



(La version française suit)

Disclaimer:

The attached or following information, regardless of format, is provided solely for the purpose of research or private study; any other use may require the authorization of the copyright owner. Digital reproductions of print material are provided for convenience; in the case of any inconsistency between the digital version and the original print version, the original print version shall prevail.

Avertissement :

L'information qui suit ou qui se trouve en pièce jointe, quel qu'en soit le format, n'est fournie qu'à des fins de recherche ou d'études privées : tout usage à d'autres fins pourrait requérir l'autorisation du détenteur du droit d'auteur. Les versions numérisées des documents imprimés sont fournies par souci de commodité : en cas d'écart entre la version numérisée et la version imprimée, c'est cette dernière qui fait foi.

8555-421-2468

J
103
H61
42-1



**ORDER/ADDRESS OF THE HOUSE OF COMMONS
ORDRE/ADRESSE DE LA CHAMBRE DES COMMUNES**

Q-2468

Mr. Lukiwski (Moose Jaw—Lake Centre—
Lanigan)

May 1, 2019/Le 1 mai 2019

RETURN BY THE LEADER OF THE GOVERNMENT IN THE HOUSE OF COMMONS
DÉPÔT DU LEADER DU GOUVERNEMENT À LA CHAMBRE DES COMMUNES

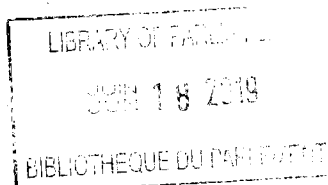
Mr. Lamoureux

PRINT NAME OF SIGNATORY
INSCRIRE LE NOM DU SIGNATAIRE

SIGNATURE
MINISTER OR PARLIAMENT SECRETARY
MINISTRE OU SECRÉTAIRE PARLEMENTAIRE

June 17, 2019

(TABLED FORTHWITH / DÉPOSÉ AUSSITÔT)



JUNE 17, 2019

**SESSIONAL PAPER
DOCUMENT PARLEMENTAIRE**

.....8555-421-2468.....

**HOUSE OF COMMONS
CHAMBRE DES COMMUNES**



INQUIRY OF MINISTRY
DEMANDE DE RENSEIGNEMENT AU GOUVERNEMENT

PREPARE IN ENGLISH AND FRENCH MARKING "ORIGINAL TEXT" OR "TRANSLATION"
PRÉPARER EN ANGLAIS ET EN FRANÇAIS EN INDIQUANT "TEXTE ORIGINAL" OU "TRADUCTION"

| | | |
|------------------------------------------|---------------------------------------------------------|---------------------|
| QUESTION NO./N° DE LA QUESTION Q-2468 | BY / DE Mr. Lukiwski (Moose Jaw-Lake Centre-Lanigan) | DATE May 1, 2019 |
|------------------------------------------|---------------------------------------------------------|---------------------|

Reply by the Minister of Families, Children and Social Development
Réponse du ministre de la Famille, des Enfants et du Développement social

Adam Vaughan

PRINT NAME OF SIGNATORY
INSCRIRE LE NOM DU SIGNATAIRE

SIGNATURE
MINISTER OR PARLIAMENTARY SECRETARY
MINISTRE OU SECRÉTAIRE PARLEMENTAIRE

QUESTION

With regard to Service Canada's national in-person service delivery network, for each Service Canada Centre: (a) how many centres were operational as of November 4, 2015; (b) what were the locations and number of full-time employees (FTEs) at each location, as of November 4, 2015; (c) how many centres are currently operational; (d) what are the current locations and number of FTEs at each location; (e) which offices have changed their hours of service between November 4, 2015, and present; and (f) for each office which has changed their hours, what were the hours of service as of (i) November 4, 2015, (ii) May 1, 2019?

REPLY / RÉPONSE

ORIGINAL TEXT
TEXTE ORIGINAL

☒

TRANSLATION
TRADUCTION

☐

Employment and Social Development Canada (ESDC)

The utilization of resources at any point in time varies with turnover (attrition/staff departures) and demand fluctuations.

The attached document lists each Service Canada Centre and the associated FTEs at each November 4, 2015 and March 31, 2019. Any variance in FTEs is attributable to turnover (attrition/staff departures) and changes in staffing levels due to peak periods.

With regard to Service Canada's national in-person service delivery network, for each Service Canada Centre:

(a) how many centres were operational as of November 4, 2015;

As of November 4, 2015, there were 320 Service Canada Centres in operation.

(b) what were the locations and number of full-time employees (FTEs) at each location, as of November 4, 2015;

| Region | Service Canada Centre | Total |
|--------|-----------------------|-------|
| ATL | Amherst | 3.7 |
| ATL | Antigonish | 4.1 |
| ATL | Bathurst | 8.1 |
| ATL | Bedford | 1.7 |
| ATL | Bridgewater | 6.6 |
| ATL | Campbellton | 7.0 |
| ATL | Caraquet | 2.3 |
| ATL | Charlottetown | 11.1 |
| ATL | Clareville | 4.6 |
| ATL | Corner Brook | 7.9 |
| ATL | Dalhousie | 1.3 |
| ATL | Dartmouth | 3.6 |
| ATL | Digby | 2.7 |
| ATL | Edmundston | 8.3 |

| Region | Service Canada Centre | Total |
|--------|-------------------------------------|-------|
| ATL | Fredericton | 8.2 |
| ATL | Gander | 4.9 |
| ATL | Glace Bay | 4.0 |
| ATL | Grand Falls | 4.4 |
| ATL | Grand Falls | 2.0 |
| ATL | Guysborough | 2.0 |
| ATL | Halifax | 12.9 |
| ATL | Happy Valley | 3.7 |
| ATL | Harbour Grace | 6.3 |
| ATL | Inverness | 2.6 |
| ATL | Kentville | 4.8 |
| ATL | Labrador City | 3.0 |
| ATL | Marystown | 3.5 |
| ATL | Miramichi | 10.4 |
| ATL | Moncton | 12.4 |
| ATL | Montague | 3.4 |
| ATL | New Glasgow | 7.4 |
| ATL | North Sydney | 3.0 |
| ATL | O'Leary | 4.0 |
| ATL | Placentia | 2.1 |
| ATL | Port Aux Basques | 2.9 |
| ATL | Port Hawkesbury | 3.9 |
| ATL | Richibucto | 3.4 |
| ATL | Rocky Harbour | 2.2 |
| ATL | Saint John | 14.8 |
| ATL | Saint-Quentin | 2.0 |
| ATL | Shediac | 3.5 |
| ATL | Shelburne | 2.5 |
| ATL | Shippagan | 3.3 |
| ATL | Souris | 2.4 |
| ATL | Springdale | 2.3 |
| ATL | St. Anthony | 2.0 |
| ATL | St. John's | 11.2 |
| ATL | St. Stephen | 2.9 |
| ATL | Stephenville | 3.3 |
| ATL | Summerside | 6.1 |
| ATL | Sussex | 2.1 |
| ATL | Sydney | 8.3 |
| ATL | Tracadie - Sheila | 3.3 |
| ATL | Truro | 3.2 |
| ATL | Windsor | 2.0 |
| ATL | Woodstock | 4.6 |
| ATL | Yarmouth | 5.8 |
| QC | Alma | 4.4 |
| QC | Amos | 2.6 |
| QC | Asbestos | 2.7 |
| QC | Baie Comeau | 4.6 |
| QC | Beauport | 9.5 |
| QC | Brossard | 14.8 |
| QC | Campbell's Bay | 2.4 |
| QC | Cap-aux-Meules | 2.8 |
| QC | Causapscal | 2.4 |
| QC | Chandler | 3.3 |
| QC | Châteauguay | 5.2 |
| QC | Chibougamau | 2.4 |
| QC | Chicoutimi | 10.7 |
| QC | Chisasibi | 2.0 |
| QC | Coaticook | 2.5 |
| QC | Côte-Des-Neiges N.-D.-G. (Montréal) | 12.0 |
| QC | Cowansville | 5.1 |
| QC | Dolbeau | 3.3 |
| QC | Donnacoona | 3.3 |
| QC | Drummondville | 9.8 |
| QC | Forestville | 2.4 |
| QC | Gaspé | 7.8 |
| QC | Granby | 4.2 |

| Region | Service Canada Centre | Total |
|--------|--------------------------------|-------|
| QC | Hull-Aylmer (Gatineau) | 16.4 |
| QC | Joliette | 5.7 |
| QC | La Malbaie | 3.1 |
| QC | La Pocatière | 2.1 |
| QC | La Tuque | 2.4 |
| QC | Lac Mégantic | 2.6 |
| QC | La Sarre | 2.6 |
| QC | Laval | 10.8 |
| QC | Lévis | 9.7 |
| QC | Longueuil | 14.1 |
| QC | Louiseville | 2.3 |
| QC | Magog | 4.7 |
| QC | Maniwaki | 3.8 |
| QC | Matane | 3.0 |
| QC | Mistissini | 1.3 |
| QC | Mont-Laurier | 3.3 |
| QC | Montmagny | 2.8 |
| QC | Montréal (Downtown) | 23.8 |
| QC | New Richmond | 5.0 |
| QC | Nunavik | 0.0 |
| QC | Parc-Extension | 7.6 |
| QC | Pointe-aux-Trembles (Montréal) | 4.8 |
| QC | Pointe-Claire (Montréal) | 6.3 |
| QC | Repenligny | 12.8 |
| QC | Rimouski | 8.6 |
| QC | Rivière-du-Loup | 3.9 |
| QC | Roberval | 2.6 |
| QC | Rouyn-Noranda | 9.0 |
| QC | Sainte-Foy (Québec) | 18.0 |
| QC | Saint-Georges | 6.2 |
| QC | Senneterre | 1.8 |
| QC | Sept-Îles | 7.1 |
| QC | Shawinigan | 7.3 |
| QC | Sherbrooke | 14.7 |
| QC | Sorel-Tracy | 2.2 |
| QC | Sainte-Agathe-des-Monts | 3.6 |
| QC | Sainte-Anne-des-Monts | 2.4 |
| QC | Sainte-Thérèse | 9.4 |
| QC | Saint-Eustache | 4.5 |
| QC | Saint-Hyacinthe | 8.0 |
| QC | Saint-Jean-sur-Richelieu | 5.4 |
| QC | Saint-Jérôme | 12.9 |
| QC | Saint-Léonard (Montréal) | 12.7 |
| QC | Terrebonne | 8.4 |
| QC | Thetford Mines | 4.5 |
| QC | Trois-Rivières | 12.3 |
| QC | Val-d'Or | 5.7 |
| QC | Valleyfield | 5.2 |
| QC | Vaudreuil-Dorion | 3.3 |
| QC | Lasalle | 2.9 |
| QC | Verdun | 7.3 |
| QC | Victoriaville | 5.3 |
| QC | Ville-Marie | 2.4 |
| ON | Ajax | 8.4 |
| ON | Arnprior | 2.6 |
| ON | Bancroft | 2.3 |
| ON | Barrie | 9.0 |
| ON | Belleville | 6.4 |
| ON | Bracebridge | 3.0 |
| ON | Brampton | 27.7 |
| ON | Brantford | 5.8 |
| ON | Brockville | 3.0 |
| ON | Burlington | 5.8 |
| ON | Cambridge | 4.0 |
| ON | Carleton Place | 3.2 |
| ON | Chatham-Kent | 5.4 |

