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Quality of service is our most client-visible attribute. In the face of ice storms and postal strikes, we still managed to provide top-rate

services. We have tested several pilot projects, identified best

practices, and enhanced the services that contribute to improving our already high standards. From automation to mail delivery services, we have demonstrated much promise, and we have also implemented improvements to our internal processes. This year produced many positive results, and we believe we have increased our accessibility to our clients.

In 1969, the Royal Commission on Security supported plans to open regional Passport Offices across Canada for better security. This is an instance where security and integrity objectives translated into better service to the public. Three regional offices opened in 1970, in Montreal, Toronto and Vancouver, to accept and process applications submitted in person. Today, offices are located throughout the country with 28 offices from St. John's to Victoria, and there are centralized services for passport applications by mail, Certificates of Identity, Refugee Travel Documents and Official Travel.

