

St. Catharines, Kitchener, and London offices continued to display the paintings of local artists in their waiting rooms. This innovative initiative has produced several benefits. The artists have gained a wider audience and staff and clients have a daily opportunity to appreciate art. Other offices are exploring the possibility of displaying the art of local artists in their waiting rooms.

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In their continuing efforts to make their services better known to the travelling public, regional offices took part in travel shows, made courtesy calls on Members of Parliament and travel agents, publicized their services through cable television and provided group information sessions for students and travel agents.

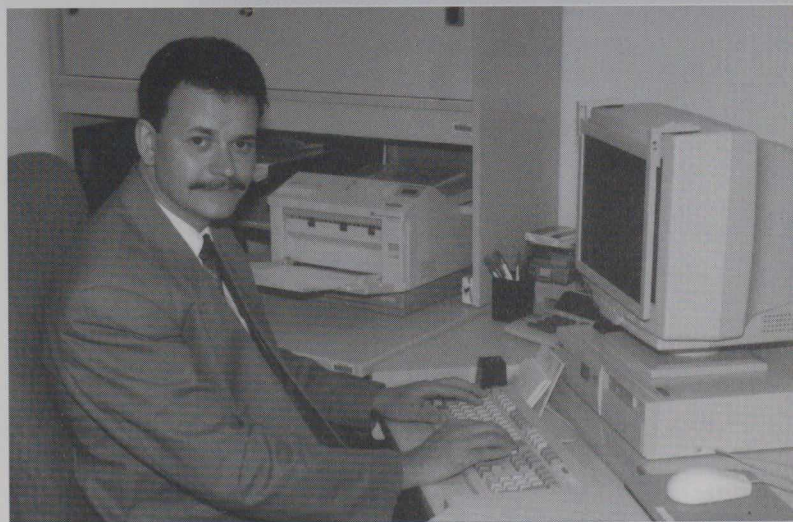
## Eastern Operations

Eastern Operations is responsible for issuing travel documents in Quebec and the four Atlantic provinces. It has offices in Fredericton, Halifax, Jonquière, Laval, Montreal, Sainte-Foy, Saint-Laurent and St. John's.

Last year the region surpassed its productivity objective by three per cent by issuing 305,290 travel documents, an increase of more than seven per cent over the previous year. It also continued to rely on management initiatives and the increased use of modern technology to improve the quality of its service to the public.

To serve the public in Montreal better, the region opened a temporary office in the Guy Favreau complex during peak demand periods to take the pressure off the main Montreal office. This move both reduced crowding at the main office and cut waiting time in half.

In busy offices part-time examiners helped reduce client waiting time. Every office was also required to monitor client waiting time four times a day so that resources could be moved to where they were most needed.



Guy Dufort, Manager  
Laval Office