

CHAPTER 3: BUILDING THE FUTURE

The Passport Office is moving rapidly ahead with the business renewal of its issuing process. In redesigning its passport production systems and procedures, it will continue to take full advantage of modern technologies to improve every stage of the production process — from the storage and retrieval of documents to the printing of passports and other travel documents.

The new information technology will enable the Passport Office to streamline its production process and to strengthen the security of the issuing system. In the future, the Office expects to have a fully on-line computerized environment both in Canada and, where feasible, in Canadian missions. The initiatives it has taken in recent years have placed the Passport Office in the forefront of government agencies using information technology to provide more efficient services at less cost.

The Office is constantly searching for ways to improve its services to clients. To be more accessible to the public, it has opened new offices and improved existing ones. Some issuing offices remain open after normal working hours and on holidays. In the future, the Passport Office may accept credit and debit cards in addition to cash for payment for passports.

A planned national survey of clients is expected to obtain information that will enable the organization to establish new national service standards.

The development of a wallet-sized passport card is another indication of the Office's willingness to design and deliver its services to meet the needs of clients. The new card will greatly facilitate travel to and from the United States by enabling card-holders to clear immigration and customs quickly. The card will also enable officials to introduce new technology which will tighten security at border points.

To ensure that the organization continues to meet the future travel needs of Canadians, it will review its long-range planning capability. It will also continue to pursue joint ventures and colocation opportunities with other public and private sector partners. It will show the importance it attaches to its human resources by ensuring that they are provided with the training necessary to function in a much more computerized environment.

In every future course of action the Passport Office will continue to pursue excellence in facilitating the movement of people across international borders and in responding to the needs of the Canadian travelling public.