

our values

Quality Service

We provide quality service that meets or exceeds the expectations of the Canadian public.

Quality People

We are committed to recruiting and training quality people.

Integrity

We provide travel documents that enjoy high international reputation and respect.

Security

We continuously focus on the security of the travel document and its production process.

Cost Effectiveness

We deliver travel documents to the Canadian public with the highest regard for cost effectiveness.

Efficiency

We focus on efficiency and sound management in the provision of our services.

R & D

We invest time, effort and resources in research to develop the product and the production process technology.

Recognition of Achievement

We encourage and recognize high standards of achievement in our employees.

our service standards

Price

The passport fee recovers costs for 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 % 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 % of our clients in person. There are 31 points of service, including 28 issuing offices, Certificate of Identity, Refugee Travel Documents, Official Travel and mail-in services. In the recent past, only about 15 % 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. Automated telephone response provides answers to most frequently asked questions 24 hours a day.

Security of Document

The Passport Office is attentive to the fact that Canadian passports are a preferred target for people who want to benefit from its international reputation. 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, an emergency passport is issued.

Protection of Personal Information

All personal information concerning applicants is protected.

Service to the Public

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

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 working days.

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.