

# OUR SERVICE STANDARDS AND PERFORMANCE

The Passport Office aims to process passports as quickly as possible and applying in person offers the fastest service. Canadians can apply in person at any of 29 regional offices across the country from St. John's, Newfoundland to Victoria, British Columbia.

## Walk-in Service

About 85 percent of all passports are issued to clients who apply in person. We aim to provide passports within five working days from the submission of a completed application and all supporting documents. In 2000-2001, 93.3 percent of all walk-in clients received their passports within five business days, a four-point drop compared to the previous year. Higher-than-usual demand increased processing time and contributed to this drop in performance.

The Passport Office aims to reduce waiting time for walk-in service to 45 minutes on 95 percent of the days we are open to the public. Currently, we serve 70 percent of our clients within that time frame.

## Regional Offices

The Passport Office operates 29 public offices administered by four regional directorates: Eastern Operations serves clients in Quebec and the Atlantic provinces, Ontario Operations serves the province of Ontario, Western Operations serves the Prairie provinces and British Columbia and Central Operations handles applications mailed in from across Canada and the United States and walk-in clients in the National Capital Region.

Applicants in Canada's northern territories – Yukon, Northwest Territories and Nunavut – can apply by mail or through their Member of Parliament.

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## Processing Time

Percent of Applications Processed Within 5-day and 10-day Service Standards

