

ORGANIZATION

Since becoming A Special Operating Agency, the Passport Office has paid closer attention to its organizational structure. When necessary, it has shifted responsibilities and reorganized itself to better reflect the business philosophy and corporate culture of the Agency. In doing so, the Agency has moved to empower its employees, especially examiners, to enable them to resolve complex issues when dealing with clients.

The Passport Office is headed by a chief executive officer who is accountable to the Deputy Minister of DFAIT for the Passport Office's operations and results. The CEO and the Agency's directors form the Executive Committee. This Committee is responsible for all policy and operational decisions of the Office.

The Passport Office is made up of the following functional and operational divisions: Corporate Secretariat; Management Services and Technology Enhancement Project; Human Resources Services; Finance and Administration; Security, Policy and Entitlement; Western Operations; Ontario Operations; Central Operations; and Eastern Operations.

The Passport Office is client-oriented and provides services directly to the Canadian public. Its organizational structure reflects this orientation.

The Passport Office operates 31 points of service, including 28 issuing offices located throughout the country and a centralized mail-in service, Certificate of Identity service and Official Travel service (see Appendix A). The Office employs 397 indeterminate employees and 118 determinate employees.

"THE FOLLOWING GRAPHIC ILLUSTRATES THE RELATIONSHIP AMONG THE VARIOUS PARTS OF THE ORGANIZATION AND REFLECTS THE PASSPORT OFFICE'S COMMITMENT TO QUALITY OF SERVICE. THE CLIENT IS AT THE CORE OF THE PASSPORT OFFICE ACTIVITIES."



CLIENTS COME FIRST

It is not unusual for Canadians to spend many weeks planning a trip abroad. But few will likely give much thought to the one thing above all others they must usually have to enter a foreign country – a valid passport. They do, however, know what they want – a fast, effective service and a very affordable passport. Over the years the Passport Office has worked diligently to meet the expectations of the travelling public.

To personalize its service, the Passport Office has carefully selected the locations of its 31 points of service. Because offices are located in urban areas, the Agency can serve 85 per cent of its clients in person. The average turnaround time to process an application is five working days if submitted in person, ten working days if submitted by mail.

Care is taken to ensure that offices are near parking areas and in buildings that are accessible to persons with a disability. Service is available in both English and French in designated bilingual areas and arrangements can be made to communicate with persons with a visual impairment and with persons who are deaf.

Emergency services are available after normal office hours, on weekends and on statutory holidays.