

d) In planning for periods of peak work load, provision would have to be made for either overstaffing, at Branches, of examiners and machine operators to provide a reservoir of sufficiently trained staff or a reserve of examining staff maintained at headquarters for deployment on temporary duty at branch offices at short notice.

e) Similarly, provision should be made at branch offices to provide sufficient resources to meet emergency situations; e.g. passport writing machines and other production equipment.

f) Initially, it is estimated that travel agents and transportation companies would direct to the branch offices about 15% of the total number of requests for passport services originating from the area. To the foregoing volume could be added charter flight passengers and others who have made last minute decisions to travel.

Option 3

THE BRANCH OFFICE WILL DEAL WITH ALL APPLICATIONS AND ISSUE PASSPORTS TO ALL CANADIANS FROM WITHIN THE TERRITORIAL JURISDICTION OF EACH OFFICE, OR AS APPLICANTS PRESENT THEMSELVES FOR SERVICE.

Implications

a) The standard application form would have to be packaged in pre-addressed envelopes bearing the office address of the appropriate branch office to which they should be directed.

b) Maximum staff would have to be provided to meet the estimated workload at the branches. In addition extra staff to meet emergencies as they arise must be provided either at the branch offices or as a reservoir at headquarters for deployment locally.