 \*\* Growing dissatisfaction with attempts to communicate by computer - lack of adequate reply, feeling of never having contacted another person, limited range of language available for coding, 300
- (1-on-6-111-800-0) Yes  
 \*\* Finding the right person or department for problem solving or information would be useful, 301

## Round 2 Comments = Sorted by REFERRING GROUP

(1-on-6-111-800=0) Yes

\*\* I don't bother much with politics but I do think it would encourage a lot of crackpots. There would also be a time saving on the same question being asked but for questions to go in to be answered right away this could really put a politician on the spot. More people may get interested because rather than writing a letter they could just spend in their questions.

302

(1-on-6-115-050=0) I agree with the housewife. Has the above researcher ever experienced waiting in a line at a department store while two or three people in front of you are using credit card cheques or cashing a social security cheque? I doubt very much that an "automatic" purchase would be slower on the average.

\*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills, save money on stamps, writing of cheques, this cost could be used towards computer service.

303

(1-on-6-115-059=0) Agree, minor annoyance. But I don't necessarily subscribe to that theory of more babies.

\*\* This would be the same as when the television quits; everyone will not know what to do with themselves.

304

(1-on-6-115-059=0) I wouldn't do that!

\*\* Since the system would tend to encourage reliance on home security rather than banks, etc. for valuables, a breakdown would be serious because often unnoticed.

305

(1-on-6-116-059=0) Assumes the system is not fail-safe.

\*\* Since the system would tend to encourage reliance on home security rather than banks, etc. for valuables, a breakdown would be serious because often unnoticed.

306

(1-on-6-116-800=0) Agree

\*\* Finding the right person or department for problem solving or information would be useful.

307

(1-on-6-120-050=0) I support the position of the housewife. Banking may take no more than 60 minutes a month but that figure could certainly be trimmed somewhat through the use of Remote Banking.

\*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service.

308

(1-on-6-122-059=0) Valid

\*\* Since the system would tend to encourage reliance on home security rather than banks, etc. for valuables, a breakdown would be serious because often unnoticed.

309

(1-on-6-124-201=0) I concur with the last point, unless you are

## Round 2 Comments - Sorted by REFERRING GROUP

advocating an automated library system which would of course be remarkably revolutionary.

\*\* This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia,

310

(1-on-6-124-701-0) I happen to feel that this represents the best application.

\*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions,

311

(1-on-6-132-050-0) The housewife appears in part to be talking about remote shopping, Obviously the two areas intersect to some degree ie, for major purchases,

\*\* This would save time - no more payday lineups, etc.; also, no special trip out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service,

312

(1-on-6-132-056-0) Interesting! Would have to have? ie, psychological?

\*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work, To compensate, people would have new hobbies, etc, This would not doubt encourage new relationships,

313

(1-on-6-132-059-0) Please no! Our toys are not that important.

\*\* This would be the same as when the television quits; everyone will not know what to do with themselves,

314

(1-on-6-132-201-0) I really agree with the housewife (and) with the exception of the bulletin board type of service, This is really useful but one only looks 1 or 2 times a week, The best "trivia" is to read an encyclopedia or the fillers at the end of the columns in the newspapers,

\*\*This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia,

315

(1-on-6-132-700-0) Yes

\*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions,

316

(1-on-6-135-602-0) Good comment

317

(1-on-9-102-999-9) I would like to see an elaboration and quantification of discussion on remote participation, It need not be restricted to political participation,

318

## Round 2 Comments = Sorted by REFERRING GROUP

(1-on-9-102-999-9) Sorry, 319

(1-on-9-102-999-9) With the rest of the population, 320

(1-on-9-102-999-9) Yes - very interested in the negative comments on participative incasting, 321

(1-on-9-105-999-9) I had no reference to the answers I provided in the first questionnaire and therefore became very "uninterested" in the second questionnaire, 322

(1-on-9-106-999-9) Comment - this questionnaire was much too long, I went as fast as possible since I didn't have much time and it still took me three hours! Checking alternatives would be better, 323

(1-on-9-106-999-9) Consumerists tended to be more radical/exaggerated, 324

(1-on-9-106-999-9) Interesting comments, 325

(1-on-9-106-999-9) Yes; willingness to buy and how much (%) they would spend, 326

(1-on-9-109-999-9) The engineers theory of communication deals with transporting information like "hardware" for delivery undamaged, 327

(1-on-9-109-999-9) The problem of the effects of media on their users appears to be ignored in all current media studies through failure to recognize the effects of communication theory on our thinking itself, 328

(1-on-9-109-999-9) There is no recognition that communication between people is through change that is shared, Both sender and receiver are transformed in the process of dialogue, 329

(1-on-9-109-999-9) Where are the communication people in Bell who are prepared to study human communication in its own terms i.e, transformation theories of communication? Each medium has its own laws, 330

(1-on-9-111-999-9) Distribution effects - relative advantages for the "haves" and the "have nots", 331

(1-on-9-111-999-9) In all of them, but it wouldn't have been possible in this type of survey, 332

(1-on-9-111-999-9) Not really though I was pleased to find I was not so different from other respondents as I had feared, 333

## Round 2 Comments - Sorted by REFERRING GROUP

- (1-on-9-111-999-9) Though I applaud your sensitive efforts, the superficiality of what can be achieved in such surveys and the dangers of people putting any faith in the results are too great. It wouldn't be fair to my colleagues to include the CSG's name, 334
- (1-on-9-113-999-9) A small amount. Through the comments, 335
- (1-on-9-113-999-9) Critique of questionnaire: The questionnaire could have been more structured. Alternative effects (inpacts) providing multiple choices would have made a more easily controlled poll. It could also have been supplemented by comments. 336
- (1-on-9-113-999-9) Students and consumerists were more prone to hold extreme views than other groups. The last prone were hosewives and researchers, 337
- (1-on-9-115-999-9) My general impression is that these services may not have much of an impact on the society as a whole and I think it could be expected. If you take them one at a time and you consider the use of them, you realize that most of them would be used only occasionally and only a few minutes a week. For instance, banking for the average family will require maybe only half an hour a month. Remote mdical diag, may be used only a few times a year. Home surveillance, you take it and then you forget it. Thereis a lot of things that people won't buy though a terminal. As one respondent pointed out, most of these services will simply allow you to do a number of things more efficiently. In the case of entertainment, itmay not be as great as it sounds because some vested interest in the entertainment industry may feel threatened and they will react. I think remote work centers may have the most impact if widespread. I think you should have Wtry to explore the impact of these services in relations to other changes that may occur in the society as a whole, such as changes in urbanization, recreation facilities, education system, political system, etc.,. I think respondents in general considered these services in isolation from other changes. I think you should have tried to explore the general environment in which these services ae going to take place in order to put them in perspective. 338
- (1-on-9-115-999-9) The main problem I had with this questionnaire (and also with the first one was the lack of definition of terms used (such as leisure time, similarity of work and recreation, disruption of service etc.),. In many cases, I think the coments reflect the difference in the assumptions made by the respondents rather than a real difference of opinions, 339
- (1-on-9-118-999-9) Approval of any project could become a self-fulfilling prophecy. To what extent is Bell already committed to research in these areas? The questionnaire is really directed to

## Round 2 Comments - Sorted by REFERRING GROUP

- asking. Is it feasible? Not the more important question, is it desirable? 340
- (1-on-9-118-999-9) Yes, we might have been asked if we wished to support development of such services with our tax dollars; how much it would cost; what are the time leads; how expensive an installation it would be; and whether these services are needed at all - by whom and how many? 341
- (1-on-9-119-999-9) The comments often did not correlate with the charts. Some because I have more feel of the range of opinions, 342
- (1-on-9-122-999-9) Enjoyed participating 343
- (1-on-9-123-999-9) It required some thought "thinking time". 344
- (1-on-9-123-999-9) No comment. 345
- (1-on-9-124-999-9) Because it generally asked for comments on comments. More interesting, and I would think more useful, would have been questions to determine price, sensitivity of service, implementation schemes, usage rates, etc. 346
- (1-on-9-124-999-9) Comments were interesting, not informative, i.e., opinions which were generally not influenced. 347
- (1-on-9-130-999-9) I am impressed that big and large most of the impact responses centered around "no change" for almost all categories. It may be that this suggests that none of the services suggested are really perceived as fundamental, or even as really very important. I am left with the feeling, after viewing the responses, that while some of this services might change life style slightly, it is only in detail, not in fundamental aspects, e.g. If a service gave education where previously there was none, that would be fundamental. The opportunities for such "totally new" aspect have, it seems to me, been grossly overlooked in the choice of services discussed. 348
- (1-on-9-132-999-9) Ah yes, but here discussion and face to face would be my preference. 349
- (1-on-9-132-999-9) I wish to thank you - I have enjoyed this very much. I think (and hope ) I learned something from it and broadened my perspective. I have had only one real difficulty - how I feel is how I think people in general would feel - about the various services and their impacts. I may have vacillated between the two but have tended to keep my responses personal ie. my feeling. The other depends upon my mood - pessimistic, optimistic, cynical etc. and this varies. 350
- (1-on-9-132-999-9) Yes it opened my eyes some, 351

## Round 2 Comments - Sorted by REFERRING GROUP

- (1-on-9-135-999-9) Not in this media,  
 \*\* Were any of these impacts treated too superficially? Where would you have liked to have seen more detail? 352
- (1-on-9-135-999-9) Think the job was very well done - will be looking forward to the results, 353
- (1-on-9-141-999-9) Cross impacts between the technologies - Identification of totally new forms of service that may develop out of this area (an impossible dream perhaps,) 354
- (1-on-9-141-999-9) Of course, however, in a T.A. like this we have to be somewhat superficial or we end up with a specific analysis rather than a wide ranging T.A., 355
- (1-on-9-141-999-9) The key will be placing all of these impacts into some form of perspective at the end of the study, 356
- (2-on-1-201-102-0) What special expertise do "laureates" have? They may be an irrelevant elite,  
 \*\* Should be strongly supported with public funds, perhaps with groups or pulitzer prize winners and other such laureates reviewing and providing overall direction to the programs. 357
- (2-on-1-201-800-0) Yes  
 \*\* There probably should be a time lag built into the political process. Real-time (instant) plebiscites may cause instability in that it is too quick for a considered judgement. Then, too democracy requires an educated citizenry. Privacy protection might be a major consideration here too, 358
- (2-on-1-203-050-0) The researcher's wife does most of the banking and spending!  
 \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 359
- (2-on-1-203-051-0) Hasn't considered redistribution of time,  
 \*\* It's a stupid question because it's related to the first - its use demands staying at home, 360
- (2-on-1-203-053-0) If someone misused this information he might be in trouble - eg, used as evidence to establish a case of sex offender! The point is to control mis-use of info, \*\* These question don't make sense to me unless I don't want people to know that I watch pornographic opera! 361
- (2-on-1-203-059-0) Agree  
 \*\* Assuming checks can still be used, etc.,, 362

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- (2-on-1-203-059-0) Agree  
 \*\* Depends on availability of alternative services, 363
- (2-on-1-203-059-0) Agree  
 \*\* It would be major if you needed the service while it was disrupted, 364
- (2-on-1-203-059-0) Disagree because I envisaged use of system in non-emergency case most frequently. People would still go to hospitals in case of emergencies real or pretend.  
 \*\* Not chaos, but there could be numerous deaths and aggravated illnesses and injuries, 365
- (2-on-1-203-201-0) I agree  
 \*\* This is one area where computer-augmented dialog, document production, query systems, access to special Computing services would come in. In ten years powerful, relatively inexpensive systems will be available. Assuming these capabilities my families' use is as indicated, 366
- (2-on-1-203-204-0) I think researchers see a greater need for young children than entertainment, 367
- (2-on-1-203-209-0) Not sure why "R" so divergent. "R" may be biased towards FM stereo, 368
- (2-on-1-203-301-0) I agree  
 \*\* An editing function is implied here. The question is, who does such editing? If all information comes from one source there is a danger of manipulation, 369
- (2-on-1-203-503-0) Agree  
 \*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough, 370
- (2-on-1-203-503-0) Agree, laws should be thought about today not after someone get hurt.  
 \*\* Security is badly handled by banks now - at least privacy aspect - need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards). 371
- (2-on-1-203-503-0) I agree  
 \*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification. It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful

## Round 2 Comments - Sorted by REFERRING GROUP

- incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace, 372
- (2-on-1-203-700-0) Agree  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, social backlash to technological medicine can discourage this service, However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 373
- (2-on-1-203-700-0) Already being done at U of A hospital,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, i.e., such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 374
- (2-on-1-203-700-0) Creating such systems for special cases sure helps medic clarify their own diagnostic strategies,  
 \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 375
- (2-on-1-203-700-0) Diagrams could be used on CRT  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc., 376
- (2-on-1-203-700-0) Disagree - don't see need for many systems  
 \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, Patients are being conditioned by health care services and insurance to expect better service, 377
- (2-on-1-203-700-0) For the medic who "runs" 50 - 75 patients a day through his office - yes! But not the others who are trying to do a good job and not make themselves rich,  
 \*\* Lobbying on behalf of the medical profession - to safeguard a vested interest, 378
- (2-on-1-203-700-0) Should read current literature on problems of filter systems in diagnosis, Recent thesis U of A Health Admin, on clerk, nurse, medic assessments of patients in emergency wards,  
 \*\* Patients not really objective about or trained to identify and communicate symptoms, Usually requires Q and A between doctor and

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- patient, Allows hypochondriacs too easy access to "sympathetic ears",  
Some symptom/diagnosis requires visual /tactile/aural inputs, 379
- (2-on-1-203-700-0) Would be possible when conditions warrant more in  
depth kind of diagnosis,  
\*\* Why not visual on T.V.? Could magnify area of body involved =  
use of colour could be important, More personal = less risk of gross  
errors, 380
- (2-on-1-203-700-0) Would help in Northern Canada,  
\*\* It would permit a more complete and efficient medical service for  
remote areas, as well as a service in hazardous weather conditions,  
as long as communications links are operative,...Remote walk-in  
diagnostic centres, staffed by technicians rather than doctors? I  
think it's a good possibility and there is a need, 381
- (2-on-1-203-800-0) Agree  
\*\* "Consumerism" in the broad sense, i.e. pressures on elected  
representatives to be responsive, 382
- (2-on-1-203-800-0) Agree  
\*\* Dissatisfaction with government and a greater desire to  
conveniently express one's grievances, 383
- (2-on-1-203-800-0) Agree, true in too many cases  
\*\* Not much gain to the existing establishment, It doesn't want new  
channels of information, 384
- (2-on-1-203-800-0) Getting info and acting on it is not the same,  
Decisions must still be made by elected representatives,  
\*\* Somewhat frightening to think of the '68 October crisis and what  
English Canada through instant referendum would have demanded for  
French populace, Torture would have received a lot of votes as a  
method of investigation, 385
- (2-on-1-203-800-0) I think I would use it more frequently than  
writing to an M.P. or phoning, If most people won't give a cent for  
it then it reflects a poor state of affairs for our political  
processes,  
\*\* I think that any town meeting concept will become the domain of  
the same "joiners" in society who go to meetings now, I am sure it  
will not involve more of the population, Most people wouldn't give  
you a cent for it, 386
- (2-on-1-203-800-0) Possibly  
\*\* Liking of gimmickry by politicians, Some people will make money  
out of it, 387
- (2-on-1-203-800-0) Tapping could be a problem,

## Round 2 Comments = Sorted by REFERRING GROUP

- \*\* Problem with control = one vote per person = assuring legality of Voters, Pressure on individuals to swing votes, = Influence of cranks, Interference with equipment (eg, tapping of info data modification), 388
- (2-on-1-203-900-0) Agree, There should be a hierarchy of systems brought into play,  
 \*\* If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective functions; gen, alarm for total system failure, requiring instant svc, by telephone company "Flying Squad" equipped for appropriate action, 389
- (2-on-1-203-900-0) The only comment which made sense was #2 researcher,  
 \*\* If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective functions; gen, alarm for total system failure, requiring instant svc, by telephone company "Flying Squad", equipped for appropriate action, 390
- (2-on-1-205-000-0) In trying to analyse these results I can't help wondering if all the groups had an equal number of respondents (ie, "Welfare workers" and "Researchers"), 391
- (2-on-1-205-050-0) Cannot understand the increase in time of an automated purchase stated by researcher  
 \*\*Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 392
- (2-on-1-205-051-0) I wonder what was in mind here?  
 \*\* If more people spend more time at home getting entertainment there, watch the birth-rate; it might be affected = upwards, of course, = (unless other developments offset,) 393
- (2-on-1-205-051-0) Wow!!  
 \*\* It's a stupid question because it's related to the first = its use demands staying at home, 394
- (2-on-1-205-055-0) Agree  
 \*\* Very small percent of users will be embarrassed by disclosing their choice of programs, 395
- (2-on-1-205-056-0) Right  
 \*\* Tendency to share education programs and experiences, 396
- (2-on-1-205-057-0) Agree

## Round 2 Comments = Sorted by REFERRING GROUP

- \*\* "Many more" assuming service in interactive and brings people together; otherwise, no - just like present passive TV viewing. 397
- (2-on-1-205-057-0) Right
- \*\* More free time, therefore interest in the community to a greater degree. 398
- (2-on-1-205-059-0) Right
- \*\* Depends, of course, on what else there is available for entertainment. 399
- (2-on-1-205-059-0) Right
- \*\* Frustration, but no hardships. 400
- (2-on-1-205-059-0) Right
- \*\* I could take it or leave it. 401
- (2-on-1-205-059-0) Right
- \*\* Minor annoyance. 402
- (2-on-1-205-059-0) Why?
- \*\* Not chaos, but there could be numerous deaths and aggravated illnesses and injuries. 403
- (2-on-1-205-103-0) They put on clinics and/or seminars and/or workshop now, Most of these are well accepted. 404
- (2-on-1-205-700-0) Right
- \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, i.e. such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly. 405
- (2-on-1-205-700-0) Right
- \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to technological medicine can discourage this service. However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres. 406
- (2-on-1-205-700-0) Right
- \*\* Why not visual on I.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors. 407
- (2-on-1-205-900-0) Good
- \*\* 1) Certify the supplier of systems 2) Make tests compulsory. 408

## Round 2 Comments = Sorted by REFERRING GROUP

(2-on-1-207-601-0) The satellite office concept is great, It saves time, energy, wear and tear and satisfies the need for socialization, person-to-person transactions, & provides resources lacking in the average home,

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow workers in other satellite offices, Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers,

409

(2-on-1-208-201-0) I have a feeling that these respondents in the main do not understand the types of info service which ultimately will be available and what it would do with the way they will use information sources, I personally see a computer-augmented system providing a broader range of info more quickly and comprehensively than all the media can now provide, combined, The use of the word "replace" in the question is unfortunate, because I don't see any of them replaced for a good long time,

\*\* This is one area where computer-augmented dialog, document production, query systems, access to special computing services would come in, in ten years powerful, relatively inexpensive systems will be available, Assuming these capabilities my families' use is as indicated,

410

(2-on-1-211-103-0) Yes

\*\* Advertising, eg, sewing by sewing machine co, = cooking by gas company = hobbies by suppliers, etc,

411

(2-on-1-211-103-0) Yes

\*\* Industry trying to develop markets through education of potential buyers (?),

412

(2-on-1-211-503-0) Agree

\*\* Absolute privacy and hard copy receipt at time of transaction, Also, the right to question one's credit file and credit rating,

413

(2-on-1-211-503-0) Agree

\*\* Criterion is that it must be at least as secure (and accurate) as current system,

414

(2-on-1-211-503-0) Agree

\*\* Re: Security requirements = we will need some foolproof method of remote verification of personal identification, It must be quick, positively accurate, and have the legal binding of one's signature, Ultimately, we will need to know just who made this trasaction, This

## Round 2 Comments - Sorted by REFERRING GROUP

- requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace, 415
- (2-on-1-211-503-0) Agree  
 \*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough, 416
- (2-on-1-211-503-0) Agree,  
 \*\* Need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards), 417
- (2-on-1-211-503-0) Do not agree - may be socially necessary under appropriate legal safeguards (eg, warrants).  
 \*\* Need to keep RCMP, income tax people, etc, out of computer banks, 418
- (2-on-1-211-700-0) Agree  
 \*\* However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of larger medical centres, 419
- (2-on-1-211-700-0) First systems will be simple but these additional features will be later added,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, ie, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 420
- (2-on-1-211-700-0) First systems will be simple but these additional features will be later added,  
 \*\* It would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative. Remote walk-in diagnostic centres, staffed by technicians rather than doctors? I think it's a good possibility and there is a need, 421
- (2-on-1-211-700-0) If it is quicker, better or more convenient, it will progressively overcome initial resistance and fears.  
 \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, patients are being conditioned by health care services and insurance to expect better service, 422
- (2-on-1-211-700-0) If it is quicker, better or more convenient, it

## Round 2 Comments = Sorted by REFERRING GROUP

- will progressively overcome initial resistance and fears,  
 \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 423
- (2-on-1-211-700-0) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted,  
 \*\* Lobbying on behalf of the medical profession = to safeguard a vested interested, 424
- (2-on-1-211-800-0) Agree  
 \*\* Increasing interest in and understanding of government by the electorate, = Increasing realization that governments are not infallible, 425
- (2-on-1-211-800-0) All true = and mostly reasons why remote participation should be introduced = progressively and cautiously,  
 \*\* Feelings of being another, insignificant vote, that the public impressions politicians give are not valid, Attempt of officials to play on "popularity", personal-image rather than on actions as an appointed official, 426
- (2-on-1-211-800-0) All true = and mostly reasons why remote participation should be introduced = progressively and cautiously,  
 \*\* Politicians don't like to be watched,, Regional governments are the thing and they're doing more in isolation from the public than local gov't used to, however, there has got to be a trade off,..I don't know what, 427
- (2-on-1-211-800-0) All true = and mostly reasons why remote participation should be introduced = progressively and cautiously,  
 \*\* The resistance of the politicians, 428
- (2-on-1-211-800-0) All true = and mostly reasons why remote participation should be introduced = progressively and cautiously,  
 \*\*Not much gain to the existing establishment, it doesn't want new channels of information, 429
- (2-on-1-211-800-0) Dangers to be watched,  
 \*\* A basic question is whether this will remote beneficial participatory democracy or just an illusion, In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends, 430
- (2-on-1-211-800-0) So what is different!  
 \*\* Trend to "government by polls" where representatives base many decisions on private or public polls, 431
- (2-on-1-211-800-0) These are reasons why it will develop slowly and

## Round 2 Comments - Sorted by REFERRING GROUP

- will be an adjunct not substitute for most present forms of participation,  
 \*\* Comon-sense 432
- (2-on-1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* I think that any "town meeting" concept will become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population, Most people wouldn't give you a cent for it. 433
- (2-on-1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* Problem with control - one vote per person - assuring legality of voters, Pressure on individuals to swing votes, - Influence of cranks, - Interference with equipment (eg, tapping of info data modification,) 434
- (2-on-1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation. 435
- (2-on-1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* There probably should be a time lag built into the political process, Real-time (instant) plebiscites may cause instability in that it is too quick for a considered judgement, Then, too democracy requires an educated citizenry, Privacy protection might be a major consideration here too. 436
- (2-on-1-211-800-0) This should be its prime justification,  
 \*\* Participative, leading to anticipative, democracy, 437
- (2-on-1-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* By charging the expense to the responsible party. 438
- (2-on-1-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* Class action suits against the vendor of the service, if the vendor is legally negligent. 439
- (2-on-1-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* Make the cable company liable, for damages, 440

