

Passport Fees***24-page passport or equivalent**

Country	Years Valid	Fee(C\$)
Canada	5	35.00
United States	10	87.56
France	5	91.00
United Kingdom	10	38.34
Australia	10	102.00
Japan	5	88.00
Sweden	10	54.00
Mexico	5	114.52
New Zealand	10	65.09
Spain	10	15.80
Italy	10	5.15

* as of October 1994

Productivity

Productivity is defined as the number of travel documents issued per person-year. There are two variations of the productivity rate: the first takes into account overhead; the second includes production personnel only.

The overall productivity of the Passport Office in 1993-94 reached 2,655 passports per person-year, up seven per cent over the previous year and 4.1 per cent above the Business Plan. The productivity rate of production personnel reached 3,614 passports per person-year, 13 per cent over the previous year, and 0.7 per cent more than the Business Plan predicted.

The excellent performance of operations is partly a result of the Agency's stringent utilization of resources, and also of the explosion of demand for travel documents in the final third of the fiscal year. Other factors are the successful implementation of the Security Enhancement Plan, the introduction of simplified routines, and the increased decision-making authority given to employees.

Again this year, the Passport Office was involved in activities requiring a high investment of human resources: three new offices opened in Ontario, many others were renovated or moved, and work descriptions were revised for the whole organization in support of a government-wide initiative. Other activities requiring increased personnel were the mail-in service for Canadians living in the United States, and the Technology Enhancement Plan.

All sections contributed to the high productivity of the Office. The Ontario and Western operations saw the strongest growth, with 11.7 per cent and 15.4 per cent respectively.

Revenue

In 1993-94, revenues reached \$46.5 million, an increase of \$2.4 million over the previous fiscal year. This increase was due to a 6.2 per cent increase in volume.