| Region | Service Canada Centre | Total |
|--------|---------------------------|-------|
| ON | Cobourg | 3.0 |
| ON | Collingwood | 5.4 |
| ON | Cornwall | 6.4 |
| ON | Dryden | 2.8 |
| ON | Elliot Lake | 2.6 |
| ON | Espanola | 3.2 |
| ON | Fort Frances | 3.2 |
| ON | Gananoque | 4.0 |
| ON | Georgetown | 4.0 |
| ON | Geraldton | 1.3 |
| ON | Goderich | 2.0 |
| ON | Guelph | 6.7 |
| ON | Hamilton East | 11.1 |
| ON | Hamilton Main | 16.4 |
| ON | Hawkesbury | 4.0 |
| ON | Kapuskasing | 4.1 |
| ON | Kenora | 9.7 |
| ON | Kingston | 9.9 |
| ON | Kirkland Lake | 2.8 |
| ON | Kitchener | 13.6 |
| ON | Leamington | 3.8 |
| ON | Lindsay | 3.3 |
| ON | Listowel | 1.8 |
| ON | London | 15.9 |
| ON | Malton | 3.9 |
| ON | Marathon | 1.9 |
| ON | Markham | 10.6 |
| ON | Midland | 3.0 |
| ON | Milton | 4.4 |
| ON | Mississauga | 32.7 |
| ON | Napanee | 3.5 |
| ON | New Liskeard | 1.3 |
| ON | Newmarket | 12.5 |
| ON | Niagara Falls | 3.0 |
| ON | North Bay | 7.0 |
| ON | Oakville | 11.9 |
| ON | Orangeville | 3.5 |
| ON | Orillia | 2.7 |
| ON | Oshawa | 14.4 |
| ON | Ottawa East | 12.8 |
| ON | Ottawa Government Service | 4.7 |
| ON | Ottawa West | 12.3 |
| ON | Owen Sound | 5.6 |
| ON | Parry Sound | 2.9 |
| ON | Pembroke | 4.3 |
| ON | Perth | 2.4 |
| ON | Peterborough | 10.6 |
| ON | Picton | 4.4 |
| ON | Prescott | 3.8 |
| ON | Renfrew | 3.5 |
| ON | Richmond Hill | 25.4 |
| ON | Sarnia | 6.8 |
| ON | Sault Ste. Marie | 8.1 |
| ON | Simcoe | 3.1 |
| ON | Smiths Falls | 2.5 |
| ON | St. Catharines | 15.9 |
| ON | St. Thomas | 3.1 |
| ON | Stratford | 4.0 |
| ON | Sudbury | 9.6 |
| ON | Thunder Bay | 11.2 |
| ON | Tillsonburg | 2.6 |
| ON | Timmins | 8.5 |
| ON | Toronto - Centre | 12.4 |
| ON | Toronto - College Street | 20.5 |
| ON | Toronto - Gerrard Square | 7.7 |
| ON | Toronto - Malvern | 4.8 |

| Region | Service Canada Centre | Total |
|--------|-------------------------------|-------|
| ON | Toronto Etobicoke | 10.4 |
| ON | Toronto Lawrence Square | 18.1 |
| ON | Toronto Scarborough | 29.0 |
| ON | Toronto West Humber | 12.0 |
| ON | Toronto Willowdale | 5.9 |
| ON | Trenton | 3.3 |
| ON | Walkerton | 2.9 |
| ON | Wallaceburg | 1.7 |
| ON | Welland | 1.8 |
| ON | Windsor | 16.4 |
| ON | Woodstock | 3.0 |
| WT | Abbotsford | 16.3 |
| WT | Brandon | 10.6 |
| WT | Brooks | 2.6 |
| WT | Buffalo Narrows | 3.0 |
| WT | Burnaby | 10.4 |
| WT | Calgary East | 13.0 |
| WT | Calgary South | 8.5 |
| WT | Cambridge Bay | 3.0 |
| WT | Campbell River | 3.7 |
| WT | Camrose | 2.7 |
| WT | Canada Place | 23.7 |
| WT | Canmore | 1.3 |
| WT | Chilliwack | 6.0 |
| WT | Churchill | 0.1 |
| WT | Comox Valley | 5.5 |
| WT | Coquitlam | 11.1 |
| WT | Cowichan | 3.5 |
| WT | Cranbrook | 5.0 |
| WT | Dauphin | 4.1 |
| WT | Dawson Creek | 2.6 |
| WT | Edmonton Hermitage | 16.0 |
| WT | Edmonton Millbourne | 20.8 |
| WT | Edmonton Westlink | 14.8 |
| WT | Edson | 3.8 |
| WT | Estevan | 4.3 |
| WT | Flin Flon | 3.0 |
| WT | Fort McMurray | 5.5 |
| WT | Fort Simpson | 2.0 |
| WT | Fort Smith | 2.0 |
| WT | Grande Prairie | 8.8 |
| WT | Harry Hays | 13.4 |
| WT | Hay River | 2.4 |
| WT | Inuvik | 2.9 |
| WT | Iqaluit | 3.5 |
| WT | Kamloops | 11.7 |
| WT | Kelowna | 10.3 |
| WT | Kingsway | 10.5 |
| WT | La Ronge | 2.8 |
| WT | Langley | 9.3 |
| WT | Lethbridge | 11.4 |
| WT | Lloydminster | 4.3 |
| WT | Medicine Hat | 5.8 |
| WT | Melfort | 2.9 |
| WT | Moose Jaw | 4.3 |
| WT | Morden | 4.5 |
| WT | Nanaimo | 13.5 |
| WT | Nelson | 5.2 |
| WT | New Westminster | 6.8 |
| WT | North Battleford | 4.0 |
| WT | North Calgary | 8.1 |
| WT | North Vancouver - North Shore | 10.0 |
| WT | Penticton | 6.0 |
| WT | Port Alberni | 2.4 |
| WT | Portage la Prairie | 3.0 |
| WT | Powell River | 2.4 |

| Region | Service Canada Centre | Total |
|--------------|---------------------------|----------------|
| WT | Prince Albert | 7.3 |
| WT | Prince George | 9.6 |
| WT | Prince Rupert | 2.0 |
| WT | Quesnel | 1.8 |
| WT | Rankin Inlet | 2.7 |
| WT | Red Deer | 11.5 |
| WT | Regina | 14.2 |
| WT | Richmond | 10.5 |
| WT | Ridge Meadows | 5.8 |
| WT | Saint-Pierre-Jolys | 1.8 |
| WT | Salmon Arm | 2.7 |
| WT | Saskatoon | 14.2 |
| WT | Selkirk | 6.4 |
| WT | Slave Lake | 2.8 |
| WT | Smithers | 2.8 |
| WT | Squamish | 2.5 |
| WT | St. Paul | 3.8 |
| WT | Steinbach | 3.9 |
| WT | Surrey North | 11.0 |
| WT | Surrey South | 11.8 |
| WT | Swan River | 3.5 |
| WT | Swift Current | 2.7 |
| WT | Terrace | 5.1 |
| WT | The Pas | 3.2 |
| WT | Thompson | 4.0 |
| WT | Trail | 2.8 |
| WT | Vancouver - Sinclair | 10.6 |
| WT | Vancouver (West Broadway) | 10.9 |
| WT | Vanderhoof | 3.0 |
| WT | Vernon | 5.5 |
| WT | Victoria | 11.2 |
| WT | Victoria West Shore | 2.7 |
| WT | Weyburn | 3.8 |
| WT | Whitehorse | 6.6 |
| WT | Williams Lake | 2.3 |
| WT | Winnipeg | 12.2 |
| WT | Winnipeg North-East | 7.9 |
| WT | Winnipeg South-West | 5.9 |
| WT | Winnipeg St-Vital | 8.6 |
| WT | Yellowknife | 7.2 |
| WT | Yorkton | 5.6 |
| TOTAL | | 2,040.2 |

(c) how many centres are currently operational;

As of May 1, 2019 there are 317 Service Canada Centres and 32 Service Canada Centre – Passport Services in operation.

(d) what are the current locations and number of FTEs at each location;

Data as of March 31, 2019:

| Region | Service Canada Centre | Total |
|--------|-----------------------|-------|
| ATL | Amherst | 3.4 |
| ATL | Antigonish | 4.5 |
| ATL | Bathurst | 6.4 |
| ATL | Bedford | 3.0 |
| ATL | Bridgewater | 5.4 |
| ATL | Campbellton | 4.2 |
| ATL | Caraquet | 2.5 |
| ATL | Charlottetown | 11.4 |
| ATL | Clareville | 5.4 |
| ATL | Corner Brook | 8.9 |
| ATL | Dalhousie | 2.1 |
| ATL | Dartmouth | 4.0 |

| Region | Service Canada Centre | Total |
|--------|-------------------------------------|-------|
| ATL | Digby | 3.1 |
| ATL | Edmundston | 6.2 |
| ATL | Fredericton | 8.8 |
| ATL | Gander | 5.7 |
| ATL | Glace Bay | 2.4 |
| ATL | Grand Falls | 2.8 |
| ATL | Grand Falls - Windsor | 5.3 |
| ATL | Guysborough | 2.0 |
| ATL | Halifax | 9.7 |
| ATL | Happy Valley | 3.7 |
| ATL | Harbour Grace | 5.0 |
| ATL | Inverness | 3.1 |
| ATL | Kentville | 4.3 |
| ATL | Labrador City | 4.2 |
| ATL | Marystown | 3.4 |
| ATL | Miramichi | 8.1 |
| ATL | Moncton | 12.9 |
| ATL | Montague | 2.8 |
| ATL | New Glasgow | 4.1 |
| ATL | North Sydney | 2.9 |
| ATL | O'Leary | 3.6 |
| ATL | Placentia | 2.6 |
| ATL | Port Aux Basques | 3.0 |
| ATL | Port Hawkesbury | 4.1 |
| ATL | Richibucto | 3.3 |
| ATL | Rocky Harbour | 2.3 |
| ATL | Saint John | 12.5 |
| ATL | Saint-Quentin | 1.9 |
| ATL | Shediac | 3.3 |
| ATL | Shelburne | 2.6 |
| ATL | Shippagan | 3.3 |
| ATL | Souris | 1.5 |
| ATL | Springdale | 2.7 |
| ATL | St. Anthony | 2.0 |
| ATL | St. John's | 11.9 |
| ATL | St. Stephen | 3.1 |
| ATL | Stephenville | 4.0 |
| ATL | Summerside | 5.5 |
| ATL | Sussex | 2.1 |
| ATL | Sydney | 9.3 |
| ATL | Tracadie - Shella | 5.6 |
| ATL | Truro | 3.9 |
| ATL | Windsor | 3.2 |
| ATL | Woodstock | 4.4 |
| ATL | Yarmouth | 5.8 |
| QC | Alma | 4.5 |
| QC | Amos | 2.7 |
| QC | Asbestos | 2.4 |
| QC | Baie Comeau | 4.5 |
| QC | Brossard | 15.4 |
| QC | Campbell's Bay | 1.4 |
| QC | Cap-aux-Meules | 2.9 |
| QC | Causapscal | 2.1 |
| QC | Chandler | 3.0 |
| QC | Châteauguay | 6.2 |
| QC | Chibougamau | 2.1 |
| QC | Chicoutimi | 15.7 |
| QC | Chisasibi | 2.0 |
| QC | Coaticook | 2.4 |
| QC | Côte-Des-Neiges N.-D.-G. (Montréal) | 9.1 |
| QC | Cowansville | 4.5 |
| QC | Dolbeau | 2.6 |
| QC | Donnacoona | 2.6 |
| QC | Drummondville | 7.8 |
| QC | Forestville | 2.4 |
| QC | Gaspé | 7.6 |

