

largest service of its type in Canada. By providing this information 24 hours a day, the Passport Office is in the vanguard of federal agencies using new technology to reach computer users. The next phase of this new service to the public may include on-line questions and answers.

The Division initiated a Forms Inventory Project designed to eliminate or combine the various forms used in the daily operations of the Passport Office. With the aid of an electronic form software package, forms are created in-house and accessed directly from personal computers. Hard copies are printed directly by the users, reducing both inventory and composition costs.

The Corporate Communications and Marketing Section launched a major public relations campaign to make the Canadian public more aware of Passport Office services. This included selective advertising aimed at the travelling public, pamphlets and brochures and participating in national and provincial travel fairs. It also helped plan communication activities to publicize the 25th anniversary celebrations of the Montreal, Toronto and Vancouver offices. It is now responsible for publishing the employee newsletter, "Passages".

During the year, the national 1-800 call centre, a toll-free passport information service for the Canadian public, received more than 660,000 calls. The system's touch-tone automated information service was also improved and staff continued to be trained in its use.

The Passport Policy Section gave high priority to refining and developing its role within the organization. It also began the preliminary planning for what will be a major undertaking by the Agency — The Policy Review Project. The project, which is expected to begin next fiscal year, will examine all aspects of passport policy. This includes the impact of new technology

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*Sylvie Turcotte, Manager,  
Organization and Methods Services*

on the operations of the Office, the quality of its service and how management may best enhance employee empowerment.

In addition to these activities, the Section continued its active liaison with other agencies responsible for providing services to the travelling public. It actively participated in the Department of Citizenship and Immigration's Business Process Re-Engineering project with a view to examining potential co-operation in the provision of services to the Canadian public. It also helped the Canadian delegate to the International Organization for Standardization committee on country codes. A new standard on country codes is expected to be available in the 1995-96 fiscal year.