SEP 26 1995

MEMORANDUM

TO: White House Senior Staff

FROM: Elaine Kamarck
Senior Policy Advisor to the Vice President

DATE: September 25, 1995

RE: Clearance, Customer Service Report
Report of the National Performance Review

Enclosed you will find the National Performance Review's second Customer Service report entitled "Putting Customers First '95 - Standards for Serving the American People".

Please alert me to any policy conflicts or political problems you see in the report by 9:00 am, Wednesday, September 27th.

Thank you.

Putting Customers First '95

Standards for Serving the American People

October 1995

President Bill Clinton
Vice President Al Gore

Report of the National Performance Review

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Chapter 1

Making The Big U-Turn

Status In One Minute

Why would a company like Ford that already has a reputation for quality go to the trouble and million dollar expense of publicizing specific promises about what service their customers can expect? Why promise to tell you the status of your car "within one minute of your inquiry?" Why not just try to do it and keep the one minute goal quiet? Why let the customers in on your measures of success, or failure?

Ford's doing it this year for the same reason the reinvented government started doing it two years ago. To build confidence among their customers — in Ford's case confidence that a good experience in the service department is no fluke. It's like Babe Ruth pointing out where the next homer's going. You have to promise and then deliver. That builds confidence that the whole organization is designed and managed to deliver the results the customer wants.

FORD PROMISES

Dealer-to-Customer Standards

Appointment available within one day of customer's requested service day.

Write-up begins within four minutes of arrival.

Service needs continuously identified, accurately recorded on Repair Order and verified with customer.

Vehicle serviced right on first visit.

Service status provided within one minute of inquiry.

Vehicle ready at agreed upon time.

Thorough explanation of work done, coverage, and charges.

If Ford's customers don't have confidence in them, Ford's in trouble. But if the government's customers lose confidence, all of America is in trouble. Because the government is — or should be — nothing more than Americans working together to solve problems that can't be solved any other way. Like educating our next generation to compete in the world market. Or protecting our borders. Or making our streets safe. If we don't even believe self-government can answer the phone and give quick, courteous service, how can we keep America great and free?

We have to restore confidence that we can work effectively together through self government. And we have to build confidence just like Ford, or any good company does. One customer at a time.

"Government must do the small things better as well, in ways that increase the confidence of the American people. It must earn that confidence in many ways, one customer at a time."

— President Clinton

For a while there the government was getting away from us. It stopped being the government of

"As a small business who does a lot of work with the government, I had spent years being pushed around or being sent on wild-goose-chases.... No more!... Customer service seems to be the name of the new game, and I like it!"
— Shirley Sirota Rosenberg, printer

the people. It was marching to different drummers —special interests, Washington professionals, well-meaning people with good intentions — on a path that seemed to be headed away from the taxpaying customers of government.

The Clinton-Gore reinvention initiative mapped out a dramatic change in direction, a big U-turn, to head government back to the people. All of this basic work on customer service is the force behind the big U-turn. It is all about listening to the people.

Just Listen To Them.

They're all alike. Whether you work in the Ford Service Department or the Social Security Administration, customers are the same. They want to be listened to.

They all want quality service. They all care about:

- getting things done right
- getting things done quickly, or at least knowing how long it will take
- dealing with knowledgeable, reliable people
- resolution in one contact, or one point of contact until resolution
- knowing where to turn if a problem shows up
- choices on how and where to get services
- readily available information
- clarity in forms, publications, process descriptions, advice and correspondence
- courteous treatment (friendly, respectful, trusting and willing to listen)
- readily accessible, clean and safe facilities
- names and phone numbers so they can call directly to get questions answered.

But even knowing all that is not enough. You have to keep asking and listening to what customers want. You have to find out what matters most. Companies that don't ask get it wrong. Remember when Ford decided their customers wanted Edsels without asking them? Or when Coca-Cola decided it was high time for a new taste?

Government agencies are not telepathic either. Take IRS. They firmly believed that good customer service meant mailing you your tax forms while you were still recovering from New Year's Eve. Until they ***asked***, that is. Then they found out that people want (a) as little contact with the IRS as possible, and (b) a quick refund.

So next spring, if you are one of the 20 million taxpayers who can use the 1040E-Z form, you can forget the form and file on your touch-tone phone. It's quicker (about 6 minutes) and easier than E-Z (the phone system does the math), it requires ***no contact*** with any living person at IRS, and you'll get your refund within 21 days (rather than 40 if you file a paper form).

See? Government ***is*** listening to you. Government ***is*** coming back to the people.

It's not just IRS. They, along with Social Security and the Postal Service, were the first to publish standards two years ago — the courageous pioneers. Last year, 150 agencies laid it on the line — put their promises down in black and white for all to see. (See "Putting Customers First," President Bill Clinton and Vice President Gore, September, 1994)

3 Chairs — No Waiting

IRS LISTENS DAYS

(The Durham NC Herald-Sun, September 8.)

The problem resolution officer of the Internal Revenue Service will hold an IRS Listens Day for all Durham-area residents with unresolved tax problems Sept. 18 at 3308 Chapel Hill Blvd., Suite 140.

Between 10:30 a.m. and 2:30 p.m., taxpayers who have tried to solve their tax problems through normal channels and still have not done so will have an opportunity to meet with the IRS problem resolution staff in a confidential setting. The service is free.

Reservation not needed. First come, first serve.

This year's book contains the customer service standards of 214 federal agencies. New additions include the Securities and Exchange Commission, with their 24-hour hot line and 1 day response, and the Peace Corps — always eager to recruit — which promises to send out information on job openings in one day. The National Endowment for the Arts, The National Endowment for the Humanities, and The National Gallery of Art also joined the group of agencies publishing standards for the first time.

Insert bar chart

Number of agencies publishing standards

When we released standards last year, we said we were just getting started, that we have long way to go. It's still true that much remains to be done.

We have to reorganize to be responsive where we serve customers; we've been organized for top-down control. We have to train employees to deliver results to customers: they've been trained to follow rules. We have to have systems designed to please customers; up to now, we've had systems that were designed to please bosses, headquarters and management committees.

These things are changing. The customer service teams who put the standards together have a *fire in the belly* that comes from knowing that what they do can truly change government. Together, they are pounding away at the old ways of doing things. They are putting together new, customer-driven systems. And they are building on

"People like you are giving government a good name."
— Al Wade, praising the service at the Archives and Records Center in Waltham, Massachusetts

the strongest possible base — the desire of federal employees to serve America, to do what they signed up to do.

Agency leaders are also engaged. Many spent big chunks of their time this past year outside Washington listening to customers and front-line employees, seeing what it is like to work where government touches Americans. They are finding out first-hand what needs fixing.

Big Time Promises

Samples of standards that touch millions of Americans

Consumer Product Safety Commission — hot-line available 24 hours a day for complaints and the latest product recalls.

Department of Agriculture — if we get things wrong in the Rural Business & Cooperative Development Service, we'll apologize and make it right

Veterans Canteen Service — food court service in three minutes; unconditionally guaranteed customer service.

National Archives and Records Administration — within 15 minutes of walking in, you'll have either the information or the help you need.

National Park Service — Great Smokey Mountains visitor center open every day but Christmas.

OSHA — inspectors will be respectful and helpful, and focus on the most serious hazards.

Bureau of Labor Statistics — data any way you want it: from a live person, by recorded message, fax, microfiche, diskette, tape, Internet or TDD.

Department of Commerce/STAT-USA — CD-ROM orders shipped in one day or the CD is free.

Mineral Management Service — easy access to us in our office or by phone, or we'll meet you at a more convenient location you request.

EPA — make a big deal, publicly, out of our customers' successes in voluntary programs.

U.S. Coast Guard — search and rescue on demand, 24 hours a day, seven days a week.

Education Department — special education customers will be seen within 10 minuets.

Forest Service — our offices and visitor centers will be open at times convenient to you.

Social Security Service — new and replacement cards mailed within five days; we'll tell you the Social Security number in one day if it's urgent.

Internal Revenue Service — tax refunds due on complete and accurate paper returns in 40 days; 21 days for electronic returns.

FedWorld — on-line transactions complete in seven seconds.

U.S. Mint — orders taken 24 hours a day, seven days per week.

Making all the necessary changes will take time. These are things that go to the very core of government. So rather than make a promise we cannot keep — a cardinal sin in customer service — some of the customer service standards are pretty modest compared to the best in business. But this approach leads to improvement too.

In 1994 the Department of Veterans Affairs promised veterans no more than a 30 minute wait to see a benefits counselor. VA knew 30 minutes wasn't good enough, but thought that was the best it could do. This past year, the 30 minute standard focused VA's work on shorter waiting times. In this book the promise is that veterans will wait no more than 20 minutes. For tomorrow, VA is working on changes to virtually eliminate the wait.

Across the board we are getting ***better*** standards. Agencies are staying open longer hours to serve you. Some pledge in writing to admit when they're wrong and to try to make it right. Agencies are promising to ***keep*** listening to their customers and keep improving their standards.

You seldom have to stop by the government office any more. Dozens of agencies are offering their customers more modern service choices — telephone, Internet, fax. For example, many social security and veterans payments, welfare, and other benefits go out electronically — safe, secure, and easy. Scores of agencies provide information and interactive services over the World Wide Web, the latest, most powerful and customer friendly service station on the information superhighway. FEMA's web site gives you 5,000 pages, words and pictures, of the latest emergency information. The National Cancer Institute's web site has a vast, but easy to use, store of information on prevention, detection, and treatment of the dreaded disease. The US Business Advisor gives one-stop electronic access to the regulations from every agency of the federal

government that regulates businesses, large or small. Electronic government is on the way.

President Clinton's
Executive Order 12862

A Revolution

It's not just more and better standards. It is an all-encompassing customer service program. It's an entirely new way of governing. It's President Clinton and Vice President Gore putting customers first.

It started in 1993 with the Vice President's National Performance Review and the President's Executive Order that set all federal agencies on a customer service campaign. The President ordered agencies to survey their customers to see what kind of service they want and whether they are getting it. To get ideas from front-line workers who deal with customers day to day. To give customers choices and easy access and a way to complain and get problems fixed. He set the goal for the government to deliver service equal to the best in business.

This year, the President reinforced his order to put customers first. He reminded agency heads to keep pushing for improved service, and told them to measure their performance and report the results to customers. The agencies will soon pass out report cards that show how they are doing. The IRS, for example, will post its results in this year's tax booklet.

President Clinton's new directive leaves no doubt that the goal is a ***revolution*** in how government does business, top to bottom, so that customers are the focus. Customer service standards and measures are to be part of strategic plans, training programs, personnel systems, and anything else that ought to be changed to advance the cause.

Insert Bar Chart
Percent On-Time Delivery

It Works

Publishing standards is risky business. Everybody knows the minute you blow it. But you do it anyway if you care more about improving service than saving face.

Look at the Postal Service. They were one of the first brave hearts, publishing crystal-clear standards back in 1993 — like local delivery overnight — absolutely, positively. The first year's results: PR NIGHTMARE. Washington and New York in the 50 percent range —

Insert News Clipping
Washington Post
Mary McGrory
"Dispatching Bad Manners"

they even lost Al Gore's Christmas cards — Chicago, 66%, with mail burning under a bridge.

Was that any worse than before the Post Office set standards and measured performance? Nobody knows.

Has it gotten better since they set standards and measured performance? You bet! Washington, New York, Chicago: all in the 80's. Nationally, on-time delivery is up from 74% to 87%.

You get what you measure. And making the whole process public helps a lot.

The Social Security Administration made big public promises in 1993 about delivering quick, courteous, and competent 1-800 service. This year, Business Week reported that an independent survey of the country's best customer service over the telephone ranked the new, improved Social Security Administration tops in the nation. They beat companies like L.L. Bean, Federal Express, and Disney. They were slow answering the phone, but so good at getting problems solved quickly and courteously that they got the highest score overall. SSA is the ***best in the business***. And to stay the best, they are training 3,300 more operators this year so they can get to all the calls quicker.

Grand successes like that are made up of millions of individual successes like this one described in a letter from Maurice Dopp of San Francisco:

> *"A month or so ago, I called the SS with a query. A voice said that the telephone shop was now open from 7:00 AM to 7:00 PM, and that if I wished to hang on, someone would be with me in an estimated six minutes. In six minutes someone helped me. 'Oh, you need to fill out form XX. Would you like to come in, or would you like to do it over the phone? What day can someone call you? What time?' On the appointed day, at the appointed hour, my phone rang and a friendly voice asked me questions. The next day the mail arrived with the form filled out, ready for my signature, and with a postage paid return envelope. No private business that I can recall has ever given me service this good! Cheers to all concerned!!"*

That's the kind of government America can be proud of.

For The Convenience Of Customers

More than any other time in the history of America, the government is listening to what the people want, and delivering. It's all here in this book. Just like last year, the service standards in this year's book are organized for the convenience of the customers. Not alphabetically by agency, so that government employees can find their goals — they did the work; they know who their customers are. But organized by customer group, so that "beneficiaries" can look in one section to find out what kind of service to expect from the government, whether it is Agriculture, Health and Human Services, Housing and Urban Development, Labor, Treasury, or whomever. The same for business owners, local law enforcement agencies, travelers and tourists, and so on. If standards apply to more than one group, we repeated them so that customers don't have to hunt around. If you really want to look things up by agency, there is an index in the back. The organization of the book is symbolic of the reinvented government. It puts customers first.

