



U.S. Citizenship  
and Immigration  
Services

# Advisory

July 16, 2004

## **USCIS BRINGS INFOPASS TO NEW YORK**

### ***Online Immigration Appointment System Allows The Public To Avoid Waiting in Line***

New York, NY – U.S. Citizenship and Immigration Services (USCIS) plans to formally open its Internet-based appointment system known as InfoPass to New York City area residents. The national director of USCIS, Eduardo Aguirre, will be in New York City to formally launch InfoPass on July 22<sup>nd</sup>.

With InfoPass, the public will be able to go online to schedule a date and time to meet with an immigration information officer, avoiding the need to wait in line. Last year, more than 350,000 people visited the USCIS information room in New York, and 1,400 visit on a daily basis. Developed in Miami a year ago, New York City is one of four key sites where InfoPass is currently available. The USCIS Los Angeles and Dallas District Offices launched InfoPass earlier this year.

Due to its popularity and efficiency, USCIS plans to implement InfoPass nationwide by early September this year. USCIS is using technology to enhance customer service by offering online options so customers do not have to wait in line.

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 to InfoPass.

**EVENT:** News conference announcing and demonstrating InfoPass

**DATE:** Thursday, July 22, 2004

**TIME:** 10:30 a.m. (Please allow 25 minutes to clear building security.)

**LOCATION:** USCIS New York District Office  
Federal Building Room 537 C  
26 Federal Plaza, New York  
Please present this advisory at the Duane Street entrance  
Media Only: Contact: USCIS Public Affairs 202-353-8472

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