

PROJECTS	GOALS	EXPECTED RESULTS/BENEFITS	TARGET	RESP.
Empower local offices and mission to handle certain security cases	Accelerate the delivery process in routine security cases.	<ul style="list-style-type: none"> Accelerated processing for identified security alert categories. Reduce the administrative burden on Security Authorized interviewers 	1999-2000: April	Security
New application forms	Implementation and availability of new application forms	<ul style="list-style-type: none"> Simplified forms for applicants 	1999-2000: May	Operations
Pilot project for passport mail-out	Provide a supplementary service to reduce one stage of the total process	<ul style="list-style-type: none"> Reduce waiting time for travel documents Reduce client visits by one Improve client satisfaction 		Operations
Delivery of urgent passports at airports	Simplify the process for clients living far from passport offices	<ul style="list-style-type: none"> Reduce client visits by one Meet client needs and demands Improve client satisfaction 		Operations
Decentralization of service points	Enable delivery of Refugee Travel Documents and Certificates of Identity to designated regional offices	<ul style="list-style-type: none"> Increase client access to other Passport Office services Reduce client waiting time Improve client satisfaction 		Ontario
Rapid service	<p>Continuation of the pilot project for rapid services (started in January 1999).</p> <p>Offer a choice of services in order to respond to client needs.</p>	<ul style="list-style-type: none"> Increase product and service attributes More flexible service Reduce client waiting time Improve client satisfaction 		Operations