

# Passport Service Press Release 2020

A Summary of the Year in Statistics

Correct to 6 December 2020

# The Passport Service 2020

The Passport Service paused operations on **27 March 2020** in response to the COVID-19 public health emergency. The Passport Service commenced a **phased return to full operation** on **8 June**, clearing the outstanding applications in 4 weeks.

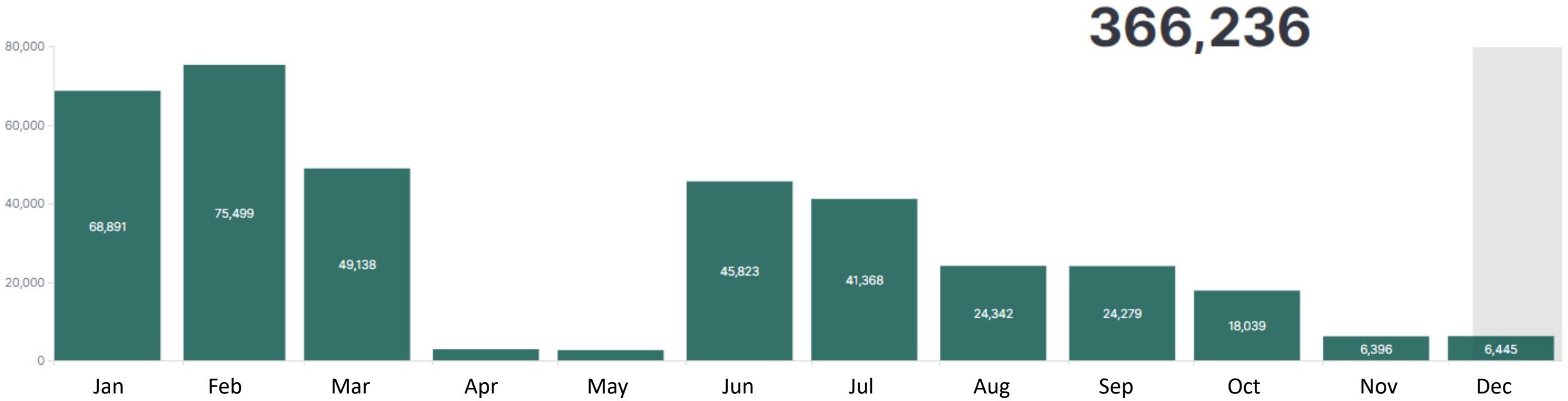
The Passport Service paused processing of routine passport and FBR applications when Ireland entered Level 5 of the National Framework for Living with COVID-19 on **21 October**. In line with the Government's Plan for Living with COVID-19 and the move to Level 3, the Passport Service began a phased return to full operations on **1 December**, clearing the outstanding applications within 3 weeks.

The Passport Service focussed on providing an emergency and urgent service when full operations were paused. We continued to provide a same day **emergency service** for the issuance of passports in cases of serious illness or death abroad. We also provide a weekly urgent service for adult renewals in Ireland and for citizens who contacted us from overseas.

As part of the response to the crisis, personnel from the Passport Service were **redeployed** into other essential public service roles, such as assisting the HSE with contact tracing and facilitating the payment of social welfare benefits for the Department of Social Protection.

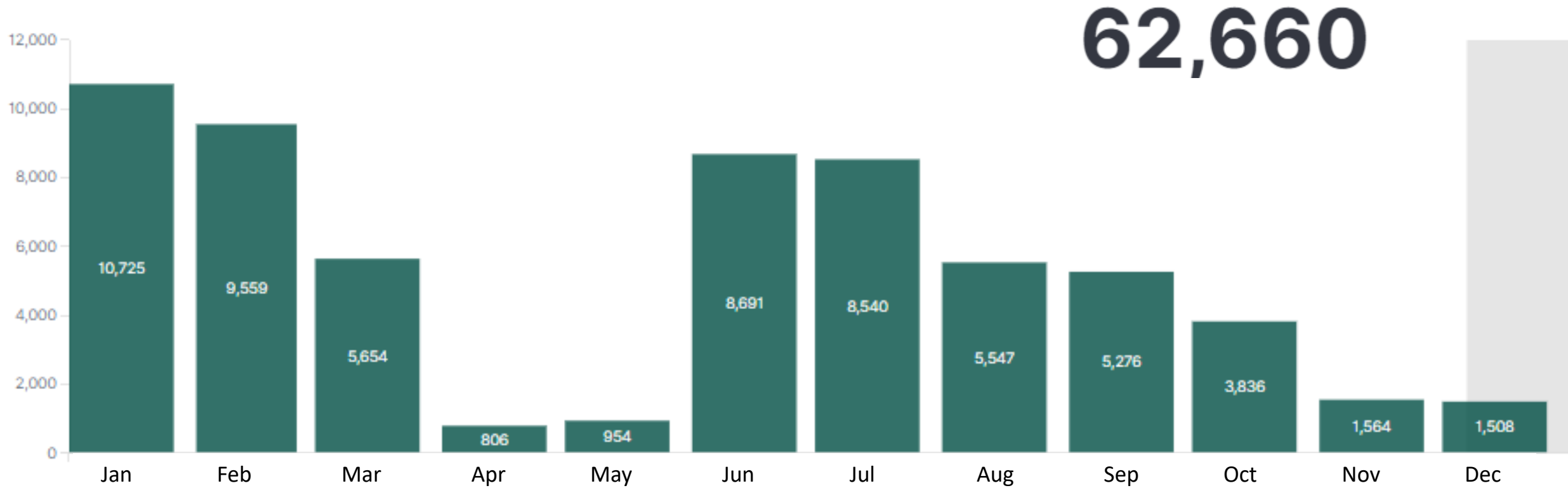
# Passport Applications Received and Passports Issued

Passport Books Issued (up to 6<sup>th</sup> December 2020)



