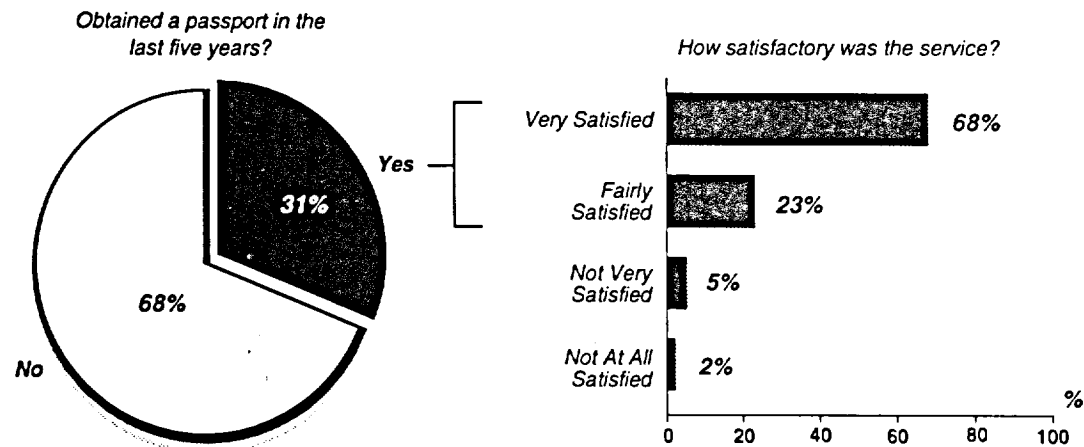


X. The Passport Office

The Canadian Passport Office receives high praise from those Canadians who have used its services. As Figure 26 shows, among the 31% of Canadians who used the Passport Office in the last five years, 91% were satisfied with the service they received.

Figure 26
Obtaining a Passport



Use of the Passport Office is most common among Canadians with higher income and education levels. For example, 50% of university graduates have obtained a passport in the last five years, as compared to 15% of Canadians with less than high school education. Similarly, only 23% of Canadians with household incomes under \$25,000 per year obtained a passport, as compared to 53% of those with annual household incomes in excess of \$75,000. Recent contact with the Passport Office is more common in urban areas (34%) than rural areas (22%).

Satisfaction with the Passport Office is not only high (91%) but also quite intense - 68% of people who have used the Passport Office in the last five years say they are very satisfied.

The overwhelming satisfaction of Canadians with the Passport Office is attributable mainly to the speed with which passports are issued. Forty-four percent of those Canadians satisfied with the Passport Office mention this reason. A further 28% mention the quality of service, while 10% mention the courtesy and helpfulness of the Passport Office staff.