## Round 2 Comments - Sorted by REFERRING GROUP

- (2-on-1-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* Reduced premiums from insurance, Provided as built-ins in new buildings, 441
- (2-on-1-211-900-0) Possibilities worth investigation,  
 \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, Levy a charge for excessive false alarms for any reason, 442
- (2-on-1-212-050-0) "Banking" and "purchasing" are two different things,  
 \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 443
- (2-on-1-212-055-0) Not for long. People would become conditioned to it,  
 \*\* Availability of information on entertainment choices could be embarrassing to some, 444
- (2-on-1-212-055-0) Why not? It might result in more programs of the type I want?  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 445
- (2-on-1-212-503-0) Agree  
 \*\* Absolute privacy and hard copy receipt at time of transaction, Also, the right to question one's credit file and credit rating, 446
- (2-on-1-212-503-0) Handprint, voiceprint transmitted to central memory bank and back from point of transaction, 447
- (2-on-1-212-700-0) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment,; ie, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 448
- (2-on-1-212-700-0) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,  
 \*\* Why not visual on T.V.? Could magnify area of body involved -

## Round 2 Comments - Sorted by REFERRING GROUP

- use of colour could be important, More personal - less risk of gross errors, 449
- (2-on-1-212-800-0) Disagree, This system would force more responsiveness on part of govt workers and politicians,  
 \*\* Liking of gimmickry by politicians, Some people will make money out of it. 450
- (2-on-1-213-050-0) No the difference is the housewife view of time versus the researcher, 451
- (2-on-1-213-059-0) How long is a key problem, 10 hours would be a day's work,  
 \*\* How long is temporary? Depends on availability of alternative modes of operation, 452
- (2-on-1-213-059-0) Yes,  
 \*\* "No effects" - assuming traditional alternatives remain, 453
- (2-on-1-213-059-0) Yes,  
 \*\* "No effects" - not a full time service, 454
- (2-on-1-213-503-0) VOL>>olume reduce cost,  
 \*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough, 455
- (2-on-1-213-700-0) Agree,  
 \*\* Real need is for emergency services first, 456
- (2-on-1-213-700-0) But with video information the doctor would have the same info, as in the office,  
 \*\* May be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc, 457
- (2-on-1-213-700-0) It's already high,  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area, 458
- (2-on-1-213-700-0) New York using currently between airport and hospital,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 459
- (2-on-1-213-700-0) Right on - the facts,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment:

## Round 2 Comments = Sorted by REFERRING GROUP

- i.e., such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patters, etc., could be monitored directly, 460
- (2-on-1-213-700-0) Right on,  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to technological medicine can discourage this service, However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 461
- (2-on-1-213-700-0) That's not all, bad doctors make their share of mistakes too,  
 \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, Patients are being conditioned by health care services and insurance to expect better service, 462
- (2-on-1-213-700-0) We may need the substitute service,  
 \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 463
- (2-on-1-213-700-0) Yes, if the public allows,  
 \*\* Lobbying on behalf of the medical profession = to safeguard a vested interested, 464
- (2-on-1-213-800-0) Good reaction,  
 \*\* Increasing interest in and understanding of government by the electorate, = Increasing realization that governments are not infallible, 465
- (2-on-1-213-800-0) That's bad?  
 \*\* We should approach it cautiously, If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 466
- (2-on-1-213-800-0) This comment should be given serious thought,  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 467
- (2-on-1-215-503-0) Another problem: how to detect, whether a user is forced by violence to make a transaction,  
 \*\* Re: security requirements = we will need some foolproof method of remote verification of personal identification, It must be quick, positively accurate, and have the legal binding of one's signature,

## Round 2 Comments - Sorted by REFERRING GROUP

Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace.

468

(2-on-1-216-055-0) A system which keeps tabs on and discloses "who watched what" does not seem to come under the heading of a temporary but complete breakdown in privacy". I agree with the third comment anyway.

\*\* Very small percent of users will be embarrassed by disclosing their choice of programs.

469

(2-on-1-216-059-0) Effects of disruption would be severe, after the system was well established and widely accepted. Chaos, however, is an overstatement. We manage to survive postal strikes.

\*\* "Chaos"; How temporary? A week or more?

470

(2-on-1-216-503-0) Most of these comments represent valid problems, although I think the suggestion of changeable coded passwords is impractical. Too many problems would be caused by people forgetting or making errors.

\*\* Security is badly handled by banks now - at least privacy aspect - need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards).

471

(2-on-1-216-601-0) I agree with the comment quoted, although I feel a conventional telephone and telecopier are too primitive as communication facilities. Some broadband (high speed) soft copy facsimile or alphanumeric/graphic presentation is a minimum requirement, with teleconferencing facilities, at least for special purposes. The greater ease of providing these at community work centres is a strong point in their favour over the home work centre.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers.

472

(2-on-1-216-700-0) Use of remote sensors or diagnostic measurements implies a diagnostic centre rather than home use. Such equipment would require frequent calibration, and maintenance to assure reliability.

\*\* I would permit a more complete and efficient medical service for

## Round 2 Comments = Sorted by REFERRING GROUP

- remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative. Remote walk-in diagnostic centres, staffed by technicians rather than doctors? I think it's a good possibility and there is a need, 473
- (2-on-1-218-700-0) Colour is essential as is the facility for video input (perhaps slow=scan) from the home terminal,  
 \*\* Why not visual on T.V.? Could magnify area of body involved = use of colour could be important, More personal = less risk of gross errors, 474
- (2-on-1-218-800-0) Good, but without access to future predictions and without improved public morality society might simply go on a binge of immediate gratification (as it is to some extent doing now),  
 \*\* "Consumerism" in the broad sense, i.e. pressures on elected representatives to be responsive, 475
- (2-on-2-201-054-0) Agree  
 \*\* "Significant decrease" habituation to information "on demand" could cause general loss of patience and drop in traditional manners, 476
- (2-on-2-201-102-0) Agree  
 \*\* Educational facilities and services are already being substantially used on the "haves"; to put a fee on homelearning for the "have-nots" is to put a further barrier in the way of use, If a fee is charged it should be minimal and covered by bursaries or grants if necessary, 477
- (2-on-2-201-201-0) Bullshit!  
 \*\* To use a card index is more efficient and easier, 478
- (2-on-2-201-800-0) But, participation for most of us means having more than one vote influence through interest group, pluralistic politics, etc. The net effect may be more alienation if pluralism weakens,  
 \*\* The establishment doesn't want participation, Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood, Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act, 479
- (2-on-2-201-800-0) Yes  
 \*\* Developing technocracy will make people increasingly reluctant to engage in political activity since they will feel no one pays any attention to their ideas, 480
- (2-on-2-201-900-0) Right! (Was that me?) Sorry, I don't want this

## Round 2 Comments = Sorted by REFERRING GROUP

- much security, thank you,  
 \*\* Don't install the damned things, 481
- (2-on-2-203-001-0) Perhaps your "educator" group is an ETO group predominantly? 482
- (2-on-2-203-050-0) Agree  
 \*\* All these services would probably increase my efficiency at doing things I am already doing without necessarily changing the distribution of my activities, 483
- (2-on-2-203-052-0) Educator # 1 sees need for personal contact and there are some jobs where this is required. However, there are many where this is not true. Access at specific hours is a ximple soln.  
 \*\* The implications of the remote work center bother me somewhat. An office at home might encourage people to do their business at your home. A public servant might find himself always on the job with no time of his own. 484
- (2-on-2-203-056-0) There is a balance. At the moment its too much of pushing everyone together. Has this educator every thought that kids were probably not born to sit 30 in a classroom. Being a social creature can also cause problems.  
 \*\* I get a claustrophobic feeling from this section. The human animal is a social creature. To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation. 485
- (2-on-2-203-059-0) Agree  
 \*\* A breakdown might be a pleasant relief for many people! 486
- (2-on-2-203-059-0) People have brains to! If in doubt the patient will be taken to an emergency clinic,  
 \*\* "Chaos" without a back-up system, especially on medical information. 487
- (2-on-2-203-059-0) Some mdics already see 50 or more per day! Think of the increased income if a charge is kicked back to a medic.  
 \*\* I am tempted to answer "chaos" here, except that I suspect this might be one of the first systems to be installed. It is so attractive to busy doctors. Think how many more patients they will be able to service. 488

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- (2-on-2-203-201-0) This educator must be fairly old,  
 \*\* To use a card index is more efficient and easier, 489
- (2-on-2-203-700-0) There is a hierarchy, Having worked with medics  
 and have an honorary apptm in Med, this educator should open his eyes  
 to the fact that mdics very frequently are imprecise in their  
 diagnosis,  
 \*\*Too imprecise, How about remote sensors to record and transmit  
 vital body readings? 490
- (2-on-2-203-700-0) Use interactive system with Comp,  
 \*\* Not merely the impersonality, Many patients cannot describe  
 their own symptoms, Many symptoms are difficult for any layman to  
 describe, In effect this system makes the patient his/her own  
 diagnostician, 491
- (2-on-2-203-700-0) Use interactive system with Comp.  
 \*\* The advantage in physically seeing the patient and being able to  
 examine, touch and assess the malady, Greater possibility of error in  
 judgement on diagnosis, 492
- (2-on-2-203-800-0) Agree  
 \*\* The establishment doesn't want participation, Easy response  
 mechanism greatly facilitates pressure group response and may  
 therefore skew the validity of overall response with actual overall  
 political modc, Growth of feeling that no one is listening and more  
 importantly that those who listen don't hear and those who hear don't  
 act, 493
- (2-on-2-203-800-0) The real problem will be condensing the  
 information and getting the politician to look at it,  
 \*\* Widespread disenchantment with politics as we now have it,  
 Increasing technological capability to provide this service,  
 Generally speaking, more education equals a higher level of political  
 participation, As the education level rises, more of the population  
 will tend to desire participation in the various political processes, 494
- (2-on-2-203-900-0) Possibly but such analysis would be very complex,  
 In general the human nose is a tremendous sensing device in terms of  
 range and minute quantities it can smell & identify, This is no easy  
 problem to work on,  
 \*\* Only rely on "keys" but have sensing devices that would  
 recognise the "smell" of those living in the house and sound an alarm  
 if others entered except with permission - a system would have to be  
 worked out for this but with a computer it could be done, 495
- (2-on-2-203-900-0) Your "E" group is not very creative!  
 \*\* Don't intall the damned things, 496

## Round 2 Comments - Sorted by REFERRING GROUP

- (2-on-2-203-900-0) Your "E" group is not very creative!  
 \*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't chage, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teen age kids, 497
- (2-on-2-205-002-0) If individual has control of the programming reception, he would therefore have choice of quality and variety,  
 \*\* If individual has control of the programming, he would also have choice of quality and variety, 498
- (2-on-2-205-057-0) Agree  
 \*\* Service would not eliminate the need to meet with colleagues, 499
- (2-on-2-205-101-0) Disagree!  
 \*\* Perhaps a little too optimistic, especially for the adult level, because of the motivation problem, 500
- (2-on-2-205-700-0) Why not?  
 \*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 501
- (2-on-2-205-900-0) Oh boy!  
 \*\* Only rely on "keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission - a system would have to be worked out for this but with a computer it could be done, 502
- (2-on-2-211-103-0) Yes  
 \*\* Private industry for employee training, 503
- (2-on-2-211-700-0) First systems will be simple but these additional features will be later added,  
 \*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 504
- (2-on-2-211-700-0) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted,  
 \*\* Opposition by prof. medical practioner will discourage, 505
- (2-on-2-211-800-0) All true- and mostly reasons why remote participation should be introduced - progressively and cautiously,  
 \*\* Developing technocracy will make people increasingly reluctant to engage in political activity since they will feel no one pays any attention to their ideas, 506

## Round 2 Comments = Sorted by REFERRING GROUP

(2-on-2-211-800-0) There are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,

\*\*The politicians themselves who tend more and more to control information by delivering the information they want public, The lack of confidence of the politician in the population and vice versa,

507

(2-on-2-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,

\*\* The establishment doesn't want participation, Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood, Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act,

508

(2-on-2-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,

\*\* The immediacy of such a system would have advantages, The probability of getting feedback to the different government levels would be greatly increased by making it easier although some of the reactions might be impulsive rather than well considered, (This may, or may not be a disadvantage),

509

(2-on-2-211-900-0) Agree

\*\* Design of fail/safe system,

510

(2-on-2-211-900-0) Future possibility

\*\* Only rely on "Keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission = a system would have to be worked out for this but with a computer it could be done,

511

(2-on-2-211-900-0) Possibilities that no doubt will be investigated

\*\* Have town or city Governments pay major portion of the installation of this system,

512

(2-on-2-211-900-0) Possibilities worth investigation,

\*\* Active or inactive state made evident to householder by visual devices; "over-ride" through coded signal,

513

(2-on-2-211-900-0) True

\*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't change, so accidental trippings of the alarm will continue as

## Round 2 Comments - Sorted by REFERRING GROUP

- long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teen age kids, 514
- (2-on-2-212-002-0) Only if enough "individuals" make a particular type of program economically feasible,  
 \*\* If individual has control of the programming, he would also have choice of quality and variety, 515
- (2-on-2-212-700-0) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,  
 \*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 516
- (2-on-2-213-002-0) Agree - also answers housewife concern,  
 \*\* If the individual has control of the programming, he would also have choice of quality and variety, 517
- (2-on-2-213-059-0) Agree,  
 \*\* "Chaos" without a back-up system, especially on medical information, 518
- (2-on-2-213-059-0) Agree,  
 \*\* The whole thing is largely irrelevant, 519
- (2-on-2-213-700-0) Disagree,  
 \*\* The advantage in physically seeing the patient and being able to examine, touch and assess the malady, Greater possibility of error in judgement diagnosis, 520
- (2-on-2-213-700-0) Good,  
 \*\* Not merely the impersonality, Many patients cannot describe their own symptoms, Many symptoms are difficult for any layman to describe, In effect this system makes the patient his/her own diagnostician, 521
- (2-on-2-213-700-0) Not necessarily so,  
 \*\* Necessary to control the patient's subjective answers and compare them with real symptoms, 522
- (2-on-2-213-700-0) Technology is here to do it now,  
 \*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 523
- (2-on-2-213-800-0) Good and valid reaction,  
 \*\* The establishment doesn't want participation, Easy response mechanism greatly facilitates pressure group response and may

## Round 2 Comments - Sorted by REFERRING GROUP

therefore skew the validity of overall response with actual overall political mood. Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act.

524

(2-on-3-201-800-0) Yes

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination.

525

(2-on-3-203-001-0) Perhaps for "consumers" part of the fun in seeing a movie at a theatre is going out.

526

(2-on-3-203-208-0) If headline scanning feature were available more "c" might rate higher.

527

(2-on-3-203-700-0) Psychological assurance may be needed. But I think there are many today who would learn more about their bodies - and reduce fear.

\*\* Fear, impersonality, incompetence, lack of psychological reassurance.

528

(2-on-3-203-800-0) Real problem here

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination.

529

(2-on-3-203-900-0) Over-ride

\*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place.

530

(2-on-3-211-103-0) Yes

## Round 2 Comments - Sorted by REFERRING GROUP

- \*\* Depends on the level and nature of instruction - "Basic Right" vs. "Hobby" vs. "Investment in future income", 531
- (2-on-3-211-700-0) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted,  
 \*\* The CMA (Canadian Medical Association) would oppose it, 532
- (2-on-3-211-800-0) All true - and mostly reasons why remote participation should be introduced - progressively and cautiously,  
 \*\* Meetings are generally so dull that they would not command the attention of any but a dedicated few, Political representatives would tend to be overloaded with trivia, The service would probably be used by a small minority, 533
- (2-on-3-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* This is another service which sounds far-fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 534
- (2-on-3-211-900-0) Possibilities worth investigation,  
 \*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place, 535
- (2-on-3-213-002-0) Consumers of the type described appear to be acting as a group not as individuals familiar, 536
- (2-on-3-213-059-0) N.A.  
 \*\* More babies? 537
- (2-on-3-213-059-0) Yes, 538
- (2-on-3-213-700-0) This has been disproven by telephone person (?) already, 539
- (2-on-4-201-206-0) Probably shows who uses this traditional form; i.e, students, 540
- (2-on-4-203-055-0) Your student group appears inconsistent - they

## Round 2 Comments = Sorted by REFERRING GROUP

want more personal communication but protection on privacy of information. Perhaps this is due to our educational system - you "hide" your exam results when they're not good - perhaps they sense (rightly or wrongly) more threat to themselves as a person than older adults do, 541

(2-on-4-203-059-0) Depends upon what infor s lost - a student may have in mind previous course credits, 542

(2-on-4-203-102-0) If the material is good in the instructional sense, the students are more accurate than the R group, 543

(2-on-4-203-400-0) It appears the "S" group, in my opinion, is not really projecting current technical know-how. Perhaps they are not very excited by the future in general, 544

(2-on-4-203-502-0) Students dont make many such payments, 545

(2-on-4-203-700-0) Hasn't been in a nedics office lately,  
\*\* The doctor's job is to work with people, not telephones and communications apparatus, 546

(2-on-4-203-999-0) Students showed consistent orientation; in some cases also welfare workers, 547

(2-on-4-205-000-0) Also some groups seem to be "city (big!) oriented" (again Welfare workers and students), 548

(2-on-4-205-999-9) No, 549

(2-on-4-213-800-0) Yes,  
\*\* Too costly, people are too busy to stop and listen to meetings, 550

(2-on-5-203-008-0) Welfare may be thinking of "upgrading" their clients? 551

(2-on-5-203-999-0) Students showed consistent orientation; in some cases also welfare workers, 552

(2-on-5-205-000-0) Also some groups seem to be "city (big!) oriented" (again Welfare workers and students,). 553

(2-on-5-205-000-0) In trying to analyse these results I can't help wondering if all the groups had an equal number of respondents (ie, "Welfare workers" and "Researches",) 554

(2-on-5-205-051-0) Only that I'm beginning to think that Welfare Group is an odd bunch! 555

## Round 2 Comments - Sorted by REFERRING GROUP

- (2-on-5-205-652-1) There they go again! 556
- (2-on-5-205-653-1) Again!! 557
- (2-on-5-205-999-9) 1) Yes, students and welfare - welfare appeared to be "status quo" people. 558
- (2-on-5-211-700-0) Progressive wing, will welcome it, conservatives will oppose it, in due course it will be accepted.  
 \*\* Medical practitioners themselves are reluctant to train paramedical equipment in largely provincially - funded institutions. 559
- (2-on-5-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* Some form of penalty could be imposed for frequent false alarms e.g. extra service charge imposed. 560
- (2-on-6-201-800-0) Yes  
 \*\* Growing dissatisfaction with attempts to communicate by computer - lack of adequate reply, feeling of never having contacted another person limited range of language available for coding. 561
- (2-on-6-203-050-0) There are many indirect activities which could be handled as the housewife has pointed out.  
 \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service. 562
- (2-on-6-203-056-0) Agree  
 \*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work. To compensate, people would have new hobbies, etc. This would no doubt encourage new relationships. 563
- (2-on-6-203-056-0) Being an old amateur radio operator (now not active) many friendship were built on communication by morse code alone. They were "distant" friends but pleasant people to talk with.  
 \*\* If these services were available I believe that many friendships would tend to become more distant than if the service was not effected, I also believe that if this service was offered, families would be drawn closer to each other and that new acquaintances would come far and few between. 564
- (2-on-6-203-059-0) The real question is why this is happening? It is because of poor social experiences? If so how can they be made better?  
 \*\* This service actually is making people depend on this type of service; people tend to stick to themselves rather than go next door for help or ask someone for information. To me this is what I mean when a crisis happens you have no one to turn to if you are a

## Round 2 Comments = Sorted by REFERRING GROUP

- stranger in a city, people don't even get to know their neighbors anymore, 565
- (2-on-6-203-206-0) Housewives are already suspicious of supermarket advertising, 566
- (2-on-6-203-700-0) Agree  
 \*\* Beneficial to mother of small children with childhood diseases and other problems associated with their age, Removes the need to take sick children into doctor's office, 567
- (2-on-6-203-700-0) OK, But many calls are for things like colds, childhood diseases, etc,  
 \*\* Patients cannot possibly know certain aspects of their illness = hypertension - anemia - low or high blood sugar, Many illnesses are very much alike at certain periods - patients tend to emphasis certain things of little importance and forget major symptoms, A few major errors in diagnosis and patients would not use system - doctors could be sued and refuse to use system as well, 568
- (2-on-6-203-800-0) The 1st steps is for a representative to ask for info from his constituents, Some do by questionnaires, but too often there are just before elections and are more propaganda than an honest attempt to collect info about feelings of people,  
 \*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involved would not use this service either, They would not be interested, 569
- (2-on-6-205-002-0) Qualitative and subjective remark; seless!  
 \*\* I presume this will be respectable entertainment and no "X-Rated" trash, 570
- (2-on-6-205-050-0) I agree with the housewife  
 \*\* This would save time - no more payday lineups, etc., also, no special trips out to pay bills; save money on stamps, writing of cheques this cost could be used towards computer service, 571
- (2-on-6-205-056-0) Good point!  
 \*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work, To compensate, people would have new hobbies, etc, This would no doubt encourage new relationships, 572
- (2-on-6-205-059-0) Oh boy!  
 \*\* This would be the same as when the television quits; everyone will not know what to do with themselves, 573
- (2-on-6-205-201-0) Right on!

