

# HIGHLIGHTS

- Improving quality of service to Canadians by opening three new issuing offices in Brampton, Kitchener, and St. Catharines.
- Developing a new charter for the Passport Office.
- Successfully implementing Phase I of the business renewal of the issuance process of Canadian travel documents.
- Implementing a new passport booklet with enhanced security features.
- Empowering employees in all four regional operations: Western, Ontario, Central, and Eastern.
- Implementing a toll-free telephone information service across Canada to improve service to clients.
- Issuing passports to Canadian residents living in the United States from an office in the National Capital Region.
- Issuing 1,319,958 travel documents.
- Generating revenues of \$46.5 million.
- Employing 567 people including 180 determinate employees.
- Generating a surplus of \$9 million at the close of the first four-year break-even period.