

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

Meeting Date: September 10, 2019 [] Consent [X] Regular
[] Ordinance [] Public Hearing
Department:
Submitted By: County Library/Administration
Submitted For: County Library/Administration

I. EXECUTIVE BRIEF

Motion & Title: Staff recommends motion to:

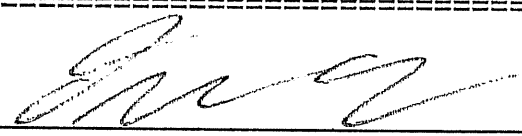
A) Approve submittal of an Application to the U.S. Department of State Passport Services to participate in the Passport Application Acceptance Program; and


B) Authorize the County Administrator or designee to sign the program application once all necessary staff training is complete.

Summary: The Palm Beach County Main Library is located in a service area that has been identified by the U.S. Department of State with a need for additional Passport Acceptance Facilities. A Passport Acceptance Facility is a public sector office that is designated to accept and execute passport applications on behalf of the U.S. Department of State. Passport Acceptance Facilities verify the information of applicants using Form DS-11, which includes all first time applicants and all minors. The verified applications are sent to the U.S. Department of State where the paperwork is processed and the passport is issued if the customer is deemed eligible by the Federal government. In order to be considered as an acceptance facility, designated library staff members will complete the online Passport Application Acceptance Training. The Library will require appointments from the public and will set the times that the service would be available. This initiative will be conducted as a one year trial program. If the trial proves successful, the service will continue at the Main Library and work with the U.S. Department of State to identify potential additional branches to host this service. The Passport Acceptance Facility collects and keeps the \$35 execution fee that is charged for each passport application. (Countywide) (AH)

Background and Policy Issues: Passport acceptance serves as a continuation of our existing programs that reach out to new residents. The Library partners with the U.S. Citizenship and Immigration service to support those applying for citizenship and hosting naturalization events at libraries. This service would continue to program by guiding new residents towards obtaining their passports. Valid passports are required for international travel and to prove U.S. citizenship. The U.S. Department of State recognizes a need within our communities to have more passport processing locations with longer service hours and shorter lines. The major Florida library systems of Miami-Dade and Tampa-Hillsborough counties are providing this service. Examples of other major library systems across the country include Brooklyn NY, Cleveland OH, Gwinnett County GA, Houston TX, Howard County MD, Kansas City MO, Los Angeles County CA, Loudoun County, VA, Salt Lake City UT, Santa Clara CA, Toledo OH, and Washington DC. Libraries have been identified as ideal locations for this service due to their physical locations in the community and the customer service skills of staff. In FY18, the U.S. Department of State issued 21,103,475 passports and passport cards.

Attachment: US Department of State Passport Acceptance Program Application

Recommended By:  (Douglas Crane) 8.15.19
Department Director Date

Approved By:  (Todd Bonlarron) 9/10/19
Assistant County Administrator Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Capital Expenditures	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Operating Costs	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
External Revenues	<u>(0)</u>	<u>(14,560)</u>	<u>(54,600)</u>	<u>(109,200)</u>	<u>(109,200)</u>
Program Income (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
In-Kind Match (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
NET FISCAL IMPACT	<u><u>0</u></u>	<u><u>(14,560)</u></u>	<u><u>(54,600)</u></u>	<u><u>(109,200)</u></u>	<u><u>(109,200)</u></u>
# ADDITIONAL FTE POSITIONS (Cumulative)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

Is Item Included in Proposed Budget? Yes No

Budget Account No.: Fund 1180 Dept 320 Unit 3200 Source 2900

Does this item include the use of federal funds? Yes No

B. Recommended Sources of Funds/Summary of Fiscal Impact:

Sources:

Impact: This is the potential revenue and has been reflected in the FY 2020 budget submission.

