Due to the COVID19 public health emergency and significant delays in passport processing at the National Passport Processing Center in New Orleans we are continuing our temporary suspension of passport acceptance services. We will re-assess our suspension decision again on July 1.

The National Passport Processing Center is currently reporting delays of several months, except for life or death emergencies, and cannot provide any additional guidance at this time. (Life or death - only within 3 days & at the PP agency, i.e. Chicago, Minneapolis, etc. see FAQ on travel.state.gov site)

There are other passport acceptance facilities in the area still offering those services, but remember once your application is submitted, all the accompanying documents, i.e. birth certificates, naturalization certificates, etc. will not be accessible to you until the National Passport Center has processed your application – again, that could be several months.

6/2/20 email from New Orleans Acceptance Agency:
We’re leaving the determination to reopen to facilities, as each has their own unique situation to assess (space, staffing, etc.).

We’re advising customers to wait to apply, as passport issuance and the return of documents may take several months. If a customer may need their birth certificate or naturalization certificate for school, work, benefits, etc, they should (not) apply since it may be several months before their documents are returned. I don’t think we’ll know what processing timeframes will be in the next few months until agencies reopen and we see what staffing levels are. Each agency will have a phased reopening based on their state/local guidelines.

Sorry I couldn’t give you any clearer information to help with your decision.

COVID-19 Update: Safely Getting Back to Work for You

June 2, 2020

To prevent the spread of COVID-19 and protect our workforce and customers, we significantly reduced passport operations in March 2020. We temporarily suspended expedited passport processing and restricted service to cases involving life-or-death emergencies.

As global conditions continue to evolve, and as states and health authorities adapt their operational recommendations, the Department looks forward to resuming routine passport processing, while protecting the safety of both our staff and our customers. We are planning to gradually reopen in three phases this summer as part of the U.S. Department of State’s Diplomacy Strong plan, which follows guidelines from the U.S. Centers for Disease Control and Prevention (CDC) for safely reopening. Each passport agency and center will open on a different date based on local conditions.

We continue to experience significant delays in passport processing, as our staff are unable to process applications from home due to strict standards for security and privacy protection for customers. This includes applications by customers who already applied for routine service at passport acceptance facilities or who mailed in renewal applications since March. We ask for your patience as we gradually resume normal operations and address COVID-19 related processing delays.

We are committed to working as hard as we can to process applications as quickly as possible, as soon as it is safe for us to do so.

Learn more on our COVID-19 Update page and our Frequently Asked Questions page.

1. What is the current status of passport operations?

Currently, passport agencies and centers are only open to assist customers who need a passport in the next 72 hours for a life-or-death emergency. For the health and safety of employees and customers, we are minimizing the amount of time employees and customers spend together in our agencies and centers. We are only issuing passports for emergency situations.