

BUREAU OF CONSULAR AFFAIRS

U.S. Department of State



Who We Are and What We Do: Consular Affairs by the Numbers

The mission of the **Bureau of Consular Affairs (CA)** is to protect the lives and interests of American citizens overseas and to strengthen U.S. border security through the vigilant adjudication of U.S. passports and visas.

Overseas Citizens Services – Our Priority Is To Help Americans

The Department estimates that there are 6.3 million American citizens living abroad and that over 65 million Americans travel abroad annually.

- **Emergency Services:** Repatriations, Births, Deaths, Welfare/Whereabouts Inquiries, Illness/Injury, and Prison Visits. In FY 2011, we conducted 8,927 Prison Visits, registered 64,486 overseas births to U.S. parents; assisted the families of 8,536 U.S. citizens who died while abroad, handled 24,864 Welfare/Whereabouts Inquiries, and issued 38,881 emergency passports.
- **Children's Issues – Adoptions:** In FY 2011, there were 9,393 intercountry adoptions (including 73 U.S. children adopted by foreign families); see *adoption.state.gov* for country-by-country statistics, alerts & notices.
- **Children's Issues – International Parental Child Abductions:** In CY 2011, there were 1,367 children who were reported abducted from the United States, and over 660 children who were reported returned. In CY 2011, there were 361 children who were reported abducted to the United States.
- **Toll free Number:** OCS Call Center: 1-888-407-4747 (overseas: 202-501-4444)
- **Website:** Visit *travel.state.gov* for Travel Warnings, Travel Alerts, and Country Specific Information to help Americans travel abroad safely; *studentsabroad.state.gov* provides information for young travelers.

Passport Services – World's Premier Travel Document

There are 23 domestic passport agencies, three processing centers, two printing facilities and more than 8,700 passport application acceptance facilities nationwide.

- **Passports and passport cards issued:** In FY 2011, we issued 12.6 million passports and passport cards. Since FY 2007, we have issued 76.1 million passports and passport cards.
- **Passport cards issued to date:** 4.5 million (as of October 2011).
- **Passports in circulation:** Nearly 110 million valid U.S. passports are in circulation – about one third of U.S. citizens have a passport (compared to 14 million in circulation in 1991).
- **Passport cards:** Entrance via land and sea from Canada, Mexico, the Caribbean, and Bermuda.
- **Toll free Number:** 1-877-4USAPPT (1-877-487-2778); TTY/TDD 1-888-874-7793.

Fraud Prevention – Ensuring Fraud-Free Passport And Visa Services

- **Fraud Alerts posted on FPP's web site:** 266 fraud alerts were posted in FY 2011.
- **Fraud cases referred to Fraud Prevention Units domestically and overseas:** In FY 2011, more than 155,000 cases were referred.

U.S. Visa Facts

- **Visa Waiver Countries:** 36 (see *travel.state.gov* for latest information).
- **Visa Adjudicating Posts:** 222, each with its own post-specific website.
- **NIV applicants and issuances:** In FY 2011, we processed 9.6 million non-immigrant visa applications and issued 7.5 million visas, including 457,432 student and 324,287 exchange visitor visas –

39.5% more students and exchange visitors than before 9/11. *The Department of Commerce estimates that international travelers contribute \$134 billion to the U.S. economy with foreign students adding \$21 billion more.*

- **Security:** Visa applicants are screened in cooperation with interagency partners; fingerprint and facial recognition checks are also conducted.
- **Immigrant Visas Issued:** In FY 2011, we issued 476,157 immigrant visas.
- **Diversity Visa Lottery (eDV) entrants:** 12.6 million people applied for eDV 2013 (includes family members). 50,000 DV visas will be issued in FY 2013.

Additional CA Facts

- **Website and Social Media:** *travel.state.gov* – In FY 2011, there were 51.7 million unique visitors to our website. @TravelGov has almost 234,000 Twitter followers & Facebook.com/TravelGov has more than 29,000 “likes.” Nearly 120,000 people have downloaded the Smart Traveler smart phone app. We have more than 3,200 followers on foursquare since going live in September 2011.
- **More than 11,000 direct hire and contract employees in 300 offices worldwide.**
- **Consular fees retained:** In FY 2011, the Bureau of Consular Affairs generated approximately \$3.04 billion in consular fee revenue, of which 74% (\$2.25 billion) was retained by the Department of State and shared with regional and functional bureaus. **CA is almost entirely fee funded.**

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WEB: travel.state.gov

FACEBOOK: [facebook.com/travelgov](https://www.facebook.com/travelgov)

TWITTER: [travelgov](https://twitter.com/travelgov)

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