

# Providing quality services is extremely important to the Passport Office. The ease with which people can travel, both for pleasure and business, is an indicator of our services and success...

In 1969, the Royal Commission on Security supported plans to open regional passport offices across Canada to provide 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, there are 28 offices across Canada which process more than 80 percent of the million and a quarter Canadian passports issued each year.

Providing quality services is extremely important to the Passport Office. The ease with which people can travel, both for pleasure and business, is an indicator of our services and success, particularly with consistently increased demands for travel between Canada and the United States.

During the last fiscal year, numerous achievements in short- and long-range plans resulted in improved efficiency and effectiveness, and the regional offices achieved significant results in numerous objectives.

The Passport Office has four regional operations: Western, Ontario, Central and Eastern. There are 28 passport-issuing offices across the country from St. John's, Newfoundland, to Victoria, British Columbia. The Chief Executive Officer, four functional directors and 21 managers operate from Headquarters, and there are four operational directors and 28 managers in regional offices and headquarters.