Congratulations, America. You're getting your government back.

Insert Collage of News Clippings

Chapter 2: Standards for Benificiaries

COMMITTEE FOR PURCHASE FROM PEOPLE WHO ARE BLIND OR SEVERELY DISABLED

General Standards

Coordinates the purchasing needs of the Government with employment and training opportunities for people who are blind or severely disabled.

The Committee has established the following standards to help it meet the needs of customers:

Participating nonprofit agencies (NPAs) and their Javits-Wagner-O'Day (JWOD) Program employees:

Jobs for People with Severe Disabilities

- The Committee will strive to provide job opportunities that allow individuals with severe disabilities to acquire relevant skills to prepare them, whenever possible, for competitive employment and will encourage NPAs to promote competitive employment opportunities for direct labor employees with disabilities.

Technical Assistance and Marketing

- The Committee will communicate clearly and concisely to the National Industries for the Blind (NIB), NISH, and participating NPAs all requirements and other information that affect their participation in the JWOD Program. The Committee will work with NIB and NISH to provide technical assistance to help NPAs maintain proper standards and records in compliance with Federal laws and regulations governing their employment of people with severe disabilities under the JWOD Act. Requirements for participation in the program will be the minimum necessary to assure compliance with all such laws and regulations, and Committee policy. The Committee will actively assist NPAs to market their products and services to the Federal government.

Timely Action

- Committee actions regarding additions, pricing, contract administration, compliance and other activities will be performed within the shortest time possible in accordance with established timeframes to enhance the ability of the NPAs to accomplish their mission of providing employment and training for people who have severe disabilities.

Federal Government Customers

Quality and Fair Pricing

- JWOD products and services will meet the customers' quality

requirements at a fair market price.

Technical Assistance and Timely Action

- The Committee will communicate clearly and concisely to Federal procurement personnel and end users of JWOD products and services all requirements and other information that affect their participation in the JWOD Program, and help remove barriers to their support of the program. Committee actions regarding additions, pricing, and contract administration will be performed within the shortest time possible in accordance with established timeframes to enhance the ability of procurement personnel to meet their customers' demands for products and services.

Easy Ordering

- The Committee will work with distributing agencies, including the General Services Administration (GSA), Department of Veterans Affairs (VA), the Defense Logistics Agency (DLA), and any authorized commercial distributors, to ensure that JWOD products are easily identifiable and accessible via up-to-date procurement methods such as credit card purchasing and electronic commerce.

DEFENSE

DEFENSE LOGISTICS AGENCY

Defense Personnel Support Center
Homeless Support Initiative

Provides clothing and bedding to organizations housing the homeless.

- We will deliver material requested by organizations serving the homeless within two weeks.

HEALTH AND HUMAN SERVICES

ADMINISTRATION ON AGING

National Aging Network

Provides grants to aged population

- Administration on Aging (AOA) will distribute funding under the Older Americans Act fairly and objectively, according to the requirement of law.
- AOA will assure complete accuracy in its official grant files
- For periodic financial reports, AOA will strive to have at least 90 percent of reports received on time, and will follow up within two weeks on reports that are not received when they are due.
- AOA will track grants on a monthly basis for those ready for close-out. Outstanding sums identified at close-out will be reported to the Department's Payment Management system within one week of close-out.
- AOA will provide the aging network information and technical resources by establishing resource centers and other institutions that provide the help the network needs to assure high quality services for older Americans. AOA will make every effort to respond to requests by the network to

specialize in those areas where help is critically needed.

- AOA will work with the aging network to implement a new system of information collection that will provide accurate and reliable data about older American Act programs.
- Following the implementation of the National Aging Program Information System, AOA will assure that the data is analyzed to identify trends and project the needs of older Americans.
- AOA will provide to the aging network with the most accurate, up-to-date demographic information available.
- AOA will make information available upon request to the aging network in various formats on a wide range of subjects of professional interest.
- AOA will work with States and Tribal grantees to identify areas of weakness in program administration under the Title III, Title VI, and Title VII and technical assistance resources available to correct any deficiencies identified.
- AOA will provide answers to routine policy questions within 45 days, and will provide a time frame, not to exceed 120 days, for more complicated questions.

HEALTH AND HUMAN SERVICES

HEALTH CARE FINANCING ADMINISTRATION

Medicare and Medicaid

Manages the Medicare and Medicaid programs.

Written responses

- We will answer your written inquiries within 30 days of receipt. If, on rare occasions, we have reason to believe that responding will take more that 30 days, we will acknowledge your inquiry within ten days.

Telephone standards

- We will respond to your telephone inquiries in a pleasant and helpful manner. We will provide an immediate answer whenever possible, a firm commitment as to when an answer can be provided, or, at you request, an accurate referral to the proper party or a return call from someone who can help you. On at least 80% of your calls, you will be "on hold" for less than two minutes. Calls made in off hours will be returned the next business day.

Information needs

- We are reviewing all of our publications and notices to assure that they can be understood by our customers. Our proposed changes will have customer input, as will their evaluation. By the end of this year, we will begin introducing our revised communications.

Medicare Claims processing

- We will process your claims for service accurately and within the times provided for in the law. If you are dissatisfied with the action we take on your claim, we

will process your appeal accurately and within the times established in our published standards for contractors, and we will reduce the paperwork burden associated with appeals.

- We will provide you with more consistent determination on your claims by improving and simplifying our claim processing system.

Customer satisfaction

- We will measure your satisfaction with Medicare, Medicaid and managed care plans through the use of customer surveys, focus groups, public comments, meetings with customer representatives, etc.
- We will seek your ideas and the assistance of voluntary membership groups representing your interests in setting standards and evaluating our performance.
- We will accurately identify those segments of our customer population which may have special needs related to vision, hearing, mobility, literacy, the use of English, health status and other factors. We will make a special effort to discover and define these needs and will strive to provide reasonable accommodations and access to services and program information. We will employ people qualified to address these challenges, and then encourage inclusive and innovative thinking in our workforce.

Health issues

- We will prepare and distribute clear, understandable materials about the benefits and disadvantages of the managed care option, including performance data about individual plans, to assist customers in their health care decision making.

Medicaid special standard

- HCFA will encourage all States to establish customer service standards for Medicaid, and we will work with them to assure a goal of continuous improvement in customer service and program administration.

Health care quality

- We will provide doctors and hospitals with information they can use to give better care to our beneficiaries, and we will monitor the effect of those activities.

We will expedite our investigative and case review process as much as the law will permit when a complaint involves quality issues.

- We will respond to verbal or written complaints from beneficiaries or their representatives by mailing a complaint form to them within two working days of the telephone contact or responding in writing to written beneficiary complaints within 10 working days.

Program administration

- We will fully investigate all potential program fraud and

abuse leads to protect against unnecessary expenditures.

- We will work assiduously with our customers to identify and implement creative and effective approaches to improving our programs and our performance.

HEALTH AND HUMAN SERVICES

PUBLIC HEALTH SERVICE

Health Resources and Services Administration

National Hansen's Disease Center

Provides care and treatment, including outpatient care, without charge to any persons suffering from Hansen's disease.

National Hansen's Disease Center

- You can expect us to provide you with informed, considerate and respectful care. Case discussion, consultation, examination and treatment will be conducted discreetly.
- You have the right to know which doctor is in charge of your care and to consult with your doctor as necessary regarding your care.
- We will work with you to meet your physical and emotional needs through doctors, nurses, social workers and others. Sharing your anxieties with us will help us provide the best assistance
- You can expect us to provide you with complete current information about your health care. We will also provide information about Hansen's Disease to family members or others on your behalf.
- You have the right to refuse treatment but we have an obligation to inform you of the medical consequences of such refusal.
- We will refer you to other sources of care should you have a problem that is beyond our medical expertise or facility capability.
- Your records of health care at Carville will be kept confidential except to the extent you wish information released or as required by laws and regulations.
- We will provide an Ombudsman with whom you may discuss concerns about our facility and these standards.
- Through information obtained from you and other patients by interviews and questionnaires, we are committed to improving service to our patients.

HEALTH AND HUMAN SERVICES

PUBLIC HEALTH SERVICE

Indian Health Service

Provides health care services to American Indians and Alaskan Natives.

Your Right: You deserve to know who is treating you and what services are available to help maintain your health.

- Our Standard: Our staff will verbally identify themselves to you upon contact, will wear name tags and provide information on types of services available to you.

Your Right: You deserve respectful care and consideration for your emotional, social, cultural, and spiritual values and comfort.

- Our Standard: Our staff will be oriented through in-service training to be sensitive to your emotional, social, cultural and spiritual values and comfort.

Your Right: You deserve to have all the information you need to help you and your family make treatment decisions in partnership with your health care providers.

- Our Standard: Our staff will inform you and answer your questions about your treatment. The information provided to you will be documented in your medical record.

Your Right: You have a choice to accept or refuse medical care to the extent permitted by law, and to be informed of the medical consequences of your decision.

- Our Standard: Our staff will discuss with you our recommended treatment and document your decision in your medical record.

Your Right: You deserve to be assured of your personal privacy and the confidentiality of your medical records.

- Our Standard: We will take full responsibility for protecting your personal privacy and the confidentiality of your medical records. Except as authorized by law, any use of your record outside of your personal health care will be undertaken only with your written permission.

Your Right: You have the right to expect that within our capacity we will be responsive to your requests for services.

- Our Standard: Our staff will respond to your requests for services as quickly as possible. For services not available locally, you and your family will be informed how and where you can obtain these services and whether transportation will be provided.

HEALTH AND HUMAN SERVICES

PUBLIC HEALTH SERVICE

Clearinghouses and Information Centers

Provides information

Clearinghouses and information centers

- Your telephone call will be answered promptly during core working hours, usually between 9 a.m. and 5 p.m. Eastern Standard Time. Standard information may be provided through automated menu choices; an information specialist will be available to answer your questions. After hours, your call may be handled by an automated system. TDD access will be available.
- The information specialist will be courteous and helpful. He or she will listen carefully to your request and provide you with the most up-to-date information available. If the information you need is not readily available, it will be located and you will either be called back with the answer or will receive the information by mail and/or FAX.
- If your call needs to be addressed by another agency, state, or local

program, we will give you an accurate referral to obtain your answers and, whenever possible, route your inquiry directly to that agency or program by mail or phone.

- All telephone requests for in stock printed materials and written inquiries which do not require special attention will be processed within 5 working days of receipt.
- Publications will be written in a clear and informative manner with easily understood language and helpful format.
- We will strive to make information available through additional channels, including electronic media, and intermediaries such as community organizations and libraries.

HEALTH AND HUMAN SERVICES

PUBLIC HEALTH SERVICE

National Cancer Institute Information Associates Program

Provides information on cancer research diagnosis, treatment, and prevention.

The National Cancer Institute is committed to providing world-class service to health professional members of the NCI Information Associates Program and pledges to:

- Collect and disseminate the most up-to-date information relating to cancer research, diagnosis, prevention, and treatment from around the world.
- Design information systems to help health care professionals cope with the information explosion by translating the medical literature into usable knowledge.
- Utilize the latest technology -- fax, E-mail, dial-up bulletin board system, Internet, and the World Wide Web -- to provide members with convenient access to this information. Also provide access to cancer information via a toll-free phone number to assist members who do not have access to electronic resources.
- Provide quality customer service through our Member Service Center, which is accessible via a toll-free phone number within the United States and is open Monday through Friday, from 9:00 am until 8:00 pm eastern U.S. time.
- Staff our Member Service Center with friendly Member Service Representatives trained to provide prompt, accurate answers to questions about the Program and to provide assistance to members in accessing products and services.
- Keep members informed of new products and services and enhancements to products and services and solicit ideas for new products and services through a member newsletter, ProtoCall.
- Continually evaluate and refine products, services, delivery mechanisms, and customer service based on input from both users and potential users.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Fair Housing Enforcement (Title VIII)

Enforces the Fair Housing Act which prohibits discrimination in housing based on race, color, religion, sex, national origin, disability or familial status.

Customers can expect the following customer service standards.

Administrative:

- Provide assistance in the processing of complaints consistent with notices, compliance manuals and case law.
- Provide efficient investigation and processing of complaints.
- Provide consistency and reliability in case investigations and analysis.
- Improve customer understanding of the complaint process.
- Provide training and assistance to local organizations in Fair Housing interpretation.
- Provide information to grantees of HUD funds regarding processing complaints.
- Assist in conciliating complaints.
- Assist in enforcement through hearings when a charge has been issued.

General:

- Every customer is entitled to courteous treatment.
- Every customer should be provided additional assistance should the need arise.
- Provide adequate telephone coverage throughout the business day to receive calls and answer questions.
- Provide an interim response when a complete response requires additional time for research or there is a heavy workload.
- Solicit feedback and react to customers' comments.
- Train all employees regularly on customer service.
- Encourage teamwork and assure that all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Assure that each person in the organization conducts himself/herself as a professional.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Office of Economic Opportunity

Administers Section 3 of the HUD Act of 1968.

Customers and partners can expect the following customer standards.

Administrative:

- Provide training/technical assistance to recipients and contractors on providing employment and training opportunities to Section 3 residents and on awarding

contracts to Section 3 business concerns.

- Provide guidance and assistance by conducting educational seminars for recipients, contractors, community based organizations and other groups to assure an understanding of Section 3.
- Educate and inform Section 3 residents and Section 3 business concerns of employment, training and contracting opportunities.
- Provide training to recipients to assist them with record keeping.
- Follow-up regularly with customers to ensure that quality products and information are being provided.