## Round 2 Comments - Sorted by REFERRING GROUP

- \*\* If this kind of service was available it would save considerable time and effort to the homeowner, 574
- (2-on-6-205-700-0) Right
- \*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instruction, 575
- (2-on-6-207-050-0) I agree with the housewife,
- \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service, 576
- (2-on-6-211-700-0) Agree
- \*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions, 577
- (2-on-6-211-800-0) Agree
- \*\* Finding the right person or department for problem solving or information would be useful, 578
- (2-on-6-211-800-0) All true - and mostly reasons why remote participation should be introduced - progressively and cautiously,
- \*\* Growing dissatisfaction with attempts to communicate by computer - lack of adequate reply, feeling of never having contacted another person, limited range of language available for coding, 579
- (2-on-6-211-800-0) All true - and mostly reasons why remote participation should be introduced - progressively and cautiously,
- \*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involved would not use this service either, They would not be interested, 580
- (2-on-6-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,
- \*\* I don't bother much with politics but I do think it would encourage a lot of crackpots, There would also be a time saving on the same question being asked but for questions to go in to be answered right away this could really put a politician on the spot, More people may get interested because rather than writing a letter they could just send in their questions, 581
- (2-on-6-212-050-0) Over Riding advantages,
- \*\* This would save time - no more payday lineups, etc, also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service, 582

## Round 2 Comments = Sorted by REFERRING GROUP

- (2-on-6-212-056-0) This is good,  
 \*\* If these services were available I believe that many friendships would tend to become more distant than if the service was not effected, I also believe that if this service was offered, families would be drawn closer to each other and that new acquaintances would come far and few between, 583
- (2-on-6-212-300-0) Strongly agree  
 \*\* Such a service would be most useful if one could obtain editorial comments or articles on a specific news story from a variety of sources, I was not clear if this was included in your description if so I would revise my estimate to 3 = 5 times a week, 584
- (2-on-6-212-700-0) These would strongly enhance the services acceptance, Daily check-in on "Health Machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,  
 \*\*This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions, 585
- (2-on-6-213-050-0) No the difference is the housewife view of time versus the researcher, 586
- (2-on-6-213-904-0) I don't understand the housewife reaction since the research shows the housewife has major concern over crime, 587
- (2-on-6-216-059-0) Effects of disruption would be severe, after the system was well established and widely accepted, Chaos, however is an overstatement, we manage to survive postal strikes,  
 \*\* There would be complete chaos if this type of system ever broke down, There also could be a lot more theft of bank cards, etc.,, 588
- (2-on-9-203-999-9) Each respondent has his own conception of how various systems would operate, This can lead to wide divergencies about impact, One must also keep in mind that as systems are introduced people should have time to adjust to them and modify them according to their dissatisfaction with them, 589
- (2-on-9-203-999-9) Not really, 590
- (2-on-9-205-999-9) 1) No, except for the time involved, I found the study interesting and at time provocative, 591
- (2-on-9-205-999-9) 2) No, but I'm awaiting the final results of the study, 592
- (2-on-9-207-999-9) 1, Human growth and development 2, Increasing participation and involvement 3, Bringing about change, 593

## Round 2 Comments - Sorted by REFERRING GROUP

- (2-on-9-211-999-9) Both needed - complementary, 594
- (2-on-9-213-999-9) N.A. 595
- (2-on-9-213-999-9) No - but lack of info in some area was evident, 596
- (2-on-9-213-999-9) The comments with logical explanations of definitions, were really quite consistent based on their professional occupations, 597
- (2-on-9-216-999-9) The distribution of extreme responses is interesting. The fact that, for many impacts, one group showed five or more extreme responses for the same impact, in thirteen cases, suggests that different groups have different concepts of, or attitudes to, the same service. Also students, welfare workers, and consumerists showed far more extreme responses than other groups, 598
- (3-on-1-301-050-0) The researcher is being objective, 599
- (3-on-1-301-055-0) This is terrifying! Surely the central issue of privacy includes the right to do things that others may disapprove of. This guy seems to be willing to forego this right!  
 \*\* I don't see the privacy issue here in broadband entertainment; they're not bringing TV cameras to my house, and I don't have to use any services I'm ashamed of being caught using (if there were any), 600
- (3-on-1-303-700-0) Very good.  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment,; i.e. such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 601
- (3-on-1-303-700-0) Very good.  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. More personal - less risk of gross errors, 602
- (3-on-1-303-700-0) You better believe it  
 \*\* Lobbying on behalf of the medical profession - to safeguard a vested interested, 603
- (3-on-1-303-800-0) Doubtful  
 \*\* Increasing interest in and understanding of government by the electorate, - Increasing realization that governments are not infallible, 604
- (3-on-1-303-800-0) How true  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for

## Round 2 Comments - Sorted by REFERRING GROUP

- French populace, Torture would have received a lot of votes as a method of investigation, 605
- (3-on-1-303-800-0) No  
 \*\* Trend to "government by polls" where representatives base many decisions on private or public polls, 606
- (3-on-1-303-800-0) Problem with control - one vote per person - assuring legality of voters, Pressure on individuals to swing votes, - Influence of cranks, - Interference with equipment (eg, tapping of info data modification,) 607
- (3-on-1-303-800-0) Right on  
 \*\* We should approach it cautiously, If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 608
- (3-on-1-303-800-0) Yes  
 \*\* Dissatisfaction with government and a greater desire to conveniently express one's grievances, 609
- (3-on-1-303-800-0) Yes, right on,  
 \*\* Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions, A basic question is whether this will promote beneficial participatory democracy or just an illusion, In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends, 610
- (3-on-1-303-900-0) No 611
- (3-on-1-303-900-0) Yes  
 \*\* Class action suits against the vendor of the service, if the vendor is legally negligent, 612
- (3-on-1-303-900-0) yes  
 \*\* Make the cable company liable, for damages, 613
- (3-on-1-303-900-0) Yes, keep lawyers employed and courts jammed,  
 \*\* By charging the expense to the responsible party, 614
- (3-on-1-305-056-0) Generally agree  
 \*\* Less requirement to ask others for advice, but negligible difference, 615
- (3-on-1-305-301-0) The most serious problem would be data out of date, The next would be inaccuracies, Someone has to assume responsibility for the data bank, Once "garbage in garbage out"

## Round 2 Comments = Sorted by REFERRING GROUP

starts for the service it is discredited.

\*\* An editing function is implied here. The question is, who does such editing? If all information comes from one source there is a danger of manipulation.

616

(3-on-1-305-601-0) This is very interesting and a real possibility. The advantage is to avoid long trips (possibly under congested conditions) to work while at the same time, permitting large enough groupings of workers so that the benefits of face-to-face contact can be obtained as needed.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it -- then carry on the work from it via communication links to fellow workers in other satellite offices, probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers.

617

(3-on-1-305-700-0) Agree

\*\* Incompetence of planners/designers and especially decision-makers. Fact it is perceived as substitute rather than complement.

618

(3-on-1-305-700-0) Yes, but very doubtful impact on behaviour pattern.

\*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment,; I,e, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc... could be monitored directly.

619

(3-on-1-305-800-0) Raises point of carrying democracy too far - ie, to the point where short term emotion governs.

\*\* Somewhat frightening to think of the '68 October crisis and what English Canada though instant referendum would have demanded for French populace. Torture would have received a lot of votes as a method of investigation.

620

(3-on-1-307-055-0) Right.

\*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter.

621

(3-on-1-307-503-0) There is no such thing, so cannot become common placeof procedures will become commonplace.

622

(3-on-1-307-700-0) Probably true. Video might obviate this, = may be

## Round 2 Comments - Sorted by REFERRING GROUP

- grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc., 623
- (3-on-1-307-700-0) Yes,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 624
- (3-on-1-307-800-0) Important,  
 \*\* There probably should be a time lag built into the political process, Real-time (instant) plebis cites may cause instability in that it is too quick for a considered judgement, Then, too democracy requires an educated citizenry, Privacy protection might be a major consideration here too, 625
- (3-on-2-303-800-0) Yes  
 \*\* Developing technocracy will make people increasingly reluctant to engage in political activity since they will feel no one pays any attention to their ideas, 626
- (3-on-2-303-900-0) Yes  
 \*\* Don't install the damned things, 627
- (3-on-2-305-700-0) Well taken points, I agree,  
 \*\* Necessary to control the patient's subjective answers and compare them with real symptoms, 628
- (3-on-2-305-800-0) Raises good point, Could lead to control of info, going out to influence the volume and type of B.S, coming back, May drive manipulation of the voter, if any, to even more subtle levels than at present,  
 \*\* The politicians themselves who tend more and more to control information by delivering the information they want public, The lack of confidence of the politician in the population and vice versa, 629
- (3-on-2-307-056-0) Has this educator even worked in an office, where workers call their friends/family at every opportunity onic devices, i.e., machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 630
- (3-on-2-307-059-0) And charge?  
 \*\* I am tempted to answer "chaos" here, except that I suspect this might be one of the first systems to be installed, It is so attractive to busy doctors, Think how many more patients they will be able to service, 631
- (3-on-3-303-002-0) I agree with the consumerist  
 \*\* Given the fact that taste to date has virtually no relevance to

## Round 2 Comments = Sorted by REFERRING GROUP

what is programmed, the North American homo sapiens must be totally immune by now, 632

(3-on-3-303-800-0) Yes

\*\* Meetings are generally so dull that they would not command the attention of any but a dedicated few, Political representatives would tend to be overloaded with trivia, This service would probably be used by a small minority, 633

(3-on-3-303-900-0) That sounds reasonable

\*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place, 634

(3-on-3-305-800-0) I agree

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 635

(3-on-3-307-602-0) I wonder, Would full size, full color, 3D reproduction not bring us awfully close to personal meetings?

\*\* I would agree that the services you describe may permit office workers to spend some fraction of their time (1-2 days/week) at home, I don't foresee major changes though except in some occupations for the simple reason that we do not as yet have a good substitute for people communicating by being in the same room together, 636

(3-on-3-307-800-0) Maybe use this only for regional and local politics, -fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 637

(3-on-4-305-201-0) Could be something to this, Might improve a

## Round 2 Comments - Sorted by REFERRING GROUP

- requirement for suitable variation over time,  
 \*\* This service would go well for awhile, these people would get tired of it and no longer use it, 638
- (3-on-4-307-201-0) No,  
 \*\* This service would go well for awhile, these people would get tired of it and no longer use it, 639
- (3-on-4-307-700-0) He (or she) is working with people - people who might not get any care otherwise,  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 640
- (3-on-5-301-051-0) I can't help wondering if the welfare workers answered the questions, in the opposite sense to that intended, Did they get an easy run of the questionnaire, or was there some mis-coding, or do they have some pathological reaction to questionnaires? Hey a new research project! 641
- (3-on-5-301-054-0) Again, frightening in that the welfare workers (who get involved in people's private lives) apparently see some opportunities, This is the fear, Each bit of erosion is for the most admirable motives, but the wall is breached and gets swept away, 642
- (3-on-5-301-055-0) An optimist!  
 \*\* The general impact of a lack of privacy in all of these services would be large and probably would not be permitted (eg, obtaining a profile of confidential tastes.) A temporary privacy breakdown would probably be of little consequence, 643
- (3-on-6-301-050-0) I think the latter is far more important for decisions, 644
- (3-on-6-301-050-0) The housewife subjective, 645
- (3-on-6-303-700-0) It would be useful even in urban areas especially for long term out patients  
 \*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions, 646
- (3-on-6-303-800-0) Yes  
 \*\* Finding the right person or department for problem solving or information would be useful, 647
- (3-on-6-305-201-0) Few new services do have a clear edge in the first instance, It takes time for them to improve,  
 \*\* This service does not appear to have much to merit its use over

## Round 2 Comments = Sorted by REFERRING GROUP

- existing sources of information except in an emergency situations or as a source of trivia, 648
- (3-on-6-307-059-0) One would have expected this to be true of credit cards too, But doesn't seem to have happened,  
 \*\* There would be complete chaos if this type of system ever broke down, There also could be a lot more delivery of bank cards, etc.,. 649
- (3-on-6-307-059-0) People adjust when they have to, But could lead to family fights, etc, if people get bored enough,  
 \*\* This would be the same as when the television quits; everyone will not know what to do with themselves, 650
- (3-on-6-307-800-0) Those who are interested would at least have a voice of whatever sort,  
 \*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involed would not use this service either, They would not be interested, 651
- (3-on-9-301-999-9) Welfare workers bother me a bit, 652
- (3-on-9-303-999-9) More detail on privacy 653
- (3-on-9-303-999-9) No but I didn't look for it, 654
- (3-on-9-303-999-9) Yes on privacy, 655
- (3-on-9-305-999-9) The Human Side of it, 656
- (3-on-9-305-999-9) The most serious defect is inadequate attention to the quality of what will be sold, There is also a kind of tendency to have the modern engineer's faith in hardware without much specific on people, 657
- (3-on-9-305-999-9) The questions on human impact seem to me, this reading, to be vague, sometimes to the verge of being silly in their approach, Maybe this is too critical but I begin to feel an underlying preoccupation with putting in machinery and selling something = anything, 658
- (3-on-9-307-999-9) I've been very busy and so resented the time it took, But I felt committed, 659
- (5-on-1-504-103-0) The "advetising" concept as described by the researcher is a good idea, bur the "traditional" education should be gov't funded, 660
- (5-on-1-505-700-0) I agree very much with this woman,

## Round 2 Comments - Sorted by REFERRING GROUP

- \*\* Some people would feel this service to be too cold and impersonal thus discouraging its development, I myself think it might save a lot of wasted time sitting for hours in a doctor's to spend five minutes in his office for his diagnosis, 661
- (5-on-2-505-201-0) This service would be there when you needed it, It would be better than a card index, as suggested, because some people are to lazy to look things up for themselves, If they can have some system whereby they don't have to be bothered looking something up, it would be better, 662
- \*\* To use a card index is more efficient and easier, 662
- (5-on-2-505-900-0) Don't put the triggering device out of reach of children, they may have a good and valid reason to trigger it at some time.
- \*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't change, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teenage kids, 663
- (5-on-4-505-800-0) I disagree with this student, if people want to they will find time to listen to meetings and sometimes they will enjoy them very much, 664
- \*\* Too costly; people are too busy to stop and listen to meetings, 664
- (5-on-6-504-201-0) Instantaneous information, whether news, emergency info, or "trivia" would greatly replace and be more beneficial than alternative sources, 665
- \*\* This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia, 665
- (5-on-9-504-999-9) There should be more research into the effects of increased leisure time and decreased social interaction. 666
- (5-on-9-505-999-9) I think all these services could be put into effect, if there was another system to back the main one up by, 667
- (5-on-9-505-999-9) Not really, there were very good areas discussed here, I think this is most of the areas that there are possibly difficulties in, 668
- (5-on-9-505-999-9) There was no major difference between the groups participating in this study, they were all people, 669

## Round 2 Comments - Sorted by REFERRING GROUP

- (5-on-9-505-999-9) Yes, and it is sort of frightening to think of what the future will be like, 670
- (6-on-1-602-800-0) I am afraid this is what would happen - if all politicians were dedicated to their work there would not be the need for more citizen participation than there is now.  
 \*\* Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions. A basic question is whether this will promote beneficial participatory democracy or just an illusion. In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends, 671
- (6-on-1-604-050-0) This researcher has a car, and works near a bank, and is dressed to appear in public. This housewife has the car only sometimes, has to drag small children along and is tired of the 1,001 errands housewives run, and has to "clean up" she and the kids to go out. Therefore - the difference.  
 \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 672
- (6-on-1-604-052-0) Certainly, most jobs require "experience" after the basic education has been obtained, and that means being going on-the-job to learn the machinery, the mode of operation of given company, how to work with other branches of company, variables that aren't in any textbooks or remote education courses.  
 \*\* Assumes ability for off-the-job training, 673
- (6-on-1-604-059-0) Aggravated illnesses could occur if people "putt off" getting help until service was restored.  
 \*\* Not chaos, but there could be numerous deaths and aggravated illnesses and injuries, 674
- (6-on-1-604-059-0) Nuisance only,  
 \*\* Assuming you could still transact in the traditional way, 675
- (6-on-1-604-103-0) Valid.  
 \*\* Advertising, e.g., sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc, 676
- (6-on-1-604-103-0) Valid.  
 \*\* Industry trying to develop markets through education of potential buyers.(?) 677
- (6-on-1-604-503-0) I would want a tangible copy of the transaction for my records, yes,

## Round 2 Comments - Sorted by REFERRING GROUP

- \*\* Absolute privacy and hard copy receipt at time of transaction, Also, the right to question one's credit file and credit rating, 678
- (6-on-1-604-800-0) Honest politicians would welcome interest, so that people could see just how hard they work, how well informed they are, and how complex the issues are.
- \*\* Politicians don't like to be watched,,Regional governments are the thing and they're doing more in isolation from the public than local government used to, however, there has got to be a trade off,,I don't know what. 679
- (6-on-1-604-800-0) People will be aware of the complexity of each issue, If they follow debate, they might realize the many sides to be considered and be more tolerant when government moves slowly.
- \*\* Increasing interest in and understanding of government by the electorate, - Increasing realization that governments are not infallible, 680
- (6-on-1-604-900-0) Even if it is the user,
- \*\* By charging the expense to the responsible party, 681
- (6-on-1-604-999-9) Researchers outshone us all on their insight into new concepts, Of course, this is their field, 682
- (6-on-1-608-050-0) This apparent contradiction is a good comment on this questionnaire in general. The first answer assesses the function under discussion in isolation, or "cold," The second answer is also concerned with related activities, frustrations (and some pleasures could have been included,) Similarly, the services you describe often make assumptions about the direction and quality,
- \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 683
- (6-on-1-608-051-0) Exactly
- \*\* It's a stupid question because it's related to the first - its use demands staying at home, 684
- (6-on-1-608-055-0) Good
- \*\* I don't see the privacy issue here in broadband entertainment; they're not bringing TV cameras to my house, and I don't have to use any services I'm ashamed of being caught using (if there were any), 685
- (6-on-1-608-800-0) Good
- \*\* Problem with control - one vote per person - assuring legality of Voters, Pressure on individuals to swing votes, - Influence of cranks, - Interference with equipment (eg, tapping of info data modification), 686

## Round 2 Comments = Sorted by REFERRING GROUP

(6-on-1-608-800-0) Good

\*\* There probably should be a time lag built into the political process. Real-time (instant) plebiscites may cause instability in that it is too quick for a considered judgement. Then, too democracy requires an educated citizenry, Privacy protection might be a major consideration here too.

687

(6-on-1-608-800-0) Good

\*\*Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions. A basic question is whether this will promote beneficial participatory democracy or just an illusion. In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends.

688

(6-on-1-612-055-0) I agree here.

689

(6-on-1-612-059-0) There probably would be a lot of this hence more unemployment.

\*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious.

690

(6-on-1-612-103-0) I agree with what the researcher has suggested.

\*\* Advertising, e.g., sewing by sewing machine co. = cooking by gas company = hobbies by supplies, etc.

691

(6-on-1-612-700-0) If family doctor is phone he knows and most doctors in immediate area know low intelligent family. The doctor or operator of phone would tell that patient to come to the office.

\*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area = may be grossly in error in some intelligence levels. Chest may be named instead of abdomen, left side for right, etc.,.

692

(6-on-1-620-050-0) Your researcher in this instance, is either a male with a wife or secretary to do his running around for him, or he has a different banking system than ours.

\*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase.

693

(6-on-1-620-053-0) If your taste is so low, in what you consider entertainment that you wouldn't want any one to know what you watched, my only comment is "Heaven help us All"

\*\* These questions don't make sense to me unless I don't want people to know that I watch pornographic opera!

694

(6-on-1-620-056-0) Poor Researcher No. 4 with friends like that = who

## Round 2 Comments - Sorted by REFERRING GROUP

- would need enemies  
 \*\* I sometimes Use my friends for extracting information, 695
- (6-on-1-620-103-0) I like the researchers ideas, but would still be willing to pay for my choice of decent material  
 \*\* Industry trying to develop markets through education of potential buyers(?) 696
- (6-on-1-620-103-0) I like the researchers ideas, but would still be willing to pay for my choice of decent material.  
 \*\* Advertising, eg; sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc, 697
- (6-on-1-620-800-0) If they don't want to be watched then let them get out, It's our money that is being wilfully wasted, Once any one takes a public office - they then must know they no longer have private lives, They are supposed to be working for me, and so every move they make is "My business".  
 \*\* Politicians don't like to be watched,,Regional governments are the thing and they're doing more in isolation from the public than local gov't used to, however, there has got to be a trade off,, I don't know what, 698
- (6-on-2-602-056-0) If these services were in widespread use, some acquaintances would be seen less often, perhaps not at all, I'm thinking especially about the people you now see and talk to while shopping, banking etc,, otherwise as the "E" said, the human being is a social animal and must have the fellowship of others on a person to person basis,  
 \*\* I get a claustrophobic feeling from this section, The human animal is a social creature, To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/sees only his/her wife/husband is appalling, Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 699
- (6-on-2-602-900-0) Right one.  
 \*\* By making the proper preliminary pilot studies and tests, 700
- (6-on-2-604-103-0) If a given employee wants training he, and not his whole Union, should pay, Governments/should sponsor programs on what the community needs to know about the community's own ecology, mass transit, population crisis, housing, recreational opportunities, etc, so that people could see how the local and national government is or is not working in these vital areas, I don't think that government

## Round 2 Comments - Sorted by REFERRING GROUP

- should have to support "basic education" on this "luxury" level,  
 \*\* Private industry for employee training, 701
- (6-on-2-604-900-0) I think this system would only appeal really to those in isolated areas and to the elderly, who are prone to accidents, and, unfortunately robbery. Most of us have a neighbour 10 ft. away to call upon, I do believe all homes should have smoke sensors to rouse sleepers before they're overcome by the fumes,  
 \*\* Don't install the damned things, 702
- (6-on-2-607-002-0) I agree with the Educator, the individual would have his choice,  
 \*\* If individual has control of the programming, he would also have choice of quality and variety, 703
- (6-on-2-608-056-0) Good  
 \*\* I get a claustrophobic feeling from this section. The human animal is a social creature. To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 704
- (6-on-2-608-800-0) Is the level of education rising or merely creating a mediocrity which is available to more people?  
 \*\* Widespread disenchantment with politics as we now have it. Increasing technological capability to provide this service, generally speaking more education equals a higher level of political participation. As the education level rises, more of the population will tend to desire participation in the various political processes, 705
- (6-on-2-612-059-0) I agree here,  
 \*\* Assumes alternatives are available and that problem not an emergency, 706
- (6-on-2-620-800-0) People should be ready and willing to listen before it's too late,  
 \*\* The establishment doesn't want participation. Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood. Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act, 707
- (6-on-2-620-900-0) Educator No. 1, has not travelled this road or his

## Round 2 Comments - Sorted by REFERRING GROUP

or her thinking could not be so biased,

\*\* Don't install the damned things,

708

(6-on-3-604-602-0) I do believe that people would have to group together to work to their highest potential, You need the group to provide encouragement and stimulation,

\*\* I would agree that the services you describe may permit office workers to spend some fraction of their time (1-2 days/week) at home, I don't foresee major changes though except in some occupations for the simple reason that we do not as yet have a good substitute for people communicating by being in the same room together,

709

(6-on-3-608-800-0) Good

\*\* This is another service which sounds far-fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination,

710

(6-on-3-612-059-0) This is what I mean here about unemployment,

\*\* "No effects", unless regular stores close down, in which case major consequences,

711

(6-on-3-612-900-0) I agree with the consumerist,

\*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place,

712

(6-on-3-616-059-0) I agree with the consumerist,

\*\* "No effects", if traditional sources still available,

713

(6-on-3-616-059-0) I agree with the consumerist,

\*\* Mild annoyance unless during an emergency,

714

(6-on-3-616-700-0) I do feel there is a great need for better service in this area but do not feel this is the answer, I agree with the consumerist comment that the CMA would oppose any changes,

\*\* The CMA (Canadian Medical Association) would oppose it,

715

(6-on-3-620-800-0) We should be dissatisfied - and be in a position to nail it down,!

