

Table 3.3

**Summary of Comments by Travel Industry on Canadian Consular Services**

Key Issues	Comments/Observations
1. Awareness	<ul style="list-style-type: none"> <li>- low, in terms of specifics (amongst Canadians)</li> <li>- industry recognizes the importance of the consular services and places a high priority on it</li> </ul>
2. Quality of Service	<ul style="list-style-type: none"> <li>- service receives high marks</li> <li>- network good in relation to other countries and population</li> </ul>
3. Industry's Perspective	<ul style="list-style-type: none"> <li>- travel is big business</li> <li>- potential for growth in international travel.</li> </ul>
4. Need - Coordination Industry/provinces	<ul style="list-style-type: none"> <li>- industry recognizes that Industry/provinces people in distress will still turn to government</li> <li>- Ontario law places increasing responsibility on travel agents</li> <li>- appears to be lack of coordination among key players</li> </ul>
5. Delivery of Service	<ul style="list-style-type: none"> <li>- all Canadian officials abroad should maintain high profile of consular image with public</li> </ul>

### 3.4 Request for Services/Assistance

13 mission surveys reported an overall increase in demand for services and assistance, while just one reported a decrease. One survey reported no changes in demand. The following chart indicates clearly where the growth in demand has been occurring.