



<i>Conformance of Document</i>	All travel documents issued by the Passport Office conform to international specifications concerning the format and issuance of international travel documents.
<i>Serviceability</i>	When a passport is lost abroad, an emergency passport is issued. In Canada the Passport Office provides emergency services on weekends, statutory holidays and after office hours during the week.
<i>Reliability of Personal Information</i>	All information concerning applicants is protected.
<i>Performance of Document</i>	All travel documents issued by the Passport Office are internationally respected.
<i>Responsiveness of Examiners</i>	All examiners are empowered to resolve complex issues at the time of examination.
<i>Competence of Examiners</i>	All examiners meet the professional and security requirements set by the Passport Office.
<i>Recognition of Employee Service</i>	Superior employee service is recognized and rewarded.
<i>Communication with the Public</i>	The Passport Office offers bilingual service, and "visual ear" service for the deaf. Applications are also available in Braille. All applicants have access to the Passport Office via a toll-free information number. Operators are available from 9:00 a.m. to 5:00 p.m. Monday through Friday, across all time zones. Automated messaging is available 24 hours per day, 7 days per week. The CEO responds to all written correspondence from the public within 30 days.
<i>Service to the Public</i>	All employees of the Passport Office dealing with the public provide courteous, helpful, kind and empathetic service.

A recent letter from a client (see Appendix D: One Hour and Forty Minute Miracle) bears witness to the fact that Passport Office employees not only strive to meet this service standard but, on occasion, surpass it. The "one hour and forty minute miracle"