

## *Year-End Information Quality Report*

### I. Requests for Correction Received FY 2004

Department Name: U.S. Department of State

Period Covered: 10/1/2003 – 9/30/2004

Information Quality Act web page location: <http://contact-us.state.gov>

Number of Valid Requests Received

Number Designated as Influential

1

None

### II. No correction requests or appeals were received in FY03.

### III. Request for Correction

- **Agency Receiving Correction Request:** U.S. Department of State
- **Requester:** Clackamas County Records Management
- **Date Received:** September 9, 2004 via e-mail
- **Summary of Request:** Submitter, Clackamas County Records Management, Oregon City, Oregon, requested correction to the Department's web site, <http://iafdb.travel.state.gov>. The web site listed the Oregon City Post Office as a passport acceptance facility. The submitter stated "[t]his is not true."
- **Description of Requested Correction:** Submitter requested that the web page be updated and that the Oregon City Post Office, 19300 Molalla Avenue, Oregon City, OR 97045-9998, be removed from the Department's list of passport acceptance facilities as it does not provide this service.
- **Influential:** \_\_\_ Yes  No \_\_\_ Undetermined  
"Influential," when used in the phrase "influential scientific, financial, or statistical information," refers to a narrow category of information with respect to which an agency can reasonably determine that dissemination will have a clear and substantial impact on important public policies or important private sector decisions. To be considered influential, information must be based on objective and quantifiable data that

constitute a principal basis for substantive policy positions adopted by the Department.

- **First Agency Response:** \_\_\_\_ in progress  X  completed (9/9/2004)
- **Resolution:** The Department's Bureau of Consular Affairs forwarded the submitter's e-mail message to the appropriate Customer Service Manager for resolution. The Customer Service Manager explained that the Oregon City Post Office is, in fact, a designated passport acceptance facility and was listed correctly on the Department's web site. It is not, however, currently equipped to handle the passport acceptance function due to training/staffing issues. Accordingly, the Department removed the Oregon City Post Office from the list of passport acceptance facilities on its web site pending resolution of those issues. The submitter has been advised of this action.
- **Judicial Review:**  X  none \_\_\_\_ yes \_\_\_\_ in progress
- **Appeal Request:**  X  none \_\_\_\_ in progress \_\_\_\_ completed

