

- ▶ to proceed with the renewal of our business process, including the installation of a renewed information technology infrastructure for currently-issued machine-readable travel documents; and
- ▶ to refine the Passport Office service culture so that it responds to client expectation.

## 4.2 Market Survey for the Passport Card

### Background

The new processes and technologies being introduced into the Passport Office as part of the Technology Enhancement Plan (TEP) make it an opportune time to consider new business opportunities and products. In this context, the Passport Office identified a Wallet-Sized travel card/Passport Card (WSPC) that could facilitate the movement of Canadians to and from the United States. The provision of such a card would be consistent with the *Blueprint for Renewing Government Services Using Information Technology* in that it focuses on:

- ▶ improving service to clients,
- ▶ building partnerships,
- ▶ sharing expertise,
- ▶ increasing efficiency, and
- ▶ enhancing enterprise-wide benefits.

An official Canadian travel document in a card format would offer the same high levels of security as the passport, be fully compatible with international standards and with existing document-reading devices. Canadians must be able to take advantage of processing improvements introduced by foreign initiatives such as the U.S. Advance Passenger Identification and rapid pre-identified traveller lanes. Both Revenue Canada and Citizenship and Immigration Canada (CIC) are predicating their introduction of such initiatives on the existence of a WSPC.

The use of a WSPC is supported by the International Civil Aviation Organization and the International Standards Organization. Discussions between the Passport Office and the U.S. Immigration and Naturalization Service have confirmed that the WSPC would be a welcome means of enhancing the processing of Canadian travellers at U.S. border points. Discussions with Revenue Canada and CIC indicate that the