C. Departmental Fiscal Review: Alicia Garrow
(Director, Library Finance and Facilities)

III. REVIEW COMMENTS:

A. OFMB Fiscal and/or Contract Dev. And Control Comments:

Lisa Pa 8/19
OFMB
8/19 BR 2/19

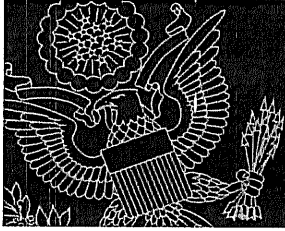
A. J. J. J. 8/23/19
Contract Dev. And Control
8/23/19 TW

B. Legal Sufficiency:

Anne Deland 8-26-19
Assistant County Attorney

C. Other Department Review:

Department Director



**U.S. Department of State
Passport Services
Passport Application Acceptance Program**

**Acceptance Facility
New Designation
Instructions**

All prospective Passport Acceptance Facilities are required to submit a completed Designation Request Application (this packet) to be considered for the Passport Application Acceptance Program. The completed packet must be submitted to your regional Customer Service Manager.

Things to Remember When Completing the Packet:

- The information provided must be complete and accurate
- The information provided must be legible and written in black ink or typed
- Signatures and initials must be in ink and present where requested; even when submitting by email
- The completed packet must be submitted to your regional Customer Service Manager

Instructions

Facility Information (Page 1)

This page must be completed by the prospective Acceptance Facility.

Address Section: The facility's physical street address must be listed in the top section of the form. This will be made available to the public on our official website, *travel.state.gov*. Please provide a separate mailing address only if it is the best location for the Passport Program Manager to receive important, time sensitive materials related to the Passport Application Acceptance Program, such as the Passport Agent's Reference Guide (PARG).

Head of Facility Section: The Head of Facility should be a senior facility official with approval authority for in-person site visits or inspections.

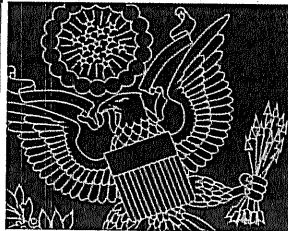
Facility Eligibility (Page 2)

This page must be completed by the Head of Facility (see definition above) only if the facility is a "dual" or "multi-function" facility. Passport Services defines a dual or multi-function facility as a single office or facility that can both accept passport applications, and can perform at least one of the following additional functions:

- Issue/print an original or certified copy of a birth certificate
- Create or amend a birth record
- Issue/print primary identity documents (driver licenses, state IDs, renewals) or student IDs
- Issue/print temporary identity documents
- Create or amend an identity document record
- Accept applications for birth records or identity documents

Dual or multi-function facilities must have a physical separation of functions and a complete separation of personnel. This means that a facility employee assigned to passport application acceptance cannot perform other birth or identity document functions, even on different days or hours (or on a temporary or back-up basis), and cannot have access to any documents, paper and card stock, applications, electronic systems/databases, or records for birth or identity document functions.

Facilities that do not have the dual function capabilities listed above are not required to complete and submit Page 2. Please contact your regional Customer Service Manager for any questions on this policy.



**U.S. Department of State
Passport Services
Passport Application Acceptance Program**

**Acceptance Facility
New Designation
Instructions**

Passport Program Manager Eligibility (Page 3)

This page must be completed and signed by the Passport Program Manager.

The Passport Program Manager can be the Head of the Facility, an Office Manager, a senior Passport Acceptance Agent, or a supervisor of Passport Acceptance Agents designated by the facility to take on this role. This representative is responsible for all facets of the Program and must accept and distribute all materials (such as the PARG) and correspondence from Passport Services to all Acceptance Agents, including any correspondence sent from Passport Services to the email address listed.

Acceptance Agent Information (Page 4)

This page is to be completed by the Program Manager. Acceptance Agents are required to print their name and sign where indicated. In addition, the Passport Program Manager records the Acceptance Agent's evidence of U.S. citizenship. Do not send citizenship evidence or copies of citizenship evidence to your regional Customer Service Manager. If evidence is required to be submitted, it will be requested separately.

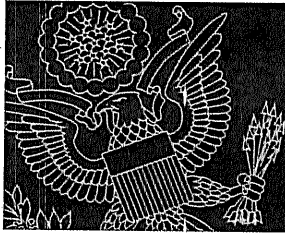
Acceptance Agent Eligibility (Page 5)

This page must be completed separately and signed by **each** identified Passport Acceptance Agent.

Each Passport Acceptance Agent must also attach an individual training transcript or training certificate that shows successful completion of the Passport Application Acceptance Training.

