

RESPONSE TO CANADIAN PASSPORT AND CONSULAR SERVICES

Have Canadians Travelled Abroad?

- Overall, about two in five Canadians (41%) report having travelled abroad in the past five years.
- The following sub-cells report higher incidence of overseas travel in the past five years:
 - * those born outside Canada (58%)
 - * those very interested in world affairs (54%)
 - * upper income earners (53%)
 - * better educated (50%)
 - * Quebecers (48%)
 - * males (46%).
- Canadians are aware, unaided, of the following services provided by the federal government of Canada overseas:
 - * consular/embassy services (47%)
 - * passport offices (33%)
 - * security registration (7%).

Satisfaction With Passport Office

- Just over one in three (37%) indicate that they have been to a Canadian passport office.
- And among these, virtually all were at least somewhat satisfied with the service provided.

	<u>% of those who have visited a passport office</u>
Very satisfied	63
Somewhat satisfied	29
Not satisfied at all	6
Don't know	<u>2</u>
	100

Base:

(368)