

With the opening of new offices, travel agents and other entrepreneurs will no longer be allowed to submit passport applications on behalf of their clients, although they will retain the privilege of picking up completed passports for them.

Phase III is concerned with a review of the success of these security enhancement measures and their overall impact on service to the public. The review will include:

- ❖ an evaluation of the results of investigations by the Passport Office and other investigative bodies into the extent of personation in connection with passport applications;
- ❖ an analysis of the experience of increased personal appearances generated by Phase I and II initiatives;
- ❖ an assessment of the value of opening other economically viable offices;
- ❖ a review of passport controls related to children; and
- ❖ in collaboration with External Affairs and International Trade Canada, a study of passport issuance abroad.

A status report, in which initiatives for Phase IV of the Plan will be proposed, will then be prepared for submission to the Secretary of State for External Affairs.

### **3. TECHNOLOGY ENHANCEMENT PLAN**

Canada must retain its position as a leader in the design and development of counterfeit-protected, machine-readable passports. To that end, the passport production process must be brought into line with socio-economic and technological realities.

The Passport Office has recognized that its computer systems are working to capacity and approaching the end of their life cycle. A long-range planning exercise has been initiated to determine specifications and implement new systems and technologies.