

4. That the new equipment should pay for itself in about three years.
5. That there should be a substantial reduction in overtime pay and passport spoilage.
6. That the new equipment and concomitant system should result in a vastly improved service to the public, particularly during the peak demand period for passports.

4. While the introduction of new equipment will be a progressive step, it will not, by itself, solve all the problems which now hamper efficiency and productivity in the Division. The latter can be further enhanced by:

- (a) Improved application forms,
- (b) Better space facilities,
- (c) A reduction in the number of transient employees,
- (d) A re-assessment of work standards particularly in the Examination Section.

Observations on these points and others may be found in the section of this report entitled "Matters for Further Study".