

# Passport Services

## - Congressional Briefing -

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# Mission and Responsibility

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## Mission

- Facilitate international travel
- Enhance national security by issuing secure travel documents to U.S. citizens/nationals

## Responsibility

- Verify citizenship and identity
- Citizenship – birth certificates, CRBAs, and naturalization certificates
- Identity – driver's licenses and other government-issued IDs
- Freedom to travel – criminal data/child support/unpaid loans





# Our Organization

## 28 Domestic Passport Facilities

- 25 have counters open to the general public
- 1 supports U.S. government travel
- 1 mega-adjudication center closed to the public
- 1 document print center closed to the public

## 8,500 Domestic Passport Acceptance Facilities

- Post Offices, Clerks of Court, Libraries

## 3,100 Employees

- Government
- Contract Support (support processing and customer service)
- Call Center





# Passport Agencies and Centers



# Commitment to Customer Service

- “Quickly, Confidently, Consistently, and Correctly”
- Routine (4-6 weeks) and Expedite (2-3 weeks)
- Obstacles to Service Times
  - Problems with citizenship and identity documents
  - Outstanding child support payments and warrants

Passport staff hard  
at work.





# Who Needs a Passport?

- All U.S. citizens travelling outside the United States
- Frequent border crossers
- Business travelers
- Students in study abroad programs
- Individuals who:
  - Need access to federal buildings
  - Want to apply for federal benefits
  - Employment verification (E-Verify)



# Official vs. Regular Passports

- Official Passports

- No-fee
- U.S. Government Travel
- Apply at “First Call” in B-241 Longworth HOB
- Staffers need letter of authorization from their respective Member or committee



- Regular Passports

- Must pay all applicable fees
- For tourist travel





# How to Apply

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Applicants must apply in person at an acceptance facility if:

- You are applying for your first U.S. passport
- You are under age 16
- Your previous U.S. passport was issued when you were under 16
- Your previous U.S. passport was lost, stolen, or damaged
- Your previous U.S. passport was issued more than 15 years ago

Passport acceptance facilities are located in most major post offices and non-postal facilities. These include: Clerks of Court, public Libraries, and other government offices. For a complete list of our facilities, please visit our website: [www.travel.state.gov](http://www.travel.state.gov).







# First-Time Application



## Passport Book Cost

\$135 for adults

\$105 for minors under 16

## Passport Card Cost

\$55 for adults

\$40 for minors under 16

## Validity

10 years for adults

5 years for minors under 16

## Validity

10 years for adults

5 years for minors under 16

**\*\*\$60 additional fee for expedited service \*\***

Applying for both the book and card saves \$25:

\$165 for adults

\$120 for minors under 16





# Citizenship and Identity

- **Eligibility:**
  - All applicants must submit evidence of citizenship and identity
- **Primary evidence of citizenship includes:**
  - Previously issued, undamaged U.S. passport
  - Certified birth certificate issued by the city, county or state (must include full names of applicant's parents)
  - Consular Report of Birth Abroad of Certification of Birth
  - Naturalization Certificate
  - Certificate of Citizenship
- **Evidence of identity includes:**
  - Previously issued, undamaged U.S. passport
  - Naturalization Certificate
  - Valid Driver's License
  - Current Government ID (city, state or federal)
  - Current Military ID (military and dependents)





# Passport Renewals



## Passport Book Renewal Cost

\$110 for adults

\$105 for minors under 16

## Passport Card Renewal Cost

\$30 for adults

\$40 for minors under 16

**\*\*\$60 additional fee for expedited service \*\***

- Eligibility:
- The passport is undamaged and can be submitted with your application
- The passport was issued at age 16 or older
- The passport was issued within the last 15 years
- The passport was issued in your current name, or you can legally document the name change





