



Anticipated Benefits

There will be a clearer focus on ways to improve the products and services that respond to our clients' needs.

1995-96 Activities

- ▶ Selecting and negotiating a contract with a client research firm.
- ▶ Developing and testing a questionnaire to be used in the study.
- ▶ Undertaking the survey, analyzing the data and making recommendations to the Passport Office.

Resources Required: \$250,000.

4.4 Delivery of Passport Services Abroad

Background

The Passport Office is accountable for the issuance of Canadian travel documents on a global basis and carries out this work in Canada. The Consular Program of Foreign Affairs and International Trade (FAIT) provides this service abroad on our behalf. In return, the Passport Office pays the Consular Program a fee.

In 1994, FAIT commissioned a review of current and potential relationships between the Consular Program and the Passport Office. It suggested a number of actions that would enhance the relationships between the two organizations.

Objective

- ▶ To formalize an agreement with the Consular Program concerning the delivery of passport services abroad.