

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2023 HISP CX Action Plan

# Bureau of Consular Affairs

As a High Impact Service Provider (HISP), CA focuses on service assessments, collecting customer feedback, and making measured improvements for two designated services:

- 1) Applying for a passport:** A United States passport is a key component for facilitating international travel, and enhances national security by issuing secure travel and identity documents to U.S. citizens. In FY22, CA issued approximately 22 million passports.
- 2) Finding information relevant to your travel:** Travel.state.gov provides trusted international travel information and instructions on accessing consular services. Travelers can view travel advisories and country-specific information, learn how to complete travel document applications, and other tasks.

### *What we delivered in 2023:*

- **Launched updated online passport renewal system**  
CA released an updated version of the online passport renewal system with a revised design and improved functionality based on customer feedback and lessons learned.
- **Began pilot of QR code stickers on U.S. passport books**  
CA launched a pilot that places QR stickers on passports, which make it possible to measure, month-to-month, how customers engage with content on travel.state.gov. The use of QR codes vastly reduces the need for printing promotional brochures, enables blind customers to use screen readers to access content, and makes it easier to dynamically translate content into Spanish and other languages.

### *What we commit to deliver in 2024:*

- **Expanding customer eligibility to utilize online passport renewal**  
CA will include additional customer segments in use of online passport renewal, such as customers with name changes or other biographical changes.
- **Conducting customer research and gathering feedback**  
CA will host focus groups, launch surveys, and utilize the Digital Analytics Program to better understand how customers are using travel.state.gov to learn about and access consular services.