Only those Passport Acceptance Agents that have completed and submitted Page 4 of the Designation packet, along with proof of training, will be permitted to accept passport applications once the facility has been officially approved and designated by Passport Services.

Glossary of Key Terms		
Term	Acronym	Definition
Acceptance Agent	AA	One who is authorized to accept passport applications
Customer Service Manager	CSM	Your official liaison at your regional passport agency
Head of Facility	HOF	Senior facility official and additional point of contact
Passport Services Headquarters, Customer Service Division	PMO/CS	Oversees the entire Passport Acceptance Program
Passport Agent's Reference Guide	PARG	Information and instructional guide for Acceptance Agents
Program Manager	PM	Oversees the Acceptance Program in their facility



**U.S. Department of State
Passport Services
Passport Application Acceptance Program**

**Acceptance Facility
New Designation
I: AF Information**

Please print clearly. Information in bold will appear on our official public website, travel.state.gov

Facility Name: _____

Street Address: _____

City: _____ **State:** _____ **Zip:** _____

Mailing Address: _____

City: _____ **State:** _____ **Zip:** _____

County: _____ **Facility Email:** _____

Passport Services frequently sends information by email. Any communication received from Passport Services to the email address listed above must be distributed to all Acceptance Agents in a timely manner. It is recommended that the Program Manager's email be used if a common email address or distribution list does not exist.

Program Manager: Mr. Ms. _____ **Phone:** _____

Fax: _____ **Email:** _____

Head of Facility: _____ **Email:** _____

For Postal Facilities

For Non-Postal Facilities

DRM Name: _____

Phone: _____

Email: _____

- Facility Type:**
(Check one)
- Public University/College
 - County Office
 - Court
 - Municipal Office
 - Public Library
 - State Office
 - Township Office

Will this facility accept applications by appointment only? Yes No

Public Phone: _____

Hours for Application Acceptance:

Monday: _____

Tuesday: _____

Wednesday: _____

Thursday: _____

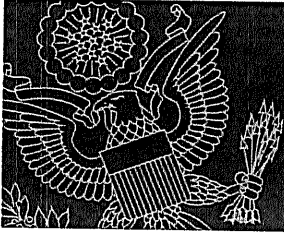
Friday: _____

Saturday: _____

Sunday: _____

**Customer Conveniences
(Check all applicable)**

- Handicap Access
- Photography Services On-Site
- Photography Services Nearby
- Photocopy Services On-Site



**U.S. Department of State
Passport Services
Passport Application Acceptance Program**

**Acceptance Facility
New Designation
II: AF Eligibility**

Facility Eligibility

Facility Name: _____

If your Acceptance Facility can create, amend, accept applications for, or print birth records or identity documents, the Passport Program Manager must initial all fields below certifying the facility is in compliance. Otherwise, you may omit this page and continue on to Page 3.

Facility personnel will not have overlapping duties between passport acceptance functions and birth/identity document print or issuance functions. This includes performing these duties on different days or hours.

_____ Initial

Safety paper and/or blank cardstock will stored in a secure, locked container, and not accessible to Passport Application Acceptance Program personnel at any time.

_____ Initial

If applicable, electronic transmittals and passport applicant information will be in a separate electronic system and database from birth or identity document issuance or applicant information.

_____ Initial

The Passport Agent's Reference Guide (PARG) and any other passport acceptance documents, information, and correspondence will only be accessible to trained, approved Passport Acceptance Program personnel.

_____ Initial

Complete the following section if your facility can create or amend birth records.

Birth record creation, issuance, and print functions will exist in a separate physical space from the Passport Application Acceptance Program.

_____ Initial

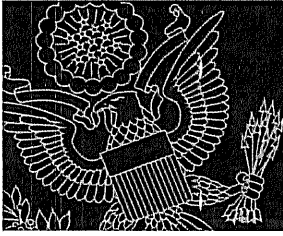
Complete the following section if your facility can create records for, accept applications for, or print primary identity documents (including renewals), such as driver's licenses and state identification cards, or student identification cards.

Identity document printing or record creation functions will exist in a separate physical space from the Passport Application Acceptance Program.

_____ Initial

I certify that all statements initialed on this form are true and correct.