General:

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- Provide adequate telephone coverage throughout the business day to receive calls and answer questions.
- Provide an interim response when a complete response requires additional time for research or there is a heavy workload.
- Solicit feedback and react to customers' comments.
- Train all employees regularly on customer service.
- Encourage teamwork and assure that all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Assure that each person in the organization conducts himself/herself as a professional.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Program Compliance and Disability Rights

Enforces civil rights laws and regulations relating to equal benefits and participation and disability issues in HUD programs and develops and implements policy and provides technical assistance to the public, HUD recipients and HUD staff.

Customers can expect the following customer service standards.

Administrative:

- Coordinate the enforcement of multi-jurisdictional complaints expediently.
- Coordinate effectively with other federal agencies in interagency compliance reviews and complaint investigations.
- Expand the understanding by HUD officials of housing needs of consumers with disabilities.
- Provide technical assistance to recipients to assist them to comply with HUD civil rights laws and regulations.
- Train HUD staff in civil rights complaint and investigation procedures so that customers'

complaints can be effectively investigated.

- Educate recipients/advocates/complainants on civil rights regulations.
- Provide technical assistance to HUD recipients in policy implementation.
- Assist in negotiating remedies for complainants.
- Convey the status of complaints, requests for review, etc. within one day of request.
- Answer all policy questions within three (3) days by phone or within five (5) days in writing.

General:

- Every customer is entitled to courteous treatment.
- Every customer should be provided additional assistance should the need arise.
- Provide adequate telephone coverage throughout the business day to receive calls and answer questions.
- Provide an interim response when a complete response requires additional time for research or there is a heavy workload.
- Solicit feedback and react to customers' comments.
- Train all employees regularly on customer service.
- Encourage teamwork and assure that all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Assure that each person in the organization conducts himself/herself as a professional.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Regulatory Initiatives and Federal Coordination

To further fair housing through development of regulations and other guidance, administration of Executive Order 12892, and innovative projects to involve other federal agencies in removal of barriers to housing choice.

Customers, including the lending and insurance industries, consumer advocates, fair housing and civil rights groups, government officials, the press, members of protected classes, and the general public, can expect the following customer standards.

Administrative:

- Provide guidance on interpreting fair housing law through the publication of proposed regulations governing lending and insurance.
- Provide substantive comments on proposed HUD regulations and policy regarding fair lending and insurance matters.
- Provide substantive comments on proposed legislation regarding fair lending and insurance matters.
- Provide training and informational briefings as requested to HUD employees, lending and insurance industries, consumer advocacy, fair housing

and civil rights groups, government officials, the press, members of protected classes, and the general public.

- Provide timely responses to questions and concerns of customers regarding fair lending and fair insurance practices.

General:

- Every customer is entitled to courteous treatment.
- Every customer should be provided additional assistance should the need arise.
- Provide adequate telephone coverage throughout the business day to receive calls and answer questions.
- Provide an interim response when a complete response requires additional time for research or there is a heavy workload.
- Solicit feedback and react to customers' comments.
- Train all employees regularly on customer service.
- Encourage teamwork and assure that all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Assure that each person in the organization conducts himself/herself as a professional.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Section 8 Counseling Program

Implements counseling service programs and landlord/tenant outreach programs to ensure low-income families have the opportunity to make real choices where they want to live.

Customers and partners can expect the following customer service standards.

Administrative:

- Provide technical assistance to assist Housing Authorities with outreach to private landlords in low poverty neighborhoods.
- Provide guidance in the review of determination of eligible families for credit, housekeeping and criminal backgrounds to ensure suitability for counseling services.
- Provide guidance for HAs to assist families in negotiating rent incentives and inducements from landlords during a housing search.
- Provide technical assistance in coordinating support services and counseling on opportunities to families for education, child care, medical care and employment after a family moves to a new unit.
- Provide guidance on criteria used to assess the HA's performance.
- Provide guidance on monitoring activities for compliance with fair housing laws.
- Provide technical assistance in the monitoring of rents in low poverty neighborhoods in comparison to Section 8 Fair Market Rents (FMRs) every six months to determine the impact of the FMRs on the range of housing opportunities on families.

- Provide guidance to HAs in undertaking additional housing counseling activities that have the potential for expanding housing opportunities for eligible families.
- Provide training to the HAs to assist them with their program record keeping requirements.
- Follow-up regularly to ensure that quality products and information were provided.

General:

- Every customer is entitled to courteous treatment.
- Every customer should be provided additional assistance should the need arise.
- Provide adequate telephone coverage throughout the business day to receive calls and answer questions.
- Provide an interim response when a complete response requires additional time for research or there is a heavy workload.
- Solicit feedback and react to customers' comments.
- Train all employees regularly on customer service.
- Encourage teamwork and assure that all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Assure that each person in the organization conducts himself/herself as a professional.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF HOUSING - FAIR HOUSING ADMINISTRATION

Mortgage Assignment Program, Mortgage Approval Process, Rehabilitation Mortgage Insurance, Section 203(k)

Stimulates housing through direct financing, loan guarantees, interest rate subsidies, and mortgage insurance.

You can expect our employees to meet the following standards:

Respect:

- Every customer is entitled to courteous treatment.
- Every employee represents the Office of Housing.
- Display name plates or wear name tags as appropriate.
- Identify yourself and your organization every time you have a customer.
- Don't drop the ball - direct correspondence and telephone calls to the correct party.
- When transferring a customer, take time to reassure the customer that assistance can be obtained by speaking with another party in the office and that they are not being shuffled around.
- After assisting a customer, offer to provide additional assistance at a later time should the need arise.
- Provide a "real person" alternative to all voice-mail messages.
- Strive to provide foreign language alternatives and alternatives for the deaf and blind, when necessary.

Quality products:

- Provide all available information to a customer on the first call or letter; ensure that all questions are answered.
- Write in plain English, not technical or government jargon.
- Follow-up regularly to ensure that quality products are provided.
- Advise customers/partners in writing when new policies or changes are being considered; involve them in the development phase.
- Consider the needs of customers/partners when developing products and procedures.
- Apprise customers/partners of operational problems, e.g. don't wait for the customer to call only to be told the system they need is down.
- Reach out to customers - go to their place of business when possible; conduct regular conference calls.
- Include a contact name, organization, telephone number, and effective date on every document, e.g. handbook, Mortgagee Letter, congressional and general correspondence.

Timely service:

- Ensure adequate telephone coverage throughout the business day; answer all phone calls by the third ring.
- Respond to all telephone inquiries within 24 hours.
- Respond to written correspondence within 10 working days.
- Provide an interim response when a complete response requires extra time for research or there is a heavy workload.
- Provide "1-800" customer service numbers when possible and economically feasible.

Results:

- Establish quantitative customer service goals and incorporate them into performance standards and Housing's Plan where possible.
- Establish quantitative processing standards for each program or function.
- Solicit feedback and react to customer comments.
- Train all employees regularly on customer service initiatives.
- Institute random supervisory quality control checks to ensure that appropriate and adequate customer service is provided.
- Encourage teamwork so all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Include in the headquarters telephone directory and each field office telephone directory a contact name and telephone number for each program area.
- Always conduct oneself as a representative of the organization.

Mortgage Assignment Program

The following customer service standard is used by field office staff in handling customers who are seeking relief:

- Customer receives written notice from the mortgagee that their mortgage is in default. The letter outlines the eligibility requirements for the Mortgage Assignment program and gives the Customer 15 calendar days to contact the HUD field office.
- Customer contacts field office staff and requests acceptance in the Mortgage Assignment Program.
- Staff identifies documents needed to make eligibility determination and schedules a conference with the customer.
- Staff completes analyses of documents prior to conference.
- Decision on acceptance into the Mortgage Assignment program is made within 90 calendar days from the date of the customer's initial telephone call to the date of final decision.

Mortgage Approval Process

- Processing time from the date of receipt of the application package to date of final approval/rejection is 45 calendar days.

Rehabilitation Mortgage Insurance, Section 203(k)

If you are a mortgagee who makes Section 203(k) loans available, you can expect us to meet this standard:

- Processing is competed and a mortgage insurance certificate is issued to the Mortgagee within 10 days of HUD's receipt of the closed loan.

LABOR

PENSION AND WELFARE BENEFITS ADMINISTRATION

Direct Assistance to Public

Educates and assists our customers -- over 200 million pension, health, and older employee benefit plan participants and beneficiaries, over 3 million plan sponsors, and members of the employee benefit community -- for the purpose of promoting voluntary compliance and facilitating self regulation and of providing quality assistance to plan participants and beneficiaries.

Direct Assistance to the Public

Our goal in providing direct assistance is to raise the knowledge level of participants and beneficiaries, service providers, and other interested parties and to ensure hat they have access to available plan documents. This enables participants to better understand and exercise their rights under the law and, when possible, recover any benefits to which they may be entitled. This also allows practitioners the opportunity to better understand and comply with the law.

Participant Assistance

Individualized participant assistance is offered by both our national and field offices. When you write, call or visit our offices in search of assistance, you will receive information that will inform you of your rights and help you seek benefits. We are available to explain how the law applies to you and, in appropriate cases, will make inquiries on your behalf. Such inquiry will be informal and generally will not include

litigation on your behalf or provision of legal advice. We will be vigilant in identifying and acting upon patterns of complaints.

- If you telephone our office you can expect:
  - a friendly, courteous voice.
  - a representative who will listen to your questions and be sensitive to your situation.
  - a return call no later than the end of the next business day.
- If you write our office you can expect::
  - a reply within 30 days after we receive your letter
  - a clear, easy to understand response.

You will always receive straightforward information on how the law applies to your circumstances, information on options that may be available, respect for your privacy, and the name of our employee assisting you.

Complaints

Complaints involving alleged violations of ERISA also are handled by our national and field office technical assistance staff and investigators.

- Complainants can expect a prompt and courteous response from our staff. While we cannot ensure that every complaint will result in an investigation, at the conclusion of enforcement activity, if requested, we will furnish the complainant an understandable explanation of the outcome of our review and investigation.
- When you write or call our offices for assistance or with a complaint, we need certain information to help you. It would be helpful to have this information available when you contact us by telephone. If you write us you should include the information in your letter:
  1. your name and daytime telephone number
  2. a brief explanation of your problem
  3. evidence that you have filed a claim for benefits
  4. name, address, and telephone number of your employer or plan official to be contacted
  5. your permission to inquire on your behalf, if necessary
  6. employment dates, birthdate, social security number, policy number or other identification numbers
- For technical assistance and complaints, you should call or write our national office Division of Technical Assistance and Inquiries or one of the field offices located nearest you. Office addresses and telephone numbers are provided on page 9.

Document Requests

- Requests for documents are handled by the PWBA Public Disclosure Room. Our employees are available during regular office hours to process your requests. You should

expect your request to be handled in a timely, courteous and proficient manner.

- Our policy is to fill all requests for Summary Plan Description within 10 days and, Form 5500s within 5 days.
- All large special requests will be acknowledged within 5 working days. At that time, our staff will provide an estimated date for completion and will keep you apprised of any problems arising during the processing stage.
- All requests for documents submitted under the Freedom of Information Act will be filled or acknowledged within 10 days after receipt by the disclosure officer.
- All document requests will be processed on a "first-come-first-served" basis. We will inform requesters of any backlog.
- We need certain information to help you when you contact our disclosure office for assistance, either by telephone or by e-mail--(Note to Copy Editor: this should be an em dash) name of plan, name of employer, and employer identification and plan number, if known.

For copies of documents you should write our disclosure staff at the following address:

U.S. Department of Labor
PWBA Public Disclosure Room
Room N 5638
200 Constitution Avenue, N.W.
Washington, D. C. 20210

PENSION BENEFIT GUARANTY CORPORATION

Plan Participants

Protects participants' pension benefits and supports a healthy retirement system.

Plan Participants

As customers of PBGC, you deserve our best efforts. Our first goal, of course, is getting you your benefit check on time each month. We are also committed to always showing you courtesy and respect when you contact us.

We pledge that:

- In all correspondence to you, we will give you the toll-free number of our Customer Service Center and the name of a person to contact at PBGC.
- In all communications with you, we will acknowledge your inquiry within one week.
- We will return your initial phone call within 1 workday.
- If we cannot give you an immediate answer, we will tell you when to expect it.
- If it will take us longer than expected to answer your question, we will give you a status report and tell you a new date when to expect an answer.
- If you are receiving a pension check, changes you request (such as address change, direct deposit, tax change) will be made within 30 days, if the request is received by the first of the month. It will take another month if the request is received after the first of the month.

RAILROAD RETIREMENT BOARD

Direct Assistance to Public

An independent agency administering retirement, disability, and unemployment/sickness for railroad employees.