| Region | Service Canada Centre | Total |
|--------|--------------------------------|-------|
| QC | Granby | 4.4 |
| QC | Hull-Aylmer (Gatineau) | 14.8 |
| QC | Joliette | 7.0 |
| QC | La Cité-Limoilou | 8.3 |
| QC | La Malbaie | 2.6 |
| QC | La Pocatière | 2.4 |
| QC | La Sarre | 2.7 |
| QC | La Tuque | 2.2 |
| QC | Lac Mégantic | 2.1 |
| QC | Laval | 15.0 |
| QC | Lévis | 10.1 |
| QC | Longueuil | 14.5 |
| QC | Louiseville | 2.2 |
| QC | Magog | 5.3 |
| QC | Maniwaki | 3.0 |
| QC | Matane | 3.3 |
| QC | Mistissini | 0.8 |
| QC | Mont-Laurier | 3.9 |
| QC | Montmagny | 2.6 |
| QC | Montréal (Downtown) | 26.1 |
| QC | New Richmond | 5.9 |
| QC | Parc-Extension | 9.2 |
| QC | Pointe-aux-Trembles (Montréal) | 5.1 |
| QC | Pointe-Claire (Montréal) | 7.1 |
| QC | Repentigny | 8.9 |
| QC | Rimouski | 9.0 |
| QC | Rivière-du-Loup | 3.1 |
| QC | Roberval | 3.1 |
| QC | Rouyn-Noranda | 8.5 |
| QC | Sainte-Agathe-des-Monts | 3.5 |
| QC | Sainte-Anne-des-Monts | 2.4 |
| QC | Sainte-Foy (Québec) | 17.5 |
| QC | Sainte-Thérèse | 7.9 |
| QC | Saint-Eustache | 4.9 |
| QC | Saint-Georges | 6.8 |
| QC | Saint-Hyacinthe | 7.7 |
| QC | Saint-Jean-sur-Richelieu | 7.7 |
| QC | Saint-Jérôme | 10.7 |
| QC | Saint-Léonard (Montréal) | 10.6 |
| QC | Senneterre | 2.0 |
| QC | Sept-Îles | 5.9 |
| QC | Shawinigan | 6.5 |
| QC | Sherbrooke | 14.1 |
| QC | Sorel-Tracy | 2.6 |
| QC | Terrebonne | 7.5 |
| QC | Thetford Mines | 5.1 |
| QC | Trois-Rivières | 11.5 |
| QC | Val-d'Or | 4.6 |
| QC | Valleyfield | 4.6 |
| QC | Vaudreuil-Dorion | 4.6 |
| QC | Verdun | 7.4 |
| QC | Victoriaville | 5.2 |
| QC | Ville-Marie | 2.1 |
| ON | Ajax | 9.2 |
| ON | Arnprior | 2.4 |
| ON | Bancroft | 2.2 |
| ON | Barrie | 10.8 |
| ON | Belleville | 4.3 |
| ON | Bracebridge | 2.6 |
| ON | Brampton | 25.4 |
| ON | Brantford | 5.9 |
| ON | Brockville | 4.2 |
| ON | Burlington | 7.0 |
| ON | Cambridge | 5.7 |
| ON | Carleton Place | 1.9 |
| ON | Chatham-Kent | 6.9 |

| Region | Service Canada Centre | Total |
|--------|---------------------------|-------|
| ON | Cobourg | 3.0 |
| ON | Collingwood | 4.4 |
| ON | Cornwall | 5.5 |
| ON | Dryden | 2.2 |
| ON | Elliot Lake | 2.4 |
| ON | Espanola | 2.2 |
| ON | Fort Frances | 2.2 |
| ON | Gananoque | 2.6 |
| ON | Georgetown | 4.7 |
| ON | Geraldton | 0.8 |
| ON | Goderich | 2.0 |
| ON | Guelph | 7.0 |
| ON | Hamilton East | 10.9 |
| ON | Hamilton Main | 14.1 |
| ON | Hawkesbury | 3.7 |
| ON | Kapuskasing | 3.0 |
| ON | Kenora | 9.6 |
| ON | Kingston | 13.4 |
| ON | Kirkland Lake | 2.9 |
| ON | Kitchener | 12.7 |
| ON | Leamington | 4.0 |
| ON | Lindsay | 3.4 |
| ON | Listowel | 2.7 |
| ON | London | 14.6 |
| ON | Malton | 20.9 |
| ON | Marathon | 2.0 |
| ON | Markham | 12.0 |
| ON | Midland | 2.0 |
| ON | Milton | 4.1 |
| ON | Mississauga | 20.7 |
| ON | Napanee | 2.5 |
| ON | New Liskeard | 2.0 |
| ON | Newmarket | 16.1 |
| ON | Niagara Falls | 5.1 |
| ON | North Bay | 7.1 |
| ON | Oakville | 11.7 |
| ON | Orangeville | 3.5 |
| ON | Orillia | 3.9 |
| ON | Oshawa | 15.1 |
| ON | Ottawa East | 13.8 |
| ON | Ottawa Government Service | 5.4 |
| ON | Ottawa West | 11.9 |
| ON | Owen Sound | 5.9 |
| ON | Parry Sound | 2.2 |
| ON | Pembroke | 2.8 |
| ON | Perth | 3.8 |
| ON | Peterborough | 9.6 |
| ON | Picton | 2.0 |
| ON | Prescott | 0.4 |
| ON | Renfrew | 3.1 |
| ON | Richmond Hill | 21.0 |
| ON | Sarnia | 8.0 |
| ON | Sault Ste. Marie | 9.0 |
| ON | Simcoe | 1.9 |
| ON | Smiths Falls | 2.1 |
| ON | St. Catharines | 10.8 |
| ON | St. Thomas | 4.8 |
| ON | Stratford | 2.8 |
| ON | Sudbury | 9.9 |
| ON | Thunder Bay | 10.5 |
| ON | Tillsonburg | 2.5 |
| ON | Timmins | 5.8 |
| ON | Toronto - College Street | 19.7 |
| ON | Toronto - Gerrard Square | 9.9 |
| ON | Toronto - Malvern | 4.2 |
| ON | Toronto City Hall | 1.5 |

| Region | Service Canada Centre | Total |
|--------|-------------------------------|-------|
| ON | Toronto Etobicoke | 12.4 |
| ON | Toronto Lawrence Square | 22.4 |
| ON | Toronto Scarborough | 27.0 |
| ON | Toronto West Humber | 11.2 |
| ON | Trenton | 2.7 |
| ON | Walkerton | 2.1 |
| ON | Wallaceburg | 1.9 |
| ON | Welland | 3.0 |
| ON | Windsor | 12.5 |
| ON | Woodstock | 4.5 |
| WT | Abbotsford | 14.4 |
| WT | Brandon | 10.1 |
| WT | Brooks | 2.6 |
| WT | Buffalo Narrows | 2.4 |
| WT | Burnaby | 10.8 |
| WT | Calgary Centre | 43.2 |
| WT | Calgary Royal Vista | 11.2 |
| WT | Calgary One Executive Place | 9.3 |
| WT | Calgary Temple Crossing | 15.0 |
| WT | Cambridge Bay | 2.4 |
| WT | Campbell River | 3.9 |
| WT | Camrose | 3.5 |
| WT | Canmore | 2.1 |
| WT | Chilliwack | 8.3 |
| WT | Comox Valley | 6.3 |
| WT | Coquitlam | 10.4 |
| WT | Cowichan | 4.1 |
| WT | Cranbrook | 5.3 |
| WT | Dauphin | 2.9 |
| WT | Dawson City | 0.5 |
| WT | Dawson Creek | 0.0 |
| WT | Edmonton Canada Place | 21.1 |
| WT | Edmonton Hermitage | 16.6 |
| WT | Edmonton Millbourne | 17.1 |
| WT | Edmonton Westlink | 18.1 |
| WT | Edson | 3.4 |
| WT | Estevan | 3.0 |
| WT | Flin Flon | 2.0 |
| WT | Fort McMurray | 5.1 |
| WT | Fort Simpson | 2.0 |
| WT | Fort Smith | 1.9 |
| WT | Grande Prairie | 12.2 |
| WT | Hay River | 2.7 |
| WT | Inuvik | 3.0 |
| WT | Iqaluit | 2.4 |
| WT | Kamloops | 10.2 |
| WT | Kelowna | 7.3 |
| WT | La Ronge | 3.7 |
| WT | Langley | 7.7 |
| WT | Lethbridge | 11.1 |
| WT | Lloydminster | 4.1 |
| WT | Medicine Hat | 7.0 |
| WT | Melfort | 2.9 |
| WT | Moose Jaw | 4.4 |
| WT | Morden | 4.0 |
| WT | Nanaimo | 13.8 |
| WT | Nelson | 4.8 |
| WT | New Westminster | 7.8 |
| WT | North Battleford | 3.4 |
| WT | North Vancouver - North Shore | 9.9 |
| WT | Notre-Dame-De-Lourdes | 0.0 |
| WT | Penticton | 4.6 |
| WT | Port Alberni | 2.1 |
| WT | Portage la Prairie | 2.6 |
| WT | Powell River | 2.3 |
| WT | Prince Albert | 7.8 |