# Urgent Travel\*



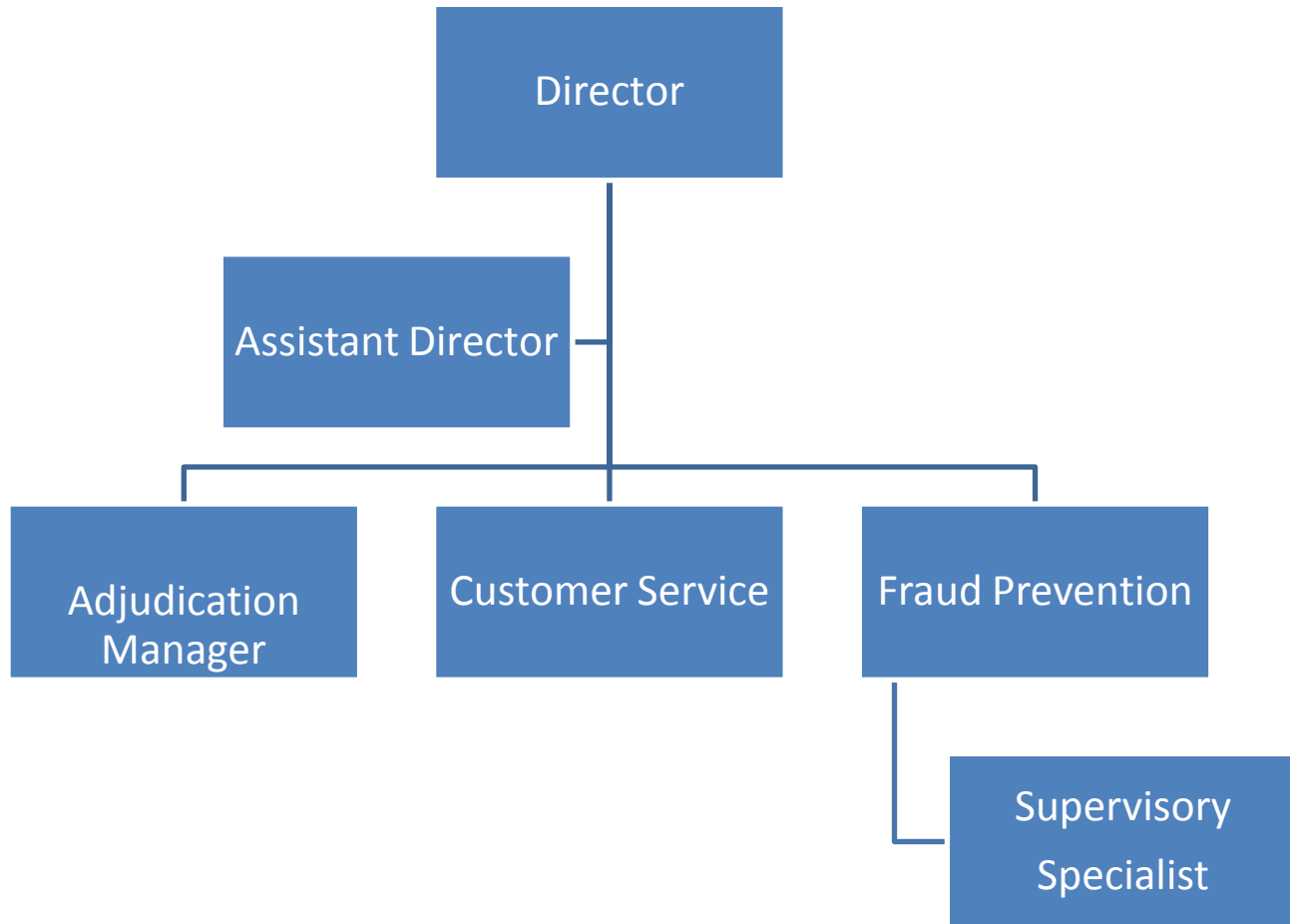
For emergency travel or travel in two weeks or less, an appointment can be made at a regional passport agency.

Proof of travel or emergency will be needed for appointments.

To make an appointment call the National Passport Information Center or contact the appropriate Customer Service Manager at a passport agency.



# Agency Organization





# Fee Waivers

The passport application fee established pursuant to [22 U.S.C. 214\(a\)](#) recovers the costs of processing applications for passport books and cards. This fee is non refundable.

