



Press Release

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USCIS LAUNCHES INFOPASS IN SAN DIEGO

Online Appointment System Eliminates Need to Wait in Line for Immigration Information

SAN DIEGO, CA – Calling InfoPass a customer service milestone, U.S. Citizenship and Immigration Services (USCIS) today formally opened the Internet-based appointment system to residents of San Diego and the surrounding area. This launch is part of a national effort to implement InfoPass in all 33 USCIS district offices in the country, including all 34 sub-offices by early September 2004. With InfoPass, the public can go online to schedule a date and time to meet with an immigration information officer, avoiding the need to wait in line. InfoPass first debuted in Miami last year and has eliminated the lines in that office completely.

Typically, customers have begun lining up before dawn at some USCIS offices to ensure they have an opportunity to speak with an immigration information officer about their case. USCIS Director Eduardo Aguirre predicts that InfoPass will ultimately mean the end of the line to wait in line all together.

“This is another important stride for USCIS in our commitment to offer customers world class service,” Director Aguirre said. “We are using updated technology to improve the experience for our customers by enabling them to schedule an appointment that is convenient for them on their own time.”

InfoPass is now offered in 12 languages including: Arabic, Chinese, Creole, English, French, Korean, Polish, Portuguese, Spanish, Tagalog, Russian, and Vietnamese. USCIS plans to add additional languages in the future.

“Now that our community has access to InfoPass, people who visit our office will get the assistance they need in a timely manner,” said Debra Rogers, District Director of the USCIS San Diego District. Rogers adds, “Infopass provides our customers with the opportunity to schedule appointments at their convenience. This is the type of service our customers should expect from our agency. Long lines and seemingly endless waiting times will soon be a thing of the past.”

USCIS Customer Service Options Online

InfoPass is one of several USCIS innovations designed to make immigration services more convenient and accessible for the general public. USCIS also offers electronic filing that allows customers to go online to file for an immigration benefit. E-filing currently supports eight of the more frequently used forms that account

for over 50% of applications filed each year. By the end of 2006, e-filing will support twelve forms that account for over 90% of the applications filed yearly.

Customers may also go online to check the status of their pending application, and build a portfolio of up to 100 cases to check. USCIS also offers customers e-mailed updates when the status of their case changes.

Customers may access all USCIS Internet-based services on www.uscis.gov.

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