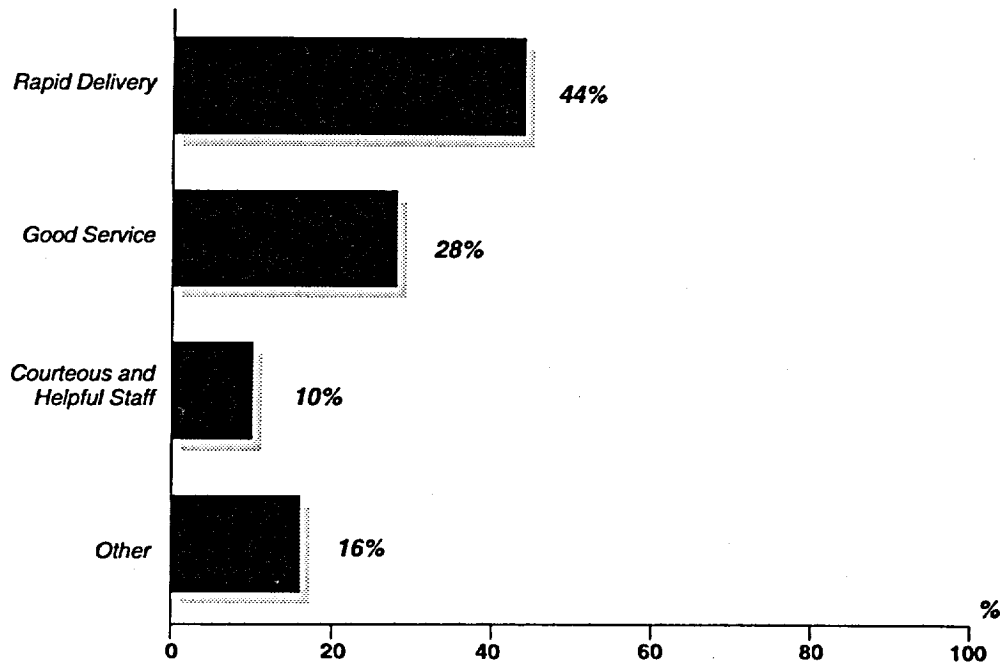


Figure 27

**Sources of Satisfaction with Passport Office
(28% of Canadians)**



The small number of respondents who expressed dissatisfaction with the Passport Office makes it impossible to draw statistically significant conclusions regarding the source of this dissatisfaction.