

SERVICE STANDARDS

Price

The passport fee recovers costs and all travel documents are produced with the highest regard for cost-effectiveness.

Waiting Time

The average waiting time for service is 20 minutes. According to recent data, 85 per cent 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 per cent 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 per cent 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.

Security of Document

All travel documents issued by the Passport Office conform to or exceed international security norms

and all employees of the Passport Office have security clearance at the appropriate level.

Conformance of Document

All travel documents issued by the Passport Office conform to or exceed international specifications concerning the format and issuance 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, an emergency passport is issued.

Protection of Personal Information

All personal information concerning applicants 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, 7 days a week. Service representatives are available Monday through Friday from 9:00 a.m. to 5:00 p.m. local time. The CEO responds to all written correspondence from the public within 30 days.

Service to the Public

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