2016

VISITOR VISA
PROGRESS REPORT

TIAC AITC

Tourism Industry Association of Canada
Association de l'industrie touristique du Canada

CONTENTS

INTRODUCTION: WELCOMING GROWTH

This fourth edition of the Tourism Industry Association of Canada's (TIAC) Gateway to Growth: Visa Progress Report provides an update on efforts to improve government efficiency in traveller documentation requirements and processing for visitors to Canada. Over the course of the past four years TIAC has been successful in ensuring that the travel and tourism sector has a voice in developing a modern and efficient traveller documentation process while maintaining necessary security precautions.

Travel and tourism generate over $90 billion a year in economic activity in Canada. With over 16 million international visitors every year this sector is the country's largest service export – worth $17.2 billion annually. The sector is present in every region of the country and is Canada's largest employer of youth under 25.

In recent years Canada has experienced dramatic growth from emerging markets whose citizens require visas. Together, visitor levels from Brazil, China, India and Mexico to Canada have grown by 43% since 2010.[i] Travel documentation requirements have a significant impact on visitation, as seen in the drop in Mexican visitors after the imposition of visas in 2009. In order to maximize growth in these key markets, Canada must find ways to ease or eliminate such access barriers for legitimate travellers. A 2010 report in The Professional Geographer found that visa requirements can reduce visitation by as much as 31%. If visas had been waived for these countries in 2014, Canada could have seen an additional 398,000 visitors spending an additional $630 million.[ii]

TIAC is pleased to report continued incremental improvement to Canada's visa processing system, particularly in areas of policy cooperation such as CAN+ which expedites the application process for legitimate travellers from priority markets in addition to indications from the government that they are committed to lifting Mexican visa requirements. However, Canada continues to lag behind its competitors in terms of requirements, processing times and reciprocity programs. The World Economic Forum (WEF) Travel & Tourism Competitiveness Report ranked Canada 118/141 for ease of travel documentation requirements in 2015, a slip from 106/140 in 2013. While the WEF did not comment on the reasons for Canada's slip, the most likely causes are a combination of the global trend toward facilitation and Canada's introduction of the electronic travel authorization (eTA) requirement for all non-visa required visitors and required biometrics for all visa applications.

TIAC recognizes that physical security is a national priority and is essential to Canada's economic and human sovereignty. Over the past decade governments have invested billions of dollars in security infrastructure, monitoring and information-sharing networks. TIAC believes that such investments must deliver efficiency in processing the movement of legitimate travellers across our borders. In 2018 Canada will require the collection of biometric data from each visa applicant; TIAC will continue to pressure the federal government to achieve the requisite policy and regulatory efficiency to position Canada competitively as a world leader in international visitation and border efficiency.

SECTION 1: PROGRESS REPORT FOR CANADA

TIAC and the Department of Immigration, Refugees and Citizenship (IRCC) continue to work together to take important steps in easing travel documentation requirements and barriers. [iii]

	Initiative	Details
March 2012	Reasonable Admissibility Policy	Americans with minor convictions (i.e. no jail time) at least five years old can now enter Canada by obtaining a visa issued at the point of entry.
December 2012	Online Applications	By only mailing their passport in to be stamped at a later point in the process, the time that the applicant is without his or her passport is reduced.
March 2013	Increased Investment In Visa Application Centres (VACs)	The $42 million investment announced in the 2013 budget for CIC operations over 2 years has greatly expanded access for applicants.
Fall 2013	First Phase Of Biometric Requirements	For the first time, visitors from certain countries must submit biometric information as part of the visitor visa process.
February 2014	10 Year Multiple Entry Visas (MEV)	All visitor visa applicants are automatically considered for MEV (subject to validity of passport).
May 2014	CAN+ For Mexico	Applicants who have previously visited Canada without incident or who have been approved for a U.S. visa will be fast-tracked.
July 2014	CAN+ For India	Applicants who have previously visited Canada without incident or who have been approved for a U.S. visa will be fast-tracked.
July 2014	Expansion Of Visa Application Centres (VACs)	As of July 2015 there were 135 locations in 95 countries.[iv]
Fall 2014	Pilot CAN+ For Brazil	Applicants who have previously visited Canada without incident or who have been approved for a U.S. visa will be fast-tracked.
November 2014	Visa Requirement Lifted For Chile	Chileans will no longer need a visitor visa for Canada. The first quarter of 2015 showed this policy had a major impact on visitation.
February 2015	Proposed 2015 Pan American Games Facilitated Application And Entry Process	In a pilot project the government facilitated the visa process for the family members of athletes. We await an evaluation of the project.[v]
March 2015	U.S. Preclearance	Agreement with the U.S. is expected to ease cross border flow by allowing pre-clearance on both sides of the border for a variety of modes of transport.
August 2015-March 2016	Implementation Of Electronic Travel Authorization	The Government of Canada has committed to transfer low-risk travellers from Brazil and Mexico from the visa stream to the eTA stream. This is also the first program that uses automated decision making.
July 2015	Expansion Of China Transit Program	The program allows eligible Chinese nationals to transit through Canada to the U.S. when travelling by air on designated airlines and through approved Canadian airports with a U.S. visa. The program was expanded to Xiamen, Fouzhou, Chengdu, Shenyang and Harbin which are some of the fastest growing cities in China.