# Card Applications Received and Cards Issued

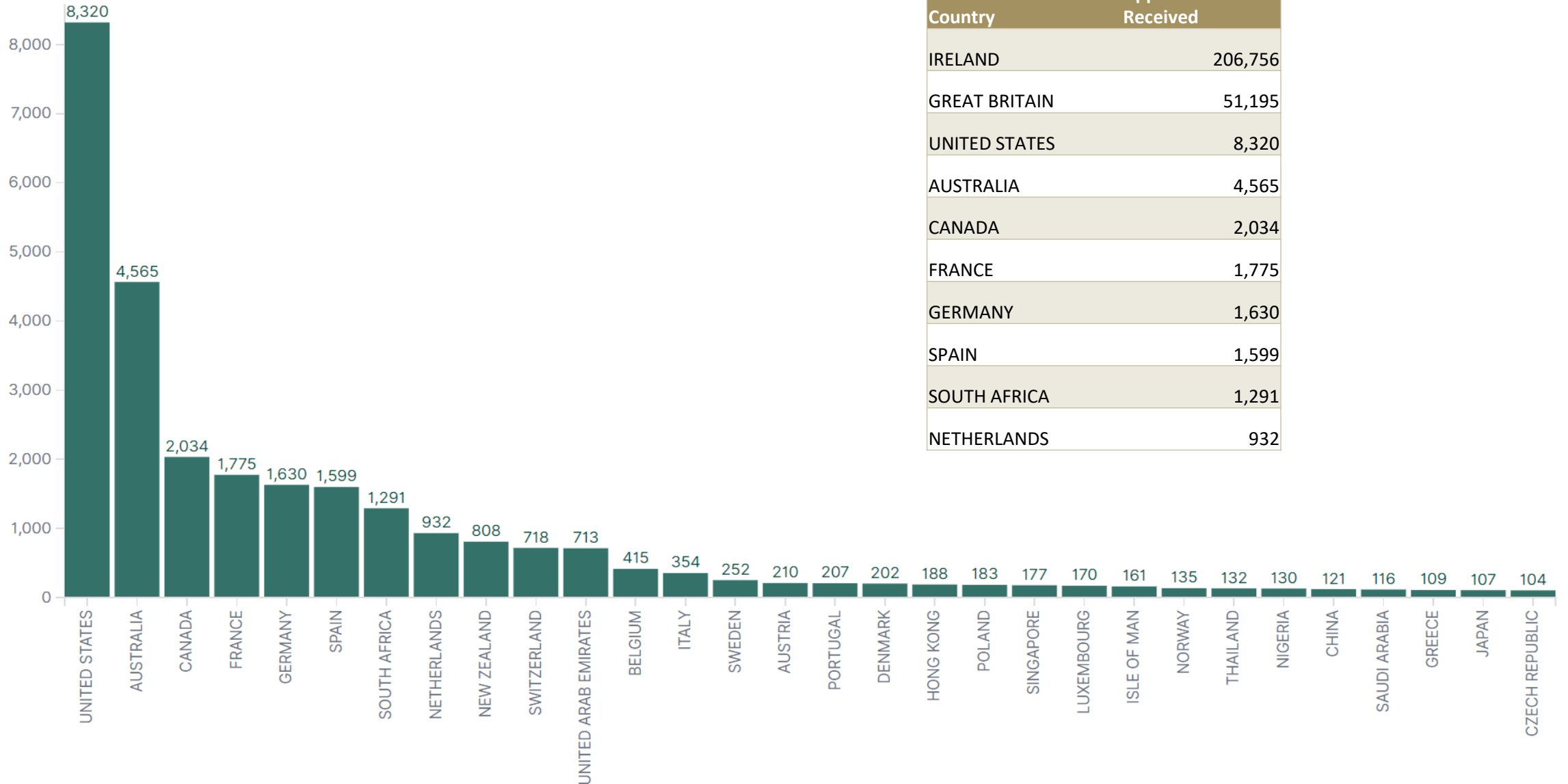
Passport Cards Issued (up to 6th December 2020)



# Passport Online Applications Only - Top 30 Postal Countries (i.e. residence of applicant)

These figures relate to online applications only

Note – Graph excludes the highest 2 figures – Ireland and Great Britain



Country	Applications Received
IRELAND	206,756
GREAT BRITAIN	51,195
UNITED STATES	8,320
AUSTRALIA	4,565
CANADA	2,034
FRANCE	1,775
GERMANY	1,630
SPAIN	1,599
SOUTH AFRICA	1,291
NETHERLANDS	932

# Passport Online v Paper

Which channel was used in 2020 for passport applications



# Oldest and Youngest Applicants 2020

## The Oldest and Youngest Applicants of 2020

Oldest Online Applicant:

**100 years**

Oldest Paper Applicant:

**102 years**

Youngest Online Applicant:

**11 days**

Youngest Paper Applicant:

