



Program #72058 - DART Passport and Photo ID Program FY 2026 Department Requested

Department: County Management **Program Contact:** Jeffrey Brown
Program Offer Type: Operating **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics:

Program Description

The Passport Program processes, reviews, and accepts customers' passport applications, maintaining standards set by the federal government. Multnomah County Passport agents then submit accepted applications 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 appointment 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	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of appointments available	6,810	7,100	7,500	7,500
Outcome	Number of applications processed	6,826	7,500	5,500	5,500
Output	Number of Passport Photos taken	5,828	5,200	5,600	5,600
Output	Total number of customer service calls handled	31,853	50,000	24,000	25,000

Performance Measures Descriptions

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	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$988,543	\$0	\$1,045,657	\$0
Materials & Supplies	\$13,683	\$0	\$13,722	\$0
Internal Services	\$136,626	\$0	\$122,195	\$0
Total GF/non-GF	\$1,138,852	\$0	\$1,181,574	\$0
Program Total:	\$1,138,852		\$1,181,574	
Program FTE	8.76	0.00	8.76	0.00

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

Explanation of Revenues

This program is supported by the General Fund. In addition, the program generates:

\$262,500 Passport acceptance fees

\$52,000 Passport photo fees

Significant Program Changes

Last Year this program was: FY 2025: 72058 DART Passport and Photo ID Program