

In order to minimize the Passport Office's projected deficit, Finance performed a review of budget allocations to cost centres, and proceeded with a major budget reduction exercise.

In the area of Administration, the accommodation specialists managed and coordinated many projects concurrently. In line with our corporate objectives of better quality of service to our clients and a better quality of working life, the Accommodation section has coordinated the opening of new offices in Kitchener, Brampton, and St. Catharines. Accommodation has also coordinated a number of relocations and expansions: the relocation of the public counter in Hull, the Official Travel section, and

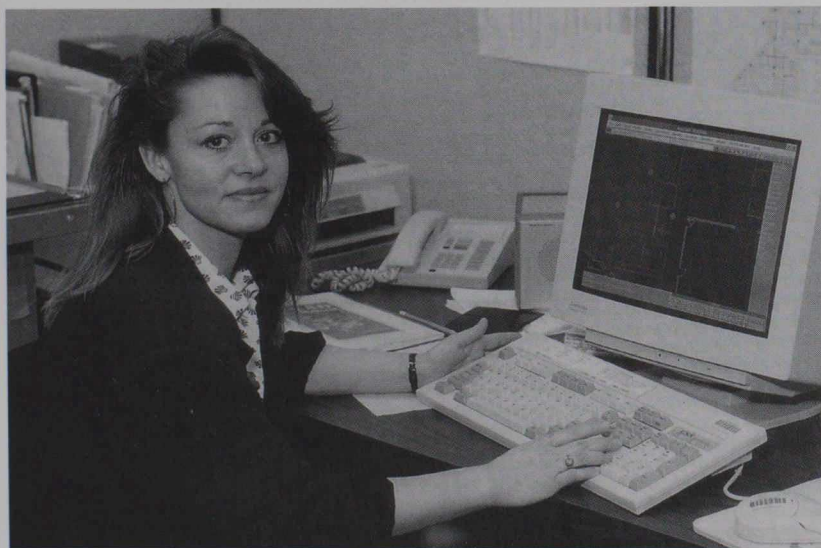
To provide better service to the management team, the Accommodation Section acquired the AUTOCAD system, a facilities management software. This software will simplify the design of functional office layout.

In the past year, the inventory control process in Headquarters' stockroom and the issue of purchase orders in the Administration section have been automated. The automation of these two activities has resulted in better management of the stockroom inventory and a better service to our clients.

For the convenience of the Canadian public, the Administration section has also proceeded with the standardization of the Passport Office information indicated in the blue pages section of the telephone book.

The Records Management Section provided support to all areas of Headquarters and Regional offices in regard to research requests and retrieval services from the Policy and Administrative files. Corporate file research requests included 33,780 microfilm requests emanating from the Privacy Commissioner, Consular Services, Headquarters, and Regional Offices. A total of 1,109,291 corporate files were microfilmed.

Records Management participated in the Locally Shared Support Services (LSSS) committee working group to implement an on-site archives storage for semi-active records. This should result in more efficient retrieval of information. As part of an ongoing project with the Departmental Records Information Management Division, steps were taken to implement a Block-Numeric, automated, file classification system which will result in a unified automated file classification system



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the Certificates of Identity section from the sixth floor of the Place du Centre building to the commercial level; the relocation of the Winnipeg, Fredericton, and Québec City offices; and the expansion of the Victoria, and Edmonton offices.