\*\* Increased leisure time plus increased dissatisfaction with povitical/social/economic/cultural environment,

716

## Round 2 Comments = Sorted by REFERRING GROUP

- (6-on-4-604-102-0) It's evident that this generation of students have found teaching aids of this type useful and are presuming that their use will naturally grow, while we who have been educated by dedicated teachers and personal contact, view them skeptically. The young feel much more familiar with audio-visual devices, 717
- (6-on-4-604-800-0) Published agendas and edited meetings could be provided,  
 \*\* Too costly; people are too busy to stop and listen to meetings, 718
- (6-on-4-620-700-0) Student in my opinion 100% right on!  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 719
- (6-on-6-604-050-0) This researcher has a car, and works near a bank, and is dressed to appear in public. This housewife has the car only sometimes, has to drag small children along and is tired of the 1,001 errand housewives run, and has to "clean up" she and the kids to go out. Therefore = the difference.  
 \*\* This would save time = no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used toward computer service, 720
- (6-on-6-604-059-0) I love it when the T.V. "goes" for a few days and I can read a good book, do a project, etc.  
 \*\* This would be the same as when the television quits; everyone will not know what to do with themselves, 721
- (6-on-6-604-800-0) Good,  
 \*\* Finding the right person or department for problem solving or information:oupbM useful, 722
- (6-on-6-608-050-0) This apparent contradiction is a good comment on this questionnaire in general. The first answer assesses the function under discussion in isolation, or "cold". The second answer is also concerned with related activities, frustrations (and some pleasures could have been included). Similarly, the services you describe often make assumptions about the direction and quality.  
 \*\* This would save time = no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service, 723
- (6-on-6-612-050-0) I agree with the housewife, I feel the researcher is either male or single.  
 \*\* This would save time = no more payday lineups, etc.; also, no special trips out to pay bills; save money wmps, writing of cheques, this cost could be used towards computer service, 724
- (6-on-6-612-059-0) I agree, 725

## Round 2 Comments - Sorted by REFERRING GROUP

- (6-on-6-612-059-0) I agree,  
 \*\* There is a disadvantage here if you depend on this household information at the time of disruption, 726
- (6-on-6-612-700-0) This person would tell doctor they really don't know what is wrong and make appointment, - patients tend to emphasize certain things of little importance and forget major symptoms, A few major errors in diagnosis and patients would not use system - doctors could be sued and refuse to use system as well, 727
- (6-on-6-620-001-0) Amen to the housewives' comment,  
 \*\* I presume this will be respectable entertainment and no "X-rated" trash, 728
- (6-on-6-620-056-0) As a domestic engineer I go along with housewife No. 2,  
 \*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work. To compensate, people would have new hobbies, etc. This would no doubt encourage new relationships, 729
- (6-on-9-602-999-9) This questionnaire was very interesting (and entertaining), I am sorry I took so long to complete it, but I found (with only a Grade 8 education) I had to give a lot of thought and study to both comments and questions, 730
- (6-on-9-604-999-9) Difficult to intelligently access effects of only a theoretical "system", If you don't know exactly what the system will be and the scope it will offer, can't really be too specific in responses, I realize that this is as definitive as you can be at this point in your planning, just trying to see which systems are desirable and what's expected of each, is all you could hope to achieve in this study and I think some good points were made, 731
- (6-on-9-604-999-9) Gave a good idea of how questions were interpreted by others, some good new ideas, 732
- (6-on-9-608-999-9) It supported my feeling of distrust for several of these services, - Not dull - frustrating, 733
- (6-on-9-612-999-9) I would not like to see this go into effect except as an extra service, This would work very good for the handicapped, aged people who can't get out, etc, Like I said before everyone would get lazier than we are now, It would cut employment worse, 734
- (6-on-9-616-999-9) Had difficulty in "getting it together" for this report, The major differences between groups shows the many ways to look at a problem, 735

## Round 2 Comments - Sorted by REFERRING GROUP

- (6-on-9-616-999-9) This report did not take up that much of my time and I am sorry for the delay in returning it. I am wondering if this type of report really relates very much to you. 736
- (6-on-9-620-999-9) I really would like to get in open Discussion on several of these issues. The ideas seem to me to have merit, but unless I am missing the point, somewhere along the way, it is not correct to assume none of these things could be augmented - unless fairly accurate - plus, like hydro and Bell systems, would have an adequate backup system for repairs. None of these things would be catastrophic in my opinion, for a few hours delay, except your concept for medical and I would not have one of those, in our home if it was put in FREE. 737
- (6-on-9-620-999-9) Sure would love to debate a couple of the Researchers! 738
- (6-on-9-620-999-9) Thoroughly enjoyed it.! 739

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comments sorted by GROUP REFERRED TO

- (1-102-051-0) No extreme views from Researchers, 2
- (1-102-055-0) Would like to know name of Researcher,  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched what program, or which household, for that matter, 3
- (1-102-101-0) Participative incasting could be used for 'pacing' program delivery to suit the average comprehension level,  
 \*\* Adults will not believe in it unless they are participating, 4
- (1-102-600-0) Researchers now have no extreme views and yet as a group they probably know most about this concept, Does this mean that people who know most do not possess extreme viewpoints? 5
- (1-102-700-0) No researcher extreme view, 6
- (1-102-700-0) One would use service at one's own risk,  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc.,, 7
- (1-102-800-0) How does this researcher know this?  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 8
- (1-102-900-0) The correct answer of course, NOW one must find parties prepared to accept such responsibility,  
 \*\* By charging the expense to the responsible party, 9
- (1-106-055-0) Amen to this! I once reviewed a proposed law enforcement project in which this kind of information would be used to predict criminal activity so that concentration on potential criminals would be possible, pollsters would develop "sucker lists" for concentrated sales attacks on certain individuals,  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 10
- (1-106-055-0) False  
 \*\* Very small percent of uses will be embarrassed by disclosing their choice of programs, 11
- (1-106-059-0) Could buy a newspaper, 12

comments sorted by GROUP REFERRED TO

(1-106-059-0) I agree  
 \*\* "No effects", assuming traditional alternatives remain, 13

(1-106-059-0) I agree  
 \*\* Assumes alternatives are available and that problem not an emergency, 14

(1-106-059-0) I agree  
 \*\* Depends on what is meant by temporary, 15

(1-106-059-0) I agree  
 \*\* Eventually, complete chaos, but we won't be all the way there by 1985, 16

(1-106-059-0) I agree  
 \*\* How long is "temporary"? 17

(1-106-059-0) I agree  
 \*\* How long is temporary? Depends on availability of alternative modes of operation, 18

(1-106-503-0) The other respondees took security for granted - see my previous comment. The researchers are just showing some foresight. This will be a critical aspect of the system. It must establish an early reputation for security or it will be doomed, 19

(1-109-204-0) Researchers obvious of the effects of TV and other media on children's ability/disability to read, 20

(1-110-101-0) No credit, making it more fun to learn.  
 \*\* My guess is that the best market would be the adult education market - as the home equivalent of a night school, 21

(1-110-103-0) Too biased and would be looked upon by Consumer (me) as a sales pitch.  
 \*\* Advertising, e.g.: sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc, 22

(1-111-050-0) Both are valid because people differ.  
 \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 23

(1-111-102-2) Researchers are more aware of the failures of CAI etc. Students are conscious how lousy their teachers are, 24

(1-111-103-0) I am worried by the dangers of covert advertising etc.  
 \*\* Advertising, eg: sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc, 25

comments sorted by GROUP REFERRED TO

- (1-111-103-0) I am worried by the dangers of Covert advertising etc,  
 \*\* Industry trying to develop markets through education of potential buyers, (?), 26
- (1-111-700-0) And therefore will increase effectiveness, won't reduce costs,  
 \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 27
- (1-111-700-0) Cf course  
 \*\* Lobbying on behalf of the medical profession = to safeguard a vested interested, 28
- (1-111-700-0) So the role of the paramedic in these centres could be crucial  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to technological medicine can discourage this service, However, this is a prime service of the future and climitization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 29
- (1-111-700-0) Some will, some won't, The differences matter,  
 \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, Patients are being conditioned by health care services and insurance to expect better service, 30
- (1-111-800-0) But it needs them,  
 \*\* Not much gain to the existing establishment, It doesn't want new channels of information, 31
- (1-111-800-0) Disagree  
 \*\* I think that any "town meeting" concept will be become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population, Most people wouldn't give you a cent for it, 32
- (1-111-800-0) Important  
 \*\* Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions, A basic question is whether this will promote beneficial participatory democracy or just an illusion, In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends, 33

comments sorted by GROUP REFERRED TO

- (1-111-800-0) Not all politicians,  
 \*\* The resistance of the politicians, 34
- (1-111-800-0) Probably  
 \*\* Common-sense 35
- (1-111-800-0) Probably, but infortunate  
 \*\* Trend to "government by polls" where representatives base many  
 decisions on private or public polls, 36
- (1-111-800-0) This is a problem even without the technology, We must  
 get to trips with it, Suppressing it won't help,  
 \*\* Somewhat frightening to think of the '68 October crisis and what  
 English Canada through instant referendum would have demanded for  
 French populace, Torture would have received a lot of votes as a  
 method of investigation, 37
- (1-111-800-0) Too true  
 \*\* Liking of gimmickry by politicians, Some people will make money  
 out of it, 38
- (1-111-800-0) True enough, but it could offer something if used  
 properly  
 \*\* Idiot appeal, sounds nifty, trendy, participatory, 39
- (1-111-800-0) With a lot of luck,  
 \*\* Participative, leading to anticipative democracy, 40
- (1-111-800-0) Yes  
 \*\* "Consumerism" in the broad sense, i.e. pressures on elected  
 representatives to be responsive, 41
- (1-111-800-0) yes  
 \*\* dissatisfaction with government and a greater desire to  
 conveniently express one's grievances, 42
- (1-111-800-0) Yes  
 \*\* We should approach it cautiously, If you think T.V, and mass  
 mdia has transformed politics in North America, just brace yourself  
 for impacts of this natural extension to 2-way system, 43
- (1-111-800-0) Yes  
 \*\* Increasing interest in and understanding of government by the  
 electorate, Increasing realization that governments are not  
 infallible, 44
- (1-111-900-0) Yes  
 \*\* 1) Certify the supplier of systems, 2) Make tests compulsory, 45

comments sorted by GROUP REFERRED TO

- (1-111-900-0) Yes  
 \*\* By charging the expense to the responsible party. 46
- (1-111-900-0) Yes  
 \*\* Class action suits against the vendor of the service, if the vendor is legally negligent, 47
- (1-111-900-0) yes  
 \*\* If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective functions; gen, alarm for total system failure, requiring instant svc, by telephone company "Flying Squad" equipped for appropriate action, 48
- (1-111-900-0) Yes  
 \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, - Levy a charge for excessive false alarms for any reason, 49
- (1-111-900-0) Yes  
 \*\* Reduced premiums from insurance, Provided as built-ins in new buildings, 50
- (1-113-050-0) Obligation towards whom?  
 \*\* It of course depends on what one means by "leisure", Let's just say that leisure (or play) is something that one is not obliged to do and that the opposite (work) is that which one is obliged to do, 51
- (1-113-800-0) Agree  
 \*\* I think that any "town meeting" concept will become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population, Most people wouldn't give you a cent for it, 52
- (1-113-800-0) Agree  
 \*\* Problem with control - one vote per person - assuring legality of voters, Pressure on individuals to swing votes, - Influence of cranks, - Interference with equipment (eg, tapping of info data modification,) 53
- (1-113-800-0) Agree (limit the response to a "yes" or "no")  
 \*\* "Consumerism" in the broad sense, i.e, pressures on elected representatives to be responsive, 54
- (1-113-800-0) Agree (limit the response to a "yes" or "no")  
 \*\* Participative, leading to anticipative, democracy, 55

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- (1-113-800=0) Agree (limit the response to a "yes" or "no")  
 \*\* Dissatisfaction with government and a greater desire to conveniently express one's grievances, 56
- (1-113-800=0) Agree (limit the response to a "yes" or "no")  
 \*\* Idiot appeal, sounds nifty, trendy, participatory, 57
- (1-113-800=0) They may want to be watched, After Watergate politicians may want to open up to the public and seek their participation.  
 \*\*Politicians don't like to be watched,,, Regional governments are the think and they're doing more in isolation from the public than local gov't used to, however, there has got to be a trade off,,,I don't know what, 58
- (1-115-050=0) I agree with the housewife, Has the above researcher ever experienced waiting in a line at a department store while two or three people in front of you are using credit card cheques or cashing a social security cheque? I doubt very much that an "automatic" purchase would be slower on the average.  
 \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 59
- (1-115-051=0) B.S.  
 \*\* If more people spend more time at home getting entertainment there, watch the birth-rate; it might be affected - upwards, of course - unless other developments offset, 60
- (1-115-057=0) B.S. Interest in the community is not a function of free time.  
 \*\* More free time, therefore interest in the community to a greater degree, 61
- (1-115-057=0) Sorry! I don't see this.  
 \*\* "Many more", assuming service is interactive and brings people together; otherwise, no - just like present passive TV viewing, 62
- (1-115-057=0) Sorry! I don't see this.  
 \*\* Would get out into more participation-oriented activities as they would replace "sit and stare" theatre activities, 63
- (1-115-057=0) This is easy to do now if you try a bit!  
 \*\* Would tend to see more different people provided there were a way to find out who was interested in the things you were, 64
- (1-115-057=0) Why not?  
 \*\* Service would not promote new friendships, 65

comments sorted by GROUP REFERRED TO

- (1-115-058-0) I would like them to explain why,  
 \*\* "More formal"; however, lifestyle would become more informal as a result of staying home more, 66
- (1-115-059-0) Agree  
 \*\* It would be major if you needed the service while it was disrupted, 67
- (1-115-059-0) Agree, minor annoyance but I don't necessarily suscribe to that theory of more babies,  
 \*\* Depends, of course on what there is available for entertainment, 68
- (1-115-059-0) Agree, minor annoyance, but I don't necessarily suscribe to that theory of more babies,  
 \*\* Upset if I was paying a high rate; but if temporary - same kind of reaction as not getting into a movie...! 69
- (1-115-059-0) What if you haven't read it?  
 \*\* Ref, "The Machine Stops", by E.M, Forster,, 70
- (1-115-101-0) Agree  
 \*\* My guess is that the best market would be the adult education market - as the home equivalent of a night school, 71
- (1-115-102-0) I agree with all comments but the second one (I do not know what he means), I think heavy government funding is the only way to get such a service started on a large scale,  
 \*\* Should be strongly supported with public funds, perhaps with groups or pulitzer prize winners and other such laureates reviewing and providing overall direction to the programs, 72
- (1-115-103-0) 1 and 2 have interesting suggestions but 3 identifies a real potential problem, If each company decides to sponsor an educational program to promote its product, we will end up with unnecessary duplication which may become costly for the consumer, Perhaps the solution would be for industry associations or group of companies to sponsor these programs, e.g, car manufacturers sponsor a course on automobile mechanics,  
 \*\* Advertising, eg: sewing by sewing machine co, - cooking by gas company - hobbies by suppliers , etc, 73
- (1-115-103-0) 1 and 2 have interesting suggestions but 3 identifies a real potential problem, If each company decides to sponsor an educational program to promote its product, we will end up with unnecessary duplication which may become costly for the consumer, Perhaps the solution would be for industry associations or group of companies to sponsor these programs, e.g, car manufacturers sponsor a course on automobile mechanics,

comments sorted by GROUP REFERRED TO

\*\* Industry trying to develop markets through education of potential buyers (?). 74

(1-115-503-0) Agree with 1,2,3 and 4. In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)

\*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating. 75

(1-115-503-0) Agree with 1,2,3 and 4. In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)

\*\* Criterion is that it must be at least as secure (and accurate) as current system. 76

(1-115-503-0) Agree with 1,2,3 and 4. In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)

\*\* Need to keep RCMP, income tax people, etc., out of computer banks. 77

(1-115-503-0) Agree with 1,2,3 and 4. In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)

\*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification. It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace. 78

(1-115-800-0) Agree

\*\* Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions. A basic question is whether this will promote beneficial participatory democracy or just an illusion. In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends, 79

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- (1-115-800-0) Agree  
 \*\* Politicians don't like to be watched,,,Regional governments are the thing and they're doing more in isolation from the public than local gov't used to, however, there has got to be a trade off,,,I don't know what, 80
- (1-115-800-0) Agree  
 \*\* The resistance of the politicians, 81
- (1-115-800-0) Unfortunately, he is probably right  
 \*\* I think that any "town meeting" concept will become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population, Most people wouldn't give you a cent for it, 82
- (1-115-900-0) Agree  
 \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, - Levy a charge for excessive false alarms for any reason, 83
- (1-116-055-0) Note that this comment is not addressed to the problem of a temporary breakdown but rather to an at least intermittent monitoring - these seem to me to be quite different things,  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 84
- (1-116-059-0) Good point, Perhaps has Weller's Invasion from Mars in mind,  
 \*\* A disruption leading to erroneous information would be the worst kind, 85
- (1-116-059-0) I agree  
 \*\* Privacy of this information is essential, or police state-type activities (for national security reasons, of course) could become widespread, 86
- (1-116-103-0) I agree  
 \*\* Advertising, eg; sewing by sewing machine co, - cooking by gas company - hobbies by suppliers, etc, 87
- (1-116-700-0) I agree  
 \*\* Real need is for emergency services first, 88
- (1-116-700-0) I strongly agree - doctors will fight it  
 \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they

comments sorted by GROUP REFERRED TO

- like, Patients are being conditioned by health care services and insurance to expect better service, 89
- (1-116-800-0) Agree  
 \*\* I think that any "town meeting" concept will become the domain of the same "joiners" in society who go to meetings now I am sure it will not involve more of the population, Most people wouldn't give you a cent for it, 90
- (1-116-800-0) Agree  
 \*\* We should approach it cautiously, If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 91
- (1-116-800-0) Disagree  
 \*\* Increasing interest in and understanding of government by the electorate, Increasing realization that governments are not infallible, 92
- (1-116-800-0) I agree  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 93
- (1-116-800-0) I doubt it  
 \*\* Participative, leading to anticipative, democracy, 94
- (1-116-800-0) Sceptical  
 \*\* Trend to "government by polls" where representatives base many decisions on private or public polls, 95
- (1-120-301-0) Furthermore, this idea about our being manipulated is ridiculous, We are manipulated because we want to be manipulated,  
 \*\* An editing function is implied here, The question is, who does such editing? If all information comes from one source there is a danger of manipulation, 96
- (1-122-055-0) From the frequency of comments about pornography, I wonder if this guy is a small minority,  
 \*\* I don't see the privacy issue here in broadband entertainment; they're not bringing TV cameras to my house, and I don't have to use any services I'm ashamed of being caught using (if there were any), 97
- (1-122-059-0) Interesting, everyone a consultant  
 \*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious, 98
- (1-122-900-0) Best suggestion

comments sorted by GROUP REFERRED TO

\*\* If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective functions; gen. alarm for total system failure, requiring instant svc, by telephone company "Flying squad" equipped for appropriate action.

99

(1-122-900-0) Good

\*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, - Levy a charge for excessive false alarms for any reason.

100

(1-123-050-0) I would also have to agree with the researcher's comment above. Even now I do most of my banking by mail or telephone. The only times I go to the bank is for getting cash. Even, then I generally don't go to the bank but to a supermarket or other retail establishment which will cash my checks without all the hassle of a bank. I have my employer deposit my check directly into my savings and checking accounts. So who need all these electronic, frills? Only the banks themselves not the public!

\*\* Banking per se takes probably no more than 30 minutes per month, the time taken to make a purchase "automatically" would probably increase.

101

(1-123-057-0) Yes

\*\* would get out into more participation-oriented activities as they would replace "sit and stare" theatre activities.

102

(1-123-059-0) Very profound insight: individual workers tends to become a self-employed "freelancer" rather than a steady wage-earner. Many workers would oppose such a shift to a less stable source of income as a threat to their financial security.

\*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious.

103

(1-123-059-0) Yes

\*\* Nuisance

104

(1-123-059-0) Yes The monopoly control of the news media is a serious issue when it results in concentration of ownership and control.

\*\* Depends on availability of alternative services.

105

(1-123-059-0) Yes, absolutely mandatory

\*\*Fail-safe manual system fallback assumed.

106

(1-123-503-0) Most definitely

comments sorted by GROUP REFERRED TO

- \*\* Need to keep RCMP, income tax people, etc., out of computer banks, 107
- (1-123-700-0) I see remote medical diagnosis as a substitute rather than complementary in the strict economic sense of these terms. Hence it is ideal for remote isolated areas when the alternative is non-professional medical care or none at all. I see it as ideally used to assist nurses and para-medical professionals particularly for difficult to-diagnose cases.
- \*\* Incompetence of planners/designers and especially decision-makers. Fact it is perceived as substitute rather than complement, 108
- (1-123-700-0) I think this concept could be tied in with the community clinic concept.
- \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts. Social backlash to technological medicine can discourage this service. However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 109
- (1-123-800-0) Amen
- \*\* We should approach it cautiously. If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 110
- (1-123-800-0) Most definitely here already
- \*\* Trend to "government by polls" where representatives base many decision on private or public polls, 111
- (1-123-999-9) The researchers were seldom at the extremes of opinion, 112
- (1-124-050-0) This definition of banking is doubtless far too narrow, thus the 30 minute/mo. figure. Banking should include time involved in all non-trivial purchases and transactions.
- \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 113
- (1-124-503-0) Concur
- \*\* Criterion is that it must be at least as secure ( and accurate ) as current system, 114
- (1-124-800-0) Absolutely right!
- \*\* We should approach it cautiously. If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 115

comments sorted by GROUP REFERRED TO

(1-124-800=0) I hope not, since poll results would be considered a "mandate" and would severely limit application of special conditions, compromise, technical knowledge and long range consideration to decision making.

\*\* Trend to "government by polls" where representatives base many decisions on private or public polls. 116

(1-130-601=0) In many respects, the suburban office building, which houses a number of company satellite offices, is already this concept in action. The only thing different which is needed, is the use made by the companies, (replacing the office to be convenient to the workers, rather than to the public served). No technological advance is needed. Only a different viewpoint by the businessman.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers. 117

(1-132-052=0) Why not pursue it for the hell of it?

\*\* Don't know; its not clearly just a function of what educational services are available, but also of what alternate employment oportunities there are. (I might become facinated by horticulture; would there be a job in that for me?). 118

(1-132-055=0) OH?

\*\* Very small percent of users will be embarrassed by disclosing their choice of programs. 119

(1-132-056=0) How? Each in boxes!