PROGRESS ON TIAC'S 2014 RECOMMENDATIONS

TIAC Recomendation	Progress
Short Term (Fall 2014-Fall 2015)	
Ensure new eTA rules help, not hinder visitor documentation process	Questionnaire is short and clear. Too early to determine success of technical roll-out.
Consider a roll out of the eTA program no earlier than Fall 2015	Successful. Soft launch in August 2015 and enforcement starting in September 2016. Travellers over Summer 2016 will not be denied entry into Canada (hard enforcement starts in September 2016).
Reinvest processing fees for more VACs and processing capabilities	No action.
Medium Term (Fall 2015-Fall 2016)	
Waive visa requirements from Brazil, Mexico, Bulgaria and Romania	Some progress. Commitment from Government of Canada to move "low risk" travellers from these countries to eTA.
Allow for visa and eTA continuance onto new passport	No action.
Long Term (Fall 2016+)	
Continue with and expand on fast track programs	
Extend Pan American Games Facilitation Entry Process	No action.
Continue to strive for clarity in application process	No reports available.
Regional Visa Agreement with the U.S. for visas and eTAs	No action. However, the fact that Canada will accept valid U.S. visa as criteria to move low risk travellers from visa to eTA stream opens the door to move towards a common travel area.
Expand Transit Without Visa using Interactive Advance Passenger Information (IAPI) system	No action.

PROCESSING STATISTICS FOR 2014

On a global scale, there has been significant progress in facilitating visa processes:

Visa openness report UNWTO 2014

World improvements:
2008 – 77% of world's population had to apply for visas
2014 – number dropped to 62%

2010 to 2014 – a total of 50 destinations significantly facilitated the visa process for citizens in 30 or more countries (i.e. changing from visa required to e-visa or visa on arrival or no visa. Half of all improvements have changed visa requirements to visa on arrival) [vi]

Canada was ranked 118/141 for visa requirements by the 2015 World Economic Forum's Travel & Tourism Competitiveness Report which represents a slip from 106/140 in 2013

Likely caused by combination of global trends toward facilitation and the additional logistical demands imposed by Canada (i.e. biometrics requirements)

CANADA VISA STATISTICS 2014

AVERAGE PROCESSING TIME FOR VISAS
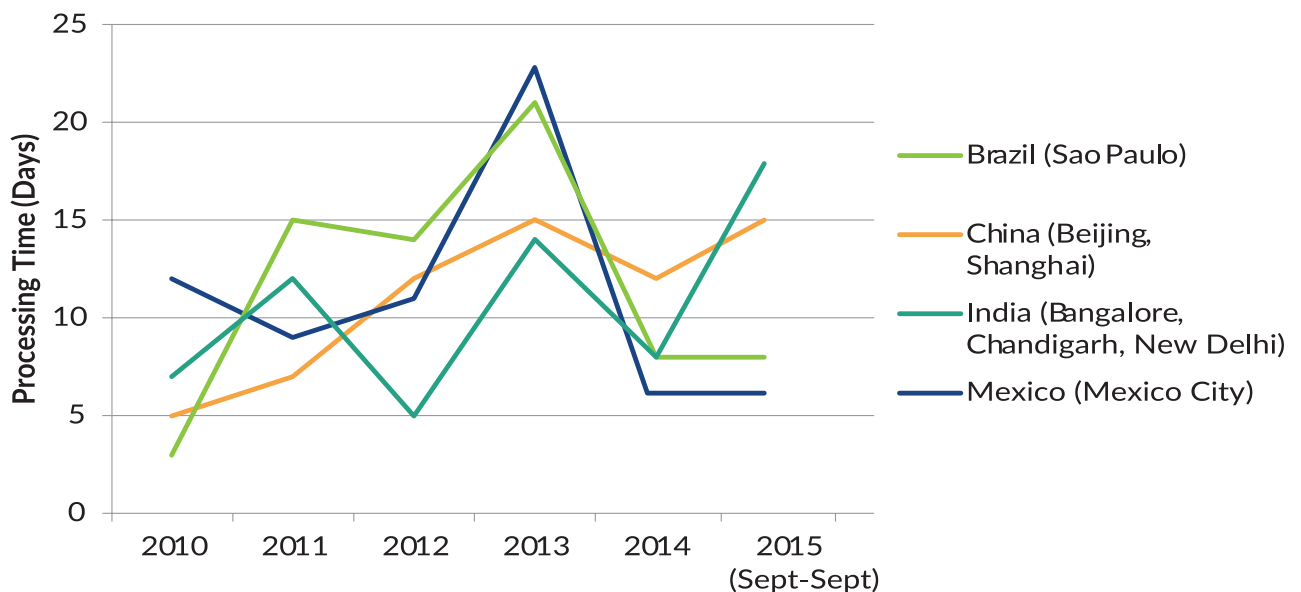
Figure 1

Figure #1: Although there is a lot of work to be done, there is positive news to report. TIAC is pleased to see some improvements in visa processing times for the top four tourism markets (See figure #1). When comparing 2014 visa processing times to those of 2012 (to discount an artificial bump in processing times caused by a 2013 strike by the Professional Association of Foreign Service Offices), Brazil and Mexico have seen a net improvement in processing times while China and India have increased slightly.[vii]