- We will be courteous and treat you with respect every time you contact us.
- We will hold all information you provide us with in confidence to respect your privacy.
- We will reply within 10 working days of receiving your letter. If for any reason we can only send a partial reply we will tell you how long it will be before we can answer your questions fully.
- If you filed for your railroad retirement employee or spouse annuity in advance, you will receive you first payment, or a decision, within 45 days of your date of retirement.
- If you filed for a railroad retirement survivor annuity or lump sum benefit, you will receive your first payment, or a decision, within 75 days from the date you filed your application, or became entitled to benefits, if later.
- If you filed an application for unemployment or sickness benefits, you will receive a claim form, or a decision, within 15 days of when we receive your application.
- If you filed a claim for unemployment or sickness insurance benefits, you will receive your payments, or a decision, within 15 days of the date we receive your claim form.
- If you filed for a railroad retirement disability annuity, you will receive your first payment, or decision, within 120 days from the date you filed your application.
- If you think we made a wrong decision about your benefits, you have the right to ask for review and to appeal. We will tell you about these rights each time we make an unfavorable decision about your benefits.
- Claims for some benefits may take longer to handle than others if they are more complex, or if we have to get information from other people or organizations. If this happens, we will give you an explanation and an estimate of the time required to make a decision.

Openness

- We will display in each office how well we are meeting the established standards.
- When you visit our offices, the staff you see will identify themselves by name.
- When you phone us, we will identify ourselves by name.
- Our letters will be easy to understand, and the person writing to you will give you his or her name.

Accessibility

- When you phone us, you should be able to reach us on the first try.
- When visiting us, you will be helped within 5 minutes of our scheduled appointment.
- You will not have to wait more than 30 minutes if you do not have an appointment.
- If you cannot come to our office, we may be able to visit you at home or at one of our regularly scheduled traveling service locations.

Accountability

- If things go wrong, at the very least you are entitled to a good explanation and an apology.
- A Customer Assessment Survey form is available in every office for you to tell us how we did, and how we can improve our services.
- If you are not satisfied with our service, you may contact the manager of the office you have been dealing with, or with the Regional Director over that office. Their names and addresses are available in each office.

SOCIAL SECURITY ADMINISTRATION

General Standards

Manages the Social Security programs.

- We will administer our programs effectively and efficiently to protect and maintain the Social Security trust funds and to ensure public confidence in the value of Social Security.
- We are committed to fair and equitable service to our customers.
- We promise to respect your privacy and safeguard the information in your Social Security record.
- We are equally committed to providing you with world-class public service. When you conduct business with us, you can expect:
- We will provide service through knowledgeable employees who will treat you with courtesy, dignity, and respect every time you do business with us.
- We will provide you with our best estimate of the time needed to complete your request and fully explain any delays.
- We will clearly explain our decisions so you can understand why and how we made them and what to do if you disagree.
- We will make sure our offices are safe and pleasant and our services are accessible.
- When you make an appointment we will serve you within 10 minutes of the scheduled time.
- If you request a new or replacement Social Security card from one of our offices, we will mail it to you within five working days of our receiving all the information we need. If you have an urgent need for the Social Security number, we will tell you the number within one working day.

We know that you expect world-class service in all of your dealings with us. Today, we are unable to meet your expectations in some areas, but we are working to change that. We are revising all our critical work processes to make them simpler, quicker, and more customer friendly. When we redesign our processes, you can expect:

- When you call our 800 number, you will get through to it within five minutes of your first try.
- When you apply for disability benefits, you will get a decision within 60 days.

TREASURY

FINANCIAL MANAGEMENT SERVICE

Check Claims

Handles claims for lost or missing checks.

- We are reinventing our process so that it will take less time to process claims by reducing our average processing time by 40 days!
- We are reinventing this process to reduce the Federal Program Agency Checks Claims cycle time from 54 to 14 days.

Chapter 3: Standards for Business

ADVISORY COUNCIL ON HISTORIC PRESERVATION

Historic Preservation

Reviews federal actions affecting historic properties

General Standards

We are committed to providing you with first-class service. When you conduct business with us, we will treat you with courtesy and respect.

Section 106 reviews

- Review of Section 106 projects will be completed within the time allotted by regulation or sooner.
- Upon inquiry, we will provide information on project status, estimated time needed to complete review, or any associated problems.
- We will clearly explain our project review decisions so you can understand why and how they were made and what to do if you disagree.
- To facilitate better communication, the name of the employee responsible for your project, along with a telephone number, will be on every letter.

Technical Assistance

- We will respond promptly to requests for assistance or advice on Federal historic preservation programs and related matters.
- We will provide appropriate referral to other sources of information if the request falls outside the Council's purview or we are otherwise unable to address it.

Education and Publications

- We will continue to produce publications that are written clearly and address the specific informational needs of our customers.
- We will fill requests for individual copies of Council publications or training information within three working days.
- Our publications will be regularly updated to reflect changing laws and regulations, and all publications will have a date of publication on them.
- At present we cannot meet all training demand. We will develop a plan that will facilitate the widest possible geographic and special interest distribution.

Telephone Standards

- Our telephone system is designed to connect you with the person you called or, if they are unavailable, their voice-mail. Telephones will be answered by a

person unless all lines are busy. If all lines are busy, you will receive clear instructions for leaving a message. Under unusual circumstances, it may be impossible to answer each incoming call. We are working to improve this system.

- Your phone call will be returned within one working day of receipt.
- We will respond to your telephone inquires in a pleasant and helpful manner. Immediate, concise information will be provided whenever possible. If such information is not immediately available, you will be informed when you can expect to receive the information.

AGRICULTURE

AGRICULTURAL RESEARCH SERVICE

National Agricultural Library

Ensures and enhances access to agricultural information for a better quality of life.

Staff:

- At NAL you will find a knowledgeable and courteous staff who are dedicated to effectively meeting your information needs.

Access:

- We will provide multiple points of access, including telephone, fax, mail, Internet, and other personal and electronic means.
- When you request documents on-site, we will retrieve and deliver them within 20 minutes of request. Requests submitted through fax, E-mail, mail, telephone, or Ariel (electronic delivery) will be filed within two days if items are on our shelves; within four days if items are not immediately available. We will respond to you within three days of receipt of request if your request cannot be filled.
- We will respond to or acknowledge receipt of requests for information requiring library research within five work days, most within three work days of receipt.
- NAL will offer a variety of convenient delivery methods--electronic, traditional postal or express mail. We will provide high quality photocopies, duplicated microforms, or loans of library materials to meet your needs. Options for delivery will include Ariel, fax, mail, or express mail.
- We will make information accessible through AGRICOLA, NAL's bibliographic database, and ISIS, our on-line public access catalog. We will strive to provide information that is current and thoroughly covers agriculture and related subjects.
- Access to NAL in person will be available 8:00 a.m. to 4:30 p.m., Monday through Friday, except federal holidays, at the Washington, D.C. Reference Center and NAL Beltsville, Md. location.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

National Biological Control Institute

Promotes, facilitates, and provides leadership in the use of live natural enemies to reduce populations of pest species.

When you contact us we will be:

- Courteous and respectful - Your views and needs are important to us, and you can expect professional treatment, objectivity and confidentiality. You will be assisted by a polite, responsive, and knowledgeable staff.
- Fair - Our services will be objective, irrespective of your race, color, national origin, sex, religion, age, disability, political beliefs, and marital or familial status.
- Clear - We will explain to you what we do, how our programs work, and how you can get our help. If our information is hard to understand, tell us and we will try to make it easier to understand.
- Accessible - We are available to talk to individuals, organizations, and school groups about our services. Contact us by letter, phone, fax, or through our Bulletin Board System (Note to Copy Editor - Italicize Bulletin Board System).
- Ethical - We strive to meet the highest scientific and ethical standards to deliver our products and services to you.
- Entrepreneurial - We will customize solutions to your pest problems through building partnerships, leveraging resources, focusing our efforts, and promoting innovation. If we cannot meet your needs, we will try to put you in touch with someone who can.
- Efficient - Based on your requests, we have assembled several information packets, which are normally provided on the same day of your request. If research is needed to help with your need, we estimate how long it will take. If obstacles are met that delay our response, we will tell you and try to offer alternatives.
- Open - We work for you and continually seek your views, listen to your needs, and take appropriate action based on them. If you are not satisfied with any aspect of our service, tell us so we can correct the problem. If we make a mistake, we will tell you and correct it.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Care

Ensures humane care and treatment of warm-blooded animals that are raised, bought, sold, or transported for research, exhibition, or pet purposes at the wholesale level. Prevents inhumane, pain-producing practices on horses at shows, sales and exhibitions.

Our Commitment To Service

- We recognize that providing quality service to our customers is essential to ensuring the professional performance of our mission, goals, and responsibilities. Educating our customers about our services and regulatory authorities is a

component of our animal care activities.

What You Can Expect From Us

In serving our customers, we pledge to:

- Carry out compliance activities in a professional and objective manner.
- Conduct animal care inspections in accordance with laws and regulations.
- Be respectful to individuals in the performance of our duties and responsibilities.
- Respond to information requests accurately and clearly.

We value your comments and will use them to measure our performance and improve service delivery. Communication of information and ideas provides for mutual understanding and a shared commitment toward achieving common goals.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Damage Control

Help solve conflicts between human activities and wild animals.

We strive for the highest possible standards in providing you service. When requesting assistance, you can expect the following:

- You will be provided with accurate information or expert help to resolve or minimize your wildlife conflict.
- Our employees will show respect for people, property, and wildlife.
- Our employees will respect varying viewpoints on wildlife damage management.
- We will the most humane, selective, and effective control techniques.
- We will conduct activities in a professional, biologically sound, and accountable way.
- Our work will be done in a safe manner and in accordance with all federal, state, and local laws and regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Biotechnology, Biologics and Environmental Protection

Protects plant and animal health and the environment.

What you can expect from us:

- Fair and impartial treatment. We treat all our customers--public interest organizations, small firms, large firms, and the public--in a fair, impartial manner.
- Responsiveness. We will answer your correspondence in 30 days or less, with interim responses being provided for complex issues. We will meet or beat prescribed time limits for issuing permits, notifications, and petition.
- A proactive approach. We strive to find solutions to issues before they become problems. We continually review and update our internal procedures and regulations so that we remain regulatory leaders in the programs we administer.
- Accessibility and openness. Whenever practical, we use meetings, electronic means, and

notice and comment procedures to obtain your views, which we use to make program improvements.

- An entrepreneurial approach. We strive to be creative and cost efficient. We constantly seek close coordination and cooperation with other domestic and international organizations with whom we share jurisdiction. We try to be the "best in the business" in what we do.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

International Services

Facilitates international trade in animal and plant products and helps to ensure an abundant food supply through helping to prevent agricultural pests and diseases from entering the United States.

We Promise You, Our Customers:

- Professional and courteous treatment. Our employees are knowledgeable and responsive. Your concerns are important to us, and you will be treated in a professional, courteous, and efficient manner.
- Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.
- Program responses. Our program designs use the latest scientific methodologies. We promise to deliver our services with minimal disruption to the normal daily operations of our customers.
- Transparency and consistency in our regulatory processes. We promise to be consistent and transparent in the enforcement of our regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Plant Protection and Quarantine

Protects the health of U.S. plant and animal resources and facilitates their movement in the global marketplace.

Our pledge:

We will serve international travelers and carriers by:

- Providing professional and courteous treatment.
- Providing expeditious inspection to the majority of all international travelers within 5 minutes of luggage claim.
- Answering travelers' questions or concerns before they leave the inspection area.
- Working with other federal inspection agencies, the transportation industry, and facility owners to provide the best in customer service.

We will serve cargo customers and carriers by:

- Providing professional and courteous treatment.
- Providing accurate and complete responses to requests for information within 3 days.
- Scheduling inspections of perishable cargo within 3 hours

of availability and inspections of other regulated cargo within 24 hours of availability.

- Notifying customers of cargo holds and releases within 1 hour of inspection.
- Identifying intercepted organisms within 4 hours at ports where an identifier is stationed and 24 hours at all other ports.
- Communicating no action required or action required with options and/or our decision rendered within 1 hour of interception or identification of an organism.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Regulatory Enforcement

Promotes widespread compliance with laws and regulations protecting the health and care of animal and plant resources.

In fulfilling our mission, we pledge to:

- Carry out investigations in a professional and objective manner.
- Conduct enforcement activities in accordance with laws and regulations.
- Show respect to individuals in the performance of our duties and responsibilities.
- Respond to information requests reliably and clearly.

AGRICULTURE

ECONOMIC AGENCIES

Economic Research Service, World Agricultural Outlook Board, and National Agricultural Statistics Service

Provide information and analyses for improving the performance of agriculture and the well-being of rural America.

We will:

- Respond to each customer in a courteous and helpful manner.
- Accurately direct you to the person or agency with the information you need.
- Provide complete, accurate information about our programs, products, and services in plain language.
- Make it easy to find and order reports.
- Deliver promised information promptly.
- Explain why, when we cannot meet your request.
- Deliver services without discrimination on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, and marital or family status.

Service you can expect from the ERS-NASS sales desk:

- Your call will be answered promptly and courteously by a knowledgeable operator. Occasionally, the volume of calls may require that your call be place on hold for a short time, but we won't forget you.
- If you are calling for the first time, the operator will ask for your name and address and will give you a customer ID number to expedite your next order.

- Orders for monographs, electronic data products, and single copies of periodicals will be mailed first-class within five working days.
- Payment choices include MasterCard of Visa, or check or money order (U.S. funds only).
- You will receive two renewal notices before subscriptions expire.
- ERS-NASS operators can answer your questions regarding the current status of your account, including payment, issues due, billing, and other questions. Errors will be corrected promptly.
- You can request expedited shipment of your order via Federal Express at your expense.

AGRICULTURE

FOOD SAFETY AND INSPECTION SERVICE

Meat and Poultry Inspection

Ensures that meat and poultry products that cross state borders are safe, wholesome, and accurately labeled.

