

G. Canada's Foreign Service

- One third of Canadians (35%) cannot name a function of the Foreign Service. Twenty-two percent (22%) identify its representative function, while 15% identify the consular function of helping Canadian travellers. Beyond a further 8% who identify the trade negotiating function of the Foreign Service, relatively few Canadians mention trade promotion (2%), passports (1%), or immigration services (1%).
- While awareness of specific foreign service functions is low, two thirds of Canadians (68%) believe the Foreign Service represents Canada *well* (49%) or *very well* (19%). Only 15% say the Foreign Service represents Canada *not very well* (11%) or *poorly* (4%).

H. The Passport Office

- The Canadian Passport Office receives high praise from those Canadians who have used its services. Among the 31% of Canadians who used the Passport Office in the last five years, 68% were "very satisfied" with the service they received.
- Forty-four percent of those Canadians satisfied with the Passport Office cited the speed of the service. A further 28% mention the quality of service, while 10% mention the courtesy and helpfulness of the Passport Office staff with whom they dealt.

I. International Spending Priorities

- Despite high levels of professed concern about the federal deficit, Canadians are not inclined to call for cuts in any area of international spending. Indeed, the vast majority call for maintained or increased spending in trade promotion (90%), cultural promotion (76%), peacekeeping (84%), assistance to poorer countries (78%), defence (74%), relations with other countries (78%) and foreign aid (74%).
- Canadians are especially enthusiastic about international trade promotion - a majority (52%) call for *increased* spending in this area.