**14 days**

# Most Popular Baby Names

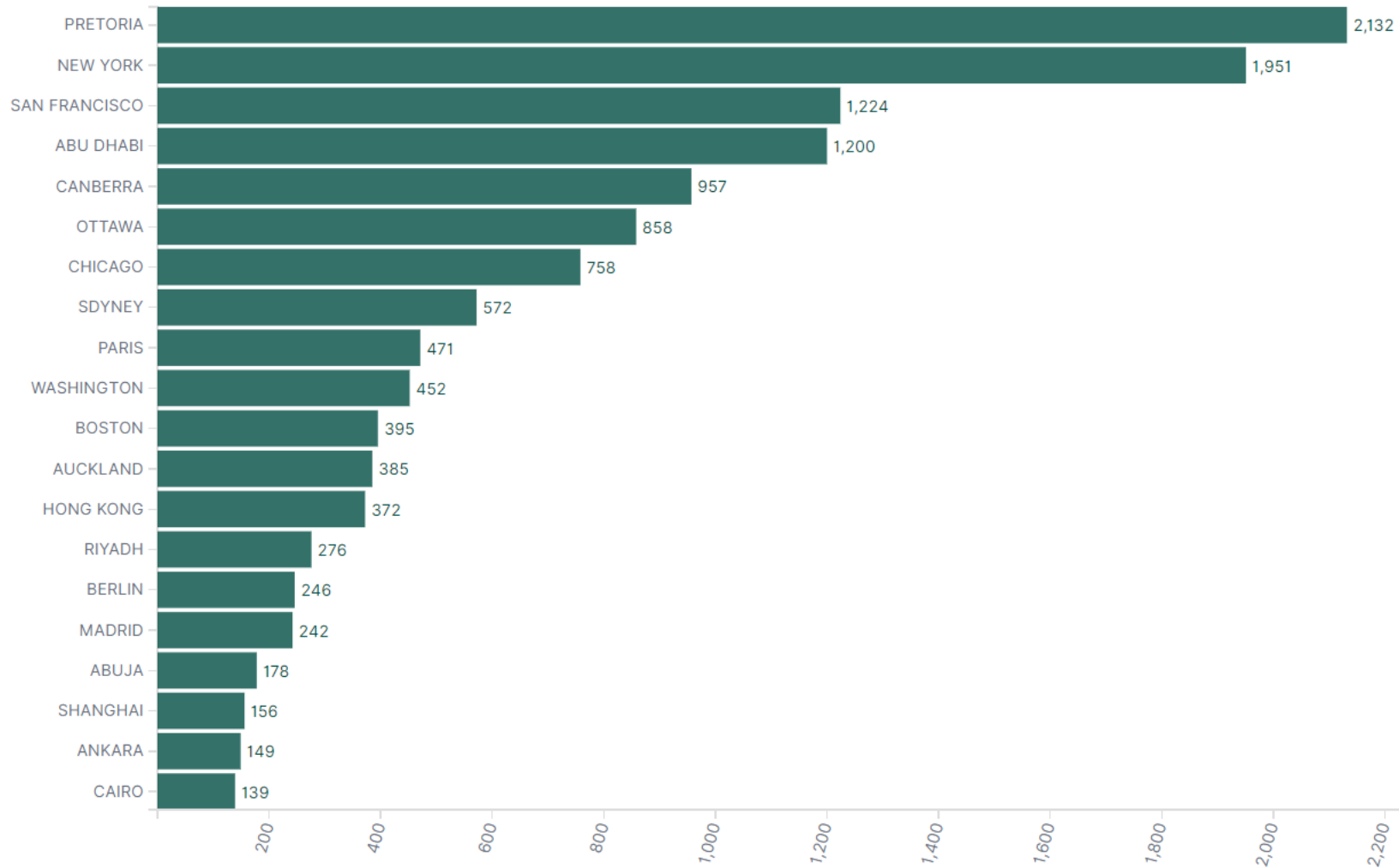
## Most Popular Baby Names in 2020





# Applications Received via Missions in 2020

Showing figures up to 6<sup>th</sup> December 2020



# County level applications

A 3D perspective view of a road with glowing white lines on a dark green background. The road curves to the right and recedes into the distance. The background is a gradient of dark green to a lighter green at the horizon. The overall scene has a futuristic or digital feel.

# Passport Online – Renewal and First Time applicants - Adult

## Renewal

County	Applications Received
DUBLIN	40,155
CORK	12,923
KILDARE	6,434
GALWAY	6,239
MEATH	5,208
LIMERICK	4,641
ANTRIM	4,511
WICKLOW	4,125
DONEGAL	3,722
LOUTH	3,505
WEXFORD	3,442
TIPPERARY	3,313
DOWN	3,309
KERRY	3,208
MAYO	2,986
CLARE	2,948
DERRY	2,758
WATERFORD	2,740
KILKENNY	2,060
WESTMEATH	2,052
TYRONE	1,763
LAOIS	1,700
OFFALY	1,513
SLIGO	1,458
CAVAN	1,450
ROSCOMMON	1,358
CARLOW	1,349
MONAGHAN	1,302
ARMAGH	1,204
LONGFORD	750
LEITRIM	670
FERMANAGH	536

## First Time

County	Applications Received
DUBLIN	3,185
ANTRIM	2,750
DOWN	1,862
CORK	860
DERRY	696
TYRONE	539
ARMAGH	526
KILDARE	450
GALWAY	438
MEATH	338
LIMERICK	324
WEXFORD	279
DONEGAL	278
WICKLOW	273
LOUTH	266
TIPPERARY	263
WATERFORD	217
KERRY	211
CLARE	197
FERMANAGH	191
MAYO	174
WESTMEATH	168
LAOIS	155
KILKENNY	144
OFFALY	114
CARLOW	110
CAVAN	105
MONAGHAN	94
ROSCOMMON	94
SLIGO	85
LONGFORD	68
LEITRIM	39

# Passport Online – Renewal and First Time applicants - Child

## Renewal

County	Applications Received
DUBLIN	11,766
CORK	3,967
KILDARE	2,031
MEATH	1,942
GALWAY	1,874
ANTRIM	1,523
LIMERICK	1,344
WICKLOW	1,320
DOWN	1,117
LOUTH	1,030
WEXFORD	1,005
DONEGAL	987
TIPPERARY	944
WATERFORD	843
KERRY	810
CLARE	790
MAYO	770
DERRY	753
KILKENNY	632
TYRONE	571
WESTMEATH	547
LAOIS	531
ARMAGH	482
CARLOW	474
CAVAN	461
OFFALY	445
ROSCOMMON	407
MONAGHAN	396
SLIGO	388
LONGFORD	215
LEITRIM	198
FERMANAGH	175

