



**United States Department of State**

*Deputy Assistant Secretary  
for Passport Services*

*Washington, D.C. 20520*

May 19, 2017

The Honorable  
Ileana Ros-Lehtinen  
United States House of Representatives  
Washington, DC 20510

Dear Representative Ros-Lehtinen:

Thank you for your cooperation, support, and patience while the Miami Passport Agency remains closed due to flooding. We regret the inconvenience it has caused your constituents.

The New Orleans Passport Center has completed processing all 7,000 applications transferred from the Miami Passport Agency. We are moving expeditiously to restore full passport services in the Miami area. We cannot determine whether we will reoccupy the Miami Passport Agency or seek a new location until all necessary inspections are conducted.

Since May 1, we have been operating three temporary passport acceptance locations in the Miami area to serve your constituents traveling in 8-20 days. We are mailing applications accepted at these locations to the New Orleans Passport Center for urgent processing and mailing completed passports directly to your constituents. We have procured space in the Claude Pepper Federal Building and are working with the General Services Administration (GSA) to configure the space to be the sole temporary passport acceptance facility. We are also working with the Federal Protective Service (FPS) to ensure appropriate security arrangements for our customers and employees.

We are unable to print and issue passports at any temporary locations because we do not have required data connections, specialized power requirements, and secure storage capacity. Because we cannot print and issue passports onsite, customers who are traveling in seven days or less will need to apply at another passport agency. The closest passport agencies are in Atlanta and New Orleans.

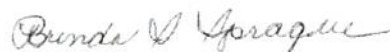
Customers traveling within 20 days should schedule appointments by calling the National Passport Information Center at 1-877-487-2778 or 1-888-874-7793 (TTY/TTD). Customer service representatives will make an appointment for your constituents at either one of the temporary passport acceptance locations or a passport agency depending on the customer's travel date. Customers who are traveling in more than 20 days can use the normal passport application procedures which can be found on [travel.state.gov/passport](http://travel.state.gov/passport).

Not all applications from customers applying in Florida are processed at the Miami Passport Agency. Expedited applications from acceptance facilities and mail-in passport renewals are generally routed to facilities in other states. Those customers will not be affected by the closure of the Miami Passport Agency.

We are also exploring funding options for a second passport agency in Orlando. If we are able to secure funding, we will need considerable time to procure, outfit, and staff the facility to meet all safety and security requirements. The security of our customers and the personal data they entrust us with is equally as important as our timely issuance of passports.

We remain committed to providing excellent, efficient, and secure passport services. For constituent inquiries, congressional staff may contact the National Passport Information Center at [NPIC-CONG@state.gov](mailto:NPIC-CONG@state.gov) or 1-877-687-2778. We will continue to provide you updates regarding the Miami closure on [travel.state.gov/congress](http://travel.state.gov/congress) and through the Department's Hill Liaison office at [Hill-Liaison@state.gov](mailto:Hill-Liaison@state.gov).

Sincerely,



Brenda S. Sprague  
Deputy Assistant Secretary of Passport Services