CANADA VISA STATISTICS 2014

VOLUME OF VISAS ISSUED AND APPROVAL RATES 2010-2014

Figure 2

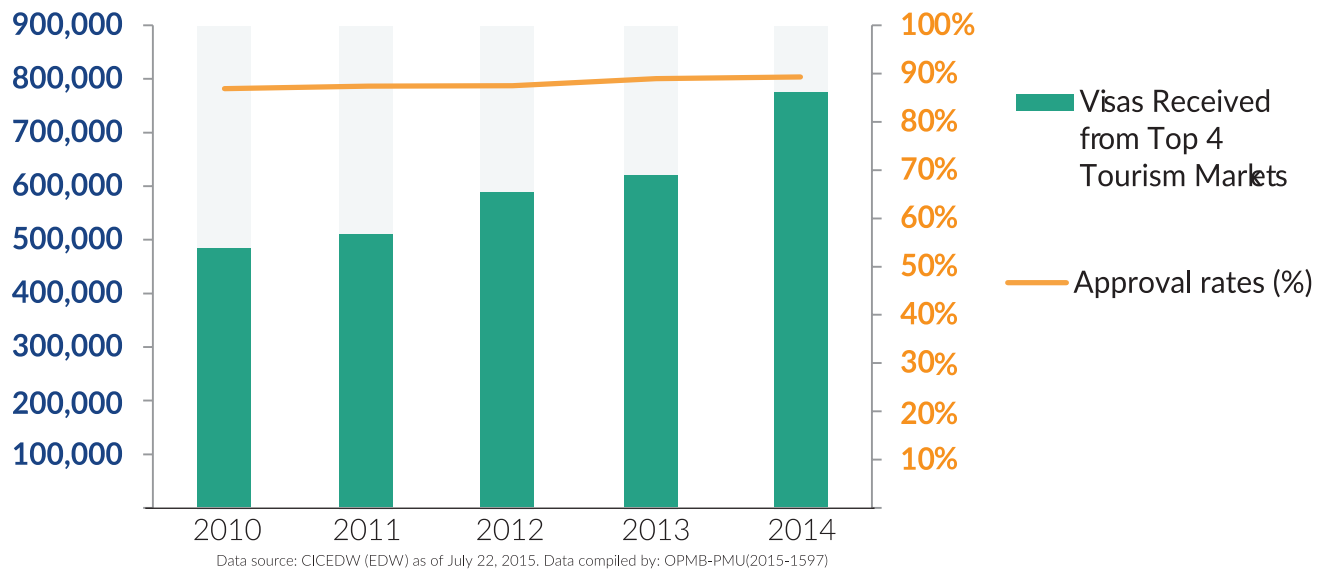Data source: CICEDW (EDW) as of July 22, 2015. Data compiled by: OPMB-PMU(2015-1597)

Figure #2: In spite of increased demand for visas, approval rates have also increased, which suggests that recent improvements made to the application process and instructions are working well. The top four markets (Brazil, China, India and Mexico) accounted for almost 800,000 applications. Approval rates for applications from these markets have been steady in the 90% range despite a 62% increase in work flow. Early 2015 numbers (January to September) show a slightly lower approval rating of 87%.
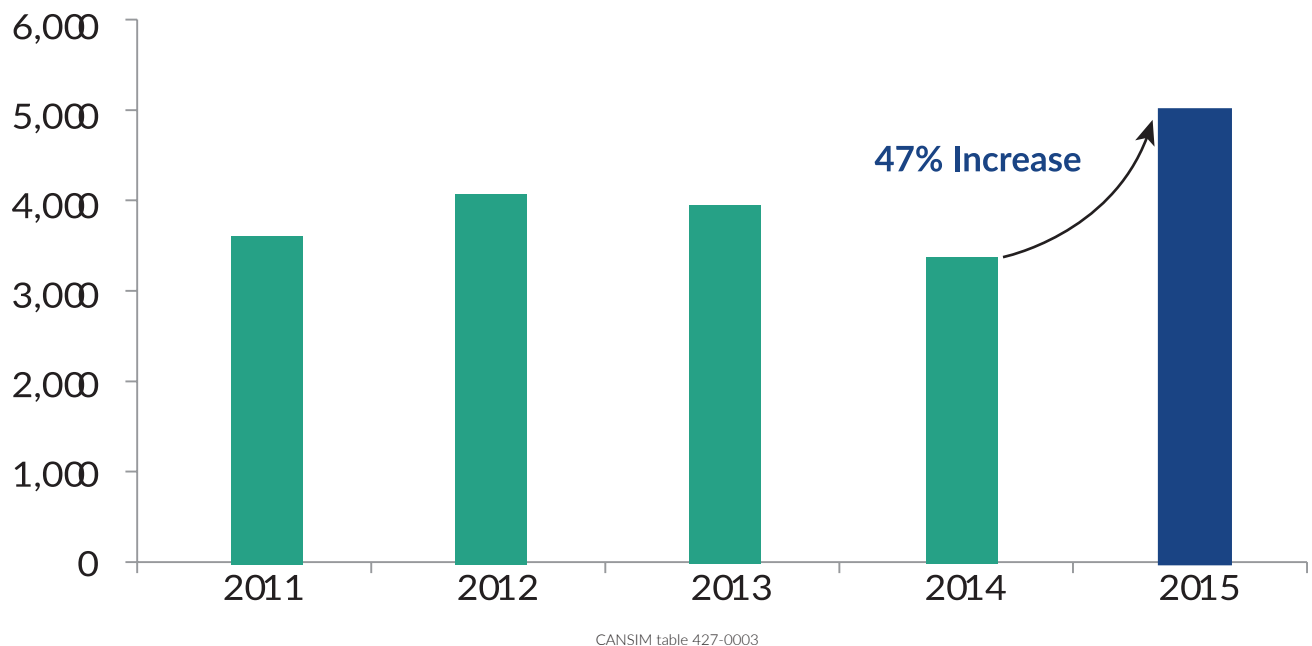
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CASE STUDY: REMOVAL OF CHILEAN VISA REQUIREMENTS

In November 2014 the Government of Canada lifted visa requirements for Chilean visitors stating that the country had met Canada's criteria for visa exemption.[viii] The impact of this policy change had an immediate and significant effect on Chilean visitors to Canada with a 47% increase in visitation in 2015 following the lifting of visa requirements

VISITORS TO CANADA FROM CHILE IN Q1

Figure 3

47% Increase

CANSIM table 427-0003

HOUSE OF COMMONS STANDING COMMITTEE ON CITIZENSHIP AND IMMIGRATION REPORT

In March 2014, after hearing from a number of stakeholders including TIAC, the House of Commons Standing Committee on Citizenship and Immigration released a report on the Temporary Resident (Visitor) Visa system in Canada. The report's mandate was to examine the system's integrity, cost and efficiency and compare it to other countries.[ix]

TIAC made a number of recommendations including:

• Waiving visa requirements for Mexico and Brazil;

• Visa transfers from old to new passports;

• Moving to an electronic system;

• Canada-U.S. reciprocal visa program;

• Transit without visa and

• Financial support to increase processing capacity.

