

interim report prepared by B.M.C.S. (Project 8P13 submitted in June, 1969) identified possible areas for computer processing and potential benefits that justified the commencement of the detailed phase of the feasibility study that could lead to a Treasury Board Submission for approval.

Discussions with the Project Officer indicate that a computer based system may only be feasible if a sufficiently large volume of passport applications continued to be processed centrally. Furthermore, it would not be possible to obtain the maximum benefit if some 40 to 50% of all applications were processed at branch offices. This seems to establish an additional reason why the role of the branch offices should be limited to processing only genuine urgent applications. If this could be accomplished, a maximum number of non-urgent applications would have to be processed centrally by a computer based system. This would have the added benefit of helping to contain rising labour costs resulting in the maintenance of the fee structure at its present level for a longer period.

Personal Appearance

The Cabinet directive of October 18, 1968, further authorized the Department to develop an acceptable system for the personal appearance of all applicants for the purpose of confirming the identity of applicants and the pre-screening of applications. A similar system has been recommended in the report of the Royal Commission on Security.

The Branch Office structure could provide the framework around which such a system could be developed.

DEGREE OF SERVICE

The most important determination to be reached, to effectively plan the decentralization, is the degree (or level) of service to be extended by the