## First Time

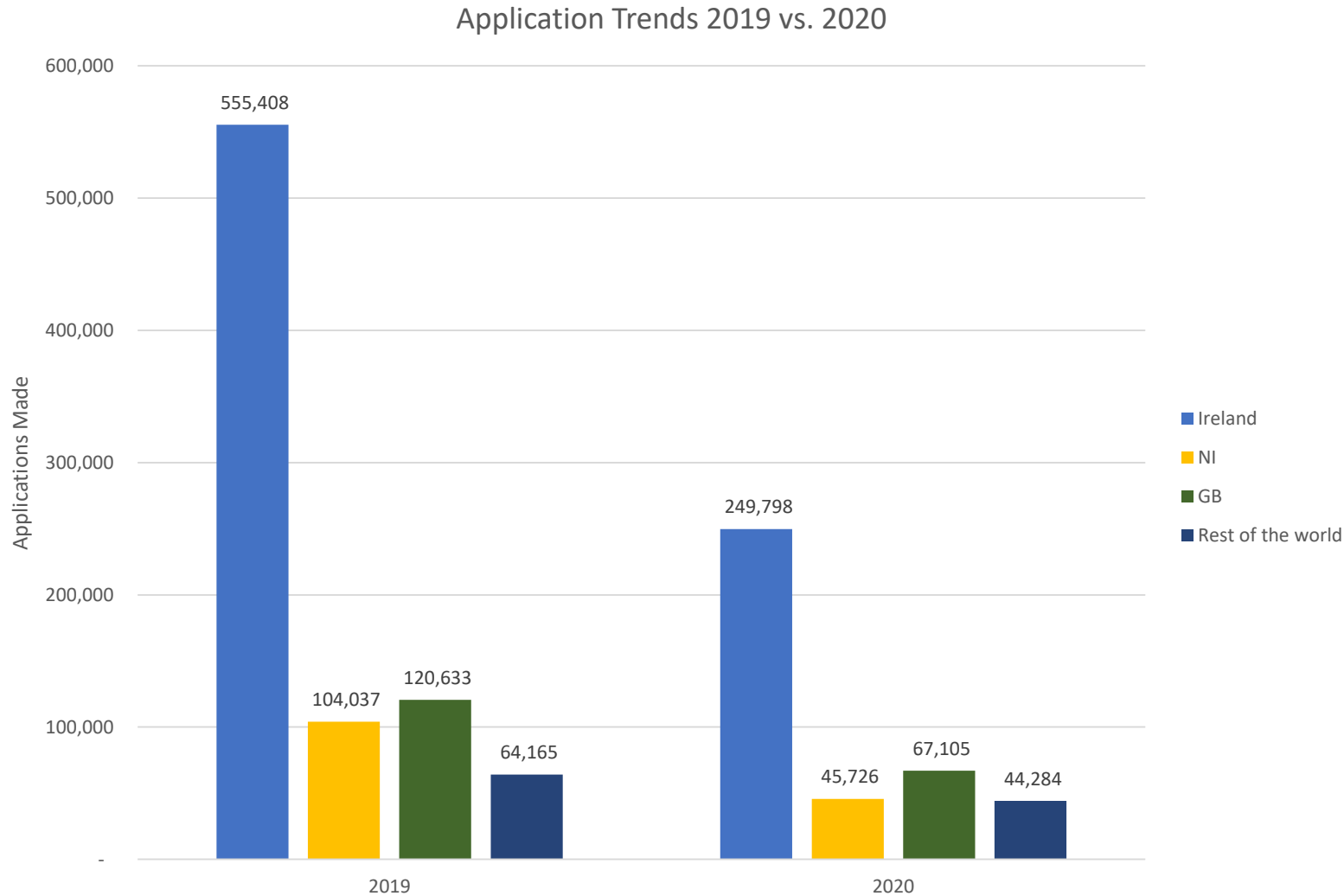
County	Applications Received
DUBLIN	4,482
CORK	1,293
ANTRIM	1,082
DOWN	794
KILDARE	692
GALWAY	619
MEATH	599
LIMERICK	456
WICKLOW	402
DERRY	338
WEXFORD	333
TIPPERARY	328
LOUTH	327
TYRONE	296
KERRY	293
DONEGAL	276
MAYO	261
CLARE	240
WATERFORD	228
KILKENNY	226
ARMAGH	220
WESTMEATH	208
LAOIS	200
CAVAN	173
CARLOW	155
OFFALY	155
SLIGO	119
MONAGHAN	114
FERMANAGH	110
ROSCOMMON	99
LONGFORD	71
LEITRIM	58