The Government of Canada has made progress on two fronts: 1) developing its e-application system, and 2) streamlining applications from foreign nationals who have been screened by the U.S. However, further improvements to the application process are needed to make it as clear and efficient as possible. See Appendix A for full list of recommendations and related progress to date as of Summer 2015.

SECTION 2: CURRENT POLICIES AND ISSUES

ELECTRONIC TRAVEL AUTHORIZATION

On August 1, 2015, Canada's Electronic Travel Authorization (eTA) launched as a voluntary enrollment program that was scheduled to become mandatory starting March 15, 2016 although a leniency period has been extended into Fall 2016. The eTA is a new requirement for air travellers from countries that currently do not need a visa to visit Canada (excluding the U.S.). At a cost of CDN $7, travellers can obtain the eTA through a short questionnaire on the Government of Canada's website, after which the eTA is electronically linked to the traveller's passport number. The eTA will be valid for five years or until the passport expires, whichever comes first. It is expected that over 3 million travellers a year will require an eTA.

The implementation of additional travel documentation requirements such as the eTA is somewhat incongruent with progress made on travel facilitation during the last five years. The tight timeline of the program's implementation plan has been coupled with inadequate communication resources to educate the travel industry and visitors about the changes. The government's ambitious Syrian refugee resettlement plan which requires additional resources compounds the complications surrounding the roll out of the mandatory phase. While TIAC understands the need to ensure that adequate security measures are in place, we must ensure that this new requirement does not adversely affect the travel and tourism sector. The Government of Canada should take advantage of this opportunity to use added intelligence gathering capabilities to lift visa requirements for low-risk travellers from key countries.

INTERACTIVE ADVANCE PASSENGER INFORMATION (IAPI)

As part of the Beyond the Border Action Plan, the U.S. and Canada committed to a common approach for screening travellers at the perimeter. This plan supports the Government of Canada's aim to detect security threats well before they reach the physical border. Working in conjunction with the eTA, the Interactive Advance Passenger Information (IAPI) initiative is one way to intercept security threats at an early stage. This initiative will allo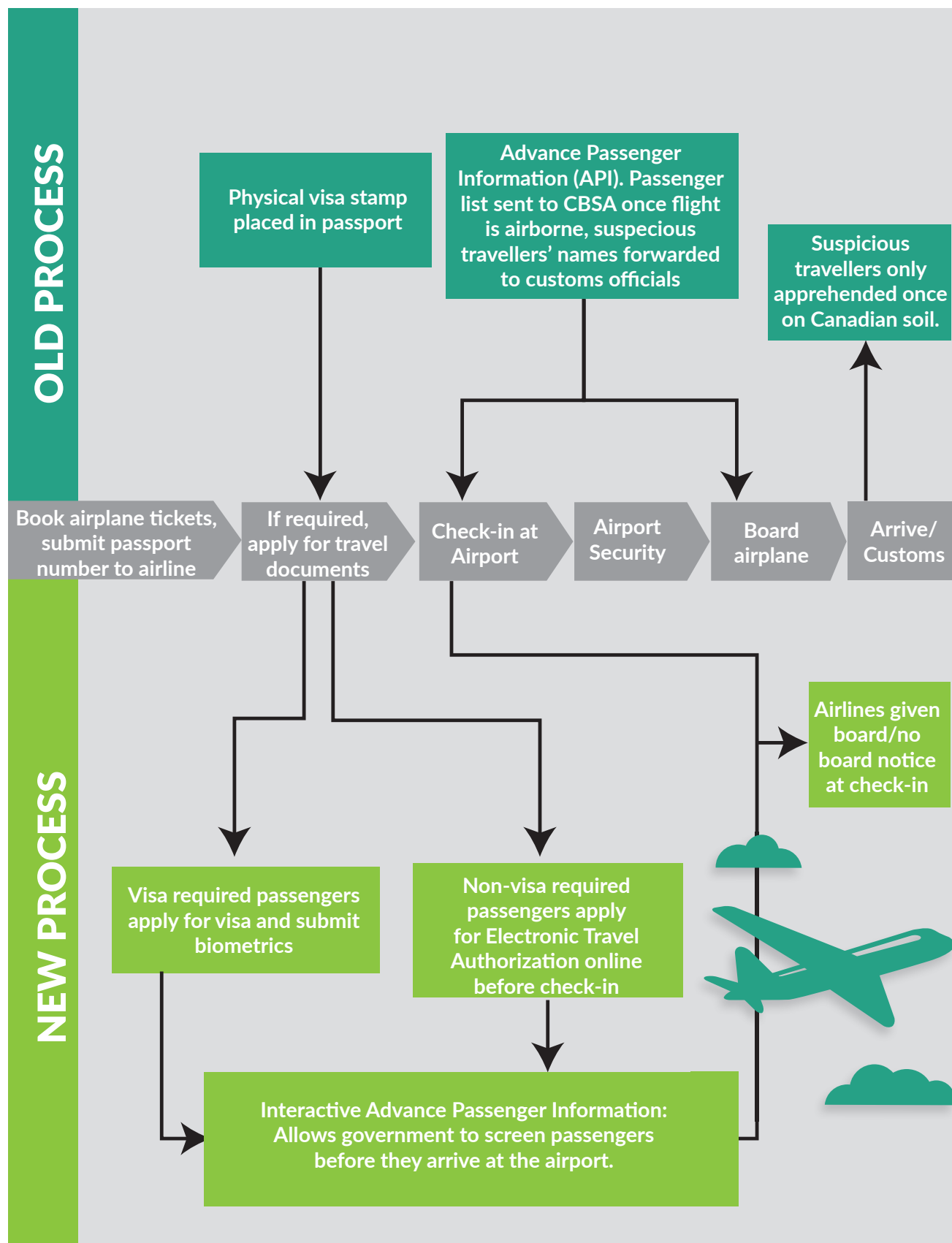w Canadian Border Services Agency (CBSA) access to air passenger information before passengers board a plane. CBSA will then notify the airline of any passengers that are prohibited from boarding the plane. This is an expansion of the current Advance Passenger Information/Passenger Name Record program. This initiative will issue a "board/no board" directive to airline employees at check-in at the airport.

