

The general perception held in the industry is that travelling Canadians are not sufficiently aware of the Consular Services Program. While the industry recognizes the importance of consular services, it was suggested that all Canadian officials abroad should be ready to give information to maintain a high departmental image with the public, regarding the delivery of services.

The industry felt that the quality of services delivered abroad was very good, and further noted that the network of services offered is impressive in comparison with several other western countries and in consideration of our population.

The industry predicts substantial increases in the number of travelling Canadians, and they recognize the potential for growth in international travel.

In regards to future needs and the delivery of consular services abroad, the industry notes that people will continue to turn to the government in times of distress. However, there is still room for the industry to play a key role. An example of this is the current Ontario provincial Travel Industry Protection Act placing increased responsibility with the travel agent to inform tourists. The industry survey also suggests a lack of coordination amongst the key players.

A summary of comments from the travel industry on Canadian consular services is found in Table 3.3