**COVID-19**



# Application Trends

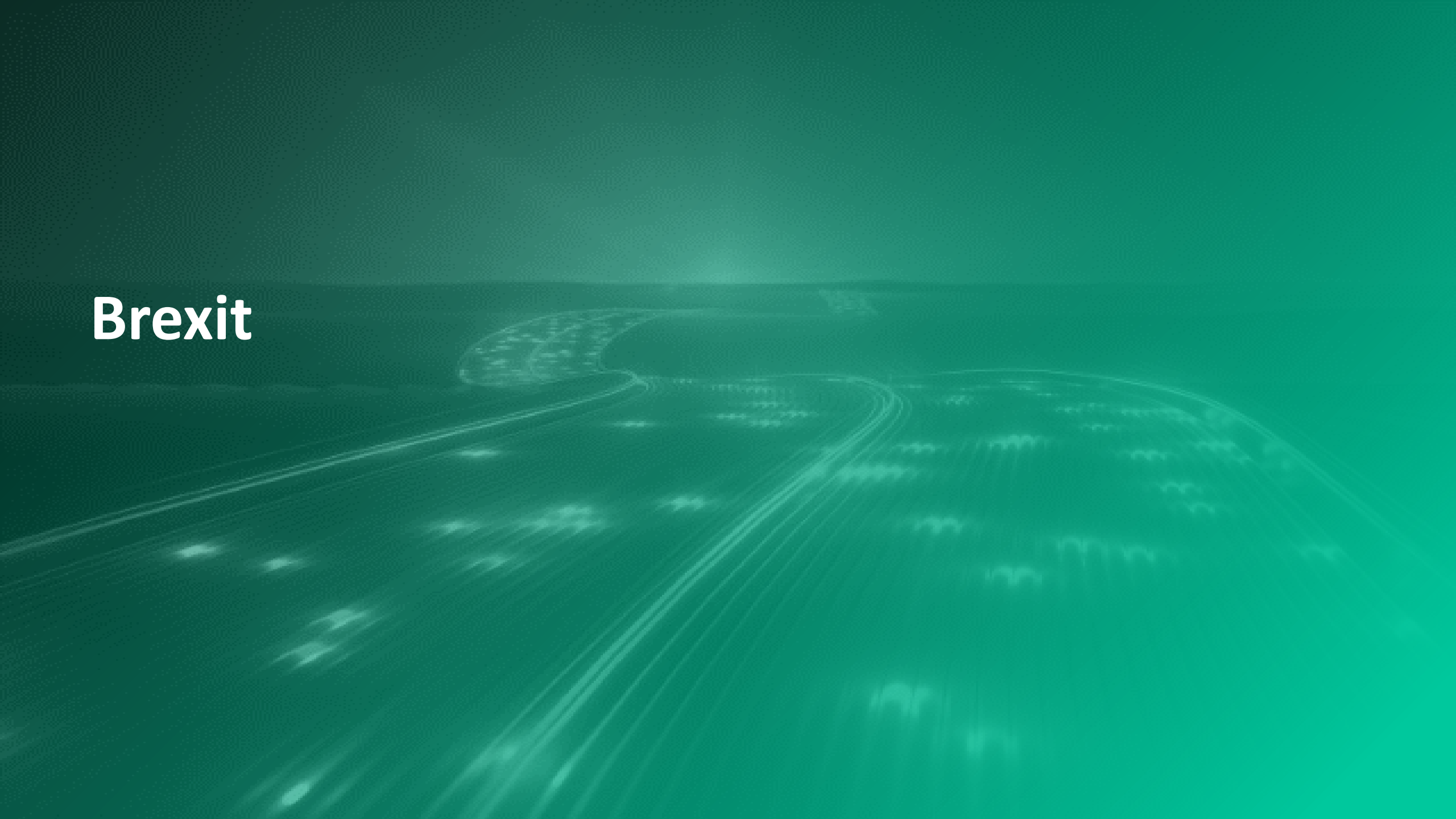
## Application Trends in 2019 vs. 2020



Due to the effects of COVID-19, the trends in 2020 indicate:

- A 55% decrease in applications made in Ireland in 2020 when compared with 2019.
- A 56% decrease in applications from Northern Ireland.
- A 44% decrease in applications from Great Britain.
- A 31% decrease in applications from the rest of the world.