\*\* Tendency to share education programs and experiences. 120

(1-132-059=0) Agree

\*\* "No effects" = except perhaps emotionally. 121

(1-132-059=0) Agree

\*\* A breakdown might be a pleasant relief for many people! 122

(1-132-059=0) Agree

\*\* I could take it or leave it. 123

(1-132-059=0) Agree

\*\* No effect on me personally. 124

comments sorted by GROUP REFERRED TO

- (1-132-059-0) No ways  
 \*\* Ref. "The Machine Stops", by E.M. Forster, 125
- (1-132-101-0) I agree with the commentary on adult level programming being a principal basis - Adults have surprising motivation for things that interest them, quite often unrelated to the work environment,  
 \*\* Serious adult service would be the principal basis, 126
- (1-132-503-0) A real problem - many possible methods of solution,  
 \*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough, 127
- (1-132-503-0) Amen  
 \*\* Need to keep RCMP, income tax people, etc., out of computer banks, 128
- (1-132-503-0) Amen!  
 \*\* Absolute privacy and hard copy receipt at time of transaction, Also, the right to question one's credit file and credit rating, 129
- (1-132-503-0) Amen!  
 \*\* Security is badly handled by banks now - at least privacy aspect - need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards), 130
- (1-132-503-0) Be mandatory to prevent use of such systems  
 \*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification, It must be quick, positively accurate, and have the legal binding of one's signature, Ultimately, we will need to know just who made this transaction, This requires positive proof of one's identity, Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will (become commonplace), 131
- (1-132-503-0) Don't understand,  
 \*\* Hard empirical data from social prototypes; not opinion, 132
- (1-132-503-0) Oh really! Difficult yes but people in general are not involved,  
 \*\* Unfortunately people in general would probably be hard pressed to describe such a system in terms that are intelligible - banking security is acquired by reputation and tradition rather than logic, 133
- (1-132-503-0) Unfortunately, the current is not as good as people think,

comments sorted by GROUP REFERRED TO

- \*\* Criterion is that it must be at least as secure (and accurate) as current system, 134
- (1-132-700-0) Surely the doctor would detect trouble ie, intelligence problems and arrange other means.
- \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels. Chest may be named instead of abdomen, left side for fright, etc. 135
- (1-132-700-0) Surely we are not talking about priorities, but rather the system itself,
- \*\* Real need is for emergency services first, 136
- (1-132-700-0) System design a problem, It is very important to have medical people heading the temas in the development,
- \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 137
- (1-132-700-0) Useful - U.S. work at Mans Gen, See also CBS study for U.S. Navy.
- \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, Moreprsonal - less risk of gross errors, 138
- (1-132-700-0) What about history taking systems, Their efficacy seems good,
- \*\* Patients not really objective about or trained to identify and communicate symptoms, Usually requires Q and A between doctor and patient, Allow hypochondriacs too easy access to "sympathetic ears", - Some symptom/diagnosis requires visual/tactile/aural inputs, 139
- (1-132-700-0) Yes
- \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment,; i.e, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc,,, could be monitored directly, 140
- (1-132-700-0) Yes
- \*\* It would permit a more complete and efficient mdical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative ,, Remote walk-in diagnostic centres, staffed by technicians rather than doctors?..., I think it's a good possibility and there is a need, 141
- (1-132-700-0) Yes
- \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to

comments sorted by GROUP REFERRED TO

- technological medicine can discourage this service. However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 142
- (1-132-800-0) Amen - please no voting by this method.  
 \*\* Problem with control - one vote per person - assuring legality of voters, Pressure on individuals to swing votes, - Influence of cranks, Interference with equipment (eg, tapping of info data modification), 143
- (1-132-800-0) Amen! - Hence my gut reaction to round 1  
 \*\* Somewhat frightening to think of the '68 October Crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 144
- (1-132-900-0) If their fault  
 \*\* Make the cable company liable, for damages, 145
- (1-132-900-0) Most overrides could fail or be used by criminals, Administrative means are probably better,  
 \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, - Levy a charge for excessive false alarms for any reason, 146
- (1-132-900-0) Sure  
 \*\* Class action suits against the vendor of the service, if the vendor is legally negligent, 147
- (1-135-055-0) Good comment,  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 148
- (1-135-059-0) I agree,  
 \*\* \*\* I could take it or leave it, 149
- (1-135-159-0) And would make up time be available?  
 \*\* Depends on what is meant by temporary, 150
- (1-135-559-0) would think this is a must in the design of the new service,  
 \*\* Assuming you could still transact in the traditional way, 151
- (1-135-601-0) I agree with the listed researcher's comments, I would

comments sorted by GROUP REFERRED TO

think the center could support "employees" from different companies allowing them to be put in the existing urban areas without requiring employers to relocate - walking distances would be easy to achieve thus reducing energy needs considerably.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it ---- then carry on the work from it via communication links to fellow workers in other satellite offices, Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers.

152

(1-135-700-0) Agree,

\*\* It would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative ... Remote walk-in diagnostic centres, staffed by technicians rather than doctors? ... I think it's a good possibility and there is a need,

153

(1-135-759-0) Agreed,

\*\* Assumes alternatives are available and that problem not an emergency,

154

(1-141-059-0) No, it wouldn't and couldn't.

\*\* Depends; would this wholly replace other sources of news? (Hope not!)

155

(1-141-204-0) Researchers are out of their area of expertise here - I go along with the consumerists (and housewives)

156

(1-141-301-0) No bigger danger than for the person who only reads one paper per day, Chances are that a greater degree of editorial comments could be provided with this system. We could read the editorial from the NY Times, National Review or Wall Street Journal on a particular topic if we wanted to see the range of views.

\*\* An editing function is implied here. The question is, who does such editing? If all information comes from one source there is a danger of manipulation.

157

(1-141-902-0) Multiple sensors using various types of inputs controlled by a cheap LSI micro computer to determine whether there is a real problem or not would solve this problem. The alarm would be sent out only when a logical pattern was determined by the micro computer (within seconds, of course)

\*\*If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective

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functions; gen, alarm for total system failure, requiring instant svc, by telephone company "Flying squad" equipped for appropriate action, 158

(1-141-902-0) Perhaps the crime rate aspect is more a question of perception than real data. One fundamental here is the security and peace of mind aspect even though the system may never be used. If people perceive crime to be a problem then they will feel better having this type of system, 159

\*\* 1) Certify the supplier of systems 2) Make tests compulsory,

(1-201-102-0) What special expertise do "laureates" have? They may be an irrelevant elite, 160

\*\* Should be strongly supported with public funds, perhaps with groups or pulitzer prize winners and other such laureates reviewing and providing overall direction to the programs,

(1-201-800-0) Yes 161

\*\* There probably should be a time lag built into the political process. Real-time (instant) plebiscites may cause instability in that it is too quick for a considered judgement. Then, too democracy requires an educated citizenry. Privacy protection might be a major consideration here too,

(1-203-050-0) The researcher's wife does most of the banking and spending! 162

\*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase,

(1-203-051-0) Hasn't considered redistribution of time, 163

\*\* It's a stupid question because it's related to the first - its use demands staying at home,

(1-203-053-0) If someone misused this information he might be in trouble - eg, used as evidence to establish a case of sex offender! The point is to control mis-use of info. \*\* These question don't make sense to me unless I don't want people to know that I watch pornographic opera! 164

(1-203-059-0) Agree 165

\*\* Assuming checks can still be used, etc,...

(1-203-059-0) Agree 166

\*\* Depends on availability of alternative services,

(1-203-059-0) Agree 167

\*\* It would be major if you needed the service while it was disrupted,

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- (1-203-059-0) Disagree because I envisaged use of system in non-emergency case most frequently, People would still go to hospitals in case of emergencies real or pretend,  
 \*\* Not chaos, but there could be numerous deaths and aggravated illnesses and injuries, 168
- (1-203-201-0) I agree  
 \*\* This is one area where computer-augmented dialog, document production, query systems, access to special computing services would come in. In ten years powerful, relatively inexpensive systems will be available. Assuming these capabilities my families' use is as indicated, 169
- (1-203-204-0) I think researchers see a grater need for young children than entertainment, 170
- (1-203-209-0) Not sure why "R" so divergent, "R" may be biased towards FM stereo, 171
- (1-203-301-0) I agree  
 \*\* An editing function is implied here, The question is, who does such editing? If all information comes from one source there is a danger of manipulation, 172
- (1-203-503-0) Agree  
 \*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough, 173
- (1-203-503-0) Agree, laws should be thought about today not after someone get hurt.  
 \*\* Security is badly handled by banks now - at least privacy aspect- need changeable encrypted passwords on accounts - audits - ways to corrent errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards), 174
- (1-203-503-0) I agree  
 \*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification, It must be quick, positively accurate, and have the legal binding of one's signature, Ultimately, we will need to know just who made this transaction, This requires positive proof of one's identity, Several successful incidents of masquerading to "rob the bank" will cause so much consternation that higly foolproof procedures will become commonplace, 175
- (1-203-700-0) Agree  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to

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- technological medicine can discourage this service, However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 176
- (1-203-700-0) Already being done at U of A hospital,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, ie, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 177
- (1-203-700-0) Creating such systems for special cases sure helps medic clarify their own diagnostic strategies,  
 \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 178
- (1-203-700-0) Diagrams could be used on CRT  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc., 179
- (1-203-700-0) Disagree - don't see need for many systems  
 \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, Patients are being conditioned by health care services and insurance to expect better service, 180
- (1-203-700-0) For the medic who "runs" 50 - 75 patients a day through his office - yes! But not the others who are trying to do a good job and not make themselves rich,  
 \*\* Lobbying on behalf of the medical profession - to safeguard a vested interested, 181
- (1-203-700-0) Should read current literature on problems of filter systems in diagnosis, Recent thesis U of A Health Admin. on clerk, nurse, medic assessments of patients in emergency wards,  
 \*\* Patients not really objective about or trained to identify and communicate symptoms, Usually requires Q and A between doctor and patient, Allows hypochondriacs too easy access to "sympathetic ears", Some symptom/diagnosis requires visual /tactile/aural inputs, 182
- (1-203-700-0) Would be possible when conditions warrant more in depth kind of diagnosis,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 183

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- (1-203-700-0) Would help in Northern Canada,  
 \*\* It would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative... Remote walk-in diagnostic centres, staffed by technicians rather than doctors? I think it's a good possibility and there is a need, 184
- (1-203-800-0) Agree  
 \*\* "Consumerism" in the broad sense, i.e, pressures on elected representatives to be responsive, 185
- (1-203-800-0) Agree  
 \*\* Dissatisfaction with government and a greater desire to conveniently express one's grievances, 186
- (1-203-800-0) Agree, true in too many cases  
 \*\* Not much gain to the existing establishment, It doesn't want new channels of information, 187
- (1-203-800-0) Getting info and acting on it is not the same, Decisions must still be made by elected representatives,  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 188
- (1-203-800-0) I think I would use it more frequently than writing to an M.P. or phoning, If most people won't give a cent for it then it reflects a poor state of affairs for our political processes,  
 \*\* I think that any town Meeting concept will become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population, Most people wouldn't give you a cent for it, 189
- (1-203-800-0) Possibly  
 \*\* Liking of gimmickry by politicians, Some people will make money out of it, 190
- (1-203-800-0) Tapping could be a problem,  
 \*\* Problem with Control - one vote per person - assuring legality of voters, Pressure on individuals to swing votes, - Influence of cranks, Interference with equipment (eg, tapping of info data modification), 191
- (1-203-900-0) Agree, There should be a hierarchy of systems brought into play,  
 \*\* If voice, computer, and video channels provided as standard for each household (installation now being tested in Japan), redundant signals could be used on separate chans for important protective

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functions; gen, alarm for total system failure, requiring instant  
 svc. by telephone company "Flying squad" equipped for appropriate  
 action, 192

(1-203-900-0) The only comment which made sense was #2 researcher,  
 \*\* If voice, computer, and video channels provided as standard for  
 each household (installation now being tested in Japan), redundant  
 signals could be used on separate chans for important protective  
 functions; gen, alarm for total system failure, requiring instant svc,  
 by telephone company "Flying squad", equipped for appropriate action, 193

(1-205-000-0) In trying to analyse these results I can't help  
 wondering if all the groups had an equal number of respondents (ie,  
 "Welfare workers" and "Researchers"), 194

(1-205-050-0) Cannot understand the increase in time of an automated  
 purchase stated by researcher  
 \*\*Banking per se takes probably no more than 30 minutes per month;  
 the time taken to make a purchase "automatically" would probably  
 increase, 195

(1-205-051-0) I wonder what was in mind here?  
 \*\* If more people spend more time at home getting entertainment  
 there, watch the birth-rate; it might be affected - upwards, of  
 course, - (unless other developments offset,) 196

(1-205-051-0) Wow!!  
 \*\* It's a stupid question because it's related to the first - its  
 use demands staying at home, 197

(1-205-055-0) Agree  
 \*\* Very small percent of users will be embarrassed by disclosing  
 their choice of programs, 198

(1-205-056-0) Right  
 \*\* Tendency to share education programs and experiences, 199

(1-205-057-0) Agree  
 \*\* "Many more" assuming service in interactive and brings people  
 together; otherwise, no - just like present passive TV viewing, 200

(1-205-057-0) Right  
 \*\* More free time, therefore interest in the community to a greater  
 degree, 201

(1-205-059-0) Right  
 \*\* Depends, of course, on what else there is available for  
 entertainment, 202

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- (1-205-059-0) Right  
 \*\* Frustration, but no hardships, 203
- (1-205-059-0) Right  
 \*\* I could take it or leave it, 204
- (1-205-059-0) Right  
 \*\* Minor annoyance, 205
- (1-205-059-0) Why?  
 \*\* Not chaos, but there could be numerous deaths and aggravated illnesses and injuries, 206
- (1-205-103-0) They put on clinics and/or seminars and/or workshop now, Most of these are well accepted, 207
- (1-205-700-0) Right  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, i.e., such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc... could be monitored directly. 208
- (1-205-700-0) Right  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, Social backlash to technological medicine can discourage this service, However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 209
- (1-205-700-0) Right  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 210
- (1-205-900-0) Good  
 \*\* 1) Certify the supplier of systems 2) Make tests compulsory, 211
- (1-207-601-0) The satellite office concept is great. It saves time, energy, wear and tear and satisfies the need for socialization, person-to-person transactions, & provides resources lacking in the average home.  
 \*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow

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workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers,

212

(1-208-201-0) I have a feeling that these respondents in the main do not understand the types of info service which ultimately will be available and what it would do with the way they will use information sources. I personally see a computer-augmented system providing a broader range of info more quickly and comprehensively than all the media can now provide, combined. The use of the word "replace" in the question is unfortunate, because I don't see any of them replaced for a good long time.

\*\* This is one area where computer-augmented dialog, document production, query systems, access to special Computing services would come in. In ten years powerful, relatively inexpensive systems will be available. Assuming these capabilities my families' use is as indicated,

213

(1-211-103-0) Yes

\*\* Advertising, eg, sewing by sewing machine co. = cooking by gas company = hobbies by suppliers, etc,

214

(1-211-103-0) Yes

\*\* Industry trying to develop markets through education of potential buyers (?).

215

(1-211-503-0) Agree

\*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating,

216

(1-211-503-0) Agree

\*\* Criterion is that it must be at least as secure (and accurate) as current system.

217

(1-211-503-0) Agree

\*\* Re: Security requirements = we will need some foolproof method of remote verification of personal identification. It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace,

218

(1-211-503-0) Agree

\*\* The only bottleneck is a "cheap" means of personal identification from the phone = a code number is not going to be enough,

219

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(1-211-503-0) Agree.

\*\* Need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards),

220

(1-211-503-0) Do not agree - may be socially necessary under appropriate legal safeguards (eg, warrants).

\*\* Need to keep RCMP, income tax people, etc, out of computer banks,

221

(1-211-700-0) Agree

\*\* However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of larger medical centres,

222

(1-211-700-0) First systems will be simple but these additional features will be later added.

\*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment,; ie, such that a patient's (subscriber's ) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly,

223

(1-211-700-0) First systems will be simple but these additional features will be later added.

\*\* It would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative, Remote walk-in diagnostic centres, staffed by technicians rather than doctors? I think it's a good possibility and there is a need,

224

(1-211-700-0) If it is quicker, better or more convenient, it will progressively overcome initial resistance and fears.

\*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, Patients are being conditioned by health care services and insurance to expect better service.

225

(1-211-700-0) If it is quicker, better or more convenient, it will progressively overcome initial resistance and fears.

\*\* Incompetence of planners/designers and especially decision-makers. Fact it is perceived as substitute rather than complement,

226

(1-211-700-0) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted.

\*\* Lobbying on behalf of the medical profession - to safeguard a vested interested,

227

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(1-211-800-0) Agree

\*\* Increasing interest in and understanding of government by the electorate, = Increasing realization that governments are not infallible,

228

(1-211-800-0) All true = and mostly reasons why remote participation should be introduced = progressively and cautiously,

\*\* Feelings of being another, insignificant vote, that the public impressions politicians give are not valid, Attempt of officials to play on "popularity", personal-image rather than on actions as an appointed official,

229

(1-211-800-0) All true = and mostly reasons why remote participation should be introduced = progressively and cautiously,

\*\* Politicians don't like to be watched ,, Regional governments are the thing and they're doing more in isolation from the public than local gov't used to, however, there has got to be a trade off...I don't know what,

230

(1-211-800-0) All true = and mostly reasons why remote participation should be introduced = progressively and cautiously,

\*\* The resistance of the politicians,

231

(1-211-800-0) All true = and mostly reasons why remote participation should be introduced = progressively and cautiously,

\*\*Not much gain to the existing establishment, it doesn't want new channels of information,

232

(1-211-800-0) Dangers to be watched,

\*\* A basic question is whether this will remote beneficial participatory democracy or just an illusion, In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends,

233

(1-211-800-0) So what is different!

\*\* Trend to "government by polls" where representatives base many decisions on private or public polls,

234

(1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,

\*\* Comon=sense

235

(1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,

\*\* I think that any "town meeting" concept will become the domain of the same "joiners" in society who go to meetings now, I am sure it will not involve more of the population, Most people wouldn't give you a cent for it,

236

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- (1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* Problem with control - one vote per person - assuring legality of voters, Pressure on individuals to swing votes, - Influence of cranks, - Interference with equipment (eg, tapping of info data modification,) 237
- (1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 238
- (1-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* There probably should be a time lag built into the political process, Real-time (instant) plebiscites may cause instability in that it is too quick for a considered judgement, Then, too democracy requires an educated citizenry, Privacy protection might be a major consideration here too, 239
- (1-211-800-0) This should be its prime justification,  
 \*\* Participative, leading to anticipative, democracy, 240
- (1-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* By charging the expense to the responsible party, 241
- (1-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* Class action suits against the vendor of the service, if the vendor is legally negligent, 242
- (1-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* Make the cable company liable, for damages, 243
- (1-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* Reduced premiums from insurance, Provided as built-ins in new buildings, 244
- (1-211-900-0) Possibilities worth investigation,  
 \*\* Provides a means of sending in another alarm signal to alert the central facility that the first alarm was accidental - provide functions to allow users to activate them only when homes were unoccupied, Levy a charge for excessive false alarms for any reason, 245
- (1-212-050-0) "Banking" and "purchasing" are two different things,  
 \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 246

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- (1-212-055-0) Not for long, People would become conditioned to it,  
 \*\* Availability of information on entertainment choices could be embarrassing to some, 247
- (1-212-055-0) Why not? It might result in more programs of the type I want?  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 248
- (1-212-503-0) Agree  
 \*\* Absolute privacy and hard copy receipt at time of transaction, Also, the right to question one's credit file and credit rating, 249
- (1-212-503-0) Handprint, voiceprint transmitted to central memory bank and back from point of transaction, 250
- (1-212-700-0) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, ie, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 251
- (1-212-700-0) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 252
- (1-212-800-0) Disagree, This system would force more responsiveness on part of govt workers and politicians,  
 \*\* Liking of gimmickry by politicians, Some people will make money out of it, 253
- (1-213-050-0) No the difference is the housewife view of time versus the researcher, 254
- (1-213-059-0) How long is a key problem, 10 hours would be a day's work,  
 \*\* How long is temporary? Depends on availability of alternative modes of operation, 255
- (1-213-059-0) Yes,  
 \*\* "No effects" - assuming traditional alternatives remain, 256

comments sorted by GROUP REFERRED TO

- (1-213-059-0) Yes,  
 \*\* "No effects" = not a full time service. 257
- (1-213-503-0) VOL>>olume reduce cost,  
 \*\* The only bottleneck is a "cheap" means of personal  
 identification from the phone = a code number is not going to be  
 enough. 258
- (1-213-700-0) Agree,  
 \*\* Real need is for emergency services first. 259
- (1-213-700-0) But with video information the doctor would have the  
 same info, as in the office,  
 \*\* May be grossly in error in some intelligence levels. Chest may be  
 named instead of abdomen, left side for right, etc. 260
- (1-213-700-0) It's already high,  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem  
 of patient describing affected area. 261
- (1-213-700-0) New York using currently between airport and hospital.  
 \*\* Why not visual on T.V.? Could magnify area of body involved =  
 use of colour could be important. More personal = less risk of gross  
 errors. 262
- (1-213-700-0) Right on = the facts,  
 \*\* I like the idea and would even wish to see the terminal  
 facilities extended to include more complex interface equipment:  
 i.e., such that a patient's (subscriber's) temperature, pulmonary  
 functions, cardiac patters, etc., could be monitored directly. 263
- (1-213-700-0) Right on,  
 \*\* Technology can/is developing diagnostic techniques that can  
 eliminate need for doctors on many counts. Social backlash to  
 technological medicine can discourage this service. However, this is  
 a prime service of the future and climatization will probably take  
 place through the area of community medicine clinics where patients  
 become conditioned to the service as the clinics become technological  
 satellites of large international medical centres. 264
- (1-213-700-0) That's not all, bad doctors make their share of  
 mistakes too,  
 \*\* Doctors will not like it, among other reasons because it wwill  
 encourage patients to try a number of systems to get a diagnosis they  
 like. Patients are being conditioned by health care services and  
 insurance to expect better service. 265
- (1-213-700-0) We may need the substitute service,  
 \*\* InCompetence of planners/designers and especially

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decision-makers. Fact it is perceived as substitute rather than complement, 266

(1-213-700-0) Yes, if the public allows,

\*\* Lobbying on behalf of the medical profession = to safeguard a vested interested, 267

(1-213-800-0) Good reaction,

\*\* Increasing interest in and understanding of government by the electorate, = Increasing realization that governments are not infallible, 268

(1-213-800-0) That's bad?

\*\* We should approach it cautiously. If you think T,V, and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 269

(1-213-800-0) This comment should be given serious thought,

\*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 270

(1-215-503-0) Another problem: how to detect, whether a user is forced by violence to make a transaction,

\*\* Re: Security requirements = we will need some foolproof method of remote verification of personal identification, It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction, This requires positive proof of one's identity, Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace, 271

(1-216-055-0) A system which keeps tabs on and discloses "who watched what" does not seem to come under the heading of a temporary but complete breakdown in privacy", I agree with the third comment anyway,

\*\* Very small percent of users will be embarrassed by disclosing their choice of programs, 272

(1-216-059-0) Effects of disruption would be severe, after the system was well established and widely accepted, Chaos, however, is an overstatement, We manage to survive postal strikes,

\*\* "Chaos"; How temporary? A week or more? 273

(1-216-503-0) Most of these comments represent valid problems, although I think the suggestion of changeable coded passwords is impractical, Too many problems would be caused by people forgetting

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or making errors,

\*\* Security is badly handled by banks now - at least privacy aspect - need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards).

274

(1-216-601-0) I agree with the comment quoted, although I feel a conventional telephone and telecopier are too primitive as communication facilities. Some broadband (high speed) soft copy facsimile or alphanumeric/graphic presentation is a minimum requirement, with teleconferencing facilities, at least for special purposes. The greater ease of providing these at community work centres is a strong point in their favour over the home work centre.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it == then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers.

275

(1-216-700-0) Use of remote sensors or diagnostic measurements implies a diagnostic centre rather than home use. Such equipment would require frequent calibration, and maintenance to assure reliability.

\*\* I would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative. Remote walk-in diagnostic centres, staffed by technicians rather than doctors? I think it's a good possibility and there is a need.

276

(1-218-700-0) Colour is essential as is the facility for video input (perhaps slow-scan) from the home terminal.

\*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. More personal - less risk of gross errors.

277

(1-218-800-0) Good, but without access to future predictions and without improved public morality society might simply go on a binge of immediate gratification (as it is to some extent doing now).

\*\* "Consumerism" in the broad sense, i.e. pressures on elected representatives to be responsive.

278

(1-301-050-0) The researcher is being objective.

