

Price

The passport fee recovers costs for issuance, delivery and manufacturing of all travel documents with the highest regard for cost-effectiveness and security.

Waiting Time

The average waiting time for service is 20 minutes. According to recent data, 85 percent of all clients are served within 20 minutes.

Turnaround Time

The average time to process an application submitted by mail is 10 working days; five working days if submitted in person.

Number of Trips to the Passport Office

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.

Examination Time

The average time to examine an application is five minutes if all application requirements are met.

Availability

The standard is to serve 85 percent of our clients in person. There are 31 points of service, including 28 issuing offices, Certificate of Identity, Official Travel and mail-in services. In the recent past, only about 15 percent of all applications processed in Canada were submitted by mail.

Convenience

All Passport Offices are to be located in areas where parking is available and in buildings that are accessible to persons with a disability.

Hours of Service

The minimum daily number of hours of service to the public is 7.5. Some issuing offices remain open to the public up to 9.5 hours. Pilot projects for automated telephone response provide answers to most frequently asked questions 24 hours a day.

Security of Document

The Passport Office is aware of the fact that Canadian passports are a preferred target for people who want to benefit from its privileges. The five year validity period coincides with the life of the design of the document,

enabling us to take advantage of new leading edge security technologies to be incorporated into our passports.

Conformance with International Standards

All travel documents issued by the Passport Office conform to or exceed international specifications concerning the format, issuance and integrity of international travel documents.

Serviceability

In Canada the Passport Office provides emergency services after office hours, on weekends and on statutory holidays. When a passport is lost abroad, a replacement emergency passport is issued.

Protection of Personal Information

All personal information is protected.

Performance of Document

All travel documents issued by the Passport Office are internationally respected.

Responsiveness of Examiners

Examiners are empowered to resolve complex issues at the time of examination.

Competence of Examiners

Examiners meet the professional and security requirements set by the Passport Office.

Recognition of Employee Service

Superior employee service is recognized and rewarded.

Communication with the Public

The Passport Office offers bilingual services as well as TTD/TTY services for the deaf. Applications are also available in Braille and in a digitalized format for persons with a visual impairment. The Passport Office provides a toll-free Touch-Tone information service 24 hours a day, seven days a week. Service representatives are available Monday through Friday from 9 a.m. to 5 p.m. local time. The CEO responds to all written correspondence from the public within 30 working days.

Service to the Public

All employees of the Passport Office dealing with the public provide courteous, helpful, kind and empathetic service.