You can expect FSIS to:

- Be innovative, forward-thinking, and continue to look for ways to improve how we inspect meat and poultry products and protect the public health.
- Provide you with up-to-date information on food safety issues through the USDA Meat and Poultry Hotline (1-800-535-4555).
- Solicit and consider your ideas to assist us in making policy and program improvements.
- Provide uniform inspection in meat and poultry plants across the United States and hold them all to the same high standards.
- Ensure that the meat and poultry products you buy have safe-handling instructions on them.
- Investigate and prosecute people and businesses that violate meat and poultry laws.
- Continue working with industry to improve our current inspection system using new science and technological advances.

AGRICULTURE

FOREIGN AGRICULTURAL SERVICE

Market Development

Helps U.S. exporters develop and maintain markets overseas fro U.S. food and agricultural products.

You can expect FAS to:

- Provide professional, friendly, patient and polite customer service at all times.
- Endeavor to understand customer information needs, and suggest appropriate materials and sources.
- Make a reasonable and specific promise to customers as to when their questions will be answered or when material will be provided.
- Solicit suggestions, comments and feedback on our services.

AGRICULTURE

PACKERS AND STOCKYARDS ADMINISTRATION

Grain Inspection, Packers and Stockyards Administration

Facilitate the marketing of grains, livestock, poultry, and meat for the overall benefit of consumers and American agriculture.

Each and every customer can expect:

- Courtesy and respect. Your views and needs are important to us, and, in return, you can expect professional treatment, objectivity, and confidentiality. You will be assisted by a polite, responsive, and knowledgeable staff person.
- Fairness. Our services will be objective, whatever role you play in American agriculture -- from producer to handler to end user -- and regardless of your race, color, national origin, sex, religion, age, disability, political beliefs, and marital or familial status.
- Clarity. We will clearly explain to you what we do, how our programs work, and who to contact for further assistance. If our information is unclear, tell us and we will try to make it clearer.
- Accessibility. We are available to serve you and to talk to individuals and organizations about our programs. Just drop by your nearest GIPSA office or contact us by letter, phone, or fax.
- Timeliness. We will provide an official grain inspection and weighing certificate within one full business day after completing your inspection. In our regulatory role, we will respond to your concerns and work to ensure fairness and equity in the marketplace.
- Responsiveness. We will continue to seek your views, listen to your needs, and take action based on them. If you are not satisfied with any aspect of our programs, tell us so we can continue to improve.

AGRICULTURE

RURAL BUSINESS AND COOPERATIVE DEVELOPMENT SERVICE

Business and Industrial Loan Guarantees

Guarantees quality loans to help improve, develop, or finance business, industry, and employment and improve the economic and environmental conditions in rural communities.

Our standards for service:

- Provide you with all the necessary advice, guidance, and referral to other credit when appropriate in the preparation of your loan application.
- Ensure that you are promptly provided, within 7 working days, copies of relevant materials when you are considering an application.
- Conduct a review of your loan application to verify completeness and compliance with applicable requirements within 10 working days after receiving the application.
- Discuss all issues concerning your application with you and the lender within 5 working days after completion of our review.

- Forward all appropriate documents to the national office within 7 working days upon completion of the review.
- Issue the loan guarantee for your loan within two working days from the time the lending institution holds the final loan closing.
- Ensure that phone calls are answered by the third ring.
- Give our name when we answer the phone or write to you.
- Be polite, considerate, open and honest.
- Respect your privacy.
- Give you the information you need about our services and getting a loan.
- Use the information you give us to help you complete an application package and work with your lending institution.
- Cooperate with any organization or person with your written consent to act on your behalf.
- Apologize if we get things wrong, explain what happened and make them right.
- Deliver our services fairly and to the same high standards to all our clients regardless of sex, race, disability, religion, and age.
- Apologize if we get things wrong, explain what happened, and make them right.
- If you are a person who is physically or mentally challenged, we can give you extra help within our capabilities.

AGRICULTURE

RURAL BUSINESS AND COOPERATIVE DEVELOPMENT SERVICE

Cooperative Services Technical Assistance

Provides rural residents technical assistance to form new cooperative businesses and to improve operations of existing cooperatives.

We will:

- *respond to written requests for technical assistance within 30 days of receipt.
- *work confidentially with clients to establish a work plan to best meet the needs and time demands of the client.
- *ensure that at the conclusion of a technical assistance project; all recipients will receive an evaluation survey form to rate Cooperative Services' performance and make recommendations for improvement of Cooperative Services.

AGRICULTURE

RURAL BUSINESS AND COOPERATIVE DEVELOPMENT SERVICE

Intermediary Relending Program

Provides funding to intermediaries to relend to finance business facilities and community development projects in rural areas.

Our standards for service:

- Provide you with all the necessary advice, guidance, and referral to other credit when appropriate along with our values and beliefs in the preparation of your loan application.
- Ensure that you are promptly provided, within seven working days, copies of relevant materials

when you notify our State Director that you are considering an application.

- Conduct a review of your loan application to verify completeness and compliance with applicable requirements within 10 working days after receiving the application.
- Discuss all issues concerning your application with you and the lender within five working days after completion of our review.
- Forward all appropriate documents to the national office when required within seven working days upon completion of the review.
- Give our name when we answer the phone or write to you.
- Be polite, considerate, open and honest.
- Respect your privacy.
- Give you the information you need about our services and getting a loan.
- Use the information you give us to help you complete an application package and work with your lending institution.
- Cooperate with any organization or person with your written consent to act on your behalf.
- Deliver our services fairly and at the same high standards to all our clients regardless of sex, race, disability, religion, and age.
- Within our capabilities, provide extra assistance you request to address special physical or other needs.
- Apologize if we get things wrong, explain what happened, and make them right.

AGRICULTURE

RURAL HOUSING AND COMMUNITY DEVELOPMENT SERVICE

Community Facilities Loan Program

Provides critically needed financing for the development of essential community facilities to public bodies, nonprofit organizations, and Native American groups.

We will:

- Keep our promises and be ethical in our service to you.
- Be polite, responsive, and assist you with a staff knowledgeable of our programs.
- Return your calls in an expedient manner.
- Be accessible and available to talk to individuals, organizations, and groups about our program.
- Give you assistance with your concerns, referring an appropriate source for problem-solving action when necessary. Our customers will not receive the run around.
- Respect your right to quality and professional service.
- Treat you just as we would want to be treated ourselves and be fair to all people regardless of race, sex, disability, religion, age, or national origin.
- Be willing to work with you and any persons working on your behalf. And if appropriate, to cooperate with other lenders or with other federal, state, and local agencies to meet your needs.

- Continually search for customer-related improvements.
- Listen to our customers to ensure RHCDS regulations and forms are customer friendly and ensure success of the program.
- Efficiently and effectively provide you assistance.
- Provide technical and professional assistance to our customers.
- Provide you with the necessary information, advice, and guidance on how to access and utilize the Community Facilities program.
- Refer you to other sources of information, assistance, or credit if it appears that you may qualify for alternative sources of programs or funding from commercial, private, or other governmental sources.
- Ensure that you are provided appropriate forms and materials in 5 working days when you notify a Rural Economic and Community Development office that you are interested in filing a request for financial assistance.
- Provide assistance in completing all aspects of the application upon your request.
- Ensure that your request for financial assistance is reviewed promptly and that you are notified of eligibility within 45 days after we have received a complete pre-application.
- Provide a professional, supervised credit program to further ensure the success of your project.

AGRICULTURE

RURAL HOUSING AND COMMUNITY DEVELOPMENT SERVICE

Rural Rental Housing Program

Provides affordable rental housing, that is safe, decent, and sanitary, to very low-income and low income families in rural communities with significant housing needs.

We will:

- Keep our promises and be ethical in our service to you.
- Be polite, responsive, and assist you with a staff knowledgeable of our programs.
- Return your calls in an expedient manner.
- Be accessible and available to talk to individuals, organizations, and groups about our program.
- Give you assistance with your concerns, referring an appropriate source for problem-solving action when necessary. Our customers will not receive the run around.
- Respect your right to quality and professional service.
- Treat you just as we would want to be treated ourselves and be fair to all people regardless of race, sex, disability, religion, age, or national origin.
- Be willing to work with you and any persons working on your behalf. And if appropriate, to cooperate with other lenders or with other federal, state, and local agencies to meet your needs.
- Continually search for customer-related improvements.
- Listen to our customers to ensure RHCDS regulations and forms

are customer friendly and ensure success of the program.

- Efficiently and effectively provide you assistance.
- Provide technical and professional assistance to our customers.
- Explain our programs and how you can apply for assistance.
- Determine the eligibility and feasibility of your complete pre-application within 60 days of receipt.
- Keep you informed of the status of your loan request and potential funding.
- Make sure that your proposed apartments do not adversely affect existing Rural Housing and Community Development Service, Housing and Urban Development or other subsidized housing in the market area and are an asset to the community.
- Work with you to ensure the units are developed at the most reasonable price thereby reducing federal costs and ensuring the proposed apartments are affordable.
- Once constructed, make regular inspections with you to ensure that units are well maintained and housing opportunities are available to all eligible tenants in a nondiscriminatory manner.
- Work in partnership with borrowers, management agents, tenants, and the local community to make the housing successful.
- Survey our tenants to determine the level of tenant satisfaction and way we can approve our assistance.
- Provide technical and professional assistance to our customers.

AGRICULTURE

RURAL UTILITIES SERVICE

Electric Distribution Loans

Provides financing through insured loans to expand and modernize rural America's electric power infrastructure.

The RUS field representative will:

- Provide advice and guidance to distribution borrowers to help them prepare their loan applications.
- Ensure that the borrower is promptly provided with copies of relevant materials when a borrower notifies the RUS that it is considering an application.
- Conduct a review of loan applications received to verify completeness and compliance with requirements.
- Discuss issues concerning the borrower's application.
- Seek to complete the review within 15 working days after the application is received.
- Forward all completed applications promptly to the Washington office.
- Acknowledgment to Borrower: Within seven working days after the Washington office receives your application, RUS will send you a letter which includes or sets forth the following:

The application received date (APR).

- That RUS will notify the borrower no later than 90 calendar days after the APR regarding the application's status (does not apply to discretionary loans):

That updated information may be required at the time of loan approval.

That final determination of the interest rate category cannot be made until the time of loan approval.

That the borrower is required to notify RUS promptly of any changes in circumstances that may materially affect information in the application.

- Second Notification to Borrower, Complete Applications: Within 90 days of the APR, if the application is complete, RUS will send a letter to the borrower with a copy to any supplemental lender to:

Advise that the application appears complete.

Verify the amount of the RUS loan requested and the amount of any supplemental loans.

Verify the interest rate category for which the loan appears to qualify.

Confirm the borrower's election of the call provision for municipal rate loans (prepayment option).

Set forth any special conditions that may be placed on the loan, and afford the borrower an opportunity to rectify the cause of the condition.

Remind the borrower of its responsibility to notify RUS immediately of any changes in circumstances that might affect its eligibility for a loan, or the interest rate category for the loan.

Provide the APR of loans currently being approved in the interest rate category applicable to the loan.

- Second Notification to Borrower, Materially Incomplete Applications:

Within 90 days of the APR, if the application is incomplete, or if there are other problems, a letter will be sent informing the borrower of the specific deficiencies, and requesting that the borrower respond within 60 days.

- Final Review and Approval: Not later than 45 calendar days before anticipated loan approval, RUS will notify the borrower and GFR by telephone to:

Give the approximate date when a decision about approval can be expected.

Verify and, if necessary, update information previously submitted by the borrower.

Inform the borrower of any change in the interest rate category for which it qualifies. If applicable, request a board resolution to reflect the new terms.

Request that the borrower submit certain updated information that will be no older than 60 days at the expected time of loan approval.

Remind the borrower of its responsibility to submit information about any changes in its circumstances that might

affect its eligibility for a loan, or its eligibility for the interest rate category elected in its original board resolution.

Remind the borrower that RUS reserves the right to request additional information necessary to verify eligibility.

- Deficient Applications: Prior to loan approval, if it is determined that the requirements for approval cannot be met based on information submitted by the borrower and other information known to RUS, if the borrower cannot or will not comply with RUS regulations, or if the borrower withdraws an application, RUS will return one copy of the application to the borrower accompanied by a cover letter.

AGRICULTURE

RURAL UTILITIES SERVICE

Telecommunications Loans

Provides financing through insured and guaranteed loan programs to expand and modernize rural America's telecommunications infrastructure.

We will:

- Provide prompt, courteous service.
- Deliver service fairly and impartially.
- Respond accurately, clearly, and promptly to your requests for information, guidance, and assistance.
- Send a letter to the borrower within 10 working days acknowledging receipt of the loan application package and, if necessary, request additional information to complete the application. If RUS does not receive the information required to complete the application package within 90 working days from the date the borrower was notified of the information needed, RUS may return the application to the borrower. Returned applications are without prejudice and borrowers may resubmit the completed application.
- Review the completed application and notify the borrower of any recommended changes to the telecommunications system design portion of the application (i.e., Loan Design). If the recommended changes to the Loan Design are significant, loan processing will discontinue until RUS and the borrower agree on all major changes. Additionally, if it is determined that loan feasibility cannot be proven, the loan application will be returned to the borrower with an explanation. A borrower whose application has been returned will have 90 working days, from the date the application was returned, to revise and resubmit its application. If RUS does not receive a revised application within the 90 day period, the application will be canceled and a new application will need to be submitted if the borrower wishes further consideration.
- Within 90 days of acknowledging receipt of the completed application, inform the borrower of the characteristics of the proposed loan and obtain its

concurrence in such matters as the amount of the proposed loan, its purposes, rate of interest, and loan security requirements. Concurrence by the borrower is necessary before RUS can consider the proposed loan for approval.

