

Figure 5 APPLICANTS SATISFACTION
(In Percentages)



LEVEL OF APPLICANT SATISFACTION

The Passport Office is committed to providing quality service at a reasonable price. Regular surveys, questionnaires and focus groups tell us that we're on the right track, and suggest ways we can do better. In early 1999, over eight out of ten users said they were very satisfied with our services. Naturally, we're aiming for ten out of ten.

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We have also instituted, in this context, as part of our continuous short-cycled improvements to our service, on a trial basis, Express (two-business-day) and Urgent (one-business-day) services. In these two cases, there are additional charges on top of the regular \$60.00 passport fee. Urgent and Express passport services are always processed within the required time. To further these service delivery options, the Passport Office is also looking at developing partnerships, in addition to the Canada Post Pilot Projects, with other organizations which can act as receiving agents for passport applications.

We have, furthermore, opened a number of new offices over the last few years. This expansion has led to an increase in the number of over-the-counter applications. In 1998–99, approximately nine out of ten applications were submitted in person and just over one in ten by mail.

A step forward...

Because of IRIS implementation, we are undergoing major changes in our internal business processes. In the midst of this unsettling situation, our immediate challenge is threefold: we need to minimize as much as possible

any disruptions in our service and maintain as much as possible a smooth internal functionality on a day-to-day basis. We also need to ensure that, during this transition, our employees are fully informed, properly trained and given the necessary tools to carry out their responsibilities. Through continuous evaluation and mid-course corrections, we are steadily fine-tuning and improving the way we work. Step by step we're getting there.

Performance on the job. How good are we at what we do?

The Passport Office handles approximately 2.9 million transactions every year. These include processing applications for passports and other documents, and answering inquiries. The Passport Office records, on average, 11,000 transactions in each working day. If previous years are any indication, the number of these transactions will increase over the next few years.

Number of documents issued.

In 1998–99, the Passport Office delivered 1,620,331 travel documents. The 24-page regular passports made up 98 percent of these. (see TABLE 1: Volume by Types of Documents; FIGURE 1: Types of Travel Documents and FIGURE 2: Passports Issued in Canada). This proportion has been relatively