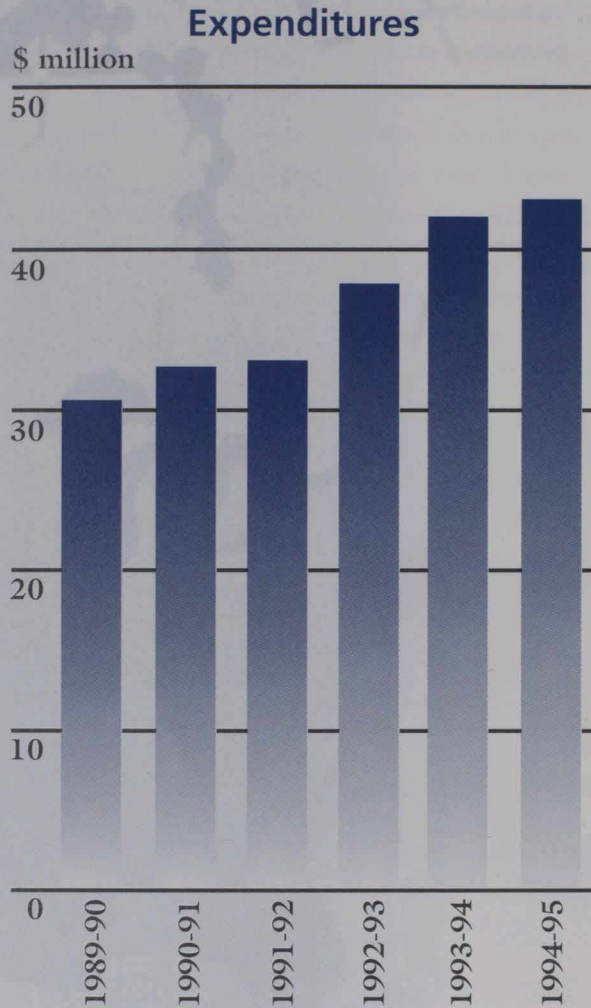


Expenditures

Total expenditures for the year were \$42.8 million, \$6.8 million lower than revenues for the year. The expenditures increased by \$1.5 million over the 1993-94 fiscal year. Salaries and employee benefits accounted for 49 per cent. Capital expenses were 3 per cent, and operations expenditures accounted for 48 per cent.



Central Operations

Central Operations is located in the National Capital Region and manages five points of service including issuing offices in Ottawa and Hull as well as Official Travel, Certificates of Identity and mail-in service. During the year, it issued 310,325 travel documents, up marginally over that of the previous year. The moderate growth in volume is attributed to the decrease in the number of applications issued by mail as a result of the opening of three new points of service in Ontario Operations in the previous year.

The Division's efforts to improve efficiency included moving its offices to new locations, introducing new technology, and improving the marketing of its services.

In September, the Ottawa office moved to larger and more functional quarters on the Sparks Street Mall. Hull staff was also relocated in improved quarters.

Central Operations provided its Mail Support Services with new technology to improve mail handling and accounting procedures.



Judy Barkley, Manager
Ottawa Office