**U.S. Citizenship
and Immigration
Services**

Press Release

September 8, 2004

USCIS LAUNCHES INFOPASS IN EL PASO
Online Appointment System Eliminates Need to Wait in Line for Immigration Information

EL PASO, Texas – Calling InfoPass a customer service milestone, U.S. Citizenship and Immigration Services (USCIS) today formally opened the Internet-based appointment system to residents of the Texas 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.

Traditionally, customers would begin lining up outside USCIS District Offices at dawn to speak to an Immigration Information Officer. USCIS Director Eduardo Aguirre predicts that InfoPass will ultimately mean the end of having to wait in line altogether.

"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 we have InfoPass, people who visit our offices can be assured they'll get the assistance they need," said Ray Adams, District Director of the USCIS El Paso District Office. Adams adds, "InfoPass is a customer friendly tool that allows customers to take control of their own schedules."

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 E-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

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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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