

Strategic Imperative	Description	Progress 2000-01
Exploit alternative service delivery <i>Objective:</i> To increase convenience and access for applicants.	Partnership with Canada Post: Canada Post authorized as passport application receiving agent, increasing access to our services. Passport On-Line (POL): part of the overall Government of Canada initiative to provide information and services on-line. CANPASS: partnership with Canada Customs and Revenue Agency to expedite border crossing for frequent air travellers by means of a card coded with personal information and biometric details	In January 2001, 15 additional Canada Post outlets, located mainly in urban areas, joined the pilot project. Now in its first phase of development, applicants can download passport application forms from the Passport Office Web site. Planning underway for next phase: applying on-line. Currently available at Vancouver airport. National implementation postponed.
Improve decision making <i>Objective:</i> To augment efficiency in decision making and to improve management capability	Revised strategic planning framework to improve planning activities Implementation of a new management structure to increase overall management effectiveness	Deployed Creation of a Management Committee
Accelerate the application of technology <i>Objective:</i> To enhance Passport Office operational efficiency	IRIS (The Data-Capture and Retrieval Passport Issuing System) Centralizing passport production in Hull and Toronto Q-Matic: a queue-management system that reduces waiting time at public counters	Full implementation being completed Launch scheduled for Winter 2002 Operating in 17 offices
Re-engineer the passport application process <i>Objective:</i> To provide more convenient service	Urgent and Express services pilot project Development of new application forms Development of a system for on-line verification of citizenship status	Pilot project ongoing Re-design of forms completed. New forms are available on the Passport Office Web site. Discussions are underway with the 13 provincial and territorial registries and Citizenship and Immigration Canada