eTA AND IAPI: INDUSTRY CONCERNS

Stakeholders in the airline industry have raised significant concerns about the lack of provisions for real time support for the IAPI initiative. As airlines will bear responsibility for informing clients of their board/no board status at check-in they have requested support in the form of a 24-hour hotline for travellers denied boarding to speak directly to agents from CBSA and/or CIC. As of October 2015, the Government of Canada has not committed to providing additional support to front line aviation workers. This places a burden on airline staff who will have to communicate a CBSA decision to travellers without support or resources to refer passengers who are denied entry.

The U.S. and Australia have 24-hour hotlines in place to provide support to airline staff who require more information or where it is suspected that a passenger may have been accidentally flagged as "no fly". In the absence of a similar support mechanism, the enforcement of this initiative falls squarely on airline employees who are ill-equipped to answer passenger questions.

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OLD PROCESS

Physical visa stamp placed in passport

Advance Passenger Information (API). Passenger list sent to CBSA once flight is airborne, suspecious travellers' names forwarded to customs officials

Suspicious travellers only apprehended once on Canadian soil.

Book airplane tickets, submit passport number to airline → If required, apply for travel documents → Check-in at Airport → Airport Security → Board airplane → Arrive/Customs

NEW PROCESS

Airlines given board/no board notice at check-in

Visa required passengers apply for visa and submit biometrics

Non-visa required passengers apply for Electronic Travel Authorization online before check-in

Interactive Advance Passenger Information: Allows government to screen passengers before they arrive at the airport.

IMPACT OF MOVING LOW RISK VISITORS TO eTA INSTEAD OF VISA

Despite concerns with the eTA/IAPI programs, the eTA does present an opportunity to lift visa restrictions on lower risk countries. The eTA process provides CBSA with advance knowledge of travellers entering Canada thereby allowing ample time to complete risk assessments.
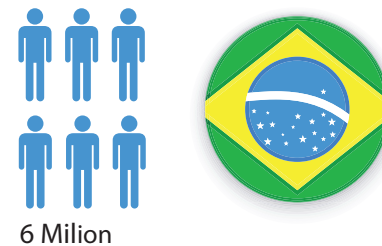
In the 2015 federal budget, the Government of Canada committed to moving certain low risk travellers to the eTA program in lieu of the visa process. This move is a step towards the recommendation in TIAC's 2014 Visitor Visa Progress Report that visitors from Brazil and Mexico

be eligible to enter Canada under an eTA. The current policy is expected to come into effect sometime after the mandatory implementation of the eTA and will apply to Brazilian, Bulgarian, Mexican and Romanian visitors who have visited Canada without incident in the past 10 years or who currently hold a U.S. visitor visa. While TIAC believes that the eTA should replace visas for all low risk travellers from priority markets, the current proposal is a step in the right direction and will significantly increase our attractiveness in these key markets. TIAC will be working with CIC to ensure this initiative remains a priority and can be enacted as soon as possible.

Number of Mexicans that will be able to come to Canada using an eTA

9.6 Million

Number of Brazilians that will be able to come to Canada using an eTA

6 Milion

Source: CICEDW (EDW) as of July 22, 2015. Data compiled by: OPMB-PMU(2015-1597) and U.S. Department of State, Consular Affairs, Nonimmigrant Visa Issuances by Visa Class and by Nationality, FY 1997-2014.

11.8 million potential visitors

Source: CICEDW (EDW) as of July 22, 2015. Data compiled by: OPMB-PMU(2015-1597) and U.S. Department of State, Consular Affairs, Nonimmigrant Visa Issuances by Visa Class and by Nationality, FY 1997-2014

If Chinese (7.8 million) and Indian (4 million) visitors were allowed to enter Canada with an eTA that would be an additional 11.8 million potential visitors with facilitated access.

COMMON TRAVEL AREA

Canada accepts U.S. visas from Brazilian, Chinese, Indian and Mexican visitors as acceptable security verification for the CAN+ program (currently active) and for visa waivers in Mexico and Brazil (still to be implemented). This move to efficient screening sets a precedent that will allow Canada to establish a Common Travel Area with the U.S. where travellers need a single visa to visit both countries.

It is not known how many travellers visit Canada first then move on to the U.S. due to a lack of exit data, but we do know how many visitors stop in the U.S. before coming to Canada. These data suggest an appetite for two-nation vacations. Considering the popularity of two-nation vacations, a common travel area between the U.S. and Canada could be an attractive draw.

U.K./Ireland and Australia/New Zealand (during the 2015 Cricket World Cup) implemented similar schemes with great success. Considering the long history of co-operation between Canada and the U.S. and their

geographic proximity, there is no reason to delay implementing such an arrangement.

Figure 3

Travellers that Visited the U.S. before entering Canada	2012	% of total Visitors in 2012
United Kingdom	103300	16%
Japan	33300	15%
France	96200	21%
Germany	52000	17%
Australia	81000	31%
India	44500	30%
Mainland China	39800	14%
South Korea	44900	32%
Mexico	37900	27%
Brazil	13000	16%

Source: International Travel Survey, Statistics Canada, HLT Advisory
Note: No data is available for visitors that visit Canada first, then travel to the U.S.