| Region | Service Canada Centre | Total |
|--------------|---------------------------|----------------|
| WT | Prince George | 9.1 |
| WT | Prince Rupert | 1.8 |
| WT | Quesnel | 0.9 |
| WT | Rankin Inlet | 2.7 |
| WT | Red Deer | 15.5 |
| WT | Regina | 12.5 |
| WT | Richmond | 9.1 |
| WT | Ridge Meadows | 7.2 |
| WT | Saint-Pierre-Jolys | 1.9 |
| WT | Salmon Arm | 3.0 |
| WT | Saskatoon | 14.7 |
| WT | Selkirk | 4.6 |
| WT | Slave Lake | 2.6 |
| WT | Smithers | 2.0 |
| WT | Squamish | 3.4 |
| WT | St. Paul | 3.9 |
| WT | Steinbach | 2.5 |
| WT | Surrey North | 13.7 |
| WT | Surrey South | 11.8 |
| WT | Swan River | 3.0 |
| WT | Swift Current | 2.8 |
| WT | Terrace | 4.8 |
| WT | The Pas | 3.1 |
| WT | Thompson | 3.0 |
| WT | Trail | 1.5 |
| WT | Vancouver - Sinclair | 14.4 |
| WT | Vancouver (West Broadway) | 9.8 |
| WT | Vancouver East | 9.6 |
| WT | Vanderhoof | 2.0 |
| WT | Vernon | 4.2 |
| WT | Victoria | 9.5 |
| WT | Victoria West Shore | 3.0 |
| WT | Weyburn | 3.3 |
| WT | Whitehorse | 4.5 |
| WT | Williams Lake | 1.7 |
| WT | Winnipeg Portage Place | 17.7 |
| WT | Winnipeg Rivergrove | 8.6 |
| WT | Winnipeg Crestview | 4.0 |
| WT | Winnipeg St-Vital | 9.2 |
| WT | Yellowknife | 5.2 |
| WT | Yorkton | 5.2 |
| TOTAL | | 2,019.7 |

| Region | Service Canada Centre - Passport Services | Total |
|--------|-------------------------------------------|-------|
| ATL | Fredericton | 8.2 |
| ATL | Halifax | 17.7 |
| ATL | St. John's | 8.4 |
| QC | Gatineau | 9.9 |
| QC | Laval | 34.8 |
| QC | Montréal | 44.7 |
| QC | Pointe-Claire | 13.0 |
| QC | Québec | 30.0 |
| QC | Saint-Laurent | 36.8 |
| ON | Brampton | 35.7 |
| ON | Hamilton | 23.5 |
| ON | Kitchener | 24.7 |
| ON | London | 20.0 |
| ON | Mississauga | 42.5 |
| ON | North York | 36.0 |
| ON | Ottawa | 21.5 |
| ON | Scarborough | 36.8 |
| ON | St. Catharines | 17.2 |
| ON | Thunder Bay | 6.0 |
| ON | Toronto | 34.6 |
| ON | Whitby | 32.8 |
| ON | Windsor | 15.7 |
| WT | Calgary Sundance | 22.3 |

| Region | Service Canada Centre - Passport Services | Total |
|-------------|-------------------------------------------|---------|
| WT | Edmonton | 34.3 |
| WT | Kelowna | 10.7 |
| WT | Regina | 12.8 |
| WT | Richmond | 15.8 |
| WT | Saskatoon | 10.8 |
| WT | Surrey | 36.8 |
| WT | Vancouver | 29.4 |
| WT | Victoria | 15.9 |
| WT | Winnipeg | 24.9 |
| TOTAL | | 764.2 |
| GRAND TOTAL | | 2,783.9 |

(e) which offices have changed their hours of service between November 4, 2015, and present;

(f) for each office which has changed their hours, what were the hours of service as of:

- (i) November 4, 2015,
- (ii) May 1, 2019

Since November 4, 2015, 131 offices changed their hours of service as follows:

Service Canada Centres

| Point of Service Name | Province ou territoire | Hours of Service May 2019 | Hours of Service November 2015 |
|-----------------------------|--------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------------|
| Calgary Centre | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Calgary Royal Vista | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Calgary One Executive Place | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Calgary Temple Crossing | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Camrose | Alberta | Monday, Tuesday, Thursday and Friday 8:30 am - 4:00 pm | Monday, Tuesday, Thursday and Friday 8:30 am - 4:30 pm |
| Canmore | Alberta | Monday - Thursday 8:30 am - 4:00 pm Closed 12:30 pm - 1:00 pm | Monday - Thursday 8:30 am - 4:00 pm |
| Edmonton Westlink | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:15 am - 4:30 pm |
| Edson | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Fort McMurray | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Grande Prairie | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:15 am - 4:30 pm |
| St. Paul | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:15 am - 4:30 pm |
| Campbell River | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:00 pm Closed 11:30am - 12:30pm | Monday - Friday 8:30 am - 4:00 pm |
| Cowichan | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:00 pm Closed 11:30- 12:30pm | Monday - Friday 8:30 am - 4:00 pm |
| Prince Rupert | British Columbia / Colombie-Britannique | Tuesday - Friday 8:30 am - 4:00 pm Closed 12:00- 1:00pm | Monday - Friday 8:30 am - 4:00 pm Closed 12:00- 1:00pm |
| Smithers | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:30 pm Closed 12:00 pm - 1:00 pm | Monday - Friday 8:30 am - 4:30 pm |

| | | | |
|-----------------------|------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Terrace | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:00 pm Closed 11:30 am - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Brandon | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Dauphin | Manitoba | Monday, Tuesday, Thursday and Friday 8:30 am - 4:00 pm | Monday, Tuesday, Thursday and Friday 8:30 am - 4:30 pm |
| Flin Flon | Manitoba | Monday, Tuesday, Thursday and Friday 8:30 am - 4:00 pm | Monday, Tuesday, Thursday and Friday 8:30 am - 4:30 pm Closed 12:00 - 1:00pm |
| Morden | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Notre-Dame-De-Lourdes | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Portage la Prairie | Manitoba | Monday , Wednesday, Thursday and Friday 8:30am to 4:00pm | Monday , Wednesday, Thursday and Friday 8:30 am - 4:30 pm |
| Selkirk | Manitoba | Monday, Tuesday and Friday 8:30 am - 4:00 pm | Monday, Tuesday and Friday 8:30 am - 4:30 pm |
| Steinbach | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Saint-Pierre-Jolys | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Swan River | Manitoba | Monday, Tuesday, Wednesday and Friday 8:30 am - 4:00 pm | Monday, Tuesday, Thursday and Friday 8:30 am - 4:30 pm |
| The Pas | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday to Friday 8:30 am - 4:30 pm Closed 12:00 - 1:00pm |
| Thompson | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday to Friday 8:30 am - 4:30 pm Closed 12:00 - 1:00 pm |
| Winnipeg St-Vital | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Bathurst | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Campbellton | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Caraquet | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Dalhousie | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Edmundston | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Fredericton | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Grand Falls | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Miramichi | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Moncton | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Richibucto | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Saint John | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Saint-Quentin | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Shediac | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Shippagan | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| St. Stephen | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Sussex | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Tracadie - Sheila | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Woodstock | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Fort Simpson | Northwest Territories / Territoires du Nord-Ouest | Monday - Friday 8:30 am - 4:30 pm Closed 12:00 pm to 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |

| | | | |
|------------------------------|------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------|
| Fort Smith | Northwest Territories / Territoires du Nord-Ouest | Monday - Friday 8:30 am - 4:30 pm Closed 12:00 pm to 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |
| Hay River | Northwest Territories / Territoires du Nord-Ouest | Monday - Friday 8:30 am - 4:30 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |
| Inuvik | Northwest Territories / Territoires du Nord-Ouest | Monday to Friday 8:30 am - 4:30 pm Closed 12:00 pm to 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |
| Yellowknife | Northwest Territories / Territoires du Nord-Ouest | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |
| Arnprior | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |
| Bancroft | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |
| Bracebridge | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |
| Carleton Place | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:30 pm |
| Cobourg | Ontario | Monday to Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm |
| Dryden | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Elliot Lake | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Espanola | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Fort Frances | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Gananoque | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Geraldton | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Goderich | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Kapuskasing | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Kirkland Lake | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 5:00 pm |
| Leamington | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Marathon | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Midland | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Napanee | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| New Liskeard | Ontario | Monday - Friday 8:30 am - 5:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Orillia | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Ottawa Government Service | Ontario | Monday - Friday 8:30 am - 5:00 pm | Monday - Friday 8:30 am - 4:00 pm |

| | | | |
|------------------|-----------------|-----------------------------------------------------------------------------------|------------------------------------------------------|
| Parry Sound | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Pembroke | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Perth | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Picton | Ontario | Monday - Friday 8:30 am - 5:00 pm | Monday - Friday 8:30 am - 4:00 pm |
| Renfrew | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Simcoe | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Smiths Falls | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| St. Thomas | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Tillsonburg | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Trenton | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Walkerton | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Wallaceburg | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Welland | Ontario | Monday - Friday 8:30 am - 4:00 pm Closed 12:00 pm - 12:30 pm | Monday - Friday 8:30 am - 4:00 pm |
| Chicoutimi | Quebec / Québec | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Estevan | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| La Ronge | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| Melfort | Saskatchewan | Monday, Tuesday, Thursday and Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| Moose Jaw | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| North Battleford | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| Prince Albert | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| Regina | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday to Friday 8:30 am - 5:00 pm |
| Saskatoon | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| Swift Current | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| Weyburn | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| Yorkton | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:15 pm |
| Dawson City | Yukon | Tuesday, Wednesday and Thursday 9:00 am - 4:30 pm Closed 12:00 pm - 1:00 pm | Tuesday, Wednesday and Thursday 9:00 am - 4:30 pm |

Service Canada Centre – Passport Services

| Point of Service Name | Province or Territory | Hours of Service May 2019 | Hours of Service March 2016 |
|-----------------------|--------------------------------------------------------|---------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Calgary Sundance | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 5:30 pm |
| Edmonton | Alberta | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 7:30 am - 5:00 pm |
| Kelowna | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:00 am - 5:00 pm |
| Regina | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Richmond | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 5:30 pm |
| Saskatoon | Saskatchewan | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Surrey | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Vancouver | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 7:30 am - 4:30 pm |
| Fredericton | New Brunswick / Nouveau- Brunswick | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| St. John's | Newfoundland and Labrador / Terre-Neuve-et-Labrador | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Halifax | Nova Scotia / Nouvelle- Écosse | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Brampton | Ontario | Monday - Friday 8:30 am - 4:00 pm Saturday 9:00 am - 12:00 pm | Monday - Friday 8:00 am - 4:30 pm Saturday 9:00 am - 12:00 pm |
| Hamilton | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Kitchener | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| London | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Mississauga | Ontario | Monday to Friday 8:00 am - 4:00 pm | Monday - Friday 8:00 am - 4:30 pm |
| North York | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:00 am - 4:30 pm |
| Ottawa | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 7:30 am - 4:30 pm |
| Scarborough | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:00 am - 4:30 pm |
| St. Catharines | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Thunder Bay | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Toronto | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:00 am - 4:30 pm |
| Whitby | Ontario | Monday - Friday 8:30 am - 4:00 pm Saturday 9:00 am - 12:00 pm | Monday - Friday 8:00 am - 4:30 pm Saturday 9:00 am - 12:00 pm |
| Windsor | Ontario | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Gatineau | Quebec / Québec | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |
| Laval | Quebec / Québec | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 7:30 am - 4:30 pm |
| Montréal | Quebec / Québec | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 7:30 am - 4:30 pm |
| Pointe-Claire | Quebec / Québec | Monday - Friday 8:30 am - 4:00 pm Saturday 9:00 am - 4:30 pm | Monday - Friday 8:30 am - 4:30 pm Saturday 9:00 am - 4:30 pm |
| Québec | Quebec / Québec | Monday - Friday 8:30 am - 4:00 pm | Monday, Tuesday, Thursday and Friday 8:30 am - 4:30 pm Wednesday 9:30 am - 4:30 pm |
| Saint-Laurent | Quebec / Québec | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 7:30 am - 4:30 pm |
| Victoria | British Columbia / Colombie-Britannique | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 5:00 pm |
| Winnipeg | Manitoba | Monday - Friday 8:30 am - 4:00 pm | Monday - Friday 8:30 am - 4:30 pm |



