

# CONGRESSIONAL INFORMATION ON PASSPORT SURGE

U.S. Department of State • Bureau of Consular Affairs



## WHAT DO YOU MEAN BY "PASSPORT SURGE"?

- Approximately 45 million passports will expire between FY 2016 and FY 2018, compared to 26 million in the past three years.
- In FY 2015, Passport Services received 14.6 million applications. **We anticipate at least 17.4 million passport applications in FY 2016, and 20.9 million in FY 2017.**

## WHAT SHOULD YOU AND YOUR CONSTITUENTS EXPECT?

- **Longer processing times:** Processing times are expected to go up for routine processing in 2017, with expedite times also increasing.
- **More inquiries and possibly complaints:** As processing times increase, your office will undoubtedly receive more calls from people who are worried they won't get their passports in time for their travel.

## WHAT IS PASSPORT SERVICES DOING?

- **More staff:** Since 2007, we have increased passport staffing by 33 percent. Over the next two years, we expect to increase that number by an additional 20 percent to fully address the surge.
- **New facilities:** Passport Services has opened 11 new agencies and added 2 new public counters since 2007, for a total of 29 agencies and centers.

## HOW CAN YOU HELP YOUR CONSTITUENTS?

- **Spread the word:** Encourage your constituents whose passports expire this year to renew now. Many foreign countries require travelers' passports to have at least six months validity, so travelers should not wait to renew.
- **Educate:** A prepared applicant is a stress-free applicant. Help us educate your constituents about wait times, requirements, and the application process.

## HOW CAN PASSPORT SERVICES HELP YOU?

- **Constituent Services at passport agencies:** We have dedicated Customer Service Managers at each of our 29 passport agencies and centers who are there to assist your constituents with their passport needs.
- **Congressional website:** Visit our website at [travel.state.gov/congress](http://travel.state.gov/congress) for more information on consular services for your constituents.