

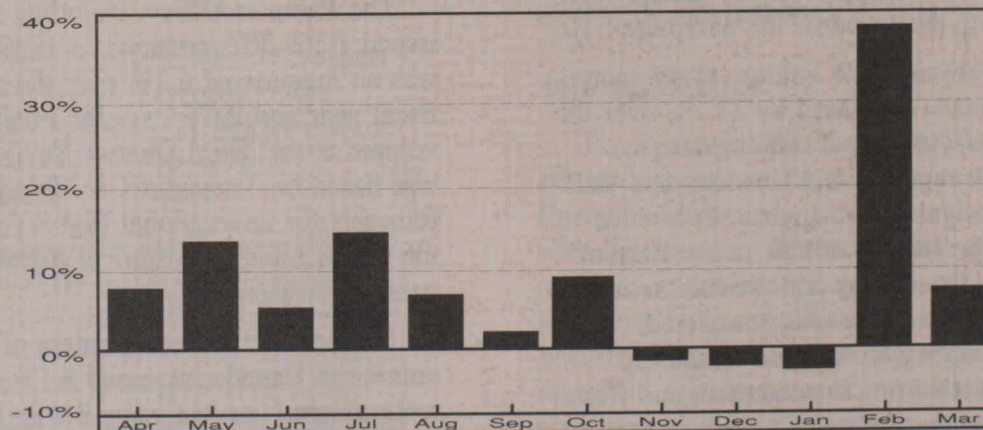
Fiscal Year	Volume	% Change
1985-86	1,004,651	—
1986-87	981,396	- 2.3%
1987-88	1,061,586	+ 8.2%
1988-89	1,100,357	+ 3.7%
1989-90	1,195,185	+ 8.6%
1990-91	1,269,307	+ 6.2%

VOLUME DURING LAST FIVE YEARS

recession, the third-quarter volume showed only a slight increase of 1.4%. The fourth-quarter increase of 8.1% caused by the Gulf War was entirely unexpected.

The Gulf War, January 15 to February 27, also affected passport volume. The demand slowed in the winter months as "some travellers cancelled overseas air flights to Europe"<sup>1</sup> and decided to travel instead to southern countries such as the U.S.A. and Mexico where passports are not required of Canadians. This decrease was more than compensated for by an increase brought about by the tighter security measures instituted around the world, including the U.S.A.

Although Canadians are not required to present passports to enter the U.S.A., requests for passports for this purpose rose sharply. In February, volume jumped 38.7% from February last year. Smaller offices in the Eastern and Western Operations were the first to experience this increase, up to 800% in the daily rate of issues in some instances. The demand was so great, offices initially were unable to obtain additional staff to handle the volume. Extensive overtime and longer waiting periods in some passport offices resulted. Staff from larger centres were transferred to assist the busiest offices.

CANADA VOLUME  
MONTHLY VARIANCE OVER PREVIOUS YEAR

<sup>1</sup> "Vacation Travel Outlook," Canadian Tourism Research Institute, Ottawa (Spring, 1991).