

Chart 3.2  
Timeliness and Quality of Services/Assistance Delivered (%)

<u>Timeliness of Service</u>	Now					Change over 3 years		
	E	G	F	P	UNA	BETTER	SAME	POORER
Passports	60%	20%	6%	13%		50%	36%	14%
Services	47	47		6		50	36	14
Assistance	60	40				50	53	
<u>Quality of Service</u>								
Passports	60	33	6			40	47	6
Services	67	33				40	53	
Assistance	67	33				40	53	

(May not total to 100 due to rounding)