Crossing New Borders ... Canadians who travel, for as many reasons as there are countries in the world, are in need of the services of the Passport Office. While many people use the services, few reflect on the intricacies, processes and complexity of the Passport Office. Many travellers mistakenly believe that applying for a passport is a simple process-like getting a bus pass-but nothing could be farther from the truth. When issuing a travel document, the Passport Office takes on a responsibility for the applicant, for every other citizen of Canada, for the image of the government, and an obligation towards every country around the world. These responsibilities have a broad impact on the safety of Canadians, the image of Canada globally, and the effectiveness of public services.