

Acting Director, Eastern Operations, **Martine Lallouz**



5

This year the Passport Office put even more emphasis on partnerships and enhanced communication with other government organizations. We recognize that alliances and other types of cooperation

with other government and non-government organizations lead to more efficient services by eliminating redundancy across federal departments (horizontal issues) and duplication in other levels of government (vertical issues). This approach yields tremendous opportunities and allows the public greater access to passport services. We are continuously looking for new ways to provide services more efficiently.

OTHER DEPARTMENTS

For most new Canadians, the Passport Office is the next government port-of-call once they have received their citizenship papers. Therefore, given this relationship, it made sense to examine the feasibility of closer ties between the Passport Office and Citizenship and Immigration Canada (CIC). Initially, in 1996-97, four aspects of our operations were studied: co-location of offices; concurrent application process; shared call centre services; and common card (common standards) technology. The objectives of closer cooperation and the studies undertaken were to provide seamless government service and examine the potential for savings to both organizations. Two of these studies went on to become two-year pilot projects: the co-location of CIC and Passport offices in London, Ontario, and the concurrent application to allow new Canadians to apply for both their citizenship certificate and their passport through a single process. Early results are positive for both pilots and a mid-term analysis is due in September 1998. Discussions are continuing for the third study, shared services in a Call Centre office, while the fourth study has already yielded tremendous results.

← **Ron Nasrallah** Manager, Hull Public Services (L)

Sylvie Turcotte Manager, Organization and Methods Services