

## **Department of State Efforts to Serve You and Your Constituents**

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### **Changes that Impact your Constituents**

- Constituents with urgent travel can now call the National Passport Information Center 14 days before their trip to make an appointment within five days of their scheduled departure date. Applicants should call 1-877-487-2778 or 1-888-874-7793 for TDD/TTY teletype services, 8:00 a.m. to 10:00 p.m. ET, Mondays through Fridays.
- We extended the provision for returning to the United States on an expired passport. If your constituents are overseas and their passport expired on or after January 1, 2020, they may be able to use their expired passport to return directly to the United States until March 31, 2022. More details are available at <https://travel.state.gov/content/travel/en/passports/passport-help/faqs.html/>.
- The fee for the U.S. passport book increased by \$20 to cover essential security-related costs, ensuring the Department of State continues to produce and issue a secure travel and identity document for U.S. citizens.
- The cost increase applies only to the passport book, not the passport card, and it applies whether the applicant is renewing by mail or applying at an acceptance facility, passport agency, or passport center. A full breakdown of current U.S. passport fees is available on our website: <http://travel.state.gov/passportfees>.

### **Processing Times**

- Your constituents can expect processing times of eight to eleven weeks for routine service and five to seven weeks for expedited service. Our processing times begin the day we receive an application at a passport agency or center.

## A Look Ahead

- Even as our service improves, we continue to advance our modernization priorities. We are committed to the [President's Executive Order on Transforming Federal Customer Experience and Service Delivery](#).
- In support of this Executive Order, we are working toward providing a secure online renewal option by Fall 2022. This will save Americans time, effort, and mailing costs, and make it much more convenient for your constituents to renew a passport.
- The Next Generation Passport (NGP) is a modernized U.S. passport book – redesigned to be Smarter, Safer, Better. We have issued nearly three million NGPs to customers across the country since March 2021. We continue to rollout the NGP at our passport agencies and centers.
- While the U.S. passport book currently in circulation (known as the ePassport) is already an extremely secure travel document, the NGP uses new technologies and has enhanced security features, such as a polycarbonate data page, laser engraved personalization, and updated artwork. We are on track to offer the NGP nationwide by the end of 2022. You can read more about NGP at: [travel.state.gov/ngp](https://travel.state.gov/ngp).

## Assisting in Times of Natural Disasters

- Assistant Secretary for Consular Affairs Rena Bitter approved a request from the Colorado Governor's office [to waive passport fees using the Disaster Recovery Reform Act \(DRRA\) of 2018](#). The Colorado Passport Agency sent all congressional offices in their region information for constituents who need to replace passports and assisted people whose passport were destroyed.
- After the catastrophic tornadoes in Kentucky, Assistant Secretary Bitter is in contact with the Kentucky Governor's office and U.S. Representatives in the affected districts about the passport fee waiver process and stands ready to assist.

- To learn more about how Passport Services assists victims of natural disasters, and to see a list of disasters where applicants may be eligible for a passport fee waiver, see our webpage [travel.state.gov/disaster](https://travel.state.gov/disaster).

