



United States Department of State

Washington, D.C. 20520

February 22, 2024

The Honorable
Keith Self
House of Representatives
Washington, DC 20515

Dear Mr. Self:

Thank you for your November 1, 2023 letter regarding the addition of a walk-in Passport Acceptance Facility in Collin County. The Department appreciates the opportunity to respond to your inquiry.

Your request for consideration to reinstate Collin County into the Passport Acceptance Facility Program has been approved by Passport Services management. We are pleased to welcome them back into the Passport Acceptance Program. Dallas Passport Agency Director Britany Williams looks forward to arranging a conference call and/or meeting to discuss the Department's expectations, internal processes, and procedures, as well as answer any questions from the appropriate parties to ensure that our shared clients are best served.

The Department of State is committed to providing convenient access to passport services to residents in Collin County and we are eager to work with all interested parties in re-establishing services in one of the fastest growing counties in Texas. We look forward to resolving concerns about the location being a "walk-up" facility given the proposed size of the staff and hours of operation as the discussion evolves.

Should you have any further questions, please feel free to contact Director Williams at WilliamsBD2@state.gov or (214) 743-3104. Dallas Passport Agency management will be in touch regarding facility designation and training requirements to get the reinstatement process underway.

We hope this information is helpful. Please do not hesitate to contact us if we can be of further assistance.

Sincerely,

A handwritten signature in blue ink that reads "Naz Durakoglu". The signature is written in a cursive style with a large, stylized "N" and "D".

Naz Durakoglu
Assistant Secretary
Bureau of Legislative Affairs