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The Passport Office is headed by a Chief Executive Officer who is accountable to the Deputy Minister of DFAIT for the Passport Office's operations and results. The CEO and the Agency's directors form the Executive Committee. This committee is responsible for all policy and operational decisions.

The Office is made up of the following nine functional and operational divisions: Corporate Secretariat; Management Services and Technology Enhancement Project; Human Resources Services; Finance and Administrative Services; Security, Policy and Entitlement; Western Operations; Ontario Operations; Central Operations; and Eastern Operations. Services are provided at 31 points, including 28 issuing offices located throughout the country and a centralized mail-in service, Certificate of Identity service, and Official Travel service.

Because of the significant commitment of our employees, the Passport Office continues to excel at

providing economical, efficient and high-quality services for all Canadians. Our personnel have faced significant changes with a high level of authority and competence, and took on the necessary skills, training and development to continue to provide superior services.

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The management of the Passport Office believes that this was a very successful year simply because of the overall and demonstrated commitment of our people. Repeatedly, they demonstrated an ability to adapt to the changing corporate environment, to address changing technologies, and to participate in training and development to ensure that passport services meet the high standards that Canadians have come to expect.