CASE STUDY ON BRITISH-IRISH VISA SCHEME

In October 2014 the British and Irish governments announced a British-Irish Visa Scheme that allows visa holders of either country to visit the other without obtaining a second visa. The scheme was launched for Chinese visitors in October and extended to Indian visitors in February 2015.[x] This initiative replaced the successful Short Stay Visa Waiver Programme which

allowed citizens from specific countries to visit Ireland on a U.K. visa, though the program was not reciprocal. [xi] While it is too early to ascertain the impact on visitation, statistics show that since the Short Stay Visa Waiver programme was introduced, trips to Ireland from these countries increased by 68% from 2010 to 2013.[xii]

AUSTRALIA/NEW ZEALAND CRICKET WORLD CUP: TWO COUNTRIES, ONE VISA

In September 2014 New Zealand and Australia announced that a "two countries-one visa" arrangement had been established for the ICC Cricket World Cup 2015. People travelling to both Australia and New Zealand between 26 January and 5 April 2015 for the World Cup were only required to apply for an Australian visa. Under this arrangement New Zealand granted a

three month visa on arrival to visitors holding an eligible Australian visa.[xiii]

By February 13th 2015 the Australian High Commissioner in India noted they had seen a 50% increase in visa applications from that country in January 2015 compared to January 2014.[xiv]

BIOMETRICS

In 2008, Immigration, Refugees and Citizenship Canada announced it would introduce biometric screening for applications in the temporary resident stream. Following worldwide trends, the use of biometrics will help visa officers confirm the identity of applicants with greater certainty. Since 2013, select foreign nationals have been required to submit fingerprints and photographs as part of their applications to enter Canada.[xv] In 2015, the Government of Canada announced financial support to ensure that within five years all visitors entering on a visa will be required to submit biometric information. This new policy is expected to affect more than one million visitors to Canada every year.[xvi]
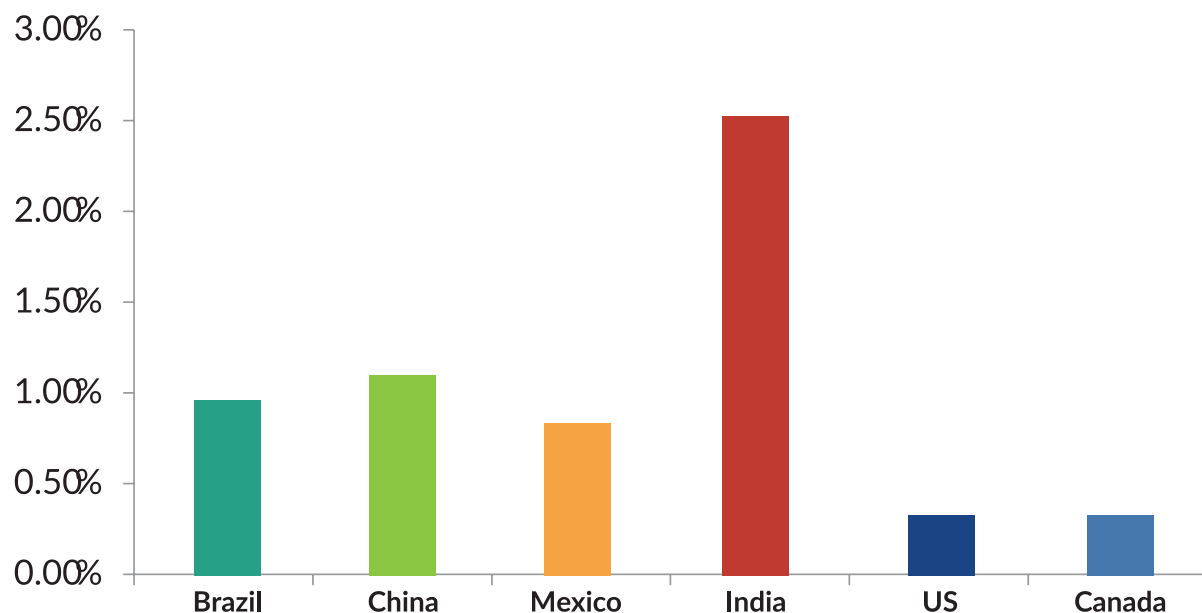
BIOMETRICS: COST

The new biometric requirements for all visa applicants will almost double the cost to obtain a visa from $100 to $185. Considering the target markets are emerging economies whose citizens have lower incomes and less purchasing power, this added expense may discourage many from visiting Canada.[xvii]

VISA/BIOMETRICS AS PERCENTAGE OF INCOME (PURCHASING POWER)

Figure 5

Source: World Bank, Gross National Income per Capita, Purchasing Power Parity and CIC

BIOMETRICS: INDUSTRY CONCERNS

Currently visa applicants can submit their applications online and mail their passports, thus allowing potential visitors to submit applications without physically travelling to a consulate or VAC. The introduction of biometric requirements will now require applicants to apply in person as part of the application process, counteracting the progress made with the move to online applications. In many cases this can require lengthy travel time to reach the nearest VAC which is sometimes located in another country.

The 2013 test run of the biometric requirement in 29 select countries did not seem to have a major impact on visitation rates. However this was likely because visitors from these countries (Pakistan, Egypt, Kenya, etc) were more likely visiting friends and relatives (VFR) and were not in a position to choose destination countries based on ease of access like a tourist or business traveller would do.

According to the Beyond the Border Action Plan implementation report from March 2015, Canada and the U.S. will be able to directly query each other with regards to biometric data.[xviii] With the existing overlap of security systems, Canada should consider accepting biometrics submitted for a U.S. visa.

