



THE PASSPORT OFFICE SERVES CANADIANS THROUGH 21 OFFICES FROM COAST-TO-COAST AND 2 OFFICES IN THE NATIONAL CAPITAL REGION

Monthly conference calls between managers and the Regional Director keep all members of the management team abreast of developments, encourage an exchange of information and provide recognition of individual contributions. These conferences have been particularly helpful in solving problems and preventing similar occurrences in other offices.

Following a survey of applicants' needs, business hours were extended in all Eastern Operations offices. Large offices are now open 45 hours a week; medium-sized offices, 42 hours a week; and small offices, 37.5 hours a week. Surveys of applicant waiting time are conducted daily in large offices and as needed in medium and small offices to ensure sufficient staff are assigned to mini-

mize waiting time with a service target of less than a 15-minute wait.

During the Gulf War, Eastern Operations demonstrated its ability to respond quickly to emergencies by assigning staff temporarily to other offices within the region.

Ontario

To provide more timely access for the public, hours at the larger Ontario offices were extended 75 minutes a day. This was accomplished without additional person-years or overtime. Response from the public has been favourable and the change has resulted in less crowding and significantly shorter waiting periods. To further reduce applicant waiting time, some offices have displayed a