



- The offices in Halifax, Québec, Jonquière, Montréal and Saint-Laurent took part in travel exhibits in their respective communities to inform the public about the services offered by the Passport Office and the Consular Affairs Branch.
- The offices in St. John's, Halifax, Fredericton, Québec and Jonquière also made presentations to academic institutions. The PSAC strike in September had important effects on the offices in Montréal and St. John's where service was interrupted.

Other activities of Eastern Operations included:

- installing an improved vocal response system in the Montréal area;
- relocating the Jonquière office;

- preparing for and staffing a new office in Laval;
- staffing the position of manager of the Fredericton office; and
- participating directly in the development and implementation of the Security Enhancement Plan.

Ontario

The productivity targets determined for Ontario Operations have been met, and throughout its seven issuing offices, new security enhancement procedures have been introduced with minimum delay or difficulty.

The Toronto office was short staffed for three months when the Head of Public Services served on the longest inquest in provincial history. Despite this



*Bernice Goulding
Manager, Toronto Office*