
PASSPORT SERVICES

Approximately 70 480 passports were issued outside Canada, a decrease of 4.5 percent from 1989/90. In Canada, 1 197 347 passports were issued, a 10.6 percent increase over the previous year. There are about 5.6 million passports in circulation.

In December 1989, the government announced the establishment of five new Special Operating Agencies, including the Passport Office. The introduction of Special Operating Agencies was to promote cost-effective and more businesslike service delivery; to improve service to the customer; to demonstrate government action and concern for efficient management; and to promote innovation and initiative in service delivery.

The Passport Office has long been committed to providing a quality product with quality service at reasonable cost. On April 1, 1990, it was given official recognition as a Special Operating Agency with a Framework Document and Business Plan

containing more flexibility and authority for management. As a Special Operating Agency, the Passport Office must publish a separate Annual Report, the first of which was published in November 1991.

The Passport Office realized the following improvements:

- it increased the productivity rate to 2 754 passports per person-year (exceeding the approved standard productivity rate of 2 650);
- its larger passport offices extended client service hours by 16.5 percent;
- it negotiated a cost-effective and more secure postal service which reduced the delivery time of passports to applicants using the mail-in service by an average of five days; and
- it developed a new, more secure, passport prototype to be issued once system reliability and cost effectiveness have been assured.

PRIVATE INTERNATIONAL LAW

The Department offers a variety of services to assist litigants in legal proceedings that have both a Canadian and a foreign element. These services are offered under a framework of treaties, conventions and arrangements between Canada and other countries. The Department's booklet, *International Judicial Cooperation*, describes these services in detail.

Canada has treaties on legal proceedings in civil and commercial matters with 19 countries. These treaties create channels for the service of legal

documents and the taking of evidence in civil cases, either in Canada at the request of foreign litigants, or abroad at the request of Canadians.

In 1988, Canada became party to the 1965 Hague Convention on Service Abroad of Judicial and Extrajudicial Documents in Civil or Commercial Matters. This Convention creates a simplified channel for service of documents in the 28 other countries party to the Convention. The Convention came into force for Canada on May 1, 1989.