- Promptly notify the borrower upon loan approval. A letter announcing approval of the loan will subsequently be sent to the borrower.

The General Field Representative (GFR) is the primary point of contact between the borrower and RUS's Washington office for insured and guaranteed loan applications from telecommunications borrowers. The GFR will:

- Provide advice and guidance to telecommunications borrowers to help them prepare their loan applications.
- Ensure that the borrower is promptly provided with copies of relevant materials.
- Review loan applications for completeness and compliance with requirements.
- Discuss issues concerning the borrower's application.
- Promptly forward all completed applications to the Washington office.

AGRICULTURE

RURAL UTILITIES SERVICE

Water and Waste Disposal Loan and Grant Programs

Provides loans and grants for economically depressed communities in an effort to improve public health and the overall standard of living, and to spur economic opportunity and growth.

The Rural Economic and Community Development's State and District Office staff are normally the initial point of contact for Rural Utilities Service Water and Waste Disposal programs. We will:

- Provide you with the necessary information, advice, and guidance about using the Water and Waste Disposal programs.
- Refer you to other sources of assistance or credit if it appears that you may qualify for alternative sources of funding from commercial, private, or other governmental sources.
- Ensure that you are provided appropriate forms and materials within 7 working days when you notify a Rural Economic and Community Development's office that you are interested in filing a request for financial assistance.
- Assist you, as needed, in completing your request for assistance in a timely manner.
- Ensure that your request for financial assistance is reviewed promptly and you are notified of eligibility within 45 days after we have received a complete pre-application.
- Provide you with a prompt written response if your application is rejected, and an explanation of your appeal rights.
- Be courteous and respect your privacy.
- Be polite, responsive, and assist you with a staff knowledgeable of our programs.

- Be fair to all people regardless of race, sex, disability, religion, age, or other nonmerit factor.
- Be clear, explain to you what we do, how our programs work, and how we can assist you.
- Be accessible and available to talk to individuals, organizations, and groups about our programs.
- Be ethical and will strive to meet the highest standards in providing services to you.
- Be willing to work with you and, if necessary, to cooperate with other federal agencies and state and local agencies to meet your needs.
- Be efficient and effective in providing assistance.
- Be open, and will work with you and seek your views, listen to your needs, and make modifications, if possible, in accordance with Rural Utilities Service policies and regulations.

AGRICULTURE

USDA SERVICE CENTER

One-stop Service for USDA Assistance

Provide one-stop service for USDA assistance. This is a team approach to delivering farm, rural development, and natural resource services.

- You will be treated with courtesy and respect.
- You will be assisted by a polite, responsive, and knowledgeable staff. If we get things wrong, we will explain what happened and will make them right.
- You will be given prompt and reliable service.
- We want to respond quickly and accurately to your requests for information, loans, payments, and technical assistance. We will put you in touch with the person on our staff who can best handle your request.
- You will be given information that is clear, reliable, and easy to understand.
- We will explain to you how our programs work, what benefits you can receive, whether you are eligible, and how you can apply. We are committed to making sure the information we give you meets your needs. We want to work with you to continually improve the information we give you and the way you receive it.
- You will be given forms that are easy to understand and complete. Our forms are an important way of getting information from you. We want to continually improve them so that they are easy for you to fill out and provide us with the information we need to serve you. When we revise our forms or create new ones, we will consider to your suggestions.
- You can expect us to work with related state and local offices. We will work closely with other government agencies such as the Cooperative Extension Service and state and local agencies to ensure that our work is mutually supportive and our policies and regulations are consistent.

COMMERCE

BUREAU OF ECONOMIC ANALYSIS

Information

Provides economic data on the U.S. economy and its position in the global market.

BEA's customer service standards spell out what you, the customer can expect.

- BEA staff will respond to customer correspondence within five business days.
- BEA staff will return customer phone calls within one business day.
- BEA will ship off-the-shelf products within three business days.
- BEA will meet its published annual calendar of news release dates. Any changes in these dates will be announced as far in advance as possible.
- BEA will provide access to news releases on the EBB (Economic Bulletin Board), EBB FAX, and recorded telephone messages at the time of release.

COMMERCE

BUREAU OF EXPORT ADMINISTRATION

Export Licensing and Assistance

Manages security related export trade programs.

Commodity Classifications and Advisory Opinions

- BXA will provide commodity classifications within 10 business days of receiving a request.
- BXA will provide advisory opinions within 30 business days of receiving a request.

System for Tracking Export License Applications (STELA)

- STELA will give callers a 100% accurate response about the status of their license application or commodity classification request.
- The system will be operational 99.5% of its scheduled service hours.
- To access STELA from your touch tone phone, call (202) 482-4811.

Telephone and visitor counseling services

- You can expect prompt, courteous service and accurate information.
- If your transaction is not within our jurisdiction, you will be referred to the appropriate Agency.
- If you request written materials, we will mail or fax them within 24 hours of receiving your request.

COMMERCE

BUREAU OF THE CENSUS

Data Users Services Division

Provides a variety of products and services based on Census data.

- Phone calls. We will answer phone calls to the standard Customer Services telephone number (301-763-4100) within one minute after the introductory message ends.
- Shipping orders. We will ship items for off-the-shelf orders within one working day.
- Custom orders. We will ship orders for custom products as stated by the customer service representative.

- Courtesy. Our telephone reference staff will be courteous, knowledgeable, and businesslike.
- Guarantee. We guarantee that you will be happy with our product or you can return it for a full refund within 30 days.
- Complaints and questions. Customers phoning or faxing a complaint or inquiry will receive an initial response within three hours. All problems will be resolved within one working day.

COMMERCE

BUREAU OF THE CENSUS

Foreign Trade Division

Provides accurate and current information about U.S. foreign trade activity.

Telephone inquiries:

- We will answer every phone call (responses may be delayed on the day statistics are released).
- We will be courteous.
- We will provide the most current information on U.S. foreign trade to meet customer needs.

Customized tabulations:

- We will process most orders for customized tabulations and provide the results within 48 hours after we receive them. (During press release times, results will be provided within seven days).
- We will thoroughly explain the content of available databases and the cost of report options.
- We will charge you no more than the cost of doing the customized work.

Standard subscriptions:

- We will offer you a standard subscription if it is appropriate to your request for foreign trade information.
- We will thoroughly explain the content of the subscription products and the cost of report options.
- We will mail your subscription each month as soon as the foreign trade statistics are released:

user-selected commodity reports on the day of release

press release and supplemental data (FT-900) on the day after release

detailed CD-ROMs and other standard tabulations within seven days.

COMMERCE

ECONOMICS AND STATISTICS ADMINISTRATION

STAT-USA

Produces, distributes, and assists other government agencies in producing world-class business, economic, and government information resources that U.S. businesses and the public can use to make intelligent and informed decisions.

Files on the Economic Bulletin Board (EBB) and STAT-USA/Fax:

- We will post all files with official release times on the EBB and STAT-USA/Fax within 30 minutes of receipt from the originating agency.

Order Fulfillment:

- We will ship in-stock CD-ROM orders within one business day after we accept the order.
- If we do not ship your order within one business day of acceptance, we will, upon request, provide you with a free CD-ROM or extend your order by one month.
- Users who order a new EBB or STAT-USA/Fax subscription with a valid credit card over the phone will receive a user id for immediate access during that phone call.
- STAT -USA/Internet subscriptions will be valid within four hours of the phone call.

Technical Assistance:

- All technical assistance calls will be resolved within four business hours. If the problem requires more time to resolve, we will keep you posted of our progress.
- If you forget your EBB or STAT-USA/ Internet passwords, please give us 24 hours to identify it. We will call the owner of the account back with the information.
- We will do our best to answer your questions. If we do not know the answer, we will direct you to someone who does.

Billing:

- For our EBB subscription service, we will include renewal charges in your trimester bill. You will have 30 days after the date of the first bill to return payment to us. If you cannot return payment to us within this time period, we reserve the right to deactivate your account. However, please contact us if you need additional time and we can extend the grace period.
- For all other subscription services, you will receive a reminder to renew the subscription roughly 45 days in advance of the subscription expiration date. If we do not receive payment from you, we will stop the subscription.
- All billing and fulfillment problems will be resolved within two business days. Billing and fulfillment personnel will be available for direct phone support between the hours of 1:00 am and 4:00 pm (EDT) each business day.

You can expect us to:

- Give you our name when we answer the phone or write to you.
- Be polite, considerate, open, and honest.
- Give you accurate information about our products and services.
- Apologize if we get things wrong, explain what happened, and make things right.
- Deliver our services fairly and to the same high standards to all our clients, regardless of sex, race, disability, religion, and age.

COMMERCE

INTERNATIONAL TRADE ADMINISTRATION

International Trade

To encourage, assist, and advocate U.S. exports; To ensure U.S.

business has equal access to foreign markets; To enable U.S. businesses to compete against unfairly traded imports.

Trade Information

We will:

- Provide a 24-hour toll-free number, 1-800-USA-TRADE, for your use in requesting information.
- Provide the information you seek the first time you call. If we can't provide the information you seek at the time of your call, we will let you know when to expect our response.
- Offer a choice, whenever possible, of your preferred information format and method of delivery. Options may include hard copy publication, electronic format (e.g., NTDB on CD-ROM or Internet) and FAX-on-demand.
- Use your feedback to tailor our information to your needs.

Trade Promotion and Exporter Services

We will:

- Refer you to the appropriate specialist promptly and accurately.
- Inform you when to expect delivery of a product or a service that you request.
- Tell you immediately about any fees relating to a product or service that you request.

Fair Treatment Under U.S. Trade Laws

We will:

- Provide you with simple guidance for filing a petition or a zone application.
- Provide a point of contact when you file an AD/CVD petition or a zone application. You can receive status on your filing during our business hours (8:30 a.m. - 5:00 p.m.).
- Make available public case records on any AD/CVD proceeding in our Central Records Unit or provide a copy of the record at cost when you call (202) 482-1780.
- Provide you with a preliminary determination on an AD/CVD petition within 120 days, barring extraordinary circumstances.

COMMERCE

MINORITY BUSINESS DEVELOPMENT AGENCY

Business Assistance

To ensure that entrepreneurial and business talent in minority communities is used for the benefit of all Americans.

Our Customer Service Standards:

- We will provide you with all of the information you may need to understand MBDA programs and other minority business development programs that may help you.
- We will respond to telephone calls by saying at a minimum, "good morning or good afternoon, MBDA, may I help you?" Telephone inquiries will be returned within 24 hours.
- We will respond to written inquiries within six work days or

within the time frame specified by the writer. Responses will be clear and concise.

We recognize that our relationship with funded organizations needs improvement. Therefore, we are committed to the following:

- more frequent training of regional staff who are responsible for starting the new and renewal processes for awards. This will assure that awards are processed correctly and in a timely manner to preclude loss of continuity within the service area.
- resolving all conflicts or disputes in a professional and cooperative manner.
- not requesting funded organizations to perform tasks that are not part of the approved award document.
- applying performance standards in a consistent and standard manner with no exceptions.
- We will ensure all employees receive training on understanding the importance of customer service standards.
- We will conduct annual surveys among employees to collect innovative ways to better serve our customers.

COMMERCE

NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY

Standard Reference Materials (SRMs)

Develops and distributes Standard Reference Materials (SRMs) for use in the control of production processes and in measurement assurance programs.

Body:

- We will deliver SRMs to you within 24 hours of order upon request.
- Your call to order SRMs will be answered within 30 seconds.
- We will work with our customers to ensure that SRMs:

permit you to attain more accurate measurements;

serve as an industry-wide standard for commerce; and

are highly characterized materials useful to science, industry, and government.

COMMERCE

NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY

National Voluntary Laboratory Accreditation Program

Provide world class accreditation services in the testing and marketing services market.

Our Commitment To You

- As an accredited Laboratory, you will receive a certificate of accreditation that attests to the fact that you have been assessed to the requirements of ISO Guide 25, an internationally recognized guide to the determination of competency of testing and calibration laboratories.
- You will also be certified as having met the relevant requirements of ISO 9002 as a supplier of test or calibration results.

- You will also receive a scope of accreditation which lists all of the test methods or calibration capabilities, including best measurement uncertainties, for which you have been accredited.
- We will make every attempt to improve the quality of our services to you on a continuous basis.
- We welcome your input as to ways in which we can better serve you through any of the communication modes which are listed in our brochure.
- We will work to obtain international recognition of the NVLAP program so that tests or calibrations performed in your laboratories will be recognized in the international market place.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Aeronautical Charts and Related Data

Provides aeronautical chart products and services.

We promise:

- To provide you products with no defects.
- To work closely with the Federal Aviation Administration and the Defense Mapping Agency, through the Interagency Air Cartographic Committee, to maintain and develop aeronautical chart specifications for your existing and emerging charting needs.
- To preserve our perfect record of meeting all print cycles and to continue to meet our high-quality, printed image standards of +.003 accuracy.
- To deliver aeronautical and nautical products to you who are our domestic customers within two weeks of receiving your order.
- To ensure we have appropriate stock quantities of products, while minimizing costly condemnation of obsolete products.

