



# Press Release

April 21, 2004

## USCIS LAUNCHES INFOPASS IN DALLAS WITH NEW PILOT PROGRAM

### *Online Appointment System Eliminates Need to Wait in Line for Immigration Information Pilot Program Designed to Adjust Immigrant Status in 90-Days*

DALLAS, TX – U.S. Citizenship and Immigration Services (USCIS) today announced the launch of InfoPass in Dallas. Calling InfoPass a customer service milestone, the Internet based system offers an alternative to standing in line and allows customers to go online to schedule an appointment with an Immigration Information Officer at the Dallas USCIS District Office.

“InfoPass could ultimately mean the end of long lines outside the Dallas USCIS information room, which serves more than 50,000 people a year,” said Kristi Barrows, Dallas District Director of USCIS. “InfoPass is a simple and customer friendly tool that will allow our customers the convenience and flexibility of doing business.”

Exclusive to the Dallas District, InfoPass will allow customers to participate in the Dallas Office Rapid Adjustment Pilot Program. This customer service initiative aims to complete the adjustment of status process within 90 days of filing for forms I-130 (Petition for Alien Relative) and I-485 (Application to Register Permanent Residence). This would eliminate the need for employment and travel authorization documents and their associated costs for qualified applicants who complete the process within 90 days. InfoPass is a critical component to the success of the pilot that will revolutionize customer service; help control the backlog; while enhancing national security. Customers can use InfoPass to schedule appointments even if they are not participating in the pilot program.

“This is another important stride in our commitment to bring USCIS customer service into the 21<sup>st</sup> century,” said Eduardo Aguirre, Director of USCIS. “InfoPass debuted last year in Miami and in Los Angeles last month where we faced challenges similar to those in Dallas. In a matter of weeks, we saw a dramatic decrease in the lines and wait times for our clients and we’re optimistic we’ll have similar results here.”

To use the Internet scheduling system, customers log onto the InfoPass Web site at [www.uscis.gov](http://www.uscis.gov) - after typing in their zip code, users are directed to the appropriate USCIS office. The Web site then displays a range of dates and times for appointments. Once the customer selects an appointment time, the system generates an electronic appointment notice. Customers must print out that notice and bring it with them to their appointment.

## InfoPass Comes to Dallas

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Customers who log on to [InfoPass](#) today can schedule appointments for as early as tomorrow. Initially, USCIS plans to make a total of 300 daily InfoPass appointments available for the Dallas area. As the system gains popularity, the number of appointments may be increased if necessary.

The public can gain access the Internet at most libraries and community based organizations. For the time being, USCIS plans to continue to assist walk-in clients, but InfoPass users will receive priority. The Dallas Office will also be available for walk-in clients to schedule appointments.

InfoPass is just one of several Internet-based services offered on the agency's secured Web site. USCIS initiated "e-filing" for certain immigration applications, including the renewal and replacement of "green cards," (Form I-90) and plans to include more forms for applicants online. The public is also encouraged to use the Internet to check the status of applications filed with any of the agency's service centers. To use any of these Internet-based features, the public should go to [www.uscis.gov](http://www.uscis.gov) and select Case Status Online.

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Patricia Mancha, Jeffrey Sapko, and Angela Barrows discussing InfoPass and the launch of two USCIS pilot programs in Dallas.



Jeffrey Sapko