INQUIRY OF MINISTRY
DEMANDE DE RENSEIGNEMENT AU GOUVERNEMENT

PREPARE IN ENGLISH AND FRENCH MARKING "ORIGINAL TEXT" OR "TRANSLATION"
PRÉPARER EN ANGLAIS ET EN FRANÇAIS EN INDIQUANT "TEXTE ORIGINAL" OU "TRADUCTION"

| | | |
|------------------------------------------|--------------------------------------------------------|-------------------------|
| QUESTION NO./N° DE LA QUESTION Q-2468 | BY / DE M. Lukiwski (Moose Jaw-Lake Centre-Lanigan) | DATE Le 1er mai 2019 |
|------------------------------------------|--------------------------------------------------------|-------------------------|

Reply by the Minister of Families, Children and Social Development
Réponse du ministre de la Famille, des Enfants et du Développement social

Adam Vaughan

PRINT NAME OF SIGNATORY
INSCRIRE LE NOM DU SIGNATAIRE

SIGNATURE
MINISTER OR PARLIAMENTARY SECRETARY
MINISTRE OU SECRÉTAIRE PARLEMENTAIRE

QUESTION

En ce qui concerne le réseau national de prestation des services en personne de Service Canada, pour chaque Centre Service Canada : a) combien de centres étaient en activité au 4 novembre 2015; b) à quels endroits étaient-ils situés et combien d'employés à temps plein (ETP) travaillaient dans chacun d'eux au 4 novembre 2015; c) combien de centres sont en activité à l'heure actuelle; d) à quels endroits sont-ils situés et quel est le nombre d'ETP dans chacun d'eux; e) quels bureaux ont modifié leurs heures de service depuis le 4 novembre 2015; f) pour chaque bureau ayant modifié ses heures, quelles étaient les heures de service (i) au 4 novembre 2015, (ii) au 1^{er} mai 2019?

REPLY / RÉPONSE

ORIGINAL TEXT
TEXTE ORIGINAL

☐

TRANSLATION
TRADUCTION

☒

Emploi et Développement social Canada

L'utilisation des ressources est sujet à tout moment à la variation de l'effectif (attrition/départ d'employés) et la fluctuation de la demande. Le document ci-joint fait état du nombre d'ETP pour tous les Centres de Service Canada en date du 4 novembre 2015 et du 31 mars 2019. Toute variance dans le nombre d'ETP est due à la variation de l'effectif (attrition/départ d'employés) ainsi qu'à des changements dans les niveaux de personnels pendant les périodes de pointes.

En ce qui concerne le réseau national de prestation des services en personne de Service Canada, pour chaque Centre Service Canada :

a) combien de centres étaient en activité au 4 novembre 2015;

Au 4 novembre 2015, 320 centres Service Canada étaient en activité.

b) à quels endroits étaient-ils situés et combien d'employés à temps plein (ETP) travaillaient dans chacun d'eux au 4 novembre 2015;

| Région | Centre Service Canada | Total |
|--------|-----------------------|-------|
| ATL | Amherst | 3.7 |
| ATL | Antigonish | 4.1 |
| ATL | Bathurst | 8.1 |
| ATL | Bedford | 1.7 |
| ATL | Bridgewater | 6.6 |
| ATL | Campbellton | 7.0 |
| ATL | Caraquet | 2.3 |
| ATL | Charlottetown | 11.1 |
| ATL | Clarendville | 4.6 |
| ATL | Corner Brook | 7.9 |
| ATL | Dalhousie | 1.3 |
| ATL | Dartmouth | 3.6 |
| ATL | Digby | 2.7 |
| ATL | Edmundston | 8.3 |

| Région | Centre Service Canada | Total |
|--------|-------------------------------------|-------|
| ATL | Fredericton | 8.2 |
| ATL | Gander | 4.9 |
| ATL | Glace Bay | 4.0 |
| ATL | Grand Falls | 4.4 |
| ATL | Grand Falls | 2.0 |
| ATL | Guysborough | 2.0 |
| ATL | Halifax | 12.9 |
| ATL | Happy Valley | 3.7 |
| ATL | Harbour Grace | 6.3 |
| ATL | Inverness | 2.6 |
| ATL | Kentville | 4.8 |
| ATL | Labrador City | 3.0 |
| ATL | Marystown | 3.5 |
| ATL | Miramichi | 10.4 |
| ATL | Moncton | 12.4 |
| ATL | Montague | 3.4 |
| ATL | New Glasgow | 7.4 |
| ATL | North Sydney | 3.0 |
| ATL | O'Leary | 4.0 |
| ATL | Placentia | 2.1 |
| ATL | Port Aux Basques | 2.9 |
| ATL | Port Hawkesbury | 3.9 |
| ATL | Richibucto | 3.4 |
| ATL | Rocky Harbour | 2.2 |
| ATL | Saint John | 14.8 |
| ATL | Saint-Quentin | 2.0 |
| ATL | Shediac | 3.5 |
| ATL | Shelburne | 2.5 |
| ATL | Shippagan | 3.3 |
| ATL | Souris | 2.4 |
| ATL | Springdale | 2.3 |
| ATL | St. Anthony | 2.0 |
| ATL | St. John's | 11.2 |
| ATL | St. Stephen | 2.9 |
| ATL | Stephenville | 3.3 |
| ATL | Summerside | 6.1 |
| ATL | Sussex | 2.1 |
| ATL | Sydney | 8.3 |
| ATL | Tracadie - Sheila | 3.3 |
| ATL | Truro | 3.2 |
| ATL | Windsor | 2.0 |
| ATL | Woodstock | 4.6 |
| ATL | Yarmouth | 5.8 |
| QC | Alma | 4.4 |
| QC | Amos | 2.6 |
| QC | Asbestos | 2.7 |
| QC | Baie Comeau | 4.6 |
| QC | Beauport | 9.5 |
| QC | Brossard | 14.8 |
| QC | Campbell's Bay | 2.4 |
| QC | Cap-aux-Meules | 2.8 |
| QC | Causapscal | 2.4 |
| QC | Chandler | 3.3 |
| QC | Châteauguay | 5.2 |
| QC | Chibougamau | 2.4 |
| QC | Chicoutimi | 10.7 |
| QC | Chisasibi | 2.0 |
| QC | Coaticook | 2.5 |
| QC | Côte-Des-Neiges N.-D.-G. (Montréal) | 12.0 |
| QC | Cowansville | 5.1 |
| QC | Dolbeau | 3.3 |
| QC | Donncona | 3.3 |
| QC | Drummondville | 9.8 |
| QC | Forestville | 2.4 |
| QC | Gaspé | 7.8 |
| QC | Granby | 4.2 |

| Région | Centre Service Canada | Total |
|--------|--------------------------------|-------|
| QC | Hull-Aylmer (Gatineau) | 16.4 |
| QC | Joliette | 5.7 |
| QC | La Malbaie | 3.1 |
| QC | La Pocatière | 2.1 |
| QC | La Tuque | 2.4 |
| QC | Lac Mégantic | 2.6 |
| QC | La Sarre | 2.6 |
| QC | Laval | 10.8 |
| QC | Lévis | 9.7 |
| QC | Longueuil | 14.1 |
| QC | Louiseville | 2.3 |
| QC | Magog | 4.7 |
| QC | Maniwaki | 3.8 |
| QC | Matane | 3.0 |
| QC | Mistissini | 1.3 |
| QC | Mont-Laurier | 3.3 |
| QC | Montmagny | 2.8 |
| QC | Montréal (Downtown) | 23.8 |
| QC | New Richmond | 5.0 |
| QC | Nunavik | 0.0 |
| QC | Parc-Extension | 7.6 |
| QC | Pointe-aux-Trembles (Montréal) | 4.8 |
| QC | Pointe-Claire (Montréal) | 6.3 |
| QC | Repentigny | 12.8 |
| QC | Rimouski | 8.6 |
| QC | Rivière-du-Loup | 3.9 |
| QC | Roberval | 2.6 |
| QC | Rouyn-Noranda | 9.0 |
| QC | Sainte-Foy (Québec) | 18.0 |
| QC | Saint-Georges | 6.2 |
| QC | Senneterre | 1.8 |
| QC | Sept-Îles | 7.1 |
| QC | Shawinigan | 7.3 |
| QC | Sherbrooke | 14.7 |
| QC | Sorel-Tracy | 2.2 |
| QC | Sainte-Agathe-des-Monts | 3.6 |
| QC | Sainte-Anne-des-Monts | 2.4 |
| QC | Sainte-Thérèse | 9.4 |
| QC | Saint-Eustache | 4.5 |
| QC | Saint-Hyacinthe | 8.0 |
| QC | Saint-Jean-sur-Richelieu | 5.4 |
| QC | Saint-Jérôme | 12.9 |
| QC | Saint-Léonard (Montréal) | 12.7 |
| QC | Terrebonne | 8.4 |
| QC | Thetford Mines | 4.5 |
| QC | Trois-Rivières | 12.3 |
| QC | Val-d'Or | 5.7 |
| QC | Valleyfield | 5.2 |
| QC | Vaudreuil-Dorion | 3.3 |
| QC | Lasalle | 2.9 |
| QC | Verdun | 7.3 |
| QC | Victoriaville | 5.3 |
| QC | Ville-Marie | 2.4 |
| ON | Ajax | 8.4 |
| ON | Arnprior | 2.6 |
| ON | Bancroft | 2.3 |
| ON | Barrie | 9.0 |
| ON | Belleville | 6.4 |
| ON | Bracebridge | 3.0 |
| ON | Brampton | 27.7 |
| ON | Brantford | 5.8 |
| ON | Brockville | 3.0 |
| ON | Burlington | 5.8 |
| ON | Cambridge | 4.0 |
| ON | Carleton Place | 3.2 |
| ON | Chatham-Kent | 5.4 |