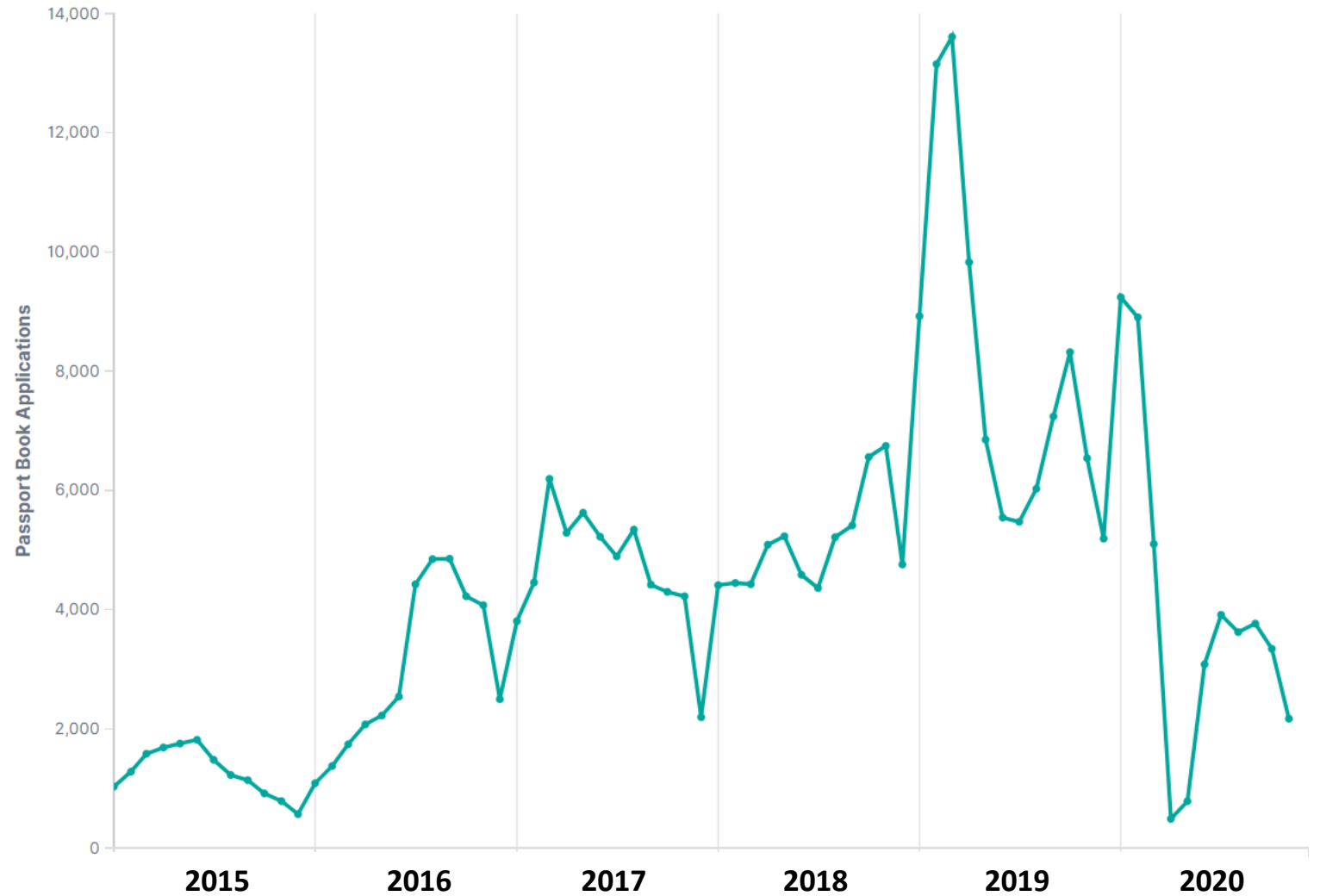
**Brexit**



# Born in Northern Ireland or Great Britain Applications

## Trend of first time adults born in Northern Ireland or Great Britain Applications since 2015

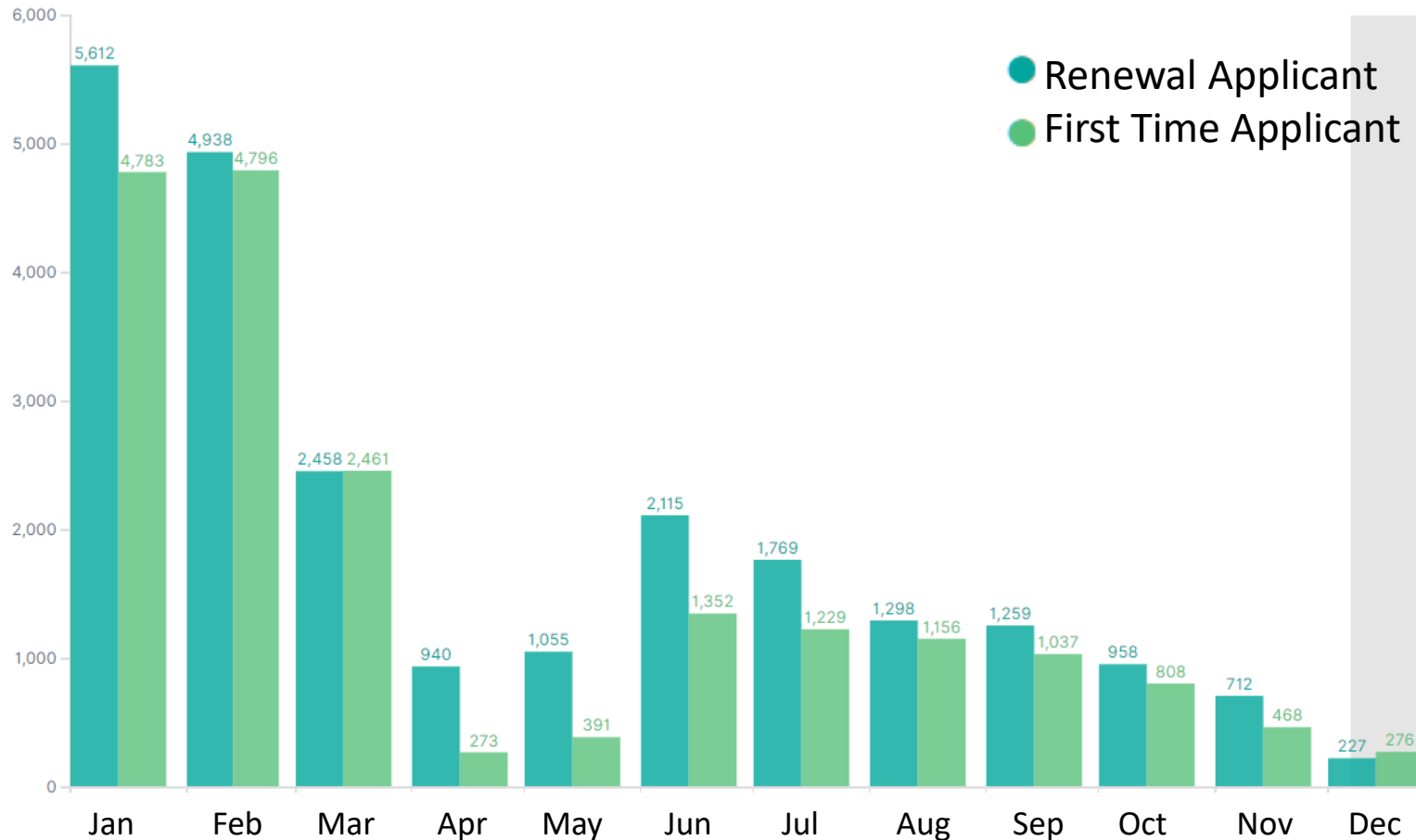
Received from Adult First Time Applicants Born in Northern Ireland or Great Britain 2020 received globally	
Month	
January	9,241
February	8,903
March	5,099
April	489
May	785
June	3,081
July	3,912
August	3,622
September	3,765
October	3,334
November	2,169
December	794





# Resident in Northern Ireland – First Time and Renewal Applications (up to 6<sup>th</sup> December 2020)

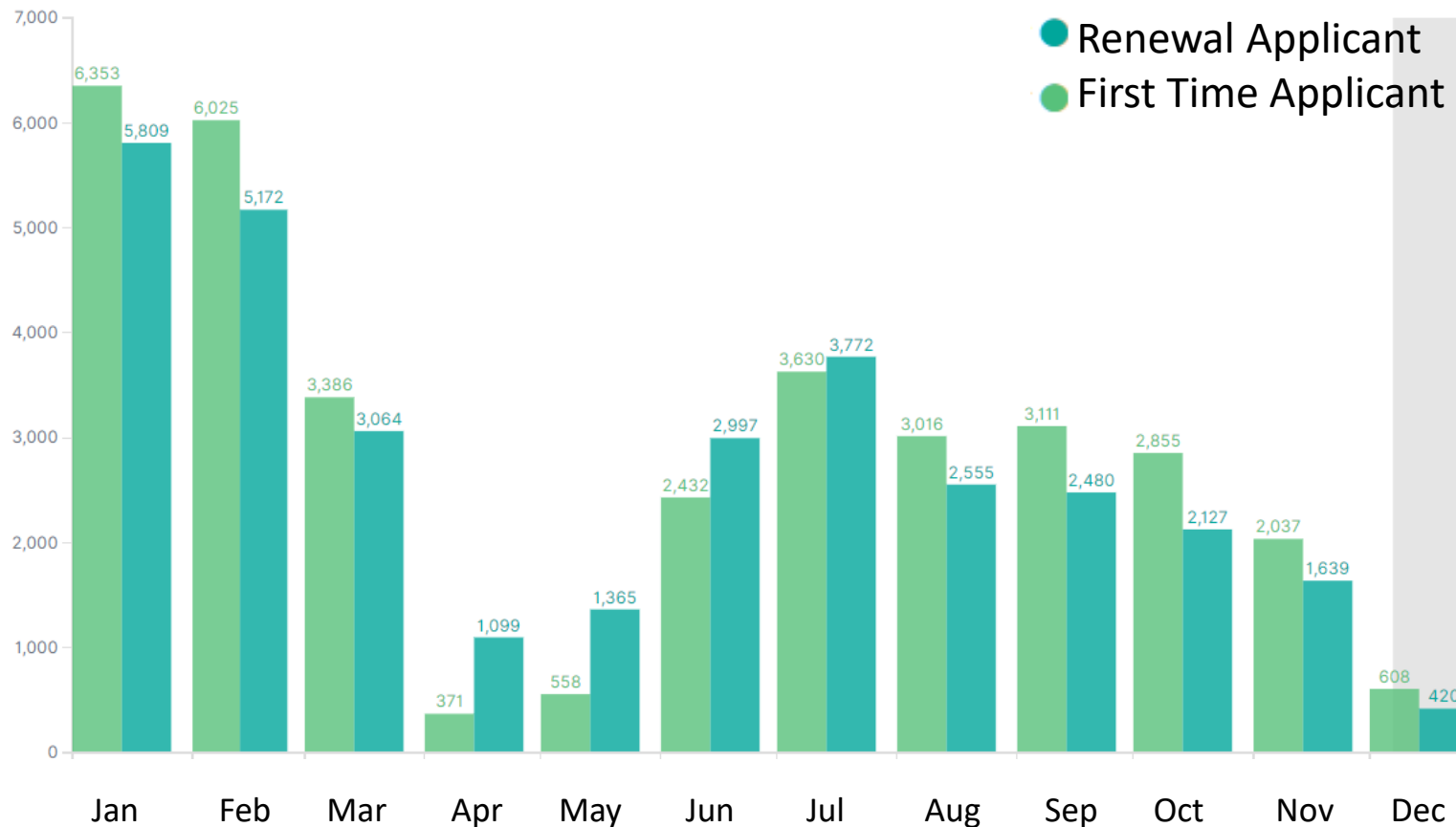
The chart below shows all first time and renewal applicants who applied through Northern Ireland Passport Express or Online with a postal address in Northern Ireland in 2020



