



Program #72058 - DART Passport and Photo ID Program FY 2024 Adopted

Department: County Management **Program Contact:** Tim Mercer
Program Offer Type: Existing **Program Offer Stage:** Adopted
Related Programs:
Program Characteristics:

Executive Summary

The Passport and Photo ID Program provides in person assistance with questions regarding the acceptance of passport applications that includes offering passport photos to the community. This excellent service is provided through the organization's soft phone system, at the public counter, and by email.

Program Description

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 is responsible for the issuance of county employee photo IDs for the overwhelming majority of Multnomah County employees. A passport program agent acts as an important intermediary between the public and the federal government. Agents in the program review all DS-11 applications and related citizenship and identity documents of applicants wishing to obtain or renew their US Passport. Specialized training is provided by the Department of State on how to accept passport applications and must renew their certification on a yearly basis.

The program maintains all standards prescribed by the federal government for the retention and transmittal of passport applications and related paperwork. 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, depending on staffing levels. Passport agents are available to answer questions in person, over the phone, and by email and live chat. The program also takes and sells passport photos to any citizen needing a photo for passport purposes. This program also takes employee photos and prints employee badges for more than 4,000 Multnomah County employees. Badge services include printing initial badges after hire, updating employee photos, and replacing lost or stolen badges when needed. Most employees access this program on their first day of work as part of the new hire process.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of appointments available	NA	NA	7,400	8,000
Outcome	Number of applications processed	NA	NA	7,600	8,200
Output	Number of passport photos taken	NA	NA	5,814	6,000
Outcome	% of passport photos accepted by Department of State	NA	NA	99%	99%

Performance Measures Descriptions

The number of appointments, number of applications and number of photos indicates the volume of work for this program. Percent of passport photos accepted demonstrates the accuracy of the work.

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	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$0	\$0	\$999,024	\$0
Materials & Supplies	\$0	\$0	\$13,723	\$0
Internal Services	\$0	\$0	\$120,363	\$0
Total GF/non-GF	\$0	\$0	\$1,133,110	\$0
Program Total:	\$0		\$1,133,110	
Program FTE	0.00	0.00	8.76	0.00

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

Explanation of Revenues

Revenues from Passport acceptance fees \$280,000, Passport photo fees \$60,000

Significant Program Changes

Last Year this program was:

During FY 2023 a structural change was conceptualized and put into place as it was apparent that a significant change was necessary in order to see positive change. The structural change increases the number of supervisors from two to three while breaking into three individual teams from two teams. The three corresponding program offers, with each having their own supervisor, are DART Property Tax & Ownership (72024), DART County Clerk Functions (72025), and new DART Passport and Photo ID Program (72058). Ownership and Parcel Management (72026) will no longer be used, and the budget was transferred to the new programs. This will lessen the number of direct reports per supervisor and align program services to budget. This change also focuses on workplace safety, employee morale, and improving services to the community by owning and focusing on specific team tasks.