| Région | Centre Service Canada | Total |
|--------|---------------------------|-------|
| ON | Cobourg | 3.0 |
| ON | Collingwood | 5.4 |
| ON | Cornwall | 6.4 |
| ON | Dryden | 2.8 |
| ON | Elliot Lake | 2.6 |
| ON | Espanola | 3.2 |
| ON | Fort Frances | 3.2 |
| ON | Gananoque | 4.0 |
| ON | Georgetown | 4.0 |
| ON | Geraldton | 1.3 |
| ON | Goderich | 2.0 |
| ON | Guelph | 6.7 |
| ON | Hamilton East | 11.1 |
| ON | Hamilton Main | 16.4 |
| ON | Hawkesbury | 4.0 |
| ON | Kapuskasing | 4.1 |
| ON | Kenora | 9.7 |
| ON | Kingston | 9.9 |
| ON | Kirkland Lake | 2.8 |
| ON | Kitchener | 13.6 |
| ON | Leamington | 3.8 |
| ON | Lindsay | 3.3 |
| ON | Listowel | 1.8 |
| ON | London | 15.9 |
| ON | Malton | 3.9 |
| ON | Marathon | 1.9 |
| ON | Markham | 10.6 |
| ON | Midland | 3.0 |
| ON | Milton | 4.4 |
| ON | Mississauga | 32.7 |
| ON | Napanee | 3.5 |
| ON | New Liskeard | 1.3 |
| ON | Newmarket | 12.5 |
| ON | Niagara Falls | 3.0 |
| ON | North Bay | 7.0 |
| ON | Oakville | 11.9 |
| ON | Orangeville | 3.5 |
| ON | Orillia | 2.7 |
| ON | Oshawa | 14.4 |
| ON | Ottawa East | 12.8 |
| ON | Ottawa Government Service | 4.7 |
| ON | Ottawa West | 12.3 |
| ON | Owen Sound | 5.6 |
| ON | Parry Sound | 2.9 |
| ON | Pembroke | 4.3 |
| ON | Perth | 2.4 |
| ON | Peterborough | 10.6 |
| ON | Picton | 4.4 |
| ON | Prescott | 3.8 |
| ON | Renfrew | 3.5 |
| ON | Richmond Hill | 25.4 |
| ON | Sarnia | 6.8 |
| ON | Sault Ste. Marie | 8.1 |
| ON | Simcoe | 3.1 |
| ON | Smiths Falls | 2.5 |
| ON | St. Catharines | 15.9 |
| ON | St. Thomas | 3.1 |
| ON | Stratford | 4.0 |
| ON | Sudbury | 9.6 |
| ON | Thunder Bay | 11.2 |
| ON | Tillsonburg | 2.6 |
| ON | Timmins | 8.5 |
| ON | Toronto - Centre | 12.4 |
| ON | Toronto - College Street | 20.5 |
| ON | Toronto - Gerrard Square | 7.7 |
| ON | Toronto - Malvern | 4.8 |

| Région | Centre Service Canada | Total |
|--------|-------------------------------|-------|
| ON | Toronto Etobicoke | 10.4 |
| ON | Toronto Lawrence Square | 18.1 |
| ON | Toronto Scarborough | 29.0 |
| ON | Toronto West Humber | 12.0 |
| ON | Toronto Willowdale | 5.9 |
| ON | Trenton | 3.3 |
| ON | Walkerton | 2.9 |
| ON | Wallaceburg | 1.7 |
| ON | Welland | 1.8 |
| ON | Windsor | 16.4 |
| ON | Woodstock | 3.0 |
| Ouest | Abbotsford | 16.3 |
| Ouest | Brandon | 10.6 |
| Ouest | Brooks | 2.6 |
| Ouest | Buffalo Narrows | 3.0 |
| Ouest | Burnaby | 10.4 |
| Ouest | Calgary East | 13.0 |
| Ouest | Calgary South | 8.5 |
| Ouest | Cambridge Bay | 3.0 |
| Ouest | Campbell River | 3.7 |
| Ouest | Camrose | 2.7 |
| Ouest | Canada Place | 23.7 |
| Ouest | Canmore | 1.3 |
| Ouest | Chilliwack | 6.0 |
| Ouest | Churchill | 0.1 |
| Ouest | Comox Valley | 5.5 |
| Ouest | Coquitlam | 11.1 |
| Ouest | Cowichan | 3.5 |
| Ouest | Cranbrook | 5.0 |
| Ouest | Dauphin | 4.1 |
| Ouest | Dawson Creek | 2.6 |
| Ouest | Edmonton Hermitage | 16.0 |
| Ouest | Edmonton Millbourne | 20.8 |
| Ouest | Edmonton Westlink | 14.8 |
| Ouest | Edson | 3.8 |
| Ouest | Estevan | 4.3 |
| Ouest | Flin Flon | 3.0 |
| Ouest | Fort McMurray | 5.5 |
| Ouest | Fort Simpson | 2.0 |
| Ouest | Fort Smith | 2.0 |
| Ouest | Grande Prairie | 8.8 |
| Ouest | Harry Hays | 13.4 |
| Ouest | Hay River | 2.4 |
| Ouest | Inuvik | 2.9 |
| Ouest | Iqaluit | 3.5 |
| Ouest | Kamloops | 11.7 |
| Ouest | Kelowna | 10.3 |
| Ouest | Kingsway | 10.5 |
| Ouest | La Ronge | 2.8 |
| Ouest | Langley | 9.3 |
| Ouest | Lethbridge | 11.4 |
| Ouest | Lloydminster | 4.3 |
| Ouest | Medicine Hat | 5.8 |
| Ouest | Melfort | 2.9 |
| Ouest | Moose Jaw | 4.3 |
| Ouest | Morden | 4.5 |
| Ouest | Nanaimo | 13.5 |
| Ouest | Nelson | 5.2 |
| Ouest | New Westminster | 6.8 |
| Ouest | North Battleford | 4.0 |
| Ouest | North Calgary | 8.1 |
| Ouest | North Vancouver - North Shore | 10.0 |
| Ouest | Penticton | 6.0 |
| Ouest | Port Alberni | 2.4 |
| Ouest | Portage la Prairie | 3.0 |
| Ouest | Powell River | 2.4 |

| Région | Centre Service Canada | Total |
|--------------|---------------------------|----------------|
| Ouest | Prince Albert | 7.3 |
| Ouest | Prince George | 9.6 |
| Ouest | Prince Rupert | 2.0 |
| Ouest | Quesnel | 1.8 |
| Ouest | Rankin Inlet | 2.7 |
| Ouest | Red Deer | 11.5 |
| Ouest | Regina | 14.2 |
| Ouest | Richmond | 10.5 |
| Ouest | Ridge Meadows | 5.8 |
| Ouest | Saint-Pierre-Jolys | 1.8 |
| Ouest | Salmon Arm | 2.7 |
| Ouest | Saskatoon | 14.2 |
| Ouest | Selkirk | 6.4 |
| Ouest | Slave Lake | 2.8 |
| Ouest | Smithers | 2.8 |
| Ouest | Squamish | 2.5 |
| Ouest | St. Paul | 3.8 |
| Ouest | Steinbach | 3.9 |
| Ouest | Surrey North | 11.0 |
| Ouest | Surrey South | 11.8 |
| Ouest | Swan River | 3.5 |
| Ouest | Swift Current | 2.7 |
| Ouest | Terrace | 5.1 |
| Ouest | The Pas | 3.2 |
| Ouest | Thompson | 4.0 |
| Ouest | Trail | 2.8 |
| Ouest | Vancouver - Sinclair | 10.6 |
| Ouest | Vancouver (West Broadway) | 10.9 |
| Ouest | Vanderhoof | 3.0 |
| Ouest | Vernon | 5.5 |
| Ouest | Victoria | 11.2 |
| Ouest | Victoria West Shore | 2.7 |
| Ouest | Weyburn | 3.8 |
| Ouest | Whitehorse | 6.6 |
| Ouest | Williams Lake | 2.3 |
| Ouest | Winnipeg | 12.2 |
| Ouest | Winnipeg North-East | 7.9 |
| Ouest | Winnipeg South-West | 5.9 |
| Ouest | Winnipeg St-Vital | 8.6 |
| Ouest | Yellowknife | 7.2 |
| Ouest | Yorkton | 5.6 |
| TOTAL | | 2,040.2 |

c) combien de centres sont en activité à l'heure actuelle;

Au 1er mai 2019, 317 centres Service Canada et 32 centres Service Canada - Services de passeport étaient en opération.

d) à quels endroits sont-ils situés et quel est le nombre d'ETP dans chacun d'eux;

Données en date du 31 mars 2019

| Région | Centre Service Canada | Total |
|--------|-----------------------|-------|
| ATL | Amherst | 3.4 |
| ATL | Antigonish | 4.5 |
| ATL | Bathurst | 6.4 |
| ATL | Bedford | 3.0 |
| ATL | Bridgewater | 5.4 |
| ATL | Campbellton | 4.2 |
| ATL | Caraquet | 2.5 |
| ATL | Charlottetown | 11.4 |
| ATL | Clareville | 5.4 |
| ATL | Corner Brook | 8.9 |
| ATL | Dalhousie | 2.1 |
| ATL | Dartmouth | 4.0 |

| Région | Centre Service Canada | Total |
|--------|-------------------------------------|-------|
| ATL | Digby | 3.1 |
| ATL | Edmundston | 6.2 |
| ATL | Fredericton | 8.8 |
| ATL | Gander | 5.7 |
| ATL | Glace Bay | 2.4 |
| ATL | Grand Falls | 2.8 |
| ATL | Grand Falls - Windsor | 5.3 |
| ATL | Guysborough | 2.0 |
| ATL | Halifax | 9.7 |
| ATL | Happy Valley | 3.7 |
| ATL | Harbour Grace | 5.0 |
| ATL | Inverness | 3.1 |
| ATL | Kentville | 4.3 |
| ATL | Labrador City | 4.2 |
| ATL | Marystown | 3.4 |
| ATL | Miramichi | 8.1 |
| ATL | Moncton | 12.9 |
| ATL | Montague | 2.8 |
| ATL | New Glasgow | 4.1 |
| ATL | North Sydney | 2.9 |
| ATL | O'Leary | 3.6 |
| ATL | Placentia | 2.6 |
| ATL | Port Aux Basques | 3.0 |
| ATL | Port Hawkesbury | 4.1 |
| ATL | Richibucto | 3.3 |
| ATL | Rocky Harbour | 2.3 |
| ATL | Saint John | 12.5 |
| ATL | Saint-Quentin | 1.9 |
| ATL | Shediac | 3.3 |
| ATL | Shelburne | 2.6 |
| ATL | Shippagan | 3.3 |
| ATL | Souris | 1.5 |
| ATL | Springdale | 2.7 |
| ATL | St. Anthony | 2.0 |
| ATL | St. John's | 11.9 |
| ATL | St. Stephen | 3.1 |
| ATL | Stephenville | 4.0 |
| ATL | Summerside | 5.5 |
| ATL | Sussex | 2.1 |
| ATL | Sydney | 9.3 |
| ATL | Tracadie - Sheila | 5.6 |
| ATL | Truro | 3.9 |
| ATL | Windsor | 3.2 |
| ATL | Woodstock | 4.4 |
| ATL | Yarmouth | 5.8 |
| QC | Alma | 4.5 |
| QC | Amos | 2.7 |
| QC | Asbestos | 2.4 |
| QC | Baie Comeau | 4.5 |
| QC | Brossard | 15.4 |
| QC | Campbell's Bay | 1.4 |
| QC | Cap-aux-Meules | 2.9 |
| QC | Causapscal | 2.1 |
| QC | Chandler | 3.0 |
| QC | Châteauguay | 6.2 |
| QC | Chibougamau | 2.1 |
| QC | Chicoutimi | 15.7 |
| QC | Chisasibi | 2.0 |
| QC | Coaticook | 2.4 |
| QC | Côte-Des-Neiges N.-D.-G. (Montréal) | 9.1 |
| QC | Cowansville | 4.5 |
| QC | Dolbeau | 2.6 |
| QC | Donnacona | 2.6 |
| QC | Drummondville | 7.8 |
| QC | Forestville | 2.4 |
| QC | Gaspé | 7.6 |