To reply to your inquiries in a timely manner by:

- responding, the same business day, to your telephone inquiries about obtaining our products;
- responding to your recorded messages on our 24-hour toll-free customer service lines within three working days; and
- responding to written correspondence (other than orders for products) within three weeks.

To promote our understanding of your needs and your awareness of our products and services by:

- continuing to hold a workshop for NOS Chart Agents approximately every 18 months;
- actively participating in a wide variety of conferences, committees and workshops;
- marketing our products and services at air shows and technical conferences;
- conducting professional surveys as needed; and

- continuing our outreach program to aviation schools, flying clubs, and the general public.
- To always be polite, considerate, and honest, and to ensure our products and services meet or exceed your expectations.
- To apologize to you when things go wrong, explain what happened, and do our very best to correct the problem promptly.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Geodetic Data and Related Products

Provides geodetic data, aerial photographs, applications software, and related publications and services.

We will be:

- Working closely with the Federal Geodetic Control Subcommittee of the Federal Geographic Data Committee to develop standards and specifications to guide you in conducting geodetic and photogrammetric surveys.
- Using the highest standards of quality, service, and integrity to improve our responsiveness to user requests. We will investigate, evaluate, and pursue, where feasible, the newest developments in surveying technology, database systems, and telecommunications, as well as programs for the transfer of technology, to enable our customers to accomplish their missions in a more efficient and cost-effective manner.
- Delivering geodetic data products to our domestic customers within one week of receiving your order.
- Ensuring we have appropriate stock quantities of products.
- Responding the same business day to your telephone requests for our products.
- Responding to your telephone messages within one working day.
- Supporting professional workshops on geodetic surveying and related activities nationwide through cooperative arrangements with universities, professional societies, and state license boards.
- Participating in a wide variety of conferences, committees, and technical workshops.
- Continuing our outreach program to schools, professional societies, and the general public.
- Being polite, considerate, and honest, and ensuring our products and services meet or exceed your expectations.
- Doing our best to correct a problem promptly if things go wrong.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

National Marine Fisheries Service

Responsible for the stewardship of the nation's living marine resources.

We will provide service by:

- Developing, evaluating through client testing, and implementing more efficient and easy-to-use data access technologies such as

menu-driven computer interfaces and facsimile transmissions of perishable data.

- Developing of new statistical databases and reports driven by analyses of customer requests obtained through symposiums and workshops.
- Including stakeholders in the development of new statistical data collection systems, including long-range strategic planning efforts for fisheries statistics in partnership with our state and federal counterparts.
- Regularly polling user needs and customer satisfaction through customer surveys; participation in or conduct of workshops, advisory panels, or committees on statistics.
- Maintaining multiple oral and written, in-person and electronic means of communication to our users, such as newsletters, electronic mail forums, and face-to-face meetings to promote a healthy dialogue and hear the voice of our customer.

COMMERCE

NATIONAL TECHNICAL INFORMATION SERVICE

FedWorld (Note to Copy Editor: TM needed after this) On-Line System

Acts as an information clearinghouse

- Your access to FedWorld (Note to Copy Editor: TM needed after this) will continue to be provided at no charge.
- Products you order by credit card for download will be delivered within 30 seconds.
- Your calls to the Help Desk will be answered by a person, not a recording, 24 hours a day.
- We will continue to make information accessible in whatever electronic formats meet your needs and expectations.

COMMERCE

OFFICE OF SMALL AND DISADVANTAGED BUSINESS UTILIZATION

Small and Disadvantaged Business Utilization

Responsible for assisting the small, minority, women owned and 8(a) concerns in locating suitable contracting opportunities

Our Customer Service standards are:

- We will always be courteous, polite, forthright, and respectful.
- We will answer your phone calls promptly.
- We will provide you with information which is accurate, current, helpful, useful, relevant, and timely.
- We will answer your letters and inquiries within five days.
- We will be prompt and well prepared for our scheduled appointments.
- We will provide you with specific information that is most useful to you.
- We will always provide you with the name and telephone number of the person who can assist you.

- We will apologize to you if we make an error, explain what happened, and then make things right.

COMMERCE

OFFICE OF TELECOMMUNICATIONS AND INFORMATION APPLICATIONS

NTIA - information

Assist state and local governments, education and health care entities, libraries, public service agencies, and other groups in effectively using telecommunications and information technologies to better provide public services and advance other national goals.

Commitment to customers:

- We will provide you with all the information you need to understand these programs and to apply for funds. Our goal is to respond to requests for information within five business days.
- Program staff will be available at any step of the application process to provide technical assistance and to help ensure that your project proposal meets funding requirements.
- Notices of availability of funds, funding criteria and eligibility requirements will be widely disseminated through mail, electronic mail and Internet services such as the World-Wide Web to keep you informed about these grant programs.
- Customers can subscribe to electronic mailing lists to automatically receive timely information updates from the grant programs.
- Information about all successful applications from previous grant rounds will be available by mail and will be posted on the Internet to help you prepare your application.
- The grant programs will conduct seminars and participate in trade shows and conventions to provide timely information and answer your questions.

COMMERCE

PATENT AND TRADEMARK OFFICE

Issuance of Patents and Trademarks

Examines and issues patents and trademarks.

- We will treat our customers with courtesy each time they contact us and, if appropriate, will direct them promptly to the proper office or person.
- If an employee being called is not available, they will return the call by the next business day or, if requested by the caller, an alternate point of contact will be provided.
- We will ensure that our written communications clearly set forth the technical, procedural, and legal position of patent examiners and trademark examining attorneys.
- Our correspondence with customers will be legible and of good print quality.
- We will widely disseminate information about changes in practice and procedures to ensure that both employees and our customers know about changes prior to their effective date.

- We will respond to status letters within 30 days from the date received.

Patent standards:

- We will deliver facsimile transmission of properly addressed papers marked "Informal" or "Draft" to the examiner within one business day. Facsimile transmissions of properly addressed formal amendments after final rejection will be matched with the appropriate files and delivered to the examiner within three business days of receipt.
- We will correctly generate and mail a notice indicating the application number, date of filing, and the title of invention for complete, standard applications. These notices will be mailed within 19 calendar days of receipt of the application.
- We will conduct a thorough search of relevant U.S. patents, foreign patent literature, and non-patent literature contained in our search files and, where appropriate, a reasonable search of other non-patent literature during the patent examination process.

Trademark standards:

- We will correctly generate and mail filing notices within 30 days of receipt with a goal of reducing the processing time to 14 days by September 30, 1995.
- We will examine new applications and provide a written first communication regarding registration within three months of the filing date.
- We will make a determination of the registrability of trademarks within 13 months of receipt of the application in the PTO.
- We will issue correct Notices of Abandonment within 45 days of the date the file was abandoned.
- We will issue correct Notices of Publishment within 30 days of the date the file is approved.
- We will mail correct certificates of registration within seven days of the date of registration.

DEFENSE

DEFENSE FINANCE AND ACCOUNTING SERVICE

Invoice Processing and Dispersal

The central financial and accounting office for the Department of Defense

We will provide prompt and accurate service for contractors/vendors:

- We will pay standard commercial invoices in 30 days.
- We will make progress payments in five to seven days.
- We will pay cost vouchers in 12 to 14 days.
- Interest penalties will be paid below .02% of dollar value of payments. We will take cost effective discounts (discount payment terms less than 30 days when beneficial to the government).

DEFENSE

DEFENSE LOGISTICS AGENCY

Defense National Stockpile Center Sales

Sells excess military equipment.

- We will answer customer telephone inquiries quickly and efficiently. The goal is to answer them no later than the next business day.
- We will answer mail inquiries within three business days.
- We will notify depots the same day that an award is made. This enables the depot to immediately prepare goods for shipment with a goal to have material ready for shipment within two business days of the award.

ENERGY

ECONOMIC PRODUCTIVITY BUSINESS LINE

Office of Research and Development Management

Develop integrated program plans that improve partnerships in a measurable way; work with public and private business networks to reach small businesses; streamline our partnership process by reducing cycle time, cutting red tape and being more responsive to customer needs and expectations.

- Effectively immediately, Cooperative Research and Development Agreements will be processed in less than 16 weeks on average.
- Effective immediately, we will devote no less than 15% of the department's research and development resources toward partnerships with the private sector.
- Increase grants to minority education; increase contracts with small, minority and women-owned businesses.

ENERGY

ENERGY RESOURCES BUSINESS LINE

Office of Energy Efficiency and Renewable Energy

To advance the nation's capability to deliver clean, efficient, reliable, equitable, and cost-effective energy services to the American people.

- Establish 12 new Cooperative Research and Development Agreements with the automotive industry to develop cleaner cars, with the goal of increasing transportation energy efficiency, lowering air pollution levels, and reducing the nation's dependence on imported oil, by October 1995.
- Implement climate change programs to reduce domestic greenhouse gases by 4% by the year 2000.
- Provide funds for weathering 126,000 homes and upgrading 1,350 schools and hospitals by October 1995.
- Increase the use of clean domestic natural gas to an estimated 22 trillion cubic feet.
- Create 20,000 new jobs through the implementation of energy efficiency programs that promote private sector investment by October 1995.

ENERGY

OFFICE OF ENVIRONMENT SAFETY AND HEALTH

Achieve excellence in environmental, safety, and health activities and timely implementation.

- Maintain safe facilities
- Demonstrate openness and take responsibility for our actions.
- Share technology advancements.

ENVIRONMENTAL PROTECTION AGENCY

Enforcement Inspections and Compliance Assistance

Ensures compliance with environmental laws.

EPA will finalize these draft standards after consulting with our customers in the coming year.

Compliance Assistance Centers:

- Assistance Centers will be accessible by computer 24 hours a day or by phone from 8:00 am until 5:00pm EST.
- Metal Finishing Assistance Center: The centers' World Wide Web site and fax-back option is available 24 hours a day. Callers may speak with a representative between the hours of 8:00am and 5:00pm EST. Web connection will be immediate while phone connection will depend on the volume of callers at a given time.
- Customers questions will be answered and requested materials provided within

one week of request.

- Metal Finishing Assistance Center: Customers using the web site will get materials instantly, queries to any list server will be answered within one week. Faxed materials will arrive within one day of request. Telephone inquiries will receive responses within five business days.
- Customers will be referred to other assistance providers and given their name and phone number, who can better and fully respond to their needs (where possible).
- Metal Finishing Assistance Center: The centers will have an established referral system to provide customers with a roadmap to receive the proper service. This roadmap will include subject experts as well as other web servers providing customer services.
- Assistance providers will answer questions and provide materials in a courteous, helpful and professional manner.

Compliance Assistance Field Representatives:

- Requests for field assistance will be provided in a timely manner, taking resource constraints into consideration.
- Field representatives will be technically knowledgeable; know regulatory requirements well; and be courteous, helpful and professional.

Compliance Inspectors:

- Inspectors will make clear who he or she represents and the purpose of the visit.
- Inspectors will be technically knowledgeable; understand the regulatory requirements that apply to the facility; and be courteous and professional.

ENVIRONMENTAL PROTECTION AGENCY

Environmental Permitting

Regulates waste disposal and discharges into the air, water, and land.

EPA will finalize these draft standards after consulting with our customers in the coming year.

For the public, state, tribal and Local permitting authorities, and permittees:

- We will prepare permits that are clear, fair, appropriate and effective.
- Our permitting staff will treat you with professionalism and courtesy. Our staff will be knowledgeable, responsive, cooperative and available.

For delegated state, tribal and local programs:

- We will conduct relationships with you that are characterized by partnership, open and honest dialogue, efforts to empower you to the extent feasible and appropriate, and sensitivity to your needs and concerns.
- We will work with you to continually improve our delegation processes, so that they are efficient, effective, and as non-burdensome as possible.

ENVIRONMENTAL PROTECTION AGENCY

Pesticide Registration

Provides pesticide registration information

EPA will finalize these draft standards after consulting with our customers in the coming year.

- We will be courteous, accurate, and helpful in all dealings with our customers.
- We will answer telephone calls within 24 hours of receipt, when possible. If the person receiving the call cannot fully respond, the customer will be forwarded to someone who can.
- We will try to answer all correspondence within 10 working days of receipt. However, if our customers have raised questions which require extensive research to answer, it may take us longer. If we cannot provide a complete reply promptly, we will contact the customer within the 10-day period to explain why and when they may expect a full response.
- We will seek opportunities to involve all affected stakeholders prior to major regulatory or policy decisions.
- We will provide clear and accurate information about the policies and procedures for pesticide registrations and re-registrations.
- We will process applications and complete evaluations as promptly and as efficiently as possible without compromising either scientific quality or health and safety considerations.
- We will ensure that we meet our statutory responsibilities to provide customers with easy access to all available information on pesticides.

- We will proactively involve regions and states prior to establishing major policies or making major regulatory decisions affecting them.
- We will undertake periodic surveys to find out what our customers think of our service and how we could make further improvements.

ENVIRONMENTAL PROTECTION AGENCY

Rulemaking

Provide assistance and information in the regulatory development process.

EPA will finalize these standards after consulting with our customers in the coming year.

- We will ensure that customers have input to the rule development process by conducting public forums and using electronic media and other forms of communication.
- We will write rules so they can be understood by the people who use and implement them. Rules should be tailored to the legal technical knowledge and resources available to those affected.
- We will work to ensure that all members of the regulated community know what is expected of them. To the extent possible, we will notify all known parties who must comply with the rule through written or electronic media.
- We will include in the preamble of all Federal Register notices accompanying a proposed or final rule, a plain English explanation summarizing the problem the rule is trying to solve, a summary of what the rule requires, and a short explanation of how the rule solves the problem.

