

MICHAEL T. McCAUL

10TH DISTRICT, TEXAS

RANKING MEMBER, COMMITTEE
ON FOREIGN AFFAIRS

COMMITTEE ON
HOMELAND SECURITY

Congress of the United States
House of Representatives
Washington, DC 20515-4310

WASHINGTON OFFICE:
2001 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-2401

AUSTIN OFFICE:
3301 NORTHLAND DR., SUITE 212
AUSTIN, TX 78731
(512) 473-2357

BREHAM OFFICE:
2000 SOUTH MARKET, SUITE 303
BREHAM, TX 77833
(979) 830-8497

TOMBALL OFFICE:
990 VILLAGE SQUARE, SUITE B
TOMBALL, TX 77375
(281) 255-8372

KATY OFFICE:
1773 WESTBOROUGH DRIVE, SUITE 223
KATY, TX 77449
(281) 398-1247

July 9, 2021

Ambassador Carol Z. Perez
Acting Under Secretary of State for Management
U.S. Department of State
2201 C Street NW
Washington, D.C. 20520

Dear Ambassador Perez:

I am writing to express my concern regarding the backlog and delay in the Department of State's passport operations. I would like to inquire about the Department of State's plan to return to fully staffed operations at Passport Agencies.

Over the past few months, my constituents have experienced extreme delays in receiving their passports, even when paying to have the process expedited. These delays have caused some to miss work travel, vacations, and honeymoons. Several delays can be attributed to low staffing levels at the offices who process passports.

At the height of the COVID-19 pandemic, reduced staffing and telework were necessary adjustments. However, it is past time for the Department of State to return to full staffing levels.

Please inform my office of the State Department's current plans to return Passport Agencies to normal operations. In addition, I would like to know the number of pending applications, the average processing time, and current plans to reduce the backlog.

Thank you in advance for your time in answering my questions.

Sincerely,



Michael T. McCaul
Member of Congress