



Program #72058 - DART Passport and Photo ID Program FY 2025 Proposed

Department: County Management **Program Contact:** Tim Mercer
Program Offer Type: Operating **Program Offer Stage:** Proposed
Related Programs:
Program Characteristics:

Executive Summary

The Passport and Photo ID program within the Division of Assessment, Recording, and Taxation (DART) is responsible for accepting and reviewing passport applications on behalf of the US Department of State and creating employee badges. This service is provided through the organization's phone system, public counter, and by email. The Photo I.D. program works in tandem with the Passport program; it provides a much needed service for the public as well as serving all county employees.

Program Description

The Passport Program maintains standards set by the federal government. These standards inform how Multnomah County Passport agents process, review, and accept applications before submitting them to the federal government. Customers work directly with trained passport agents, who act as intermediaries between the public and the federal government. To fulfill this responsibility, the Department of State requires agents to undergo specialized training and to renew their certification annually. Application services are available to any US citizen, and the program serves any citizen inside or outside Multnomah County. This program is available by appointment or same-day service.

The Photo I.D. Program serves internal staff and the public. For internal staff, the Photo Program generates over 4,000 new and replacement badges per year. For external customers, the program serves customers seeking passport photos.

Both programs strive to provide excellent customer service to stakeholders.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Number of appointments available	7,108	8,000	6,400	7,100
Outcome	Number of applications processed	7,493	8,200	6,500	7,500
Output	Number of passport photos taken	5,900	6,000	5,300	5,200
Output	Total number of customer service calls handled	52,661	N/A	48,000	50,000

Performance Measures Descriptions

The value of "NA" is due to a new metric being tracked. The passport program acts as an agent acceptance facility. On behalf of the US Department of State, DART provides a comprehensive, one-stop customer service experience for community members wanting to obtain a US passport. These services include passport photos and application support, review and acceptance. Metrics presented support this goal and gauge our effectiveness in providing this service.

Legal / Contractual Obligation

Guidelines for the acceptance of Passports are set by the US Department of State.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2024	2024	2025	2025
Personnel	\$999,024	\$0	\$988,543	\$0
Materials & Supplies	\$13,723	\$0	\$13,683	\$0
Internal Services	\$120,363	\$0	\$136,626	\$0
Total GF/non-GF	\$1,133,110	\$0	\$1,138,852	\$0
Program Total:	\$1,133,110		\$1,138,852	
Program FTE	8.76	0.00	8.76	0.00

Program Revenues				
Fees, Permits & Charges	\$340,000	\$0	\$314,500	\$0
Total Revenue	\$340,000	\$0	\$314,500	\$0

Explanation of Revenues

Revenues from Passport acceptance fees \$262,500, Passport photo fees \$52,000

Significant Program Changes

Last Year this program was: FY 2024: 72058 DART Passport and Photo ID Program

During FY 2024 the passport team implemented and expanded same-day service and appointment availability for the community.