



United States Department of State

*Washington, D.C. 20520*

JUN 1 2016

The Honorable  
Kathy Castor  
House of Representatives  
Washington, DC 20515

Dear Ms. Castor:

Thank you for your May 18 letter regarding the long wait times for passport application services at the Tampa Post Office and the availability of passport services in Tampa, Florida.

We sincerely regret the long wait time that you and your constituents experienced at the Tampa Post Office. We are already developing plans to improve passport application services in the Tampa area through coordination with USPS and other local partners.

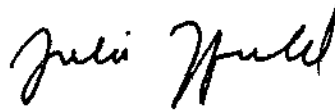
We have been in contact with USPS officials and they are planning to open additional passport application acceptance facilities in Tampa and St. Petersburg. This would supplement the four acceptance facilities in Tampa, Florida: the Tampa Post Office Main Window Unit, USPS Ehrlich Branch, USPS Falkenberg Branch, and the Hillsborough County Clerk of Court. The Department is sensitive to our customers and their need for services outside of normal business hours, and we encourage acceptance facilities to offer extended and weekend hours. In addition to Monday-Friday services, all USPS acceptance facilities in Tampa offer passport application services on Saturday and have "Saturday Passport Fairs" every other month.

To further address the high demand for passport acceptance services in the Tampa area, the Miami Passport Agency is exploring additional locations for potential acceptance facilities.

We appreciate your bringing customer service issues at the USPS acceptance facilities to our attention, and hope this information is helpful in addressing your concerns.

We hope this information is useful. Please feel free to contact us on this or any other matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Julia Frifield". The script is cursive and fluid, with the first name "Julia" and last name "Frifield" clearly distinguishable.

Julia Frifield  
Assistant Secretary  
Legislative Affairs