

OUR PRODUCTS AND SERVICES

Passport Security and Integrity

Canadians make approximately 4 million trips abroad every year. They also make about 14 million overnight visits to the United States, including more than 2.5 million business trips. The relative ease and freedom that Canadians enjoy crossing international borders is due to the high esteem in which the Canadian passport is held. Maintaining the integrity of the passport is of paramount importance to us. We are vigilant about ensuring that all Canadian travel documents conform to or exceed specifications concerning the format, issuance and integrity of international travel documents.

The reputation of the Canadian passport makes it a target for people who want to abuse its privileges. Passport fraud includes attempts to obtain a passport by using another person's identity, by altering the passport booklet, or by counterfeiting the document.

Security measures include hidden features in the passport booklet and training our examiners to detect fraudulent applications.

To assist in the effort to curb imposters and fraudulent passports, all passport holders are required to report any lost or stolen passports to police and the Passport Office. Working closely with Interpol, the Passport Office uses a system to track and report lost

Security measures include hidden features in the passport booklet and training our examiners to detect fraudulent applications.

or stolen documents. We also participate in international conferences to design strategies for detecting and preventing use of fraudulent travel documents.

Our corporate structure, policies, processes, communications, training and client services are all designed with security as a priority. To keep on top of international security issues, the Passport

Office maintains working relationships with the International Civil Aviation Organization and the International Standards Organization. Our Security, Policy and Entitlement division also provides consulting

and advisory services to other government departments concerning the security standards of their documents.

The Canadian Passport

There are approximately 8 million valid Canadian passports in circulation. The Passport Office issued about 1.83 million travel documents this year, a nine percent increase from the previous year. An average of about 870 passports are issued every working hour of the day.

Customer Service

We provide service to our customers at 29 public offices. Offices are open to the public at least 7.5 hours a day and for up to 9.5 hours in some metropolitan centres.