Head of Facility Signature: _____ Date: _____



**U.S. Department of State
Passport Services
Passport Application Acceptance Program**

**Acceptance Facility
New Designation
III: PPM Eligibility**

Passport Program Manager Eligibility

Facility Name: _____

The Passport Program Manager must be a representative that accepts responsibility for all facets of the Passport Application Acceptance Program, and is able to accept and distribute all official correspondence and materials from Passport Services to all Acceptance Agents. The Passport Program Manager must initial all of the below and sign the bottom certifying s/he understands and accepts the responsibility of the acceptance program.

All Acceptance Agents meet all qualifications listed on the Agent Eligibility Checklist. _____
Initial

A sufficient number of trained Acceptance Agents will be available to meet demand, provide quality service, and meet advertised hours of passport acceptance. _____
Initial

All Acceptance Agents have completed training within the past calendar year. _____
Initial

Newsletters, Notices, the latest version of the PARG, and any other correspondence from Passport Services will be available to all Agents and will be distributed in a timely manner. _____
Initial

I certify that all statements initialed on this form are true and correct.

Passport Program Manager (Please Print): _____

Signature: _____ Date: _____



**U.S. Department of State
Passport Services
Passport Application Acceptance Program**

**Acceptance Facility
New Designation
V: Agent Eligibility**

Acceptance Agent Information

Please print Agent names and sign in cursive. Managers must notate the type of evidence of U.S. citizenship provided by the Agent. If needed, copy this page to continue adding agents. Do not add additional agents to the back of this sheet. See instruction page for details.

Acceptance Agent Name <i>(type or print)</i>	Acceptance Agent Signature	U.S. Citizenship Evidence <i>U.S. Birth Certificate; Naturalization Cert; Citizenship Certificate; U.S. Passport or Consular Report of Birth Abroad</i>

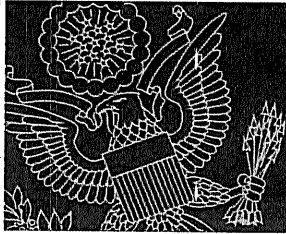
Program Manager Signature: _____ Date: _____

FOR PMO/CS ONLY

Date Received:	
Date Designated:	

FOR PPT AGENCY ONLY

Date Submitted to PMO:	
Desired Activation Date:	
Passport Agency:	
Facility Number:	
Congressional District:	
Congress Member:	



**U.S. Department of State
Passport Services
Passport Application Acceptance Program**

**Acceptance Facility
New Designation
IV: Agent Eligibility**

Acceptance Agent Eligibility

Passport Acceptance Program Managers must accept responsibility for each Acceptance Agent in their facility. This includes determining an Acceptance Agent's eligibility prior to designation.

Each Acceptance Agent must: (1) complete a separate copy of this form; (2) initial all of the requirements below; (3) sign at the bottom; and (4) attach a copy of his/her proof of training.

Acceptance Agent Name: _____

Agent Email Address (Business, Not Personal): _____

Training Completion Date: _____ Facility Name: _____

I am eighteen years of age or older.

_____ Initial

I am a U.S. citizen, and my evidence of U.S. citizenship has been verified by my Passport Program Manager and documented on Page 4 of this packet.

_____ Initial

I am a permanent full-time or part-time employee of the designated facility (not temporary, contractual, ad hoc, or volunteer).

_____ Initial

I am unable to issue, print, create records for, or amend birth or identity documents (such as birth certificates, driver's licenses, state identification cards, and renewals), and have no access to information or electronic systems/databases used for these functions.

_____ Initial

I am not presently under indictment, parole, or probation related to any Federal, State, or local felony or misdemeanor related to breach of trust or moral turpitude (i.e. drug offense, embezzlement, document fraud, or dishonesty carrying out a responsibility involving public trust).

_____ Initial

I am free of any Federal, State, or local felony convictions or misdemeanor convictions related to breach of trust or moral turpitude.

_____ Initial

Have you ever previously been designated as an Acceptance Agent? Yes No

If yes, please indicate the facility where you were designated: _____

I agree to continue to accept U.S. passport applications on behalf of the Department of State in accordance with the directives of Passport Services.

Acceptance Agent Signature: _____ Date: _____