

## Special Services

In 1999, the Passport Office began offering Urgent (within one working day) and Express (two working days) services for an extra fee. Now available in 11 regional offices, these services were implemented to meet customer demand for a shorter turnaround time. Urgent and Express services are only available to applicants who apply in person.

Emergency service is also available outside of business hours in cases of illness or death in the immediate family. Other special circumstances may also qualify for emergency service. Applicants must provide documented evidence of urgency, such as airline tickets, and the passport application must meet all requirements.

When a passport is lost abroad, an emergency passport is issued from the nearest Canadian mission.

## The Call Centre

The Passport Office toll-free number (1 800 567-6868) can be dialled from anywhere in Canada. The Computer Telephony Integration (CTI) system provides an automated answering service and directs calls to the call centre located in the region in which the call originates. A local number is provided in the Ottawa-Hull, Montréal, Surrey and Toronto areas.

This year, the Passport Office handled 2,136,261 phone calls including 1,189,234 local calls. Four call centres field calls from Canada and the United States.

The National Capital Call Centre has 20 lines and handles calls originating from the United States. The Ontario Call Centre in Toronto has 28 lines. The Eastern Call Centre in Montréal has 28 lines and handles calls from Quebec, New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland and Labrador. The Western Region Call Centre in Surrey, British Columbia has 29 lines and handles calls from British Columbia, Alberta, Saskatchewan, Manitoba, Yukon, Northwest Territories and Nunavut.

The number of lines has not been increased since the servers were initially implemented but additional lines are being considered for fiscal year 2001-2002.

### Proportion of Calls Answered by the CTI System