## Persons exempted from payments: 22 USC 214

- Official Passports: Officers or employee of the United States proceeding abroad for official duties, or from members of his immediate family
- An American seaman who requires a passport in connection with his duties aboard an American flag-vessel
- A widow, widower, child, parent, grandparent, brother, or sister of a deceased member of the Armed Forces proceeding abroad for a memorial service
- From an individual returning to the United States, when the Secretary determines that foregoing the collection of such fee is justified for humanitarian reasons or for law enforcement purposes.

## In addition, passport fees are not charged for:

- Repatriates: Emergency, limited-validity (for direct return to the United States) passports issued at U.S. embassies and consulates abroad in conjunction with a repatriation loan.
- Victims of Disasters and Evacuees: Emergency, limited-validity passports issued at U.S. embassies and consulates abroad during period of international disaster or crisis for return to the United States
- Returning Victims of Serious Crime: Emergency, limited-validity passports issued at U.S. embassies for victims of serious crime such as terrorism victims, hostages, and victims of sexual assault, whose passports were lost or stolen, and who are returning to the United States.
- Deportees, extraditees and transferring prisoners: Limited-validity passports issued to U.S. citizens or U.S. non-citizen nationals who are under law enforcement escort for deportation, extradition, or prisoner transfer to the United States.





# Privacy Act Waiver

**For anything beyond checking the application status, congressional offices must submit:**

- Written authorization from the applicant stating what information may be released
- Must be signed and dated by the applicant
- Yes, we accept photocopies and faxes

Note: Passport Services is NOT authorized to release information prior to receiving the written authorization.





## Main Reasons for Congressional Casework

Status Updates: Congressional Offices must contact their regional passport agency's Customer Service Manager.

Suspense Work: Additional Documentation is needed to proceed with the processing of the passport.

- Information Request Letter
- NPIC phone number provided for questions

Child Support Arrears: If more than \$2,500 is owed in child support the applicant is not eligible to receive a U.S. Passport. All questions should be directed to the appropriate State Child Support Enforcement Agency Applicant should inquire prior to submitting a passport application – there are no refunds.







# Congressional Email Requests

The Congressional e-mail address is monitored throughout the day by staff members designated to respond to Congressional inquiries. It is the easiest way to reach a passport agency and is more expedient than leaving a voicemail.

**Please do not share this e-mail address with the public - it is for your internal government use only.**

In the subject line of your e-mail, please include the name and travel date of the constituent. Please send a separate e-mail for each constituent unless part of a group or family.

Attach a privacy act waiver signed by the constituent for anything more than a simple status check.

Please include in the body of the e-mail the constituent's:

- Name
- Date of Birth
- Phone Number
- Application Locator Number (if known)
- Social Security Number (if known)





# How to Contact Us

## Congressional Inquiries:

- Toll free: 1-877-687-2778
- Email: [NPIC-CONG@state.gov](mailto:NPIC-CONG@state.gov)
- Online : [travel.state.gov/congress](http://travel.state.gov/congress) (application status updates, contact info for Customer Service Managers at nearest passport agency)

## National Passport Information Center

- Speak with a representative from 8 a.m. – 10 p.m. (M-F, excluding holidays)
- Toll free: 1-877-487-2778
- Status inquiries or questions about cases
- General information
- Automated Appointment System available 24/7

## Customer Inquiries

- 1-877-487-2778
- [travel.state.gov](http://travel.state.gov) (application status update, forms, FAQs for applicants)





# Contact Information Continued

- Customer Service Managers at Passport Agencies
  - See [travel.state.gov/congress](https://travel.state.gov/congress) for contact information
- State Department Hill Liaison
  - Email: [Hill-Liaison@state.gov](mailto:Hill-Liaison@state.gov)
  - 202-226-4641 (House) and 202-228-1605 (Senate)
- Privacy Act
  - Written authorization from the passport applicant is needed that states what information may be released to your office.
  - Must be signed and dated by applicant.

