

## **TABLE OF CONTENTS**

<b>MESSAGE FROM THE CHIEF EXECUTIVE OFFICER</b> .....	3
<b>HIGHLIGHTS</b> .....	5
<b>CHAPTER 1 WHO WE ARE AND WHAT WE DO</b> .....	7
Our Mission and Our Philosophy .....	7
Special Operating Agency Status .....	7
Organization .....	8
The Travel Documents .....	12
The Canadian Travel Documents .....	12
Are You Being Served? .....	13
The Challenge .....	15
<b>CHAPTER 2 A YEAR OF ACCOMPLISHMENT</b> .....	17
Performance Indicators .....	19
Volume .....	19
Productivity .....	21
Revenue .....	21
Expenditures .....	22
Eastern Operations .....	22
Ontario Operations .....	23
Central Operations .....	25
Western Operations .....	26
Strategic Planning .....	27
Management Services .....	28
Human Resources Services .....	29
Finance and Administration .....	30
Security and Foreign Operations .....	32
<b>CHAPTER 3 BUILDING FOR THE FUTURE</b> .....	35
<b>CHAPTER 4 FINANCIAL PERFORMANCE</b> .....	37
Management Report .....	37
Financial Statements .....	38
<b>APPENDIX A ADVISORY BOARD</b> .....	43
<b>APPENDIX B PASSPORT OFFICE LOCATIONS IN CANADA</b> .....	44