

A journey of a thousand miles begins with a...

> single step

There is a common misperception that the private sector is more effective and efficient than the public sector in the delivery of services and the management of funds. We believe that this year, the Passport Office has been effective in providing valuable services for the \$35 paid by our clients. Long-term benefits are often the result of short-term initiatives...by focusing on the long term, Passport Office will ensure effective cost control for the benefit of the Canadian traveller. We will continue to develop and implement cost-effective services, and we will recognize the fruit of our labour in years to come.