



- Based on comments made in focus groups, few travellers appear to be aware of the free service known as **Registration of Canadians Abroad**, which allows the Government of Canada to notify travellers in case of an emergency abroad or a personal emergency at home as well as for the traveler to receive information before or during significant incidents such as a natural disaster or civil unrest. Although the survey results indicate that those who are working or volunteering abroad are more likely to use this service, overall, very few travellers registered for their current trip or indicated they generally do so when planning a trip overseas. While awareness of this service was higher among travel professionals, it was by no means ubiquitous.
- Interest in the Government of Canada's **Travel Smart App** is relatively high, particularly among the group aged 35 to 54, but also younger travellers and those travelling with minor dependents. Participants in focus groups, including travellers and travel professionals, while unaware of the App, were enthusiastic when provided with additional information. As most do travel with a smart phone and utilize Wi-Fi in cafes, restaurants and hotels, there was interest in being able to access information and receive updates on an as-needed basis. Travel professionals were also positively disposed to the App and, with more information, would likely promote it to their clients.

#### 4. Familiarity with and Expectations of Consular Services

- While few travellers are directly familiar with Consular Services, and very few of those surveyed (or in focus groups) have had an actual interaction with Consular Services, most believe they could readily contact the Canadian Embassy or Consulate if the need arose. Although in the focus groups, many participants indicated they would attempt to troubleshoot the majority of issues themselves, in the survey over half (59%) said they would turn to the Canadian Embassy or Consulate for assistance, typically by telephone or in-person, depending on where the office was located. Contacting the local police, calling home or seeking assistance from friends, family or the hotel staff in their location were also mentioned as options.
- Travellers are not broadly familiar with the full range of services and support offered by Consular Services. In both the focus groups and the survey, travellers were most likely to believe that the main function of Consular Services is to assist travellers who have misplaced their passport or had it stolen, as well as to provide assistance to travellers affected by a natural or civil disaster. With further prompting, travellers also believe services and support are available through the Embassy or Consulate to those who have been detained by local authorities. Notably, however, about one-quarter or more also felt that Consular Services would provide assistance to travellers of a general nature about the country in which they were travelling or about Canada, offer a safe haven if required, provide document services and/or notification if there has been a death in the family.
- The format for the focus groups created an opportunity for a much more in-depth discussion about travellers' expectations with respect to Consular Services' standards and quality. Expectations are high that services will be available 24/7, and that they should be easily located and accessible across multiple channels (telephone, in-person, e-mail) as well as broadly available to Canadians regardless of their predicament or the extent to which the traveler him or herself may be responsible for the circumstance in which they find themselves. There is an expectation that Consular officials will be able to quickly triage their issue and direct them appropriately. Travellers also expect officials to behave in a professional and empathetic manner – without necessarily pre-judging or pre-determining fault. In particular, they expect service to be delivered in a timely fashion. In the most likely situation of a lost or stolen passport, most feel this should be resolved within a few days or, at most, a week. At a minimum, travellers assume that Consular officials will begin to make some headway on their issue almost immediately, even if an actual resolution takes several days.