Register Month	Type	Count
01/01/2020	First Time	4,783
01/02/2020	First Time	4,796
01/03/2020	First Time	2,461
01/04/2020	First Time	273
01/05/2020	First Time	391
01/06/2020	First Time	1,352
01/07/2020	First Time	1,229
01/08/2020	First Time	1,156
01/09/2020	First Time	1,037
01/10/2020	First Time	808
01/11/2020	First Time	468
01/12/2020	First Time	276
01/01/2020	Renewal	5,612
01/02/2020	Renewal	4,938
01/03/2020	Renewal	2,458
01/04/2020	Renewal	940
01/05/2020	Renewal	1,055
01/06/2020	Renewal	2,115
01/07/2020	Renewal	1,769
01/08/2020	Renewal	1,298
01/09/2020	Renewal	1,259
01/10/2020	Renewal	958
01/11/2020	Renewal	712
01/12/2020	Renewal	227

# Resident in Great Britain – First Time and Renewal Applications (up to 6<sup>th</sup> December 2020)

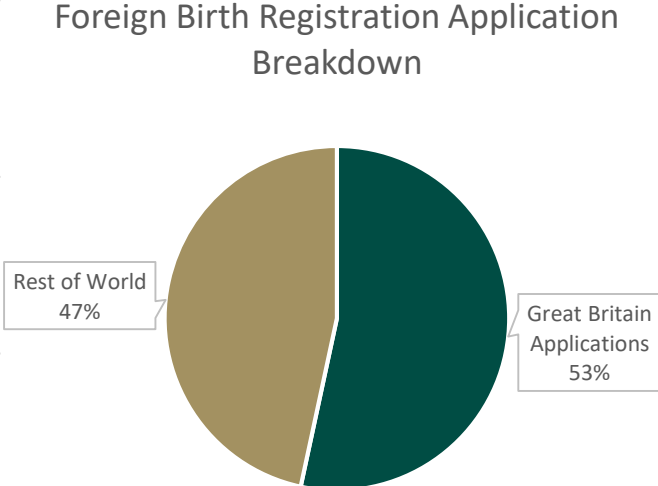
The chart below shows all first time and renewal applicants who applied through offices in Great Britain or Online with a postal address in Great Britain in 2020



Register Month	Type	Count
01/01/2020	First Time	6,353
01/02/2020	First Time	6,025
01/03/2020	First Time	3,386
01/04/2020	First Time	371
01/05/2020	First Time	558
01/06/2020	First Time	2,432
01/07/2020	First Time	3,630
01/08/2020	First Time	3,016
01/09/2020	First Time	3,111
01/10/2020	First Time	2,855
01/11/2020	First Time	2,037
01/12/2020	First Time	608
01/01/2020	Renewal	5,809
01/02/2020	Renewal	5,172
01/03/2020	Renewal	3,064
01/04/2020	Renewal	1,099
01/05/2020	Renewal	1,365
01/06/2020	Renewal	2,997
01/07/2020	Renewal	3,772
01/08/2020	Renewal	2,555
01/09/2020	Renewal	2,480
01/10/2020	Renewal	2,127
01/11/2020	Renewal	1,639
01/12/2020	Renewal	420

# Foreign Birth Registration Applications from Great Britain

## Foreign Birth Registration Applications from Great Britain in 2020



# Customer Service Response

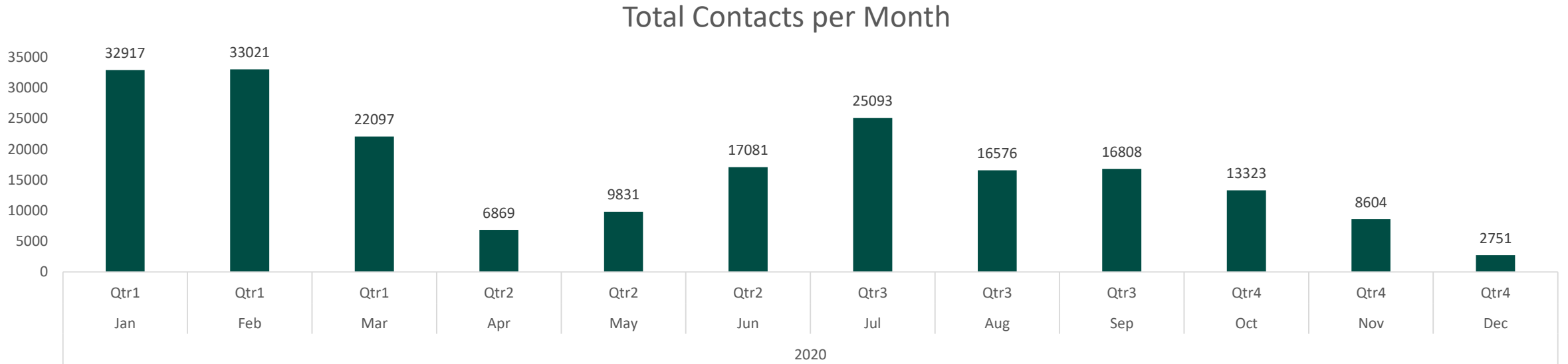
The background of the slide is a vibrant, monochromatic green. It features a perspective view of a glowing, futuristic landscape. A series of bright, white and light green lines form a path that curves through the scene, receding into the distance. The ground is covered in a pattern of small, glowing green dots and streaks, suggesting a digital or data-driven environment. The overall atmosphere is one of high-tech and forward motion.



