

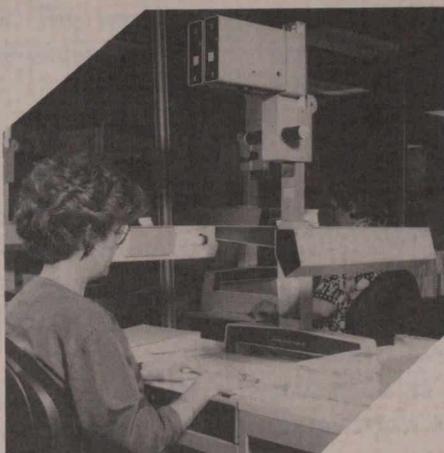
CHAPTER 2 – FUTURE

While passport demand is influenced by the vagaries of economic circumstance and international events, there has been a steady increase in the number of passports issued since 1987. With 20% of Canadians already in possession of a valid passport, it must be expected that demand will plateau at some point in the future. The age profile of Canada's population suggests, however, that another 15 years of substantial growth in the age bracket of 20 to 70 (those most likely to travel) can be expected before that plateau is reached.² Predicted increases in the number of new immigrants, a category of persons likely to return to their homeland for visits, will also undoubtedly increase demand for passports.

The benefits of the over-the-counter service provided by the Passport Office to Canadians are well documented in terms of turn-around time, direct and personal provision of information and immediate entitlement determination. The number of such personal service offices has grown to 23. The potential exists for more – where population densities can make the proposition economically viable. Every new office extends the Passport Office's ability to maximize equitable access to its services throughout Canada.

Canada continues to exercise international leadership in the field of improving and standardizing passports and other travel documents. As a founding member of the

technical working groups of the International Civil Aviation Organization (ICAO), a body of the United Nations, Canada helped to develop machine-readable passports and is actively promoting their extended use internationally. With the participation of international inspection services such as Employment and Immigration Canada, meetings of the technical advisory group on machine-readable travel documents in 1990-91 are resulting in the publishing of compatible international standards for machine-readable visas that should significantly aid immigration control.



The Passport Office expects to ensure further the integrity of passports and other travel documents against the ever-growing presence of fraudulent activities experienced by virtually all countries. It will do so by adapting and developing leading-edge technologies to provide human and machine inspection with obvious and verifiable indices against forgery.

Passport Office management is continually exploring new systems developments to assess their potential for improving service. This will be accomplished by expediting delivery, by making the passport application easier to complete, by improving product quality or by implementing new resource management or management information systems.

² Daniel Stoffman, "Completely Predictable People," *Report on Business Magazine* (November, 1990).