

NICK WISE — CENTRAL OPERATIONS

This was a productive year for Central Operations. We have settled into our new accommodations quite well, despite the long-term interruption caused by the Ice Storm. We're very happy with the new and improved operating environment, and most employees are enjoying the benefit of close proximity with their colleagues in the division. Now we're preparing ourselves to move forward with IRIS while both maintaining our levels of service and working closely with the TEP team as we implement—and get used to—the new system.



CAROL HENSLEY — ONTARIO OPERATIONS

"Change" is the perfect word to describe the past year. To get ready for IRIS, the Toronto, Thunder Bay, Kitchener, and Windsor offices relocated. The other offices are planning similar moves or expansions. Our commitment to excellent service continues. Hamilton piloted a voluntary mail-back service. London piloted 24-hour Urgent and 48-hour Express service. Kitchener has been pro-active in piloting IRIS and will be the first office to implement it in the national roll-out. We couldn't have done these things without the cooperation of all our employees and I want to express my gratitude to them.

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The Passport Card

One of the most innovative projects we have undertaken is the Passport Card project. Essentially, the Passport Office is exploring the possibility of replacing the traditional passport booklet with a new, wallet-sized, machine-readable card. Of course, the passport card will not come into general use until the concept has been accepted and implemented internationally. But when it does, we'll be ready. We are discussing both the design of the card and production options with the Department of Citizenship and Immigration Canada.

We are also actively exploring the best way to standardize the use of wallet-sized passport cards world-wide. For this purpose, we are working very closely with our conferees at the International Civil Aviation Organization (ICAO) and the International Organization for Standardization (ISO) in such areas as card design and format, electronic data storage and embedded security features.

Furthering Security for children

During the 1998-99 fiscal year, the International Civil Aviation Organization

and a report of a Canadian Parliamentary committee on *International Child Abduction* have both recommended that, to assist in the curtailing of transnational illegal trafficking of children, the Passport Office should study the possibility of implementing the principle of one person one passport regardless of age. This measure means that all children under the age of 16 would be required to carry a passport issued in his or her own name as opposed to the current practice whereby the name of any child under the age of 16 could be added onto one of the parent's or the legal guardian's passport. It is also to be noted that, under the current practice, if either the parents or the legal guardians so desire, a minor child could apply for a passport to be issued in his or her own name.

Alternative Service Delivery (ASD)

Within the framework of the ASD, the Passport Office has put in place a pilot project with Canada Post Corporation whereby the latter's employees act as receiving agents in Cornwall and Sudbury. There are also four other projects with the Department of Citizenship and Immigration; these include a collocation project (London), a joint application form whereby