

Strategic Imperative	Description	Progress 2000-01
Exploit alternative service delivery	Partnership with Canada Post: Canada Post authorized as passport application receiving agent, increasing access to our services.	In January 2001, 15 additional Canada Post outlets, located mainly in urban areas, joined the pilot project.
<i>Objective:</i> To increase convenience and access for applicants.	Passport On-Line (POL): part of the overall Government of Canada initiative to provide information and services on-line.	Now in its first phase of development, applicants can download passport application forms from the Passport Office Web site. Planning underway for next phase: applying on-line.
	CANPASS: partnership with Canada Customs and Revenue Agency to expedite border crossing for frequent air travellers by means of a card coded with personal information and biometric details	Currently available at Vancouver airport. National implementation postponed.
Improve decision making	Revised strategic planning framework to improve planning activities	Deployed
<i>Objective:</i> To augment efficiency in decision making and to improve management capability	Implementation of a new management structure to increase overall management effectiveness	Creation of a Management Committee
Accelerate the application of technology	IRIS (The Data-Capture and Retrieval Passport Issuing System)	Full implementation being completed
<i>Objective:</i> To enhance Passport Office operational efficiency	Centralizing passport production in Hull and Toronto	Launch scheduled for Winter 2002
	Q-Matic: a queue-management system that reduces waiting time at public counters	Operating in 17 offices
Re-engineer the passport application process	Urgent and Express services pilot project	Pilot project ongoing
<i>Objective:</i> To provide more convenient service	Development of new application forms	Re-design of forms completed. New forms are available on the Passport Office Web site.
	Development of a system for on-line verification of citizenship status	Discussions are underway with the 13 provincial and territorial registries and Citizenship and Immigration Canada