| Région | Centre Service Canada | Total |
|--------|--------------------------------|-------|
| QC | Granby | 4.4 |
| QC | Hull-Aylmer (Gatineau) | 14.8 |
| QC | Joliette | 7.0 |
| QC | La Cité-Limoilou | 8.3 |
| QC | La Malbaie | 2.6 |
| QC | La Pocatière | 2.4 |
| QC | La Sarre | 2.7 |
| QC | La Tuque | 2.2 |
| QC | Lac Mégantic | 2.1 |
| QC | Laval | 15.0 |
| QC | Lévis | 10.1 |
| QC | Longueuil | 14.5 |
| QC | Louiseville | 2.2 |
| QC | Magog | 5.3 |
| QC | Maniwaki | 3.0 |
| QC | Matane | 3.3 |
| QC | Mistissini | 0.8 |
| QC | Mont-Laurier | 3.9 |
| QC | Montmagny | 2.6 |
| QC | Montréal (Downtown) | 26.1 |
| QC | New Richmond | 5.9 |
| QC | Parc-Extension | 9.2 |
| QC | Pointe-aux-Trembles (Montréal) | 5.1 |
| QC | Pointe-Claire (Montréal) | 7.1 |
| QC | Repentigny | 8.9 |
| QC | Rimouski | 9.0 |
| QC | Rivière-du-Loup | 3.1 |
| QC | Roberval | 3.1 |
| QC | Rouyn-Noranda | 8.5 |
| QC | Sainte-Agathe-des-Monts | 3.5 |
| QC | Sainte-Anne-des-Monts | 2.4 |
| QC | Sainte-Foy (Québec) | 17.5 |
| QC | Sainte-Thérèse | 7.9 |
| QC | Saint-Eustache | 4.9 |
| QC | Saint-Georges | 6.8 |
| QC | Saint-Hyacinthe | 7.7 |
| QC | Saint-Jean-sur-Richelieu | 7.7 |
| QC | Saint-Jérôme | 10.7 |
| QC | Saint-Léonard (Montréal) | 10.6 |
| QC | Senneterre | 2.0 |
| QC | Sept-Îles | 5.9 |
| QC | Shawinigan | 6.5 |
| QC | Sherbrooke | 14.1 |
| QC | Sorel-Tracy | 2.6 |
| QC | Terrebonne | 7.5 |
| QC | Thetford Mines | 5.1 |
| QC | Trois-Rivières | 11.5 |
| QC | Val-d'Or | 4.6 |
| QC | Valleyfield | 4.6 |
| QC | Vaudreuil-Dorion | 4.6 |
| QC | Verdun | 7.4 |
| QC | Victoriaville | 5.2 |
| QC | Ville-Marie | 2.1 |
| ON | Ajax | 9.2 |
| ON | Arnprior | 2.4 |
| ON | Bancroft | 2.2 |
| ON | Barrie | 10.8 |
| ON | Belleville | 4.3 |
| ON | Bracebridge | 2.6 |
| ON | Brampton | 25.4 |
| ON | Brantford | 5.9 |
| ON | Brockville | 4.2 |
| ON | Burlington | 7.0 |
| ON | Cambridge | 5.7 |
| ON | Carleton Place | 1.9 |
| ON | Chatham-Kent | 6.9 |

| Région | Centre Service Canada | Total |
|--------|---------------------------|-------|
| ON | Cobourg | 3.0 |
| ON | Collingwood | 4.4 |
| ON | Cornwall | 5.5 |
| ON | Dryden | 2.2 |
| ON | Elliot Lake | 2.4 |
| ON | Espanola | 2.2 |
| ON | Fort Frances | 2.2 |
| ON | Gananoque | 2.6 |
| ON | Georgetown | 4.7 |
| ON | Geraldton | 0.8 |
| ON | Goderich | 2.0 |
| ON | Guelph | 7.0 |
| ON | Hamilton East | 10.9 |
| ON | Hamilton Main | 14.1 |
| ON | Hawkesbury | 3.7 |
| ON | Kapuskasing | 3.0 |
| ON | Kenora | 9.6 |
| ON | Kingston | 13.4 |
| ON | Kirkland Lake | 2.9 |
| ON | Kitchener | 12.7 |
| ON | Leamington | 4.0 |
| ON | Lindsay | 3.4 |
| ON | Listowel | 2.7 |
| ON | London | 14.6 |
| ON | Malton | 20.9 |
| ON | Marathon | 2.0 |
| ON | Markham | 12.0 |
| ON | Midland | 2.0 |
| ON | Milton | 4.1 |
| ON | Mississauga | 20.7 |
| ON | Napanee | 2.5 |
| ON | New Liskeard | 2.0 |
| ON | Newmarket | 16.1 |
| ON | Niagara Falls | 5.1 |
| ON | North Bay | 7.1 |
| ON | Oakville | 11.7 |
| ON | Orangeville | 3.5 |
| ON | Orillia | 3.9 |
| ON | Oshawa | 15.1 |
| ON | Ottawa East | 13.8 |
| ON | Ottawa Government Service | 5.4 |
| ON | Ottawa West | 11.9 |
| ON | Owen Sound | 5.9 |
| ON | Parry Sound | 2.2 |
| ON | Pembroke | 2.8 |
| ON | Perth | 3.8 |
| ON | Peterborough | 9.6 |
| ON | Picton | 2.0 |
| ON | Prescott | 0.4 |
| ON | Renfrew | 3.1 |
| ON | Richmond Hill | 21.0 |
| ON | Sarnia | 8.0 |
| ON | Sault Ste. Marie | 9.0 |
| ON | Simcoe | 1.9 |
| ON | Smiths Falls | 2.1 |
| ON | St. Catharines | 10.8 |
| ON | St. Thomas | 4.8 |
| ON | Stratford | 2.8 |
| ON | Sudbury | 9.9 |
| ON | Thunder Bay | 10.5 |
| ON | Tillsonburg | 2.5 |
| ON | Timmins | 5.8 |
| ON | Toronto - College Street | 19.7 |
| ON | Toronto - Gerrard Square | 9.9 |
| ON | Toronto - Malvern | 4.2 |
| ON | Toronto City Hall | 1.5 |

| Région | Centre Service Canada | Total |
|--------|-------------------------------|-------|
| ON | Toronto Etobicoke | 12.4 |
| ON | Toronto Lawrence Square | 22.4 |
| ON | Toronto Scarborough | 27.0 |
| ON | Toronto West Humber | 11.2 |
| ON | Trenton | 2.7 |
| ON | Walkerton | 2.1 |
| ON | Wallaceburg | 1.9 |
| ON | Welland | 3.0 |
| ON | Windsor | 12.5 |
| ON | Woodstock | 4.5 |
| Ouest | Abbotsford | 14.4 |
| Ouest | Brandon | 10.1 |
| Ouest | Brooks | 2.6 |
| Ouest | Buffalo Narrows | 2.4 |
| Ouest | Burnaby | 10.8 |
| Ouest | Calgary Centre | 43.2 |
| Ouest | Calgary Royal Vista | 11.2 |
| Ouest | Calgary One Executive Place | 9.3 |
| Ouest | Calgary Temple Crossing | 15.0 |
| Ouest | Cambridge Bay | 2.4 |
| Ouest | Campbell River | 3.9 |
| Ouest | Camrose | 3.5 |
| Ouest | Canmore | 2.1 |
| Ouest | Chilliwack | 8.3 |
| Ouest | Comox Valley | 6.3 |
| Ouest | Coquitlam | 10.4 |
| Ouest | Cowichan | 4.1 |
| Ouest | Cranbrook | 5.3 |
| Ouest | Dauphin | 2.9 |
| Ouest | Dawson City | 0.5 |
| Ouest | Dawson Creek | 0.0 |
| Ouest | Edmonton Canada Place | 21.1 |
| Ouest | Edmonton Hermitage | 16.6 |
| Ouest | Edmonton Millbourne | 17.1 |
| Ouest | Edmonton Westlink | 18.1 |
| Ouest | Edson | 3.4 |
| Ouest | Estevan | 3.0 |
| Ouest | Flin Flon | 2.0 |
| Ouest | Fort McMurray | 5.1 |
| Ouest | Fort Simpson | 2.0 |
| Ouest | Fort Smith | 1.9 |
| Ouest | Grande Prairie | 12.2 |
| Ouest | Hay River | 2.7 |
| Ouest | Inuvik | 3.0 |
| Ouest | Iqaluit | 2.4 |
| Ouest | Kamloops | 10.2 |
| Ouest | Kelowna | 7.3 |
| Ouest | La Ronge | 3.7 |
| Ouest | Langley | 7.7 |
| Ouest | Lethbridge | 11.1 |
| Ouest | Lloydminster | 4.1 |
| Ouest | Medicine Hat | 7.0 |
| Ouest | Melfort | 2.9 |
| Ouest | Moose Jaw | 4.4 |
| Ouest | Morden | 4.0 |
| Ouest | Nanaimo | 13.8 |
| Ouest | Nelson | 4.8 |
| Ouest | New Westminster | 7.8 |
| Ouest | North Battleford | 3.4 |
| Ouest | North Vancouver - North Shore | 9.9 |
| Ouest | Notre-Dame-De-Lourdes | 0.0 |
| Ouest | Penticton | 4.6 |
| Ouest | Port Alberni | 2.1 |
| Ouest | Portage la Prairie | 2.6 |
| Ouest | Powell River | 2.3 |
| Ouest | Prince Albert | 7.8 |

| Région | Centre Service Canada | Total |
|--------------|---------------------------|----------------|
| Ouest | Prince George | 9.1 |
| Ouest | Prince Rupert | 1.8 |
| Ouest | Quesnel | 0.9 |
| Ouest | Rankin Inlet | 2.7 |
| Ouest | Red Deer | 15.5 |
| Ouest | Regina | 12.5 |
| Ouest | Richmond | 9.1 |
| Ouest | Ridge Meadows | 7.2 |
| Ouest | Saint-Pierre-Jolys | 1.9 |
| Ouest | Salmon Arm | 3.0 |
| Ouest | Saskatoon | 14.7 |
| Ouest | Selkirk | 4.6 |
| Ouest | Slave Lake | 2.6 |
| Ouest | Smithers | 2.0 |
| Ouest | Squamish | 3.4 |
| Ouest | St. Paul | 3.9 |
| Ouest | Steinbach | 2.5 |
| Ouest | Surrey North | 13.7 |
| Ouest | Surrey South | 11.8 |
| Ouest | Swan River | 3.0 |
| Ouest | Swift Current | 2.8 |
| Ouest | Terrace | 4.8 |
| Ouest | The Pas | 3.1 |
| Ouest | Thompson | 3.0 |
| Ouest | Trail | 1.5 |
| Ouest | Vancouver - Sinclair | 14.4 |
| Ouest | Vancouver (West Broadway) | 9.8 |
| Ouest | Vancouver East | 9.6 |
| Ouest | Vanderhoof | 2.0 |
| Ouest | Vernon | 4.2 |
| Ouest | Victoria | 9.5 |
| Ouest | Victoria West Shore | 3.0 |
| Ouest | Weyburn | 3.3 |
| Ouest | Whitehorse | 4.5 |
| Ouest | Williams Lake | 1.7 |
| Ouest | Winnipeg Portage Place | 17.7 |
| Ouest | Winnipeg Rivergrove | 8.6 |
| Ouest | Winnipeg Crestview | 4.0 |
| Ouest | Winnipeg St-Vital | 9.2 |
| Ouest | Yellowknife | 5.2 |
| Ouest | Yorkton | 5.2 |
| TOTAL | | 2,019.7 |