279

(1-301-055-0) This is terrifying! Surely the central issue of privacy includes the right to do things that others may disapprove of. This

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- guy seems to be willing to forego this right,  
 \*\* I don't see the privacy issue here in broadband entertainment; they're not bringing TV cameras to my house, and I don't have to use any services I'm ashamed of being caught using (if there were any), 280
- (1-303-700-0) Very good,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, i.e. such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 281
- (1-303-700-0) Very good,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 282
- (1-303-700-0) You better believe it  
 \*\* Lobbying on behalf of the medical profession - to safeguard a vested interest, 283
- (1-303-800-0) Doubtful  
 \*\* Increasing interest in and understanding of Government by the electorate, = Increasing realization that governments are not infallible, 284
- (1-303-800-0) How true  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada through instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation, 285
- (1-303-800-0) No  
 \*\* Trend to "government by polls" where representatives base many decisions on private or public polls, 286
- (1-303-800-0) Problem with control = one vote per person = assuring legality of voters, Pressure on individuals to swing votes, = Influence of cranks, = Interference with equipment (eg. tapping of info data modification,) 287
- (1-303-800-0) Right on  
 \*\* We should approach it cautiously, If you think T.V. and mass media has transformed politics in North America, just brace yourself for impacts of this natural extension to 2-way system, 288
- (1-303-800-0) Yes  
 \*\* Dissatisfaction with government and a greater desire to conveniently express one's grievances, 289

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- (1-303-800-0) Yes, Right on.  
 \*\* Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions. A basic question is whether this will promote beneficial participatory democracy or just an illusion. In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends. 290
- (1-303-900-0) No 291
- (1-303-900-0) Yes  
 \*\* Class action suits against the vendor of the service, if the vendor is legally negligent. 292
- (1-303-900-0) yes  
 \*\* Make the cable company liable, for damages. 293
- (1-303-900-0) Yes, Keep lawyers employed and courts jammed,  
 \*\* By charging the expense to the responsible party. 294
- (1-305-056-0) Generally agree  
 \*\* Less requirement to ask others for advice, but negligible difference. 295
- (1-305-301-0) The most serious problem would be data out of date, The next would be inaccuracies. Someone has to assume responsibility for the data bank, Once "garbage in garbage out" starts for the service it is discredited.  
 \*\* An editing function is implied here, The question is, who does such editing? If all information comes from one source there is a danger of manipulation. 296
- (1-305-601-0) This is very interesting and a real possibility, The advantage is to avoid long trips (possibly under congested conditions) to work while at the same time, permitting large enough groupings of workers so that the benefits of face-to-face contact can be obtained as needed.  
 \*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it -- then carry on the work from it via communication links to fellow workers in other satellite offices, probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers. 297
- (1-305-700-0) Agree

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\*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 298

(1-305-700-0) Yes, but very doubtful impact on behaviour pattern,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment.; I,e, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc.,, could be monitored directly. 299

(1-305-800-0) Raises point of carrying democracy too far - ie, to the point where short term emotion governs,  
 \*\* Somewhat frightening to think of the '68 October crisis and what English Canada though instant referendum would have demanded for French populace, Torture would have received a lot of votes as a method of investigation. 300

(1-307-055-0) Right,  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter. 301

(1-307-503-0) There is no such thing, so cannot become common place of procedures will become commonplace. 302

(1-307-700-0) Probably true, Video might obviate this, - may be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc.,, 303

(1-307-700-0) Yes,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 304

(1-307-800-0) Important,  
 \*\* There probably should be a time lag built into the political process, Real-time (instant) plebis cites may cause instability in that it is too quick for a considered judgement, Then, too democracy requires an educated citizenry, Privacy protection might be a major consideration here too. 305

(1-504-103-0) The "advertising" concept as described by the researcher is a good idea, bur the "traditional" education should be gov't funded. 306

(1-505-700-0) I agree very much with this woman,  
 \*\* Some people would feel this service to be too cold and impersonal thus discouraging its development, I myself think it might

comments sorted by GROUP REFERRED TO

- save a lot of wasted time sitting for hours in a doctor's to spend five minutes in his office for his diagnosis, 307
- (1-602-800=0) I am afraid this is what would happen - if all politicians were dedicated to their work there would not be the need for more citizen participation than there is now.
- \*\* Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions. A basic question is whether this will promote beneficial participatory democracy or just an illusion. In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends, 308
- (1-604-050=0) This researcher has a car, and works near a bank, and is dressed to appear in public. This housewife has the car only sometimes, has to drag small children along and is tired of the 1,001 errands housewives run, and has to "clean up" she and the kids to go out. Therefore - the difference.
- \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase, 309
- (1-604-052=0) Certainly, most jobs require "experience" after the basic education has been obtained, and that means being going on-the-job to learn the machinery, the mode of operation of given company, how to work with other branches of company, variables that aren't in any textbooks or remote education courses.
- \*\* Assumes ability for off-the-job training, 310
- (1-604-059=0) Aggravated illnesses could occur if people "putt off" getting help until service was restored.
- \*\* Not chaos, but there could be numerous deaths and aggravated illnesses and injuries, 311
- (1-604-059=0) Nuisance only.
- \*\* Assuming you could still transact in the traditional way, 312
- (1-604-103=0) Valid,
- \*\* Advertising, e.g., sewing by sewing machine co. = cooking by gas company = hobbies by suppliers, etc, 313
- (1-604-103=0) valid,
- \*\* Industry trying to develop markets through education of potential buyers,(?) 314
- (1-604-503=0) I would want a tangible copy of the transaction for my records, yes,

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\*\* Absolute privacy and hard copy receipt at time of transaction,  
Also, the right to question one's credit file and credit rating, 315

(1-604-800-0) Honest politicians would welcome interest, so that  
people could see just how hard they work, how well informed they are,  
and how complex the issues are,

\*\* Politicians don't like to be watched,,,Regional governments are  
the thing and they're doing more in isolation from the public than  
local government used to, however, there has got to be a trade  
off,,,I don't know what. 316

(1-604-800-0) People will be aware of the complexity of each issue,  
If they follow debate, they might realize the many sides to be  
considered and be more tolerant when government moves slowly,

\*\* Increasing interest in and understanding of government by the  
electorate, = Increasing realization that governments are not  
infallible. 317

(1-604-900-0) Even if it is the user,

\*\* By charging the expense to the responsible party, 318

(1-604-999-9) Researchers outshone us all on their insight into new  
concepts, Of course, this is their field, 319

(1-608-050-0) This apparent contradiction is a good comment on this  
questionnaire in general. The first answer assesses the function  
under discussion in isolation, or "cold," The second answer is also  
concerned with related activities, frustrations (and some pleasures  
could have been included,) Similarly, the services you describe often  
make assumptions about the direction and quality,

\*\* Banking per se takes probably no more than 30 minutes per month;  
the time taken to make a purchase "automatically" would probably  
increase. 320

(1-608-051-0) Exactly

\*\* It's a stupid question because it's related to the first - its  
use demands staying at home. 321

(1-608-055-0) Good

\*\* I don't see the privacy issue here in broadband entertainment;  
they're not bringing TV cameras to my house, and I don't have to use  
any services I'm ashamed of being caught using (if there were any), 322

(1-608-800-0) Good

\*\* Problem with control - one vote per person - assuring legality  
of voters, Pressure on individuals to swing votes, = Influence of  
cranks, = Interference with equipment (eg, tapping of info data  
modification), 323

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(1-608-800-0) Good

\*\* There probably should be a time lag built into the political process. Real-time (instant) plebiscites may cause instability in that it is too quick for a considered judgement. Then, too democracy requires an educated citizenry. Privacy protection might be a major consideration here too,

324

(1-608-800-0) Good

\*\*Increasing voter alienation and feelings of powerlessness will create need for such institutional mechanisms to give the individual the feeling of having his voice heard and influencing political decisions. A basic question is whether this will promote beneficial participatory democracy or just an illusion. In particular, can such remote political participation be subverted by power elites who manipulate the masses for their own ends,

325

(1-612-055-0) I agree here,

326

(1-612-059-0) There probably would be a lot of this hence more unemployment,

\*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious,

327

(1-612-103-0) I agree with what the researcher has suggested,

\*\* Advertising, e.g., sewing by sewing machine co. = cooking by gas company = hobbies by supplies, etc,

328

(1-612-700-0) If family doctor is phone he knows and most doctors in immediate area know low intelligent family. The doctor or operator of phone would tell that patient to come to the office,

\*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area = may be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc.,,

329

(1-620-050-0) Your researcher in this instance, is either a male with a wife or secretary to do his running around for him, or he has a different banking system than ours,

\*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase,

330

(1-620-053-0) If Your taste is so low, in what you consider entertainment that you wouldn't want any one to know what you watched, my only comment is "Heaven help us All"

\*\* These questions don't make sense to me unless I don't want people to know that I watch pornographic opera!

331

(1-620-056-0) Poor Researcher No. 4 with friends like that = who

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- would need enemies  
 \*\* I sometimes Use my friends for extracting information, 332
- (1-620-103-0) I like the researchers ideas, but would still be willing to pay for my choice of decent material  
 \*\* Industry trying to develop markets through education of potential buyers(?) 333
- (1-620-103-0) I like the researchers ideas, but would still be willing to pay for my choice of decent material,  
 \*\* Advertising, eg; sewing by sewing machine co, - cooking by gas company - hobbies by suppliers, etc, 334
- (1-620-800-0) If they don't want to be watched then let them get out, It's our money that is being wilfully wasted, Once any one takes a public office - they then must know they no longer have private lives, They are supposed to be working for me, and so every move they make is "My business".  
 \*\* Politicians don't like to be watched,,Regional governments are the thing and they're doing more in isolation from the public than local gov't used to, however, there has got to be a trade off,, I don't know what, 335
- (2-102-052-0) Educators have no extreme views, 336
- (2-102-054-0) No Change, Educators not extreme, 337
- (2-102-056-0) Very Much agree with this, The work centres sound like prison cells, This need not of course be the case as long as there was an option open to commute back to a central work location if desired,  
 \*\* I get a claustrophobic feeling from this section, The human animal is a social creature, To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeekbreak he/she sees only his/her wife/husband is appalling, Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, i.e, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 338
- (2-102-102-0) The announcement ('commercial') system is not necessarily a bad thing, Perhaps some audience feedback could improve matters,  
 \*\* The commercial is the base of television as we know it, Let's avoid it assiduously in any new development of technology, 339
- (2-102-700-0) Yes, Given good design this could be a future scenario,

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- \*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 340
- (2-106-059-0) I agree  
 \*\* Depends on the length of the breakdown period, 341
- (2-110-101-0) Perhaps biased because of her own viewpoint,  
 \*\* Perhaps a little too optimistic, especially for the adult level, because of the motivation problem, 342
- (2-110-103-0) Dayten experience indicates consumer will pay for family education like golf, tennis, etc,  
 \*\* Private industry for employee training, 343
- (2-111-001-0) The educators are more middle-brow or lazy, 344
- (2-111-054-0) Interesting, Plausible, But I doubt it,  
 \*\* "Significant decrease"; habituation to information "on demand" could cause general loss of patience and drop in traditional manners, 345
- (2-111-059-0) Depends on quality of teachers,  
 \*\* "Minor consequences", if integrated with existing schol curriculum, 346
- (2-111-059-0) Depends on quality of teachers,  
 \*\* This is worse if the program is integrated into the schools, 347
- (2-111-211-2) As I said the educators look a lazy lot, Another possibility is that they have large families, 348
- (2-111-800-0) "This" service?  
 \*\* Widespread disenchantment with politics as we now have it, Increasing technological capability to provide this service, Generally speaking, more education equals a higher level of political participation, As the education level rises, more of the population will tend to desire participation in the various political processes, 349
- (2-111-800-0) Agreed  
 \*\* The immediacy of such a system would have advantages, The probability of getting feedback to the different government levels would be greatly increased by making it easier although some of the reactions might be impulsive rather than well considered (This may, or may not be a disadvantage), 350
- (2-111-800-0) No,  
 \*\* Developing technocracy will make people increasingly reluctant to engage in political activity since they will feel no one pays any attention to their ideas, 351

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- (2-111-800-0) Not all politicians are the same  
 \*\* The politicians themselves who tend more and more to control information by delivering the information they want public, The lack of confidence of the politician in the population and vice versa, 352
- (2-111-800-0) Yes  
 \*\* The establishment doesn't want participation, Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood, Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act, 353
- (2-111-900-0) An option to be evaluated,  
 \*\* Don't install the damned things, 354
- (2-111-900-0) Doubtful  
 \*\* Only rely on "keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission - a system would have to be worked out for this but with a computer it could be done, 355
- (2-111-900-0) Yes  
 \*\* Active or inactive state made evident to householder by visual devices; "over-rides" through coded signal, 356
- (2-111-900-0) Yes  
 \*\* By making the proper preliminary pilot studies and tests, 357
- (2-111-900-0) Yes  
 \*\* Design of fail/safe system, 358
- (2-111-900-0) Yes  
 \*\* Have town or city governments pay major portion of the installation of this system, 359
- (2-111-900-0) Yes  
 \*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs ==; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't change, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teen age kids, 360
- (2-111-999-9) Welfare workers stand out as having a different concept of the services, The educators look a sum lot, 361

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- (2-115-050-0) I agree with this,  
 \*\* All these services would probably increase my efficiency at doing things, I am already doing without necessarily changing the distribution of my activities, 362
- (2-115-057-0) Agree  
 \*\* Service would not eliminate the need to meet with colleagues, 363
- (2-115-058-0) I would like them to explain why,  
 \*\* If viewing increases, as is probable, only formal business - or church related activities will remain and with two-way video and audio network, formal communication will control life style, 364
- (2-115-059-0) Good Point  
 \*\* A rash of bad diagnoses could be fatal, 365
- (2-115-059-0) Nuisance only  
 \*\* "Chaos" without a back-up system, especially on medical information, 366
- (2-116-051-0) Strongly agree  
 \*\* If work is at home, then one would normally want to seek release from work elsewhere, 367
- (2-116-059-0) Agree  
 \*\* "Chaos" without a back-up system, especially on medical information, 368
- (2-116-059-0) Clearly, these 2 educators are using "integrated" in different if not opposite senses,  
 \*\* This is worse if the program is integrated into the schools,  
 \*\* "Minor consequences", if integrated with existing school curriculum, 369
- (2-122-103-0) Good  
 \*\* Private industry for employee training,, 370
- (2-122-201-0) If you have one convenient  
 \*\* To use a card index is more efficient and easier, 371
- (2-123-059-0) The pattern of voting machine breakdowns and malfunctions is highly suspect in some cities notable for rough and tumble politics. Just try to extrapolate that to a large scale of operations using sophisticated systems which are even more vulnerable, 372
- (2-123-059-0) Yes, Only if the program is tightly integrated into a curriculum such that it could disrupt the timing of exams or the proper sequence of a tract of instruction,

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- \*\* "Minor consequences", if integrated with existing school curriculum, 373
- (2-123-059-0) Yes, only if the program is tightly integrated into a curriculum such that it could disrupt the timing of exams or the proper sequence of a tract of instruction, 374
- \*\* This is worse if the program is integrated into the schools,
- (2-123-059-0) Yes, quite literally 375
- \*\* A rash of bad diagnoses could be fatal,
- (2-130-054-0) I agree, This is already a dangerous trend, The question of property rights in information is one that is beginning to be fought out in the U.S, courts, and probably will, over the next decade, become a major societal issue, 376
- \*\* "Significant decrease", habituation to information "on demand" could cause general loss of patience and drop in traditional manners,
- (2-132-054-0) This is a potentially serious problem, 377
- \*\* "Significant decrease"; habituation to informatzon "on demand" could cause general loss of patience and frop in traditional manners,
- (2-132-056-0) Amen 378
- \*\* I get a claustrophobic feeling from this section, The human animal is a social creature, To isolate large numers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife husband is appalling, Have you considered the personal and psychological (and social) aspects of this kind of work pattern wherelarge numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation,
- (2-132-058-0) Yes, 379
- \*\* If viewing increases, as is probable, only formal business - or church - related activities will remain and with two-way video and audio network, formal communications will control life style,
- (2-132-059-0) No way should this system be used for voting, 380
- \*\* "No effects" except for a malfunction during an election; then chaos would result,
- (2-132-059-0) Yes, 381
- \*\* "Minor consequences", if integrated with existing school curriculum,
- (2-132-700-0) Again, examine history taking systems, The work in Scotland showed considerable promise, It dealt with stomachs problems

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I believe, a class of rather diffuse symptoms. Other work has gone on in the U.S. I'm not familiar with Canadian work. These systems are the forerunner of more complex systems. However, as I noted in Round 1, they are used in a health complex, not in the home. In this environment there is other backup. Still not the doctor's office as such and many things can be speedup so as to allow the physician to do that for which his talents are really needed.

\*\* Necessary to control the patient's subjective answers and compare them with real symptoms.

382

(2-132-700-0) Again, examine history taking systems. The work in Scotland showed considerable promise. It dealt with stomachs problems I believe, a class of rather diffuse symptoms. Other work has gone on in the U.S. I'm not familiar with Canadian work. These systems are the forerunner of more complex systems. However, as I noted in Round 1, they are used in a health complex, not in the home. In this environment there is other backup. Still not the doctor's office as such and many things can be speedup so as to allow the physician to do that for which his talents are really needed.

\*\* Not merely the impersonality. Many patients cannot describe their own symptoms. Many symptoms are difficult for any layman to describe. In effect this system makes the patient his/her own diagnostician.

383

(2-132-700-0) In part, yes.

\*\* The advantage in physically seeing the patient and being able to examine, touch and assess the malady. Greater possibility of error in judgement on diagnosis.

384

(2-132-800-0) Please a little more trust - not a lot, but a little more.

\*\* The establishment doesn't want participation. Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood. Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act.

385

(2-132-900-0) Too complex - visitors, friends staying with one etc.

\*\* Only rely on "keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission - a system would have to be worked out for this but with a computer it could be done.

386

(2-135-102-0) Government spending will have to support most of it but would think that educational type businesses would also support without requiring commercials as we see on regular T.V.

\*\* Educational facilities and services are already being substantially used on the "haves"; to put a fee on homelearning for

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the "have-nots" is to put a further barrier in the way of use. If a fee is charged it should be minimal and covered by bursaries or grants if necessary. 387

(2-135-102-0) Programming should not be controlled by largest contributor,

\*\* The commercial is the base of television as we know it, Let's avoid it assiduously in any new development of technology. 388

(2-135-800-0) Isn't this a good reason for having people participation?

\*\* The politicians themselves who tend more and more to control information by delivering the information they want public, The lack of confidence of the politician in the population and vice versa, 389

(2-135-900-0) Worse,

\*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't change, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teenage kids, 390

(2-141-052-0) The educator (#1) quoted above appears to be searching too hard for a problem here, A little common sense would get around the problem he posed,

\*\* The implications of the remote work center bother me somewhat, An office at home might encourage people to do their business at your home, A public servant might find himself always on the job with no time of his own, 391

(2-201-054-0) Agree

\*\* "Significant decrease" habituation to information "on demand" could cause general loss of patience and drop in traditional manners, 392

(2-201-102-0) Agree

\*\* Educational facilities and services are already being substantially used on the "haves"; to put a fee on homelearning for the "have-nots" is to put a further barrier in the way of use, If a fee is charged it should be minimal and covered by bursaries or grants if necessary, 393

(2-201-201-0) Bullshit!

\*\* To use a card index is more efficient and easier, 394

(2-201-800-0) But, Participation for most of us means having more than one vote influence through interest group, pluralistic politics,

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etc. The net effect may be more alienation if pluralism weakens.

\*\* The establishment doesn't want participation, Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood, Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act,

395

(2-201-800-0) Yes

\*\* Developing technocracy will make people increasingly reluctant to engage in political activity since they will feel no one pays any attention to their ideas,

396

(2-201-900-0) Right! (Was that me?) Sorry, I don't want this much security, thank you,

\*\* Don't install the damned things,

397

(2-203-001-0) Perhaps your "educator" group is an ETO group predominantly?

398

(2-203-050-0) Agree

\*\* All these services would probably increase my efficiency at doing things I am already doing without necessarily changing the distribution of my activities,

399

(2-203-052-0) Educator # 1 sees need for personal contact and there are some jobs where this is required, However, there are many where this is not true, Access at specific hours is a ximple soln,

\*\* The implications of the remote work center bother me somewhat, An office at home might encourage people to do their business at your home, A public servant might find himself always on the job with no time of his own,

400

(2-203-056-0) There is a balance, At the moment its too much of pushing everyone together, Has this educator every thought that kids were probably not born to sit 30 in a classroom, Being a social creature can also cause problems,

\*\* I get a claustrophobic feeling from this section, The human animal is a social creature, To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife/husband is appalling, Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation,

401

(2-203-059-0) Agree

\*\* A breakdown might be a pleasant relief for many people!

402

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- (2-203-059-0) People have brains to! If in doubt the patient will be taken to an emergency clinic.  
 \*\* "Chaos" without a back-up system, especially on medical information, 403
- (2-203-059-0) Some mdics already see 50 or more per day! Think of the increased income if a charge is kicked back to a medic.  
 \*\* I am tempted to answer "Chaos" here, except that I suspect this might be one of the first systems to be installed. It is so attractive to busy doctors. Think how many more patients they will be able to service. 404
- (2-203-201-0) This educator must be fairly old.  
 \*\* To use a card index is more efficient and easier, 405
- (2-203-700-0) There is a hierarchy. Having worked with medics and have an honorary apptm in Med, this educator should open his eyes to the fact that mdics very frequently are imprecise in their diagnosis.  
 \*\*Too imprecise. How about remote sensors to record and transmit vital body readings? 406
- (2-203-700-0) Use interactive system with Comp.  
 \*\* Not merely the impersonality. Many patients cannot describe their own symptoms. Many symptoms are difficult for any layman to describe. In effect this system makes the patient his/her own diagnostician. 407
- (2-203-700-0) Use interactive system with Comp.  
 \*\* The advantage in physically seeing the patient and being able to examine, touch and assess the malady. Greater possibility of error in judgement on diagnosis. 408
- (2-203-800-0) Agree  
 \*\* The establishment doesn't want participation. Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political modd. Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act. 409
- (2-203-800-0) The real problem will be condensing the information and getting the politician to look at it.  
 \*\* Widespread disenchantment with politics as we now have it. Increasing technological capability to provide this service. Generally speaking, more education equals a higher level of political participation. As the education level rises, more of the population will tend to desire participation in the various political processes. 410
- (2-203-900-0) Possibly but such analysis would be very complex. In

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general the human nose is a tremendous sensing device in terms of range and minute quantities it can smell & identify. This is no easy problem to work on.

\*\* Only rely on "Keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission - a system would have to be worked out for this but with a computer it could be done.

411

(2-203-900-0) Your "E" group is not very creative!

\*\* Don't intall the damned things,

412

(2-203-900-0) Your "E" group is not very creative!

\*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't chage, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teen age kids,

413

(2-205-002-0) If individual has control of the programming reception, he would therefore have choice of quality and variety.

\*\* If individual has control of the programming, he would also have choice of quality and variety,

414

(2-205-057-0) Agree

\*\* Service would not eliminate the need to meet with colleagues,

415

(2-205-101-0) Disagree!

\*\* Perhaps a little too optimistic, especially for the adult level, because of the motivation problem,

416

(2-205-700-0) Why not?

\*\* Too imprecise. How about remote sensors to record and transmit vital body readings?

417

(2-205-900-0) Oh boy!

