

The Passport Office uses the following indicators of efficiency to measure its success: volume, productivity, revenue and expenditures.

VOLUME

The demand for passports is primarily a function of demographics, economic factors and weather in Canada as well as the political climate in travel destinations. The demand for passports obtained for imminent travel is fairly stable and can be forecast through the various demographic trends and travel statistics. Some fluctuations occur in this category as a result of changes in airlines' requirements for travel or countries' requirements for entry. When a passport is acquired for "just-in-case" purposes or as symbol of Canadian identity, demand is less stable and can be affected by factors such as the cost of obtaining

Issued in Canada	Issues	% of Global Issues
Regular Passports	1,428,886	94.14 %
Business Passports	11,918	0.79 %
Special Passports	3,973	0.26 %
Diplomatic Passports	1,632	0.11 %
Certificates of Identity	1,778	0.12 %
Refugee Travel Documents	4,530	0.30 %
Total	1,452,717	95.72 %
Issued at posts abroad*		
Regular Passports	57,287	3.77 %
Business Passports	6,927	0.46 %
Special Passports	40	0.00 %
Diplomatic Passports	294	0.02 %
Emergency Passports	573	0.04 %
Letters of Introduction	0	0.00 %
Total	65,121	4.29 %
Global issues		
Regular Passports	1,486,173	97.91 %
Business Passports	18,845	1.24 %
Special Passports	4,013	0.26 %
Diplomatic Passports	1,926	0.13 %
Certificates of Identity	1,778	0.12 %
Refugee Travel Documents	4,530	0.30 %
Emergency Passports	573	0.04 %
Letters of Introduction	0	0.00 %
Total	1,517,838	100.00 %

* Last quarter of fiscal year estimated.