Allowing online submissions of finger prints and photos by employing the same technology that allows many cell phones to be unlocked with fingerprints is another facilitation technique to consider. Finally, in addition to working with VACs, CIC should consider working with accredited fingerprinting companies like those used by the RCMP for criminal record checks done abroad.[xix]

SECTION 3: TIAC'S RECOMMENDATIONS

While Canada has made progress in easing access for legitimate travellers, there remain several barriers that must be addressed as a result of new concerns surrounding the eTA and biometrics. The following are TIAC's recommendations for a smoother travel experience:

Use eTA Program to Loosen Restrictions on Low Risk Travellers from Target Markets
The implementation of the eTA and IAPI programs provides CBSA with more tools to effectively monitor and secure Canada's borders. This advance warning means Canada can move many low risk countries from the visa to the eTA stream. The proposed initiative to allow certain travellers from Brazil and Mexico to enter Canada on an eTA is encouraging. TIAC recommends that the Government of Canada expand this approach to all low risk travellers from priority markets.

Provide 24 Hour Live Support to Airlines for Issues with IAPI and eTA
Automated decision making can be a useful time-saving tool. However, automated glitches in software, human error or outages can sometimes occur. The U.S. and Australia have 24-hour hotlines to provide support in instances where airline employees require additional information or believe a passenger may have been accidentally flagged as "no fly". In the absence of similar support in Canada, the enforcement of IAPI is effectively downloaded to airline staff.

Further investments in processing and VACs
With mandatory biometric collection for visas on the horizon, Canada needs to make every effort to ensure legitimate travellers are not scared off by these new requirements.

Some best practices globally include:

- Mobile Biometric Clinic (U.K.): In 2013, the UK Border Agency launched a mobile biometric clinic in Goa for Indian visa applicants so they didn't have to travel to Mumbai to submit biometrics. The service is being offered through VACs.[xx]

- Premium Business Services for Visas (UK): Launched in 2013 this includes a GREAT Club which is "an invitation only service providing top business executives with bespoke support from UK Visas and Immigration." There are also same day visa services and "passport passback" initiatives.[xxi]

Canada should also consider increasing investment in additional VACs in key markets. For example the China Transit Program has been expanded to key cities in China which will increase airlift to Canada from places like Xiamen, Fouzhou, Chengdu, Shenyang and Harbin. Without substantial investment in ensuring biometrics and other travel documents can be more easily obtained, we may be countering progress made to date.

Create a Common Travel Area for North America

Under the Beyond the Borders agreement Canada and the U.S. have established a common set of security standards that can act as the foundation to a streamlined visa process wherein Canada could accept U.S. visitor visas. This concept has been successfully tested elsewhere including the British-Irish Common Travel Area and the Australian-New Zealand pilot project during the 2015 Cricket World Cup.

Likewise, the increased processing capacity required as a result of Canada's plan to collect biometric information from all visa applicants may be mitigated by accepting U.S. biometric data.

World Economic Forum (WEF) report on Smart Travel Recommendations:

In 2014, the WEF released a report on travel facilitation with a number of recommendations that could apply to Canada:

- Visa requirements are non-tariff barriers to trade and as such should be part of international trade agreements.[xxii]
- Recommendations include trusted traveller programs, electronic visa, common visa areas as well as smart travel initiatives to improve the traveller experience at points of entry: fully automated check-in, security and border control and smart visa

Visa Extensions onto New Passport

TIAC is pleased that the Government of Canada has extended all visitor visas to 10 year validity periods. As a next step, TIAC recommends that the Government of Canada follow the common practice of countries such as the U.S., the UK and Australia, which is to extend visas and eTAs from expired passports to new ones.

SECTION 4: APPENDIX AND FOOTNOTES

APPENDIX: HOUSE OF COMMONS STANDING COMMITTEE ON CITIZENSHIP AND IMMIGRATION REPORT

COMMITTEE RECOMMENDATIONS	SUMMER 2014 GOVERNMENT RESPONSES AND COMMITMENTS	UPDATE AS OF SUMMER 2015
That the Government of Canada further develop its e-application system to prevent delivery delays for applications. That the Government of Canada make the visa application system more user friendly […]	Agree Fully • Objective is to see the vast majority of visitor visas submitted and processed online at the earliest possible date • Seek to have e-applications available on all platforms, including smartphones and tablets	• Percentage of Visas processed online has risen from 0.001% in 2010 to 25% in Jan-Sept of 2015. [Add footnote: CICEDW (EDW) as of February 23, 2016; Data compiled by: OPMB-DART(2016-0449)] • Possible to submit and check application status online[xxiii] • eTA applications will be available on mobile devices so travellers can get them last minute at the airport. • No apps
That the Government of Canada explore the feasibility of an alternative fee structure for an express visa service that is timely and achieves business commerce needs	Agree Fully • CIC will explore the feasibility of an alternative fee structure that would be based on specific eligibility criteria in order to allow more flexibility vis-à-vis processing times and service standards	• Since February 2014 fee structure is $100 for multiple entry (all applications will be considered for this visa type) and a maximum of $500 for families[xxiii] • Websites still exist with old fee structure[xxiii] • No special fee for CAN+ applicants or expedited processing
That the Government of Canada make publicly aware to applicants that, in many circumstances, they can retain their passports during the application process and that when passports are collected by the government, they are returned as promptly as possible	Agree Fully • CIC will update its web site and visitor visa instruction guide and include this information within the e-application • Include this messaging when promoting CIC's facilitative measures, for example, in departmental news releases, media responses, fact sheets, and through social media channels	• No mention of retaining passports on CIC website • CIC document checklist lists passport as required item to be submitted with application[xxiii] • "If you will need your passport for other travel while CIC is processing your application, tell the visa office. Staff will let you know what to do."[xxiii]
That the Government of Canada review the visa application guide in order to give applicants a better understanding of the information required to fill in a complete visa application	Agree Fully • CIC has developed new client service goals to help guide the delivery of services such as ease of use, timely service, up to date case information, clear decisions and opportunities to provide feedback • The Government will […] work to further streamline the TRV application guides, including plain language editing, […]. In the context of reviewing and improving online applications, the Government is already working to provide more client specific information in a client's refusal letter	• Plans to introduce dynamic web forms that will adjust questions based on individual circumstances[xxii] • Clear language information is available on the Help Centre on the CIC webpage that addresses many topics including processing times, inadmissibility issues, and information on the application process • Feedback buttons are included on all visitor information pages

