



2.0 BUSINESS FRAMEWORK

2.1 Client

The Passport Office provides service directly to Canadians and is driven by the obligation to the Canadian public inherent in its mission. Our primary clients are members of the Canadian public and government officials who require the services we provide in facilitating movement across international borders. In addition, we provide services to, *inter alia*, other government departments and agencies, and the travel industry.

2.2 Products and Services

The Passport Office facilitates movement of the Canadian public across borders by offering a range of products and services. Our primary product is the Canadian passport. There are several categories of passport, including:

- ▶ 24-page passport;
- ▶ 48-page passport;
- ▶ diplomatic passport;
- ▶ special passport;
- ▶ emergency passport.

In addition to passports, the Passport Office provides the public with:

- ▶ refugee travel documents, and
- ▶ certificates of identity.

The 24-page passport is the regular travel document, familiar to most Canadians. It is issued to Canadian citizens and is used for occasional travel, for example, vacations and business trips. This passport currently accounts for almost 98 percent of all travel documents issued. The passport is valid for five years and is currently non-renewable. Children under 16 may be added to a parent's travel document or they may be issued their own. The current fee for the regular passport is \$35.00.

The 48-page passport is virtually the same as the 24-page passport, but the extra pages make it handy for frequent travellers, for example, those who regularly do business abroad.