\*\* Only rely on "Keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission - a system would have to be worked out for this but with a computer it could be done,

418

(2-211-103-0) Yes

\*\* Private industry for employee training,

419

(2-211-700-0) First systems will be simple but these additional features will be later added.

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- \*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 420
- (2-211-700-0) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted,  
 \*\* Opposition by prof, medical practitioner will discourage, 421
- (2-211-800-0) All true - and mostly reasons why remote participation should be introduced - progressively and cautiously,  
 \*\* Developing technocracy will make people increasingly reluctant to engage in political activity since they will feel no one pays any attention to their ideas, 422
- (2-211-800-0) There are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\*The politicians themselves who tend more and more to control information by delivering the information they want public, The lack of confidence of the politician in the population and vice versa, 423
- (2-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* The establishment doesn't want participation, Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood, Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act, 424
- (2-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* The immediacy of such a system would have advantages, The probability of getting feedback to the different government levels would be greatly increased by making it easier although some of the reactions might be impulsive rather than well considered, (This may, or may not be a disadvantage), 425
- (2-211-900-0) Agree  
 \*\* Design of fail/safe system, 426
- (2-211-900-0) Future possibility  
 \*\* Only rely on "keys" but have sensing devices that would recognise the "smell" of those living in the house and sound an alarm if others entered except with permission - a system would have to be worked out for this but with a Computer it could be done, 427
- (2-211-900-0) Possibilities that no doubt will be investigated!  
 \*\* Have town or city governments pay major Portion of the installation of this system, 428

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(2-211-900=0) Possibilities worth investigation.

\*\* Active or inactive state made evident to householder by visual devices; "over-ride" through coded signal,

429

(2-211-900=0) True

\*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs; remind householders at regular intervals to check the equipment; forbid smoking, Human nature you won't change, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teen age kids,

430

(2-212-002=0) Only if enough "individuals" make a particular type of program economically feasible.

\*\* If individual has control of the programming, he would also have choice of quality and variety,

431

(2-212-700=0) These would strongly enhance the services acceptance. Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early.

\*\* Too imprecise, How about remote sensors to record and transmit vital body readings?

432

(2-213-002=0) Agree - also answers housewife concern.

\*\* If the individual has Control of the programming, he would also have choice of quality and variety.

433

(2-213-059=0) Agree.

\*\* "Chaos" without a back-up system, especially on medical information,

434

(2-213-059=0) Agree.

\*\* The whole thing is largely irrelevant,

435

(2-213-700=0) Disagree.

\*\* The advantage in physically seeing the patient and being able to examine, touch and assess the malady, Greater possibility of error in judgement diagnosis,

436

(2-213-700=0) Good.

\*\* Not merely the impersonality. Many patients cannot describe their own symptoms. Many symptoms are difficult for any layman to describe. In effect this system makes the patient his/her own diagnostician,

437

(2-213-700=0) Not necessarily so.

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- \*\* Necessary to control the patient's subjective answers and compare them with real symptoms, 438
- (2-213-700-0) Technology is here to do it now,  
 \*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 439
- (2-213-800-0) Good and Valid reaction,  
 \*\* The establishment doesn't want participation, Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood, Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act, 440
- (2-303-800-0) Yes  
 \*\* Developing technocracy will make people increasingly reluctant to engage in political activity since they will feel no one pays any attention to their ideas, 441
- (2-303-900-0) Yes  
 \*\* Don't install the damned things, 442
- (2-305-700-0) Well taken points, I agree,  
 \*\* Necessary to control the patient's subjective answers and compare them with real symptoms, 443
- (2-305-800-0) Raises Good point, Could lead to control of info, going out to influence the volume and type of B,S, coming back, May drive manipulation of the voter, if any, to even more subtle levels than at present,  
 \*\* The politicians themselves who tend more and more to control information by delivering the information they want public, The lack of confidence of the politician in the population and vice versa, 444
- (2-307-056-0) Has this educator even worked in an office, where workers call their friends/family at every opportunity onic devices, i.e., machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 445
- (2-307-059-0) And charge?  
 \*\* I am tempted to answer "chaos" here, except that I suspect this might be one of the first systems to be installed, it is so attractive to busy doctors, Think how many more patients they will be able to service, 446
- (2-505-201-0) This service would be there when you needed it, It would be better than a card index, as suggested, because some people are to lazy to look things up for themselves, If they can have some

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system whereby they don't have to be bothered looking something up, it would be better.

\*\* To use a card index is more efficient and easier.

447

(2-505-900-0) Don't put the triggering device out of reach of children, they may have a good and valid reason to trigger it at some time.

\*\* You obviously don't expect a facetious answer so; make the equipment as foolproof as possible; put triggering devices well out of reach of children and dogs; remind householders at regular intervals to check the equipment; forbid smoking. Human nature you won't change, so accidental trippings of the alarm will continue as long as children can climb on stools, cabinets, other furniture; cooks forget that they have pots on the stove while they talk on the telephone and parents lock out teenage kids.

448

(2-602-056-0) If these services were in widespread use, some acquaintances would be seen less often, perhaps not at all. I'm thinking especially about the people you now see and talk to while shopping, banking etc., otherwise as the "E" said, the human being is a social animal and must have the fellowship of others on a person to person basis.

\*\* I get a claustrophobic feeling from this section. The human animal is a social creature. To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation.

449

(2-602-900-0) Right one.

\*\* By making the proper preliminary pilot studies and tests.

450

(2-604-103-0) If a given employee wants training he, and not his whole union, should pay. Governments/should sponsor programs on what the community needs to know about the community's own ecology, mass transit, population crisis, housing, recreational opportunities, etc. so that people could see how the local and national government is or is not working in these vital areas. I don't think that government should have to support "basic education" on this "luxury" level.

\*\* Private industry for employee training.

451

(2-604-900-0) I think this system would only appeal really to those in isolated areas and to the elderly, who are prone to accidents, and, unfortunately robbery. Most of us have a neighbour 10 ft. away to call upon. I do believe all homes should have smoke sensors to

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- rouse sleepers before they're overcome by the fumes,  
 \*\* Don't install the damned things, 452
- (2-607-002-0) I agree with the Educator, the individual would have his choice,  
 \*\* If individual has control of the programming, he would also have choice of quality and variety, 453
- (2-608-056-0) Good  
 \*\* I get a claustrophobic feeling from this section. The human animal is a social creature. To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 454
- (2-608-800-0) Is the level of education rising or merely creating a mediocrity which is available to more people?  
 \*\* Widespread disenchantment with politics as we now have it. Increasing technological capability to provide this service. Generally speaking more education equals a higher level of political participation. As the education level rises, more of the population will tend to desire participation in the various political processes, 455
- (2-612-059-0) I agree here,  
 \*\* Assumes alternatives are available and that problem not an emergency, 456
- (2-620-800-0) People should be ready and willing to listen before it's too late,  
 \*\* The establishment doesn't want participation. Easy response mechanism greatly facilitates pressure group response and may therefore skew the validity of overall response with actual overall political mood. Growth of feeling that no one is listening and more importantly that those who listen don't hear and those who hear don't act, 457
- (2-620-900-0) Educator No. 1, has not travelled this road or his or her thinking could not be so biased,  
 \*\* Don't install the damned things, 458
- (3-102-059-0) Which might not be a bad thing,  
 \*\* "Chaos"; politicians might become unwilling to make decisions in the absence of remote inputs, 459
- (3-102-700-0) No need to limit data to way, Patient can be wired for

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- vital functions monitoring,  
 \*\* Diagnosis cannot be satisfactorily made on the basis of oral data in many cases, 460
- (3-102-700-0) Sounds like my doctor's characteristics!  
 \*\* Fear, impersonality, incompetence, lack of psychological reassurance, 461
- (3-106-051-0) Welfare workers are probably work-averse and would stay away from a remote work center, Consumerists are seeing the advantages to the consumer. But there's not that much difference,  
 \*\* Change in composition of reasons for going out, 462
- (3-106-056-0) I think the consumerists try to see impacts on other people leading them to exaggerate, 463
- (3-106-059-0) I agree  
 \*\* "No effects", unless regular stores close down, in which case major consequences, 464
- (3-106-602-0) A third and fourth number as well, Sharing a common terminal would be difficult terminals would be costly.  
 \*\* One thing they will also need is a second telephone number, to permit the residential number to function as such for wife and children, 465
- (3-106-800-0) These could be worked out, Demagogues could find even more harmful aspects, But in balance it would be useful.  
 \*\* This is another service which sounds far-fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 466
- (3-111-054-0) May be true of her, not generally though,  
 \*\* "Significant decrease", out of concern for my own privacy, 467
- (3-111-204-4) Consumerists may work longer hours and have a greater need for the service, 468
- (3-111-503-1) Automated already, 469
- (3-111-653-0) Obviously 470

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- (3-111-700-0) Only if it's a substitute  
 \*\* Fear, impersonality, incompetence, lack of psychological reassurance, 471
- (3-111-753-0) Obviously, 472
- (3-111-800-0) Dull - yes, Overload with trivia - need filter, Small minority - who knows?  
 \*\* Meetings are generally so dull that they would not command the attention of any but a dedicated few, Political representatives would tend to be overloaded with trivia, The service would probably be used by a small minority, 473
- (3-111-800-0) So design the filter, rather than discard the technology,  
 \*\* This is another service which sounds far-fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 474
- (3-111-800-0) Yes  
 \*\* Increased leisure time plus increased dissatisfaction with political/social/economic/cultural environment, 475
- (3-111-900-0) Yes  
 \*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place, 476
- (3-113-800-0) Who determines what's good and bad? A true democracy includes the inputs which, in the eyes of the intelligentsia, may be called "bad".  
 \*\* This is another service which sounds far-fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas, The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more, Some kind of filtre has to exist to

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make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 477

(3-113-900-0) This is hard to do, Initial alarm in the home should go through two steps,

\*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place, (This would require that members of household are present), 478

(3-115-059-0) Agree, but this will not happen

\*\* "No effects", Unless regular stores close down, in which case major consequences, 479

(3-115-059-0) Agree, minor annoyance, But I don't necessarily suscribe to that theory of more babies,

\*\* More babies? 480

(3-115-059-0) I doubt it

\*\* "Chaos" politicians might become unwilling to make decisions in the absence of remote inputs, 481

(3-115-103-0) 1 and 2 have interesting suggestions but 3 identifies a real potential problem. If each company decides to sponsor an educational program to promote its product, we will end up with unnecessary duplication which may become costly for the consumer, Perhaps the solution would be for industry associations, or group of companies to sponsor these programs, e.g, car manufacturers sponsor a course on automobile mechanics,

\*\* Depends on the level and nature of instruction - "Basic Right" vs, "Hobby" vs, "Investment in future income", 482

(3-115-800-0) This could be a real problem,

\*\* This is another service which sounds far-fetched, It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree, In a world of articulate people the result would be inundation of the rcdording device with trivia, nonsense, raving, madness and good ideas, The reresentative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustratdd, stupified, or all four and more, Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on lgislators unless their holders have a fair amount of determination, 483

(3-116-059-0) I doubt it

\*\* "Chaos" politicians might become unwilling to make decisions in the absence of remote inputs, 484

(3-116-059-0) No evidence that the great 1965 black out had this

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effect

\*\* More babies?

485

(3-116-800-0) I strongly agree except for the last sentence.

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination.

486

(3-119-800-0) Closer to the truth than most. How to obtain consensus. How to take 5 x 10 to the sixth views and reduce to one course of action.

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holdres have a fair amount of determination.

487

(3-122-700-0) Sounds like CMA = AMA!

\*\* The CMA (Canadian Medical Association) would oppose it.

488

(3-123-059-0) Only serious consequences if it disrupts shopping for essentials such as food and booze!

\*\* "No effects", unless regular stores close down, in which case major consequences.

489

(3-132-054-0) I don't understand. Surely the Contrary. If you are concerned then treat others with the respect that you would wish accorded yourself.

\*\* "Significant decrease" out of concern for my own privacy.

490

(3-132-059-0) Agree

\*\* "No effects", unless regular stores close down, in which case major consequences.

491

(3-132-059-0) Perhaps

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\*\* Mostly irritation in terms like "If the bloody phone company can't run things properly, someone else should take over", 492

(3-132-800-0) But surely his/her want on some issue is subject to the same complaint, The filters are his staff,

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination. 493

(3-135-002-0) People will pay for good quality.

\*\* Important for my involvement; for widespread use a quality range would ensure success. Porno in the home would sell well (with non-specific billing). 494

(3-135-002-0) There is plenty of trash now for those who must watch that kind,

\*\* Given the fact that taste to date has virtually no relevance to what is programmed, the North American homo sapiens must be totally immune by now. 495

(3-135-102-0) Government spending will have to support most of it but would think that educational type business would also support without requiring commercials as we see on regular T.V.

\*\* If this is to be part of regular schooling, education available to all requires heavy government involvement. 496

(3-135-700-0) Need ability to discuss problems with doctors regardless of amount of remote nosing down if patient wants to.

\*\* Fear, impersonality, incompetence, lack of psychological reassurance. 497

(3-135-800-0) Polling concept only.

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to ven more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to

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- make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 498
- (3-141-211-0) Educators appear to be more oriented towards do-it-yourself than welfare workers, 499
- (3-201-800-0) Yes  
 \*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 500
- (3-203-001-0) Perhaps for "consumers" part of the fun in seeing a movie at a theatre is going out, 501
- (3-203-208-0) If headline scanning feature were available more "c" might rate higher, 502
- (3-203-700-0) Psychological assurance may be needed, But I think there are many today who would learn more about their bodies - and reduce fear,  
 \*\* Fear, impersonality, incompetence, lack of psychological reassurance, 503
- (3-203-800-0) Real problem here  
 \*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta, But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination, 504
- (3-203-900-0) Over-ride  
 \*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place, 505

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(3-211-103-0) Yes

\*\* Depends on the level and nature of instruction - "Basic Right" vs. "Hobby" vs. "Investment in future income".

506

(3-211-700-0) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted.

\*\* The CMA (Canadian Medical Association) would oppose it.

507

(3-211-800-0) All true - and mostly reasons why remote participation should be introduced - progressively and cautiously.

\*\* Meetings are generally so dull that they would not command the attention of any but a dedicated few. Political representatives would tend to be overloaded with trivia. The service would probably be used by a small minority.

508

(3-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation.

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupefied, or all four and more. Some kind of filter has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination.

509

(3-211-900-0) Possibilities worth investigation.

\*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place.

510

(3-213-002-0) Consumers of the type described appear to be acting as a group not as individuals familiar.

511

(3-213-059-0) N.A.

\*\* More babies?

512

(3-213-059-0) Yes.

513

(3-213-700-0) This has been disproven by telephone person (?) already.

514

(3-303-002-0) I agree with the consumerist

\*\* Given the fact that taste to date has virtually no relevance to what is programmed, the North American homo sapiens must be totally immune by now.

515

comments sorted by GROUP REFERRED TO

(3-303-800-0) Yes

\*\* Meetings are generally so dull that they would not command the attention of any but a dedicated few. Political representatives would tend to be overloaded with trivia. This service would probably be used by a small minority,

516

(3-303-900-0) That sounds reasonable

\*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place,

517

(3-305-800-0) I agree

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination,

518

(3-307-602-0) I wonder, Would full size, full color, 3D reproduction not bring us awfully close to personal meetings?

\*\* I would agree that the services you describe may permit office workers to spend some fraction of their time (1-2 days/week) at home. I don't foresee major changes though except in some occupations for the simple reason that we do not as yet have a good substitute for people communicating by being in the same room together,

519

(3-307-800-0) Maybe use this only for regional and local politics, -fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination,

520

(3-604-602-0) I do believe that people would have to group together to work to their highest potential. You need the group to provide encouragement and stimulation.

\*\* I would agree that the services you describe may permit office

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workers to spend some fraction of their time (1-2 days/week) at home. I don't foresee major changes though except in some occupations for the simple reason that we do not as yet have a good substitute for people communicating by being in the same room together,

521

(3-608-800-0) Good

\*\* This is another service which sounds far-fetched. It might have been fine in Athens or Sparta. But in a world of millions, where people shoot politicians with fair regularity and try to even more often, it would invite verbal assault to an extraordinary degree. In a world of articulate people the result would be inundation of the recording device with trivia, nonsense, raving, madness and good ideas. The representative would not have time to listen, and if he had the time he would be bored to tears, enraged, frustrated, stupified, or all four and more. Some kind of filtre has to exist to make sure that good or bad ideas are not inflicted on legislators unless their holders have a fair amount of determination,

522

(3-612-059-0) This is what I mean here about unemployment.

\*\* "No effects", Unless regular stores close down, in which case major consequences,

523

(3-612-900-0) I agree with the consumerist.

\*\* By sending a follow up "false alarm" signal activated by a personal identification card or key, or simply located in a hidden place,

524

(3-616-059-0) I agree with the consumerist.

\*\* "No effects", if traditional sources still available,

525

(3-616-059-0) I agree with the consumerist.

\*\* Mild annoyance unless during an emergency,

526

(3-616-700-0) I do feel there is a great need for better service in this area but do not feel this is the answer. I agree with the consumerist comment that the CMA would oppose any changes,

\*\* The CMA (Canadian Medical Association) would oppose it,

527

(3-620-800-0) We should be dissatisfied - and be in a position to nail it down.

\*\* Increased leisure time plus increased dissatisfaction with povitical/social/economic/cultural environment,

528

(4-102-800-0) That depends on the subject.

\*\* Too costly; people are too busy to stop and listen to meetings,

529

(4-106-308-0) Students don't use newspapers anyway except debaters and political science majors.

530

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(4-111-102-2) Researchers are more aware of the failures of CAI etc, Students are concious how lousy their teachers are, 531

(4-111-206-3) Supermarket trips a chore to students, not so much to housewives, 532

(4-111-700-0) Misses the point  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 533

(4-111-800-0) Nor are others,  
 \*\* Too costly, people are too busy to stop and listen to meetings, 534

(4-113-800-0) Agree  
 \*\* Too costly, people are too busy to stop and listen to meetings, 535

(4-116-050-0) I agree, the students' response indicate a naivety about work, 536

(4-116-055-0) I find the student reactions to the first 3 items (especially) comprehensible, Did any comment on the risks envisaged, 537

(4-116-059-0) This is hard to interpret, 538

(4-116-155-0) I find the student reactions to the first 3 items (especially) incomprehensible, Did any comment on the risks envisaged, 539

(4-116-159-0) This is more understandable if students think of themselves as receiving their education substantially through such services, 540

(4-116-255-0) I find the student reactions to the first 3 items (especially) incomprehensible, Did any comment on the risks envisaged,? 541

(4-116-559-0) Hard to interpret, 542

(4-132-700-0) Nor with other apparatus such as scalpels, cardiac monitors ,,, Surely this confuses the tool with its use.  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 543

(4-135-700-0) Good,  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 544

(4-201-206-0) Probably shows who uses this traditional form; i.e. students, 545

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- (4-203-055-0) Your student group appears inconsistent - they want more personal communication but protection on privacy of information. Perhaps this is due to our educational system - you "hide" your exam results when they're not good - perhaps they sense (rightly or wrongly) more threat to themselves as a person than older adults do. 546
- (4-203-059-0) Depends upon what info is lost - a student may have in mind previous course credits. 547
- (4-203-102-0) If the material is good in the instructional sense, the students are more accurate than the R group. 548
- (4-203-400-0) It appears the "S" group, in my opinion, is not really projecting current technical know-how. Perhaps they are not very excited by the future in general. 549
- (4-203-502-0) Students don't make many such payments. 550
- (4-203-700-0) Hasn't been in a medical office lately.  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus. 551
- (4-203-999-0) Students showed consistent orientation; in some cases also welfare workers. 552
- (4-205-000-0) Also some groups seem to be "city (big) oriented" (again welfare workers and students). 553
- (4-205-999-9) No. 554
- (4-213-800-0) Yes.  
 \*\* Too costly, people are too busy to stop and listen to meetings. 555
- (4-305-201-0) Could be something to this. Might improve a requirement or suitable variation over time.  
 \*\* This service would go well for awhile, these people would get tired of it and no longer use it. 556
- (4-307-201-0) No.  
 \*\* This service would go well for awhile, these people would get tired of it and no longer use it. 557
- (4-307-700-0) He (or she) is working with people - people who might not get any care otherwise.  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus. 558
- (4-505-800-0) I disagree with this student, if people want to they will find time to listen to meetings and sometimes they will enjoy

comments sorted by GROUP REFERRED TO

them very much,  
 \*\* Too costly; people are too busy to stop and listen to meetings, 559

(4-604-102-0) It's evident that this generation of students have found teaching aids of this type useful and are presuming that their use will naturally grow, while we who have been educated by dedicated teachers and personal contact, view them skeptically. The young feel much more familiar with audio-visual devices, 560

(4-604-800-0) Published agendas and edited meetings could be provided,  
 \*\* Too costly; people are too busy to stop and listen to meetings, 561

(4-620-700-0) Student in my opinion 100% right on!  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 562

(5-111-000-0) Welfare workers have a different concept of the service, 563

(5-111-214-4) Welfare workers see a move for reaching service, 564

(5-111-508-2) Welfare workers more distrustful of industry, 565

(5-111-650-3) Presumably if the services welfare workers provide become more available by telecomms, demand will increase considerably, 566

(5-111-652-3) Squares with other welfare worker deviations from other groups, 567

(5-111-700-0) interesting  
 \*\*Medical practitioners themselves are reluctant to train paramedical equipment in largely provincially-funded institutions, 568

(5-111-900-0) Yes  
 \*\* Some form of penalty could be imposed for frequent false alarms e,g, extra service charge imposed, 569

(5-111-999-9) Welfare workers stand out as having a different concept of the services. The educators look a sum lot, 570

(5-115-900-0) Agree  
 \*\* Some form of penalty could be imposed for frequent false alarms e,g, extra service charge imposed, 571

(5-122-051-0) Welfare workers seem to be extreme most of the time, 572

(5-122-054-0) Interesting that 9 of 10 on right are W.! 573

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- (5-132-900-0) Amen  
 \*\* Some form of penalty could be imposed for frequent false alarms  
 e.g. extra service charge imposed, 574
- (5-132-900-0) Yes, if too frequent, Question: How frequent?  
 \*\* Some form of penalty could be imposed for frequent false alarms  
 e.g. extra service charge imposed, 575
- (5-141-211-0) Educators appear to be more oriented towards  
 do-it-yourself than welfare workers, 576
- (5-203-008-0) Welfare may be thinking of "upgrading" their clients? 577
- (5-203-999-0) Students showed consistent orientation; in some cases  
 also welfare workers, 578
- (5-205-000-0) Also some groups seem to be "city (big) oriented"  
 (again welfare workers and students,). 579
- (5-205-000-0) In trying to analyse these results I can't help  
 wondering if all the groups had an equal number of respondents (ie,  
 "Welfare workers" and "Researches",) 580
- (5-205-051-0) Only that I'm beginning to think that Welfare Group is  
 an odd bunch! 581
- (5-205-652-1) There they go again! 582
- (5-205-653-1) Again!! 583
- (5-205-999-9) 1) Yes, students and welfare - welfare appeared to be  
 "status quo" people, 584
- (5-211-700-0) Progressive wing, will welcome it, conservatives will  
 oppose it, in due course it will be accepted,  
 \*\* Medical practitioners themselves are reluctant to train  
 paramedical equipment in largely provincially - funded institutions, 585
- (5-211-900-0) Possibilities that no doubt will be investigated;  
 \*\* Some form of penalty could be imposed for frequent false alarms  
 e.g. extra service charge imposed, 586
- (5-301-051-0) I can't help wondering if the welfare workers answered  
 the questions, in the opposite sense to that intended, Did they get  
 an easy run of the questionnaire, or was there some mis-coding, or do  
 they have some pathological reaction to questionnaires? Hey a new  
 research project! 587
- (5-301-054-0) Again, frightening in that the Welfare workers (who get

