

quality of service and cost-effectiveness. These three areas are constantly used as a measurement of our success. The fourth and fifth areas of concern, which are very important to our goals, are difficult to measure. The fourth: to acknowledge the importance of our people, who, in turn, make our organization a recognizable and respected success. The fifth: to strive towards interdepartmental and intergovernmental cooperation.

From ice storms to postal strikes, this year challenged us, but we have yet again managed change effectively. We have weathered minor storms and we have led the Passport Office into unknown territory with greater achievements in technology, security, financial administration, organization, human resources, financial planning and new services. Through effective development, refinement and consistent improvements, the effective management of the five elements has had a direct influence on our success as an organization.

OUR TRAVEL DOCUMENT SERVICES

Most Canadians are familiar with the blue 24-page passport. It is currently issued to over six million Canadian citizens and is used for occasional travel, such as vacations and business trips. It accounts for 98 percent of all travel documents issued. The passport is valid for five years. Children under 16 may be added to a parent's passport or they may have their own.

The 48-page passport very closely resembles the 24-page passport, but its extra pages make it more convenient for frequent travellers, such as business people.

In addition to these documents, the Passport Office issues burgundy coloured Diplomatic Passports to Canadian diplomats, top-ranking government officials, diplomatic couriers and to private citizens nominated as official delegates to diplomatic international conferences.

The Office also issues green coloured Special Passports to people representing the Canadian government on official business. These include members of the Privy Council who are not members of the Cabinet, Members of Parliament, provincial Cabinet members, public servants and private citizens nominated to conferences that are not diplomatic in nature.

Diplomatic or Special Passports may be provided to the families of officials if they are also travelling at public expense. The Minister of the Department of Foreign Affairs and International Trade (DFAIT) determines eligibility. Diplomatic and Special Passports are valid for five years, but entitlement to them ends upon termination of the official status of the bearer or on the date of the termination of the official duty. When the entitlement ceases, the passport must be returned to the Passport Office.

Canadians stranded abroad may be issued replacement or emergency passports by Canadian diplomatic and consular missions on behalf of the Passport Office.

Refugee Travel Documents are issued to persons who have been determined by Citizenship and Immigration Canada to be refugees under the 1951 United Nations Convention on the Status of Refugees and are legally landed (or on a Minister's permit pending landing) in Canada. Refugee Travel Documents are endorsed for travel to all countries, except the holder's country of origin. They are valid for two years but may be extended for an additional period of one or two years, to a maximum of five years.