

C. PASSPORT SERVICES

In the same year, the volume of passports issued outside Canada was 72,196, a 38 per cent increase over 1988/89. With 83 per cent of applications in Canada submitted through the 23 personal service offices, and the three-day service standard was met in 97 per cent of cases and all applications were completed within five working days.

Many other documents were issued in addition, including 6,109 refugee travel documents and certificates of identity, issued to eligible residents of Canada who are not Canadian citizens.

In December 1989, the Government announced the establishment of five new Special Operating Agencies to deliver services to the public in an

CHART 7.2 IMMIGRANTS, REFUGEES AND VISITORS VISAS ISSUED DURING 1989 CALENDAR YEAR

Region	Immigrant/ Refugee visas	Visitor visas
WESTERN HEMISPHERE		
United States	19 877	146 352
Caribbean and Central America	13 914	69 746
South America	7 217	43 915
Sub-total	41 008	260 013
AFRICA AND MIDDLE EAST		
Africa	9 566	12 989
Middle East	15 480	11 314
Sub-total	25 046	24 303
EUROPE		
Western Europe	41 347	67 612
Eastern Europe	9 459	82 152
Sub-total	50 806	149 764
ASIA AND PACIFIC		
	69 928	164 952
Sub-total	69 928	164 952
TOTAL	186 788	599 032

Note: The above data excludes approximately 60,000 visitor visas issued at Canadian missions where there are no immigration facilities