| Région | Centre Service Canada - Services de passeport | Total |
|--------|-----------------------------------------------|-------|
| ATL | Fredericton | 8.2 |
| ATL | Halifax | 17.7 |
| ATL | St. John's | 8.4 |
| QC | Gatineau | 9.9 |
| QC | Laval | 34.8 |
| QC | Montréal | 44.7 |
| QC | Pointe-Claire | 13.0 |
| QC | Québec | 30.0 |
| QC | Saint-Laurent | 36.8 |
| ON | Brampton | 35.7 |
| ON | Hamilton | 23.5 |
| ON | Kitchener | 24.7 |
| ON | London | 20.0 |
| ON | Mississauga | 42.5 |
| ON | North York | 36.0 |
| ON | Ottawa | 21.5 |
| ON | Scarborough | 36.8 |
| ON | St. Catharines | 17.2 |
| ON | Thunder Bay | 6.0 |
| ON | Toronto | 34.6 |
| ON | Whitby | 32.8 |
| ON | Windsor | 15.7 |
| Ouest | Calgary Sundance | 22.3 |

| Région | Centre Service Canada - Services de passeport | Total |
|-------------|-----------------------------------------------|---------|
| Ouest | Edmonton | 34.3 |
| Ouest | Kelowna | 10.7 |
| Ouest | Regina | 12.8 |
| Ouest | Richmond | 15.8 |
| Ouest | Saskatoon | 10.8 |
| Ouest | Surrey | 36.8 |
| Ouest | Vancouver | 29.4 |
| Ouest | Victoria | 15.9 |
| Ouest | Winnipeg | 24.9 |
| TOTAL | | 764.2 |
| GRAND TOTAL | | 2,783.9 |

- e) quels bureaux ont modifié leurs heures de service depuis le 4 novembre 2015;
- f) pour chaque bureau ayant modifié ses heures, quelles étaient les heures de service
- (i) au 4 novembre 2015
- (ii) au 1^{er} mai 2019

Depuis le 4 novembre 2015, 131 bureaux ont modifié leurs heures de service:

Centre Service Canada

| Nom du point de service | Province ou territoire | Heures de service Mai 2019 | Heures de service novembre 2015 |
|-----------------------------|------------------------|----------------------------------------------------------------------|----------------------------------------------------------------|
| Calgary Centre | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Calgary Royal Vista | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Calgary One Executive Place | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Calgary Temple Crossing | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Camrose | Alberta | lundi, mardi, jeudi and vendredi 8:30 am - 4:00 pm | lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm |
| Canmore | Alberta | lundi - jeudi 8:30 am - 4:00 pm fermé: 12:30 pm - 1:00 pm | lundi - jeudi 8:30 am - 4:00 pm |
| Edmonton Westlink | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:15 am - 4:30 pm |
| Edson | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Fort McMurray | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Grande Prairie | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:15 am - 4:30 pm |
| St. Paul | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:15 am - 4:30 pm |
| Campbell River | Colombie-Britannique | lundi au vendredi 8:30 am - 4:00 pm fermé: 11:30am - 12:30pm | lundi au vendredi 8:30 am - 4:00 pm |
| Cowichan | Colombie-Britannique | lundi au vendredi 8:30 am - 4:00 pm fermé: 11:30- 12:30pm | lundi au vendredi 8:30 am - 4:00 pm |
| Prince Rupert | Colombie-Britannique | mardi - vendredi 8:30 am - 4:00 pm fermé: 12:00- 1:00pm | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00- 1:00pm |
| Smithers | Colombie-Britannique | lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 pm - 1:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Terrace | Colombie-Britannique | lundi au vendredi 8:30 am - 4:00 pm fermé: 11:30 am - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Brandon | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |

| Nom du point de service | Province ou territoire | Heures de service Mai 2019 | Heures de service novembre 2015 |
|-------------------------|---------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Dauphin | Manitoba | lundi, mardi, jeudi and vendredi 8:30 am - 4:00 pm | lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm |
| Flin Flon | Manitoba | lundi, mardi, jeudi and vendredi 8:30 am - 4:00 pm | lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm fermé: 12:00 - 1:00pm |
| Morden | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Notre-Dame-De-Lourdes | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Portage la Prairie | Manitoba | lundi , Wednesday, jeudi and vendredi 8:30am au 4:00pm | lundi , Wednesday, jeudi and vendredi 8:30 am - 4:30 pm |
| Selkirk | Manitoba | lundi, mardi and vendredi 8:30 am - 4:00 pm | lundi, mardi and vendredi 8:30 am - 4:30 pm |
| Steinbach | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Saint-Pierre-Jolys | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Swan River | Manitoba | lundi, mardi, mercredi and vendredi 8:30 am - 4:00 pm | lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm |
| The Pas | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 - 1:00pm |
| Thompson | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 - 1:00 pm |
| Winnipeg St-Vital | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Bathurst | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Campbellton | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Caraquet | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Dalhousie | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Edmundston | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Fredericton | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Grand Falls | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Miramichi | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Moncton | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Richibucto | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Saint John | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Saint-Quentin | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Shediac | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Shippagan | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| St. Stephen | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Sussex | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Tracadie - Sheila | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Woodstock | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Fort Simpson | Territoires du Nord-Ouest | lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 pm au 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |

| Nom du point de service | Province ou territoire | Heures de service Mai 2019 | Heures de service novembre 2015 |
|---------------------------|---------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|
| Fort Smith | Territoires du Nord-Ouest | lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Hay River | Territoires du Nord-Ouest | lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Inuvik | Territoires du Nord-Ouest | lundi au vendredi 8:30 am - 4:30 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Yellowknife | Territoires du Nord-Ouest | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Amprior | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Bancroft | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Bracebridge | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Carleton Place | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Cobourg | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm |
| Dryden | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Elliot Lake | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Espanola | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Fort Frances | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Gananoque | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Geraldton | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Goderich | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Kapuskasing | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Kirkland Lake | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 5:00 pm |
| Leamington | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Marathon | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Midland | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Napanee | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| New Liskeard | Ontario | lundi au vendredi 8:30 am - 5:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Orillia | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Ottawa Government Service | Ontario | lundi au vendredi 8:30 am - 5:00 pm | lundi au vendredi 8:30 am - 4:00 pm |

| Nom du point de service | Province ou territoire | Heures de service Mai 2019 | Heures de service novembre 2015 |
|-------------------------|------------------------|-----------------------------------------------------------------------------|------------------------------------------------|
| Parry Sound | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Pembroke | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Perth | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Picton | Ontario | lundi au vendredi 8:30 am - 5:00 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Renfrew | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Simcoe | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Smiths Falls | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| St. Thomas | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Tillsonburg | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Trenton | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Walkerton | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Wallaceburg | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Welland | Ontario | lundi au vendredi 8:30 am - 4:00 pm fermé: 12:00 pm - 12:30 pm | lundi au vendredi 8:30 am - 4:00 pm |
| Chicoutimi | Québec | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Estevan | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| La Ronge | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| Melfort | Saskatchewan | lundi, mardi, jeudi and vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| Moose Jaw | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| North Battleford | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| Prince Albert | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| Regina | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 5:00 pm |
| Saskatoon | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| Swift Current | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| Weyburn | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| Yorkton | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:15 pm |
| Dawson City | Yukon | mardi, mercredi and jeudi 9:00 am - 4:30 pm fermé: 12:00 pm - 1:00 pm | mardi, mercredi and jeudi 9:00 am - 4:30 pm |

Centre Service Canada – Services de Passeport

| Nom du point de service | Province ou territoire | Heures de service Mai 2019 | Heures de service Mars 2016 |
|-------------------------|-------------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Calgary Sundance | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 5:30 pm |
| Edmonton | Alberta | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 7:30 am - 5:00 pm |
| Kelowna | Colombie-Britannique | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:00 am - 5:00 pm |
| Regina | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Richmond | Colombie-Britannique | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 5:30 pm |
| Saskatoon | Saskatchewan | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Surrey | Colombie-Britannique | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Vancouver | Colombie-Britannique | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 7:30 am - 4:30 pm |
| Fredericton | Nouveau-Brunswick | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| St. John's | Terre-Neuve-et-Labrador | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Halifax | Nouvelle-Écosse | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Brampton | Ontario | lundi au vendredi 8:30 am - 4:00 pm samedi 9:00 am - 12:00 pm | lundi au vendredi 8:00 am - 4:30 pm samedi 9:00 am - 12:00 pm |
| Hamilton | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Kitchener | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| London | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Mississauga | Ontario | lundi au vendredi 8:00 am - 4:00 pm | lundi au vendredi 8:00 am - 4:30 pm |
| North York | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:00 am - 4:30 pm |
| Ottawa | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 7:30 am - 4:30 pm |
| Scarborough | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:00 am - 4:30 pm |
| St. Catharines | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Thunder Bay | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Toronto | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:00 am - 4:30 pm |
| Whitby | Ontario | lundi au vendredi 8:30 am - 4:00 pm samedi 9:00 am - 12:00 pm | lundi au vendredi 8:00 am - 4:30 pm samedi 9:00 am - 12:00 pm |
| Windsor | Ontario | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Gatineau | Québec | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |
| Laval | Québec | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 7:30 am - 4:30 pm |
| Montréal | Québec | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 7:30 am - 4:30 pm |
| Pointe-Claire | Québec | lundi au vendredi 8:30 am - 4:00 pm samedi 9:00 am - 4:30 pm | lundi au vendredi 8:30 am - 4:30 pm samedi 9:00 am - 4:30 pm |
| Québec | Québec | lundi au vendredi 8:30 am - 4:00 pm | lundi, mardi, jeudi and vendredi 8:30 am - 4:30 pm mercredi 9:30 am - 4:30 pm |
| Saint-Laurent | Québec | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 7:30 am - 4:30 pm |
| Victoria | Colombie-Britannique | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 5:00 pm |
| Winnipeg | Manitoba | lundi au vendredi 8:30 am - 4:00 pm | lundi au vendredi 8:30 am - 4:30 pm |