



1995-96 Activities

(i) Debit and Credit Cards

To improve service to Canadians, we will undertake a study to assess the potential impact of the use of debit and credit cards for services provided to the public by the Passport Office. Currently, the public uses cash to pay for such services. The study will make recommendations to the Passport Office on the use of these cards.

(ii) Colocation and Joint Ventures

Consistent with the *Government Blueprint for Renewing Government Services using Information Technology* and consistent with the spirit of the recently completed Program Review, the Passport Office will develop a corporate strategy on joint ventures and colocation with other government departments and agencies.

(iii) Consular Training

In order to improve the quality of the examination process and production of passports issued abroad, we will modify and improve the training program for consular staff and offer them better support. More specifically, we will offer training adapted to the specific needs of each mission. In addition, we will pursue the development of a computerized self-training program, and review the manuals and tools at the disposal of consular staff.

Resources required: Debit and credit card: \$10,000;
colocation strategy: \$6,000; consular training: \$70,000.