Written Inquiries

In 2000-2001, the Passport Office responded to 29,208 inquiries about passport eligibility requirements, specifications for passport photos, guarantors, application status, name changes and citizenship information. Of these, 27,513 (94 percent) were e-mail messages received through our Web site. In addition to inquiries about passports and the application process, we also received 925 commendations and 32 complaints.

The Web Site

Recognizing the potential of the Internet as a convenient source of information for our clients, the Passport Office created its first Web site in 1996. Since then, we have continually monitored customer visits to measure the effectiveness of the site. Activity is recorded by day of week, hour of day, most active day of the month, and the number of visitor sessions per month and per day. In 2000-2001, the Passport Office Web site received 365,539 hits.

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Since application forms for Canadians residing in the United States were first posted on the site in September 2000, some 38,000 forms have been downloaded. Our regular application form for residents of Canada was made available on-line in December 2000. Some 191,215 application forms have been downloaded since that time.

Productivity

The Passport Office has long recognized the need to link its management decisions to the financial health of the organization. Recognizing that labour productivity can be driven by capital investment or by process innovation, the Office has reviewed the way it measures its own labour productivity. The new measure, known as Total Factor Productivity, better reflects the environment in which the Passport Office operates. It also helps the organization identify the factors that contribute to changes in productivity.

In keeping with international passport issuing standards, a large capital investment was made in automating passport issuance in 1994. The result was the automated issuance and production system known as IRIS. First introduced in two regional offices in 1999, full implementation of the system across the country will soon be completed. The benefits of the system will not be realized until requests for renewal passports start to come in (subsequent IRIS issuance) so the trend in productivity has been down. In light of the five-year validity period of a passport, the first IRIS renewals are expected to be issued in 2003-2004.

Total Factor Productivity
Economic Analysis
% change in TFP

Year	% change in TFP
1994/95	approx. -3.6%
1995/96	approx. +0.8%
1996/97	approx. -2.6%
1997/98	approx. +2.3%
1998/99	approx. -0.1%
1999/00	approx. -1.1%