APPENDIX: HOUSE OF COMMONS STANDING COMMITTEE ON CITIZENSHIP AND IMMIGRATION REPORT (CONTINUED)

COMMITTEE RECOMMENDATIONS	SUMMER 2014 GOVERNMENT RESPONSES AND COMMITMENTS	UPDATE AS OF SUMMER 2015
That the Government of Canada consider establishing a list of countries whose nationals may be eligible for expedited visitor and student visas	Agree in Principle • The Government does not maintain a specific "list of countries for expedited services" because it would be too costly and impractical to maintain. However, based on the success of its numerous visa facilitation programs, the Government will continue to work with its partners to provide service enhancements for key priority markets. To maximize its finite resources, CIC targets key markets where Canada derives the most benefit	• In an effort to promote the use of the multiple entry visas, these programs are being advertised to better inform eligible individuals about these services [ref?]
That the Government of Canada establish a program that streamlines applications from foreign nationals who have already been screened by the United States and examine the feasibility to include those screened by the European Union	Agree in Principle • As the Government continues to implement new technologies, processes and capabilities, including those stemming from the Canada-U.S. Beyond-the-Border Action Plan, it will explore more ways to facilitate legitimate travellers, including those screened by trusted partners • Ultimately, Canada must retain its sovereignty in making admissibility and eligibility decisions, particularly as it relates to screening applications for threats to Canada's national security	• Visitors from Mexico and Brazil will be eligible to use the eTA if they hold a valid US visa after the implementation start date of March 2016 • The new Government has committed to lift visa requirements for Mexico immediately though no firm timeline has been established to date • The introduction of eTA over the next year, as well as biometric screening, may aid in the expansion of such agreements to be established. • The China Transit Program has been expanded this year to include more airports

VISA/BIOMETRICS AS PERCENTAGE OF INCOME XXIV

	GROSS NATIONAL INCOME PER CAPITA (CONVERTED TO PURCHASING POWER), $CDN	COST OF VISA $CDN	COST OF BIOMETRICS $CDN	TOTAL TRAVEL DOCUMENT COST $CDN	VISA/ BIOMETRICS AS %
Brazil	$20,627.07	$100.00	$85.00	$185.00	0.90%
China	$17,033.55	$100.00	$85.00	$185.00	1.09%
Mexico	$21,677.88	$100.00	$85.00	$185.00	0.85%
India	$7,472.45	$100.00	$85.00	$185.00	2.48%
US	$72,467.18	$100.00	$85.00	$185.00	0.26%
Canada	$56,302.00	$100.00	$85.00	$185.00	0.33%

FOOTNOTES

i   Based on CANSIM Table 427-00031

ii   Neumayer, E. (2010). Visa Restrictions and Bilateral Travel. The Professional Geographer, 62(2), 171-181; based on CANSIM Table 427-00031 and CTC (2013). Year in Review for visitor spend per country.

iii   Most info from CIC Annual Report http://www.cic.gc.ca/english/resources/publications/annual-report-2014/

iv   Email from Tara Davidson, CIC, July 15, 2015

v   http://gazette.gc.ca/rp-pr/p2/2014/2014-08-13/html/sor-dors185-eng.php

vi   UNWTO, Visa Openness Report, 2014, p.2.

vii   All tables: Data source: CICEDW (EDW) as of July 23, 2015 Data compiled by: OPMB-PMU(2015-1597)

viii   http://www.cic.gc.ca/english/department/media/notices/2014-11-21a.asp

ix   http://www.parl.gc.ca/content/hoc/Committee/412/CIMM/Reports/RP6449839/cimmrp02/cimmrp02-e.pdf

x   http://www.irishtimes.com/news/ireland/irish-news/british-irish-visa-scheme-extended-to-indian-citizens-1.2098436

xi   http://www.citizensinformation.ie/en/moving_country/moving_to_ireland/coming_to_live_in_ireland/visa_requirements_for_entering_ireland.html

xii   http://www.inis.gov.ie/en/INIS/Pages/British%20Irish%20Visa%20Scheme

xiii   http://www.border.gov.au/Busi/border-news/editions/second-edition

xiv   http://articles.economictimes.indiatimes.com/2015-02-13/news/59119547_1_cricket-world-cup-new-zealand-visa

xv   http://www.cic.gc.ca/english/department/biometrics.asp

xvi   http://pm.gc.ca/eng/news/2015/06/04/pm-announces-new-measures-better-ensure-security-canadians

xvii   http://data.worldbank.org/indicator/NY.GNP.PCAP.PP.CD/countries, Exchange rates from Aug 13, 2015.

xviii   http://actionplan.gc.ca/sites/eap/files/media/legacy_files/pdfs/Beyond_the_Border_JIR_March2015_EN.pdf

xix   https://canadianfingerprintagency.com/apply-online-s162.php; http://www.rcmp-grc.gc.ca/en/how-does-fingerprinting-process-work-criminal-record-checks

xx   https://www.gov.uk/government/world-location-news/uk-border-agencys-mobile-biometric-clinic-launched-in-goa

xxi   https://www.gov.uk/government/news/home-office-targets-business-travellers-with-new-premium-visa-services;

xxii   WEF, Smart Travel: Unlocking Economic Growth and Development through Travel Facilitation, p.7.

xxiii   Ibid, p.13.

xxiv   http://data.worldbank.org/indicator/NY.GNP.PCAP.PP.CD