

## **Clients and service**

Two surveys of clients show a high rate of satisfaction with the service provided by the Passport Office.

The results of the first survey (June 1998, n = 1,015) show that 90 percent of the respondents said that they were satisfied (all types of service combined) while 55 percent said that they were very satisfied. The second survey (February 1999, n = 227, mail service only), shows that 95 percent of respondents were satisfied (**Chart 6**)

The challenge of maintaining these rates requires staunch persistence in providing quality service while eliminating sources of irritation. Further surveys will be conducted during the year to enable the Passport Office to determine trends in terms of satisfaction with the service and to inquire about client expectations.

## **Telephone Call Centre**

For 1998-1999, the Passport Office estimates that it will receive 1.3 million telephone calls from clients at our call centres (Toronto, Montreal, Surrey and Hull). The automated system (interactive voice reply) handles 50 percent of the calls and the remainder are handled directly by officials. Available around the clock and 7 days a week, the automated system is used primarily to provide basic information (addresses and office hours). The agents deal mainly with questions concerning the status of a passport application, the requirements for a passport application and the documents required, the cost of a passport, urgent applications for passports or to report a lost or stolen passport. The bilingual service is free of charge (1-800). It also offers a service for the hearing impaired.

An ongoing improvement should be noted in the accessibility rate, that is the percentage of clients who succeed in reaching either the voice mail system or agents. This rate has increased from 80 percent in 1996-1997 to 91.25 percent in 1997-1998 and 93.45 percent in 1998-1999. This rate exceeds the industry-recognized standard of 70 percent (**Chart 7**). The Passport Office expects to maintain or increase this rate and to pay particular attention to the quality of the service, especially to response time and to the relevance and the accuracy of the information provided.

# **VIII. The near future**

Through its Technology Enhancement Program (TEP), the Passport Office seeks to introduce technological innovations with a view to improving services at home and abroad, while rationalizing the production process, and guaranteeing the security of the passport delivery system.

In addition to IRIS, the passport card project is the focus of Passport Office research and development efforts. Electronic (optical) cards containing digitized information appear to be the solution for ensuring the efficient processing of travellers. The card will afford better protection to travel documents and improve security. In addition to