



**CITY OF HAYWARD**  
**AGENDA REPORT**

AGENDA DATE 06/19/07

AGENDA ITEM \_\_\_\_\_

WORK SESSION ITEM WS #2

**TO:** Mayor and City Council

**FROM:** City Clerk

**SUBJECT:** Passport Services

**RECOMMENDATION:**

It is recommended that the City Council review and comment on this report.

**BACKGROUND:**

At the October 24, 2006, Work Session, staff made a presentation to Council noting that one of the department's objectives is to complete a feasibility study regarding issuing passports.

The study included surveying other cities, measuring the number of passport agencies in the vicinity of City Hall, and visiting and observing the operations of other city clerk offices. Among the issues to consider was whether the City Clerk's office could be approved by the U.S. State Department as a designated site. On February 5, 2007, the State Department issued a Certificate of Designation, which authorizes City Clerk staff to act as passport application acceptance agents. On May 23 three staff members attended a day long training session at the Passport Services Division in San Francisco.

Due to new Homeland Security laws on re-entry to the United States in effect this year, the need for agencies to provide passport service has increased and as a result more cities and other agencies have become involved in trying to meet the demand for the service.

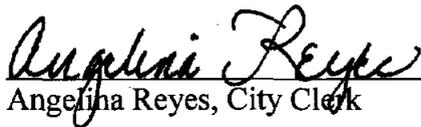
Based on data received from other cities, two significant benefits have been determined in becoming a passport acceptance agency:

1. **Revenue generation:** Upon visiting other Cities we learned that although the passport processing would not constitute significant revenue, the option of offering passport photographs could generate additional revenue. Upon review of other city clerk offices, the revenue was significant enough to hire additional staff, while others not offering the photo service seem to break even. Based on the experience of other cities, this service has generated revenue in the range of \$30,000 to \$50,000, with one community in Southern California realizing as much as \$200,000. The estimated time to process an application is

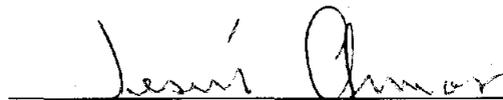
between 30 to 45 minutes. For each passport application accepted, a \$30 execution fee established by the U.S. Department of State is retained by the City as well as photo fees. Other fees related to the application process are forwarded directly to the San Francisco Passport Agency or other designated facility. Initial costs include the purchase of a digital camera with a photo printer and paper.

2. **Community service:** The main post office on Santa Clara Avenue has been the only facility in the area to offer passport services. About two months ago the Bradford Post Office on C Street began offering passport services on a limited basis. This office would enhance City services by offering more flexible hours than the post office with three trained staff. Initially, hours of operation would be on Monday, Tuesday, Wednesday, and Friday by appointment only. As the influx of applicants is determined, hours could be increased to better meet the need. This is a service not limited to Hayward residents. As information about this service is disseminated such as posted on the City's website, it is anticipated that residents from the surrounding communities will utilize this service as well.

Recommended by:

  
\_\_\_\_\_  
Angelina Reyes, City Clerk

Approved by:

  
\_\_\_\_\_  
Jesús Armas, City Manager