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(1903-1978)

February 23, 2004

John C. Shewairy, Chief of Staff
Department of Homeland Security
U.S. Citizenship and Immigration Services
7880 Biscayne Boulevard, 11th floor
Miami, Florida 33138

RE: Info-Pass

Dear Mr. Shewairy:

This letter is presented by the South Florida Chapter of the American Immigration Lawyers Association to commend your office on the overwhelming success of the Info-Pass appointment system.

Prior to Info-Pass, our members, our clients and the general public would have to wait for hours, if not days, in order to meet with an Information Officer. In fact, on any given day, the information unit would run out of numbers before 8:00 am, which would result in many individuals having to return the following day in order to be seen. Since Info-Pass, it has become a "pleasure" to deal with the local office, as one can make an appointment knowing full well that their issue(s) will, in most cases, be addressed at the scheduled date and time.

Again, we wish to congratulate your office for taking a proactive approach to solving a significant problem that affected the local immigrant community for many years. We would hope that your good efforts result in the Info-Pass system being implemented at USCIS offices throughout the United States.

Sincerely,

Maite Hoyos, President
AILA, South Florida Chapter