

From: Virginia Citrano [mailto:vcitrano@gmail.com]
Sent: Thursday, March 29, 2007 11:53 AM
To: OSComments
Subject: docket number USCIS-2006-0044

Dear Sir/Madam:

I am deeply concerned by the sharp increases you are planning in USCIS fees. In simple terms, you are demanding a substantial increase in cost up front, but don't promise to deliver improved service until a long time down the road. This flies in the face of any basic customer service business, of which yours is one.

And while you try to justify the fee increases on the basis of the high cost of the equipment needed to process applications and fingerprints, you don't say anything about what you have done to improve productivity in the agency. You can have the best machines in the world, but if the humans using them continue to use them and interact with their customers at the current snail's pace, we will be no better along.

Show me that you can speed up processing times for international adoption documents such as the I-600A and I will support a measured increase in your fees. Until then, No.

--Virginia Citrano