

## Security and integrity of travel documents

The integrity of travel documents and the security of the eligibility process are essential both for the Passport Office and for the bearers of Canadian documents.

For the bearers, the integrity of the documents and the security of the eligibility process help to make the inspections carried out by foreign customs officers more efficient. In fact, Canadian travel documents and the inherent checking and eligibility processes are well known to foreign customs officers. Canadians are quickly allowed entry into foreign countries.

For the Passport Office, integrity and security are certainly important at the stage of processing the application, but they also apply to everything that is done in the Passport Office, from the design of the passport to internal and external communications; from a regional office to foreign missions. The cost-effective measures that a public service organization like ours is required to take cannot be considered without first undertaking a study of their impact on security. The Passport Office works closely with other governments, other government departments, and with international organizations in reacting to security issues. Through constant vigilance, the Passport Office ensures that the trust placed in Canadian travel documents by travellers around the world will always be deserved.

## Clients

The Passport Office deals with a volume of approximately 2.9 million client transactions annually. Whether this involves processing a passport application or an inquiry, the Passport Office must be able to deliver approximately 11,000 transactions each working day. This number will increase over the next few years.

Today, almost 25 percent of Canadians hold a valid passport, which is evidence of continuous growth since 1990, the figure for that year being 18.8 percent. Note, however, that this growth tapers off whenever there is a recession.

A study of Canadians travelling abroad by the Canadian Tourism Research Institute of the Conference Board of Canada, shows that the disposable personal income of these travellers (who accordingly bear passports)<sup>1</sup> is greater than the average. Note also that people aged 55 and over are more likely to travel abroad, since the financial obligations of many of them may not be as burdensome as those of younger people.

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<sup>1</sup> Travel Forecasts 2000: Twenty-one Questions for the 21<sup>st</sup> century. There has always been a close link between the rate of growth in the number of Canadian passengers on international airlines (except for travel to the United States), and the growth in demand for passports.  
Passport Office