

<i>Price</i>	The fee charged for services provided by the Passport Office is determined by two factors: full cost recovery of the services provided, and by our commitment to cost-effectiveness. Thus, the standard is a fee that recovers costs and is cost-effective. The current fee for the 24-page passport is \$35, and for the 48-page passport \$37. For further details concerning our fees see Section 3.
<i>Waiting Time</i>	The average time waiting for service is 20 minutes. According to recent data, 85% of all clients are served within 20 minutes.
<i>Turnaround Time</i>	The average time to process applications submitted by mail is 10 working days; five working days if submitted in person.
<i>Number of Trips to the Passport Office</i>	Canadians applying for a passport in person generally make two trips to the Passport Office; one to submit an application, and the other to pick up a passport.
<i>Examination Time</i>	The average examination time is five minutes if the application submitted by a client is complete.
<i>Availability</i>	The availability service standard is to serve 85% of our clients in person. There are 31 points of service, including the mail-in, Certificate of Identity and Official Travel offices. In the recent past, only about 15% of all applications processed in Canada were submitted by mail.
<i>Convenience</i>	All Passport Offices are to be located in areas where parking is available and in buildings that are accessible by disabled clients.
<i>Hours of Service</i>	The minimum daily number of hours of service to the public is 7.5. Some issuing offices remain open to the public between 7.5 and 9.5 hours.
<i>Security of Document</i>	All travel documents issued by the Passport Office conform to international security norms and all indeterminate employees of the Passport Office have security clearance at the level of secret.