

500 PLANNED ACTIVITIES FOR 1991-92

510 MANAGEMENT PLAN

The forecast of 1,235,000 passports for 1991-92 is based upon Transport Canada Aviation Forecasts "Top 9" Airports projection of a 4% increase in the number of international air passengers (excluding transborder or U.S.A.). The forecast is taking into account changes in aggregate measures such as adult population, personal disposable income, gross domestic product and average blended airfares. A regression analysis has demonstrated historical correlations between the demand for passports and demand for international air trips (for countries other than U.S.A.).

As the budget of 460 person-years is based on a forecasted total volume of 1,235,000 passports in 1991-92, actual person-year consumption will be controlled in response to actual demand using the productivity rate. Person-year levels will be negotiated and allocated within the Passport Office by cost centre.

The Passport Office's record of quiet achievement and of having established international confidence in the Canadian passport will be perpetuated with the introduction of a new and more secure passport that is being developed in-house. A future information record access system beyond 1991 to 1994 will support policy plans to allow the Passport Office, with full confidence, to accept previous Canadian machine readable passports as documentary evidence of citizenship for citizens to obtain a new passport.

The Passport Office continues to monitor the geographical distribution of applicants to identify potential quality of service improvements to Canadians through the opening of additional Passport offices, subject to confirmation of present indications that such locations would ensure economically viable operations as required by subsection 4.11 of the Framework Document.

The Passport Office will continue to review with the department quality of service opportunities with respect to passport applications sourced abroad in particular the viability of processing in Canada applications filed by Canadians in the U.S.A.

The Passport Office will establish an Advisory Board to review and advise on proposed strategic directions, review official documents and recommend the approval of corporate documents to the appropriate authorities.

520 PERSONNEL PLAN

In the 1990-91 Business Plan, the Personnel Plan emphasized effective staffing and specialized training as essential ingredients in the general management strategy to ensure the highest possible level of service. For 1991-92, the emphasis will not change, although the implementation process will reflect further developments in management philosophy and organization. Specifically, the creation of the Passport Office Management Committee System will have a strong and positive impact on the development of personnel policy,