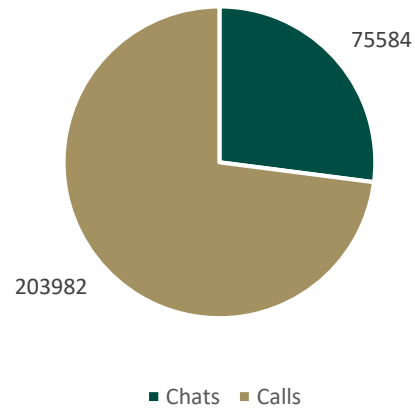
**88% of Passport Service customers say that  
we met or exceeded their expectations in  
2020**

# Total Contacts 2020

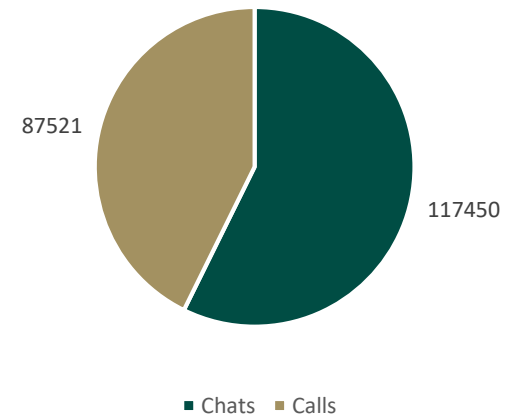
## The Total Number of Contacts with the Public via Phone and WebChat



### Calls vs. Chats 2019

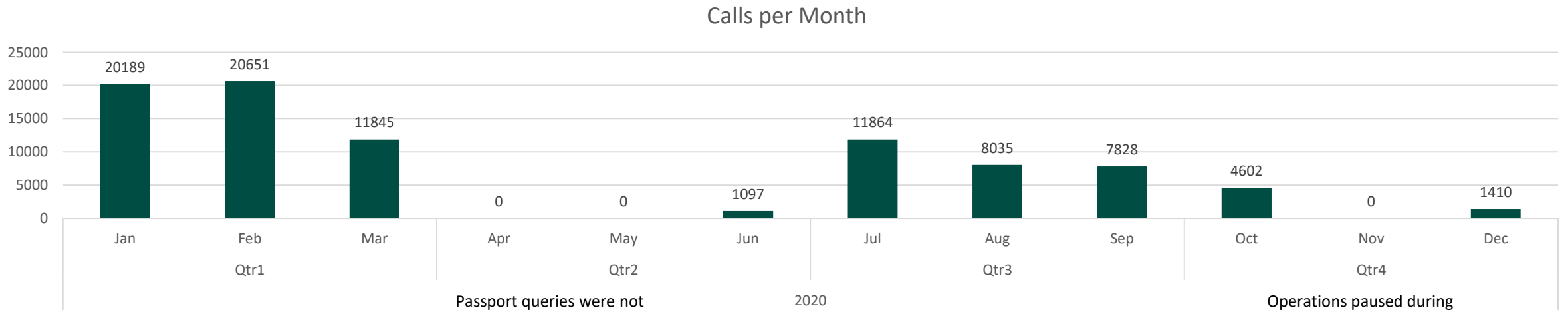
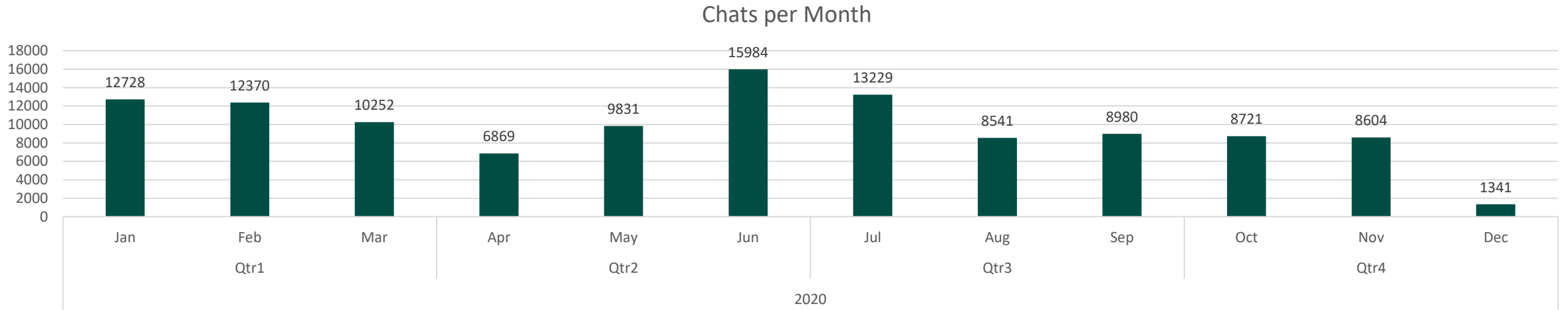


### Calls vs. Chats 2020



# WebChats and Calls per Month 2020

## The Number of WebChats and Calls Handled per Month of 2020



Passport queries were not answered by phone in April and May to allow staff to provide consular assistance to Irish citizens overseas

Operations paused during Level 5 of the National Framework for living with COVID-19