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- involved in people's private lives) apparently see some opportunities, This is the fear, Each bit of erosion is for the most admirable motives, but the wall is breached and gets swept away, 588
- (5-301-055-0) An optimist!  
 \*\* The general impact of a lack of privacy in all of these services would be large and probably would not be permitted (eg, obtaining a profile of confidential tastes,) A temporary privacy breakdown would probably be of little consequence, 589
- (6-102-002-0) Poor quality programs can also carry "U-ratings".  
 \*\* I presume this will be respectable entertainment and no "X-Rated" trash, 590
- (6-102-100-0) Housewives have no extreme viewpoints, 591
- (6-102-200-0) Again the group 'housewives' ('househusbands', 'housepeople'?) is not represented very much at the 'extremes', 592
- (6-102-555-0) Housewives not extreme, 593
- (6-102-656-0) Housewives now extreme, 594
- (6-102-800-0) A guess at best, People might be encouraged to participate after seeing the results of a previous poll to which they were earlier apathetic,  
 \*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involved would not use this service either, They would not be interested, 595
- (6-106-059-0) I agree  
 \*\* Since the system would tend to encourage reliance on home security rather than banks, etc, for valuables, a breakdown would be serious because often unnoticed, 596
- (6-106-700-0) Important aspect: Example: Note that x-rays have legal status, Copying and transmitting them may affect roentgenologists legal status = malpractice, etc, 597
- (6-110-101-0) Not necessarily, how about note exercises, etc,  
 \*\* This service would be of more use to adults than to children, whose primary need is for a program of discovery, 598
- (6-111-050-0) Both are valid because people differ,  
 \*\* This would save time = no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service, 599

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- (6-111-206-3) superMarket trips a chore to students, not so much to housewives, 600
- (6-111-800-0) Complement not substitute, More people may become involved,  
 \*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involved would not use this service either, They would not be interested, 601
- (6-111-800-0) Maybe  
 \*\* Increasing interest in government by average people - growing belief in ability of citizens to influence government decision, 602
- (6-111-800-0) Not necessarily,  
 \*\* Growing dissatisfaction with attempts to communicate by computer - lack of adequate reply, feeling of never having contacted another person, limited range of language available for coding, 603
- (6-111-800-0) Yes  
 \*\* Finding the right person or department for problem solving or information would be useful, 604
- (6-111-800-0) Yes  
 \*\* I don't bother much with politics but I do think it would encourage a lot of crackpots, There would also be a time saving on the same question being asked but for questions to go in to be answered right away this could really put a politician on the spot, More people may get interested because rather than writing a letter they could just spend in their questions, 605
- (6-115-050-0) I agree with the housewife, Has the above researcher ever experienced waiting in a line at a department store while two or three people in front of you are using credit card cheques or cashing a social security cheque? I doubt very much that an "automatic" purchase would be slower on the average,  
 \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills, save money on stamps, writing of cheques, this cost could be used towards computer service, 606
- (6-115-059-0) Agree, minor annoyance, But I don't necessarily suscribe to that theory of more babies,  
 \*\* This would be the same as when the television quits; everyone will not know what to do with themselves, 607
- (6-115-059-0) I wouldn't do that!  
 \*\* Since the system would tend to encourage reliance on home security rather than banks, etc, for valuables, a breakdown would be serious because often unnoticed, 608

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- (6-116-059-0) Assumes the system is not fail-safe,  
 \*\* Since the system would tend to encourage reliance on home security rather than banks, etc, for valuables, a breakdown would be serious because often unnoticed, 609
- (6-116-800-0) Agree  
 \*\* Finding the right person or department for problem solving or information would be useful, 610
- (6-120-050-0) I support the position of the housewife. Banking may take no more than 60 minutes a month but that figure could certainly be trimmed somewhat through the use of Remote Banking,  
 \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service, 611
- (6-122-059-0) Valid  
 \*\* Since the system would tend to encourage reliance on home security rather than banks, etc, for valuables, a breakdown would be serious because often unnoticed, 612
- (6-124-201-0) I concur with the last point, unless you are advocating an automated library system which would of course be remarkably revolutionary,  
 \*\* This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia, 613
- (6-124-701-0) I happen to feel that this represents the best application,  
 \*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions, 614
- (6-132-050-0) The housewife appears in part to be talking about remote shopping. Obviously the two areas intersect to some degree ie, for major purchases,  
 \*\* This would save time - no more payday lineups, etc.; also, no special trip out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service, 615
- (6-132-056-0) Interesting! Would have to have? ie, psychological?  
 \*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work, to compensate, people would have new hobbies, etc, This would not doubt encourage new relationships, 616
- (6-132-059-0) Please no! Our toys are not that important,

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\*\* This would be the same as when the television quits; everyone will not know what to do with themselves. 617

(6-132-201=0) I really agree with the housewife (end) with the exception of the bulletin board type of service. This is really useful but one only looks 1 or 2 times a week. The best "trivia" is to read an encyclopedia or the fillers at the end of the columns in the newspapers.

\*\*This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia. 618

(6-132-700=0) Yes

\*\* This service would be ideal in remote areas where doctors are not available. A nurse or a para-medical worker could carry out the doctor's instructions. 619

(6-135-602=0) Good comment 620

(6-201-800=0) Yes

\*\* Growing dissatisfaction with attempts to communicate by computer - lack of adequate reply, feeling of never having contacted another person limited range of language available for coding. 621

(6-203-050=0) There are many indirect activities which could be handled as the housewife has pointed out.

\*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service. 622

(6-203-056=0) Agree

\*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work. To compensate, people would have new hobbies, etc. This would no doubt encourage new relationships. 623

(6-203-056=0) Being an old amateur radio operator (now not active) many friendship were built on communication by morse code alone. They were "distant" friends but pleasant people to talk with.

\*\* If these services were available I believe that many friendships would tend to become more distant than if the service was not effected. I also believe that if this service was offered, families would be drawn closer to each other and that new acquaintances would come far and few between. 624

(6-203-059=0) The real question is why this is happening? It is because of poor social experiences? If so how can they be made better?

\*\* This service actually is making people depend on this type of

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- service; people tend to stick to themselves rather than go next door for help or ask someone for information, To me this is what I mean when a crisis happens you have no one to turn to if you are a stranger in a city, people don't even get to know their neighbors anymore, 625
- (6-203-206-0) Housewives are already suspicious of supermarket advertising, 626
- (6-203-700-0) Agree  
 \*\* Beneficial to mother of small children with childhood diseases and other problems associated with their age, Removes the need to take sick children into doctor's office, 627
- (6-203-700-0) OK, But many calls are for things like colds, childhood diseases, etc.  
 \*\* Patients cannot possibly know certain aspects of their illness - hypertension - anemia - low or high blood sugar, Many illnesses are very much alike at certain periods - patients tend to emphasize certain things of little importance and forget major symptoms, A few major errors in diagnosis and patients would not use system - doctors could be sued and refuse to use system as well, 628
- (6-203-800-0) The 1st step is for a representative to ask for info from his constituents, Some do by questionnaires, but too often there are just before elections and are more propaganda than an honest attempt to collect info about feelings of people,  
 \*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involved would not use this service either, They would not be interested, 629
- (6-205-002-0) Qualitative and subjective remark; seless!  
 \*\* I presume this will be respectable entertainment and no "X-Rated" trash, 630
- (6-205-050-0) I agree with the housewife  
 \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques this cost could be used towards computer service, 631
- (6-205-056-0) Good point!  
 \*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work, To compensate, people would have new hobbies, etc, This would no doubt encourage new relationships, 632
- (6-205-059-0) Oh boy!

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- \*\* This would be the same as when the television quits; everyone will not know what to do with themselves, 633
- (6-205-201-0) Right on!  
 \*\* If this kind of service was available it would save considerable time and effort to the homeowner, 634
- (6-205-700-0) Right  
 \*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instruction, 635
- (6-207-050-0) I agree with the housewife,  
 \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills,; save money on stamps, writing of cheques; this cost could be used towards computer service, 636
- (6-211-700-0) Agree  
 \*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions, 637
- (6-211-800-0) Agree  
 \*\* Finding the right person or department for problem solving or information would be useful, 638
- (6-211-800-0) All true - and mostly reasons why remote participation should be introduced - progressively and cautiously,  
 \*\* Growing dissatisfaction with attempts to communicate by computer - lack of adequate reply, feeling of never having contacted another person, limited range of language available for coding, 639
- (6-211-800-0) All true - and mostly reasons why remote participation should be introduced - progressively and cautiously,  
 \*\* people involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involved would not use this service either, They would not be interested, 640
- (6-211-800-0) These are reasons why it will develop slowly and will be an adjunct not substitute for most present forms of participation,  
 \*\* I don't bother much with politics but I do think it would encourage a lot of crackpots, There would also be a time saving on the same question being asked but for questions to go in to be answered right away this could really put a politician on the spot, More people may get interested because rather than writting a letter they could just send in their questions, 641
- (6-212-050-0) Over Riding advantages,

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\*\* This would save time = no more payday lineups, etc, also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service, 642

(6-212-056-0) This is good,

\*\* If these services were available I believe that many friendships would tend to become more distant than if the service was not effected, I also believe that if this service was offered, families would be drawn closer to each other and that new acquaintances would come far and few between, 643

(6-212-300-0) Strongly agree

\*\* Such a service would be most useful if one could obtain editorial comments or articles on a specific news story from a variety of sources, I was not clear if this was included in your description if so I would revise my estimate to 3 - 5 times a week, 644

(6-212-700-0) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,

\*\*This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions, 645

(6-213-050-0) No the difference is the housewife view of time versus the researcher, 646

(6-213-904-0) I don't understand the housewife reaction since the research shows the housewife has major concern over crime, 647

(6-216-059-0) Effects of disruption would be severe, after the system was well established and widely accepted, Chaos, however is an overstatement, We manage to survive postal strikes,

\*\* There would be complete chaos if this type of system ever broke down, There also could be a lot more theft of bank cards, etc,,, 648

(6-301-050-0) I think the latter is far more important for decisions, 649

(6-301-050-0) The housewife subjective, 650

(6-303-700-0) It would be useful even in urban areas especially for long term out patients

\*\* This service would be ideal in remote areas where doctors are not available, A nurse or a para-medical worker could carry out the doctor's instructions, 651

(6-303-800-0) Yes

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\*\* Finding the right person or department for problem solving or information would be useful, 652

(6-305-201-0) Few new services do have a clear edge in the first instance, It takes time for them to improve,

\*\* This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia, 653

(6-307-059-0) One would have expected this to be true of credit cards too, But doesn't seem to have happened,

\*\* There would be complete chaos if this type of system ever broke down, There also could be a lot more delivery of bank cards, etc.,. 654

(6-307-059-0) People adjust when they have to, But could lead to family fights, etc, if people get bored enough,

\*\* This would be the same as when the television quits; everyone will not know what to do with themselves, 655

(6-307-800-0) Those who are interested would at least have a voice of whatever sort,

\*\* People involved in politics would not be encouraged to use such a service, You have to be involved personally, People not personally involed would not use this service either, They would not be interested, 656

(6-504-201-0) Instantaneous information, whether news, emergency info, or "trivia" would greatly replace and be more beneficial than alternative sources,

\*\* This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia, 657

(6-604-050-0) This researcher has a car, and works near a bank, and is dressed to appear in public, This housewife has the car only sometimes, has to drag small children along and is tired of the 1,001 errand housewives run, and has to "clean up" she and the kids to go out, Therefore = the difference,

\*\* This would save time = no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used toward computer service, 658

(6-604-059-0) I love it when the T.V. "goes" for a few days and I can read a good book, do a project, etc,

\*\* This would be the same as when the television quits; everyone will not know what to do with themselves, 659

(6-604-800-0) Good,

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- \*\* Finding the right person or department for problem solving or information;ouabM useful, 660
- (6-608-050-0) This apparent contradiction is a good comment on this questionnaire in general. The first answer assesses the function under discussion in isolation, or "cold". The second answer is also concerned with related activities, frustrations (and some pleasures could have been included). Similarly, the services you describe often make assumptions about the direction and quality,  
 \*\* This would save time = no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service. 661
- (6-612-050-0) I agree with the housewife. I feel the researcher is either male or single.  
 \*\* This would save time = no more payday lineups, etc.; also, no special trips out to pay bills; save money wmpg, writing of cheques, this cost could be used towards computer service. 662
- (6-612-059-0) I agree, 663
- (6-612-059-0) I agree,  
 \*\* There is a disadvantage here if you depend on this household information at the time of disruption, 664
- (6-612-700-0) This person would tell doctor they really don't know what is wrong and make appointment, = patients tend to emphasize certain things of little importance and forget major symptoms. A few major errors in diagnosis and patients would not use system = doctors could be sued and refuse to use system as well. 665
- (6-620-001-0) Amen to the housewives' comment,  
 \*\* I presume this will be respectable entertainment and no "X-rated" trash. 666
- (6-620-056-0) As a domestic engineer I go along with housewife No. 2.  
 \*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work. To compensate, people would have new hobbies, etc. This would no doubt encourage new relationships. 667
- (9-102-999-9) I would like to see an elaboration and quantification of discussion on remote participation. It need not be restricted to political participation. 668
- (9-102-999-9) Sorry, 669
- (9-102-999-9) With the rest of the population, 670

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(9-102-999-9) Yes - very interested in the negative comments on participative incasting, 671

(9-105-999-9) I had no reference to the answers I provided in the first questionnaire and therefore became very "uninterested" in the second questionnaire, 672

(9-106-999-9) Comment - this questionnaire was much too long, I went as fast as possible since I didn't have much time and it still took me three hours! Checking alternatives would be better, 673

(9-106-999-9) Consumerists tended to be more radical/exaggerated, 674

(9-106-999-9) Interesting comments, 675

(9-106-999-9) Yes; willingness to buy and how much (%) they would spend, 676

(9-109-999-9) The engineers theory of communication deals with transporting information like "hardware" for delivery undamaged, 677

(9-109-999-9) The problem of the effects of media on their users appears to be ignored in all current media studies through failure to recognize the effects of communication theory on our thinking itself, 678

(9-109-999-9) There is no recognition that communication between people is through change that is shared, Both sender and receiver are transformed in the process of dialogue, 679

(9-109-999-9) Where are the communication people in Bell who are prepared to study human communication in its own terms i.e., transformation theories of communication? Each medium has its own laws, 680

(9-111-999-9) Distribution effects - relative advantages for the "haves" and the "have nots", 681

(9-111-999-9) In all of them, but it wouldn't have been possible in this type of survey, 682

(9-111-999-9) Not really though I was pleased to find I was not so different from other respondents as I had feared, 683

(9-111-999-9) Though I applaud your sensitive efforts, the superficiality of what can be achieved in such surveys and the dangers of people putting any faith in the results are too great, It wouldn't be fair to my colleagues to include the CSG's name, 684

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- (9-113-999-9) A small amount, Through the comments, 685
- (9-113-999-9) Critique of questionnaire: The questionnaire could have been more structured, Alternative effects (inparts) providing multiple choices would have made a more easily controlled poll, It could also have been supplemented by comments, 686
- (9-113-999-9) Students and consumerists were more prone to hold extreme views than other groups, The last prone were housewives and researchers, 687
- (9-115-999-9) My general impression is that these services may not have much of an impact on the society as a whole and I think it could be expected, If you take them one at a time and you consider the use of them, you realize that most of them would be used only occasionally and only a few minutes a week, For instance, banking for the average family will require maybe only half an hour a month, Remote medical diag, may be used only a few times a year, Home surveillance, you take it and then you forget it, There is a lot of things that people won't buy though a terminal, As one respondent pointed out, most of these services will simply allow you to do a number of things more efficiently, In the case of entertainment, it may not be as great as it sounds because some vested interest in the entertainment industry may feel threatened and they will react, I think remote work centers may have the most impact if widespread, I think you should have wtry to explore the impact of these services in relations to other changes that may occur in the society as a whole, such as changes in urbanization, recreation facilities, education system, political system, etc.,, I think respondents in general considered these services in isolation from other changes, I think you should have tried to explore the general environment in which these services are going to take place in order to put them in perspective, 688
- (9-115-999-9) The main problem I had with this questionnaire (and also with the first one was the lack of definition of terms used (such as leisure time, similarity of work and recreation, disruption of service etc.,), In many cases, I think the comments reflect the difference in the assumptions made by the respondents rather than a real difference of opinions, 689
- (9-118-999-9) Approval of any project could become a self-fulfilling prophecy, To what extent is Bell already committed to research in these areas? The questionnaire is really directed to asking, Is it feasible? Not the more important question, is it desirable? 690
- (9-118-999-9) Yes, we might have been asked if we wished to support development of such services with our tax dollars; how much it would cost; what are the time leads; how expensive an installation it would

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be; and whether these services are needed at all - by whom and how many? 691

(9-119-999-9) The comments often did not correlate with the charts, Some because I have more feel of the range of opinions, 692

(9-122-999-9) Enjoyed participating 693

(9-123-999-9) It required some thought "thinking time". 694

(9-123-999-9) No comment. 695

(9-124-999-9) Because it generally asked for comments on comments, More interesting, and I would think more useful, would have been questions to determine price, sensitivity of service, implementation schemes, usage rates, etc. 696

(9-124-999-9) Comments were interesting, not informative, i.e, opinions which were generally not influenced. 697

(9-130-999-9) I am impressed that big and large most of the impact responses centered around "no change" for almost all categories. It may be that this suggests that none of the services suggested are really perceived as fundamental, or even as really very important. I am left with the feeling, after viewing the responses, that while some of this services might change life style slightly, it is only in detail, not in fundamental aspects, e.g. If a service gave education where previously there was none, that would be fundamental. The opportunities for such "totally new" aspect have, it seems to me, been grossly overlooked in the choice of services discussed. 698

(9-132-999-9) Ah yes, but here discussion and face to face would be my preference. 699

(9-132-999-9) I wish to thank you - I have enjoyed this very much. I think (and hope ) I learned something from it and broadened my perspective. I have had only one real difficulty - how I feel is how I think people in general would feel - about the various services and their impacts. I may have vacillated between the two but have tended to keep my responses personal ie, my feeling. The other depends upon my mood - pessimistic, optimistic, cynical etc, and this varies. 700

(9-132-999-9) Yes it opened my eyes some. 701

(9-135-999-9) Not in this media.  
 \*\* Were any of these impacts treated too superficially? Where would you have liked to have seen more detail? 702

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(9-135-999-9) Think the job was very well done - will be looking forward to the results, 703

(9-141-999-9) Cross impacts between the technologies - Identification of totally new forms of service that may develop out of this area (an impossible dream perhaps.) 704

(9-141-999-9) Of course, however, in a T.A. like this we have to be somewhat superficial or we end up with a specific analysis rather than a wide ranging T.A., 705

(9-141-999-9) The key will be placing all of these impacts into some form of perspective at the end of the study, 706

(9-203-999-9) Each respondent has his own conception of how various systems would operate. This can lead to wide divergencies about impact. One must also keep in mind that as systems are introduced people should have time to adjust to them and modify them according to their dissatisfaction with them, 707

(9-203-999-9) Not really, 708

(9-205-999-9) 1) No, except for the time involved, I found the study interesting and at time provocative, 709

(9-205-999-9) 2) No, but I'm awaiting the final results of the study, 710

(9-207-999-9) 1. Human growth and development 2. Increasing participation and involvement 3. Bringing about change, 711

(9-211-999-9) Both needed - complementary, 712

(9-213-999-9) N.A., 713

(9-213-999-9) No - but lack of info in some area was evident, 714

(9-213-999-9) The comments with logical explanations of definitions, were really quite consistent based on their professional occupations, 715

(9-216-999-9) The distribution of extreme responses is interesting. The fact that, for many impacts, one group showed five or more extreme responses for the same impact, in thirteen cases, suggests that different groups have different concepts of, or attitudes to, the same service. Also students, welfare workers, and consumerists showed far more extreme responses than other groups, 716

(9-301-999-9) welfare workers bother me a bit, 717

(9-303-999-9) More detail on privacy 718

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(9-303-999-9) No but I didn't look for it, 719

(9-303-999-9) Yes on privacy, 720

(9-305-999-9) The Human Side of it, 721

(9-305-999-9) The most serious defect is inadequate attention to the quality of what will be sold. There is also a kind of tendency to have the modern engineer's faith in hardware without much specific on people, 722

(9-305-999-9) The questions on human impact seem to me, this reading, to be vague, sometimes to the verge of being silly in their approach. Maybe this is too critical but I begin to feel an underlying preoccupation with putting in machinery and selling something - anything, 723

(9-307-999-9) I've been very busy and so resented the time it took, But I felt committed, 724

(9-504-999-9) There should be more research into the effects of increased leisure time and decreased social interaction, 725

(9-505-999-9) I think all these services could be put into effect, if there was another system to back the main one up by, 726

(9-505-999-9) Not really, there were very good areas discussed here, I think this is most of the areas that there are possibly difficulties in, 727

(9-505-999-9) There was no major difference between the groups participating in this study, they were all people, 728

(9-505-999-9) Yes, and it is sort of frightening to think of what the future will be like, 729

(9-602-999-9) This questionnaire was very interesting (and entertaining), I am sorry I took so long to complete it, but I found (with only a Grade 8 education) I had to give a lot of thought and study to both comments and questions, 730

(9-604-999-9) Difficult to intelligently assess effects of only a theoretical "system", If you don't know exactly what the system will be and the scope it will offer, can't really be too specific in responses, I realize that this is as definitive as you can be at this point in your planning, just trying to see which systems are desirable and what's expected of each, is all you could hope to achieve in this study and I think some good points were made, 731

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(9-604-999-9) Gave a good idea of how questions were interpreted by others. Some good new ideas, 732

(9-608-999-9) It supported my feeling of distrust for several of these services. - Not dull - frustrating. 733

(9-612-999-9) I would not like to see this go into effect except as an extra service. This would work very good for the handicapped, aged people who can't get out, etc. Like I said before everyone would get lazier than we are now. It would cut employment worse. 734

(9-616-999-9) Had difficulty in "getting it together" for this report. The major differences between groups shows the many ways to look at a problem. 735

(9-616-999-9) This report did not take up that much of my time and I am sorry for the delay in returning it. I am wondering if this type of report really relates very much to you. 736

(9-620-999-9) I really would like to get in open Discussion on several of these issues. The ideas seem to me to have merit, but unless I am missing the point, somewhere along the way, it is not correct to assume none of these things could be augmented - unless fairly accurate - plus, like hydro and Bell systems, would have an adequate backup system for repairs. None of these things would be catastrophic in my opinion, for a few hours delay, except your concept for medical and I would not have one of those, in our home if it was put in FREE. 737

(9-620-999-9) Sure would love to debate a couple of the Researchers! 738

(9-620-999-9) Thoroughly enjoyed it. 739

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