ENVIRONMENTAL PROTECTION AGENCY

Voluntary Programs

Promotes innovative ways to complement traditional regulatory approaches to environmental protection by emphasizing pollution prevention, common sense, flexibility and economic performance.

EPA will finalize these draft standards after consulting with our customers in the coming year.

- We will always treat our customers with professional courtesy and respect.
- We will proactively provide our customers accurate, up-to-date, and reliable information, products, and services, including high quality documents and publications.
- We will actively listen to our customers' concerns and needs regarding our services and will develop technical assistance services designed to address those needs and concerns.
- We will ensure that inquiries will be referred to the right office and individual in EPA, or beyond EPA, if appropriate. We will encourage customers to report back on unsuccessful referrals.
- When possible, we will make every effort to respond to

inquiries for information within two business days and for more complex inquiries within five business days.

- We will strive to make information available through various channels, including electronic media, faxes, and intermediaries such as state assistance organizations, trade associations, and state agencies.
- We will recognize, reward, and publicly acknowledge the accomplishments of our customers who achieve success in voluntary programs.
- We will make every effort to streamline and make customer reporting requirements as practical and least burdensome as possible.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

Charging Parties

Investigates and litigates charges of employment discrimination in private and public (including federal) sectors; and conducts training and informational activities for employers, unions, and community organizations.

As a Charging Party, you can expect us to:

- Treat you with respect and dignity.
- Look at all the way we do business and the way we related to you and others asking for our help. We want to find ways to improve the quality and speed of our services.
- Involve you to help us understand what you want, what you need, and what you think about the way we serve you.
- Support our front-line employees by giving them the tools and knowledge they need to provide the best possible service.
- Strengthen our commitment to customer service.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

Respondents named in charges

Investigates and litigates charges of employment discrimination in private and public (including federal) sectors; and conducts training and informational activities for employers, unions, and community organizations.

Businesses can expect us to:

- Treat you with respect and dignity.
- Look at all the ways we do business and the way we relate to you and other respondents. We want to find ways to improve the quality and speed of our services.
- Involve respondents like you to help us understand what you want, what you need, and what you think about the way we serve you.
- Support our front-line employees by giving them the tools and knowledge they need to provide the best possible service to you.
- Strengthen our commitment to customer service.

EXPORT-IMPORT BANK OF THE UNITED STATES

International Business Development, Lending Divisions, and Insurance

Helps with financing exports of U.S. goods and services.

We promise to:

- Respond to telephone inquiries within 6 business hours.
- Respond to fax and letter inquiries within 2 business days.
- Screen 100% of incoming applications within 3 business days and inform customers within 24 hours of any additional material that may be needed.
- Process 100% of Letters of Interest for medium-term transactions within 7 business days.
- Process 85% of short-term applications within 2 weeks of receipt. (All remaining customers will be informed biweekly on progress until their matters are resolved.)
- Renew 90% of our multibuyer insurance policies before the anniversary date. (All remaining customers will be informed biweekly on progress until their matters are resolved.)
- Process 100% of all Preferred Lender Program transactions within 10 business days.
- Achieve action on complete applications for preliminary commitments and final commitments under the direct-loan or guarantee programs on:
- 90% of Loan Committee cases within 4 weeks. (All remaining customers will be informed biweekly on progress until their matters are resolved.)
- 75% of Board cases within 6 weeks. (All remaining customers will be informed biweekly on progress until their matters are resolved.)
- Provide 100% of customers with clear reasons for approval or denial within 2 business days of the final decision.

Claims Division

We promise to:

- Acknowledge claims within 2 business days and inform the claimant of any additional information needed within 5 business days
- Present claims for resolution within 30 business days
- Process all cash receipt collections for claims within 20 business days

Public Affairs

We promise to:

- Respond to 100% of public inquiries within 24 hours.

Compliance:

- The staff will provide the customer with clear reasons on 100 percent of final decisions, both approvals and denials, within two business days.
- The staff will address customers' concerns within two business days of contact.

FEDERAL COMMUNICATIONS COMMISSION

Cable Services Bureau

Promotes quality cable service at reasonable rates.

You will always be treated with courtesy, and can expect the following standards of customer service when interacting with us:

When you telephone:

- You will receive a response to your inquiry within one business day.
- You will be transferred no more than twice. If the issue is unresolved at the third contact point, we will obtain the information and return your call.
- If you are transferred during your call, we will explain your issue to the recipient of the transfer so you do not have to repeat the reason for your call.

So you know the appropriate person to telephone:

- If you are uncertain whom to call for assistance, you can contact one of our customer service representatives at (202) 416-0856.
- If you would like a copy of our Bureau directory, you can obtain one over the Internet, or, for a fee, from our copy contractor (202) 857-3800.

When we release information from the Bureau:

- You can locate information on certain Bureau activity including Notices of Proposed Rule Making, Report and Orders, Memorandum Opinion and Orders, rules and public notices from FCC Record, or Internet (all or some of which may be available in your local public library) or, for a fee, through our copy contractor. Our rules are available in the Code of Federal Regulations and Commission actions are reported in the Federal Register.
- You can obtain information through the following electronic addresses:

Gopher - gopher.fcc.gov

World Wide Web - http://www.fcc.gov

FTP - ftp.fcc.gov, log in as anonymous and use your e-mail address as the password. Publications are in the /pub directory and succeeding subdirectories. Identify files of interest by downloading the index (found at the same level as /pub) and searching for key words.

- Fact Sheets on cable regulations can be obtained through the use of "Fax on Demand", Internet, by contacting our customer service representatives, or, for a fee, through our copy contractor. Examples of the types of Fact Sheets available include:

The Consumer's role in Rate Regulation

Where to File Complaints Regarding Cable Service

Subscriber Signal Quality Standards

Customer Service Standards

Contacting the Cable Services Bureau:

To better answer your questions, we have established the following telephone numbers:

Rate complaint form hotline (202) 416-0902

Local franchising authority hotline (202) 416-0940

Small systems hotline (202) 416-0818

General information on cable regulations (Spanish language) (202) 418-2226

Customer service representatives (202) 416-0856

FCC fax-on-demand (202) 418-2830

FCC duplicating contractor (International Transcription Service, Inc.) (202) 857-3814

If you are seeking additional information or have questions or concerns, please call our Office of Government and Public Outreach @ (202) 416-0800.

FEDERAL COMMUNICATIONS COMMISSION

Common Carrier Bureau

Provide communications guidance to the general public, businesses, non-profit institutions and government.

You will always be treated with courtesy and can expect the following standards of customer service when interacting with us:

When we release information from the Bureau, we will:

- Make all short documents of five pages or less (e.g., press releases, public notices, and fact sheets) available through domestic "fax-on-demand" and international fax on a case-by-case basis.
- Place a copy of all late releases behind the glass outside the press office so the communications public knows of all released documents.
- Make Bureau decisions and outgoing public documents available within 24 hours of release.

During the rulemaking process, we will:

- Respond within three business days to part 61 waivers; three to five business days to requests for time extensions; two business days for special temporary authorities; and fifteen business days to part 68 applications; these items are routine, within the Division Chief's delegated authority, and do not have to be put out for public comment.
- Respond within six weeks to non-routine public initiated items (other than complaints) that are within the Bureau Chief's delegated authority.
- Respond within nine months to non-complex public initiated items (other than complaints) that are within the Bureau Chief's delegated authority, but for which public notice and comment are needed.

- Respond within twelve months to complex public initiated items (other than complaints) that are within the Bureau Chief's delegated authority, but for which public notice and comment are needed.
- Assign items for resolution to an appropriate division for handling within two weeks of receipt.
- Consider alternative dispute resolution and negotiated rulemaking before moving to conventional methods of resolving contested decisions.

When we receive information from the public, we will:

- Assign a reference number, log the filing within 24 hours, and maintain the log for paper work received without a docket or division number.

To streamline our forms, we will:

- Periodically issue a public notice of outdated reports, forms, and other data requirements we can eliminate and invite comments on these and other candidates for elimination.
- Seek public input and coordinate within the FCC once the need for a new form or form change has been determined.
- Make new or revised forms available to the public two months before implementation and allow a transition period when possible.

When you telephone, we will:

- Return your telephone call within one business day.
- Provide an estimate of the time required to obtain an answer to your question if we are unable to respond when we first talk with you.
- Put a message on voice mail to indicate our unavailability when we are away from the Bureau for one day or more.
- State an alternative point-of-contact on our voice mail message at all times.
- Determine if a staff member is in before we transfer a call. If the person is not in, we will ask if you would like to leave a message, be transferred to voice mail, or be transferred to another person.

When you do not know whom to call, we will:

- Implement an introductory voice recording to aid the transfer of your calls to the appropriate person or organization.
- Maintain an enhanced functional listing, updated regularly, of Bureau personnel and place it on the Internet and bulletin board system.
- Provide updated functional listings to the duplicating contractor for distribution.

When we process complaints, we will:

- Serve a defendant within 20 days of receipt of a formal complaint.
- Hold a status/settlement conference within 45 days from the time the formal complaint is served.

- Complete processing of informal complaints within 6 months.

Helpful FCC numbers:

FCC-State Line computer bulletin board (202) 418-0241

Fax-on-Demand (202) 418-2830

FCC Fax Forms System (202) 418-0177

Commission's duplicating contractor (202) 857-3800

Common Carrier Bureau Informational Requests (202) 418-1500

Office of Public Affairs/Public Service Division (202) 418-0200

Office of Public Affairs/Fee Hotline (202) 418-0220

FEDERAL COMMUNICATIONS COMMISSION

International Bureau

Administers international communications program

You will always be treated with courtesy and can expect the following standards of customer service when interacting with us.

To improve the policy and rulemaking process:

- We will use negotiated rulemaking, status conferences, or other forums to help narrow issues and develop solutions.
- We will make available electronically and through the copy contractor a list of all pending matters not on an automatic schedule with the name of a contact person.
- We will respond within four weeks of Bureau receipt to routine public initiated items (other than complaints) that are within the Bureau Chief's delegated authority and do not have to be issued for public comment (e.g., STAs, proformas).
- We respond within four months of Bureau receipt of non-complex public initiated items (other than complaints) that are within the Bureau Chief's delegated authority, and for which public notice and comment are needed.
- We will respond within 12 months of Bureau receipt of complex public initiated items (other than complaints) that are within the Bureau Chief's delegated authority, and for which public notice and comment are needed.
- For complex items, we will hold a status conference within 30 days of the end of the pleading cycle and as appropriate thereafter to reevaluate the issues.
- We will provide you with information on the status of pending matters and a contact person within one business day of a telephone request.

To improve our existing policies:

- We will annually hold roundtable discussions open to the general public to gather recommendations

on policies and procedures that should be revised or eliminated.

To streamline our processing requirements:

- We will act on routine applications (except routine High Frequency shortwave applications) that are uncontested and need no inter-governmental or inter-agency coordination within 60 days from the date of the public notice; routine High Frequency shortwave applications will take 90 days from the date of the public notice because of required inter-government coordination.
- If there is a question about your application, we will contact you. If additional information is needed, we will contact you before the comment period is over consistent with ex parte rules.
- We will take action on all properly justified routine Special Temporary Authorities (STAs) within two business days of Bureau receipt.
- We will make available through public notice a list of necessary conditions for each type of STA.
- We will place all acceptable applications on public notice within 10 business days of Bureau receipt.
- We will make earth station related application forms more user-friendly by streamlining, combining or eliminating elements.

To improve our records:

- We will establish new procedures within the Bureau so our records and files are complete and accurate.
- We will set up a reference library that has copies of all bilateral and multilateral agreements to which the FCC is a party.

When you telephone:

- If we are out of the office for more than one day, our voice mail messages will indicate our absence and expected return.
- Our voice mail messages will specify an alternative point-of-contact or the option of accessing an operator by pressing zero.
- Unless on travel, we will respond to voice mail messages within one business day.
- If your question is too complex to be answered at the first contact point, we will transfer your call to an expert in the subject matter.
- Before we transfer your call, we will determine if the recipient of the transfer is present to take the call.

Contacting the International Bureau

If you have any questions or comments, please call our Bureau Ombudsman - Tom Sullivan, Assistant Bureau Chief, Management @ (202) 739-0444, who will respond to all customer concerns.

The Daily Digest, news releases, speeches, and other Commission documents are available on the Internet and from the FCC's Fax-on-Demand system. The FCC's Internet address is: ftp.fcc.gov.

The Fax-on-Demand system can be accessed by calling (202) 418-2830.

FEDERAL COMMUNICATIONS COMMISSION

Mass Media Bureau

Provides access to interference free radio and television services to the public.

You will always be treated with courtesy and can expect the following standards of customer service when interacting with us:

To expedite the processing of our sales applications:

- We will grant routine short form assignment and transfer applications within five days of filing.
- We will grant uncontested routine long form assignment and transfer applications within 60 days of filing.
- We will dispose of all non-routine assignment and transfer applications within 180 days from the date of filing.
- If there is a matter under consideration by the Commission that may affect the timely disposition of a licensee's application, we will so inform the parties within the aforementioned processing time frames.

To help you understand our reporting requirements:

- We will continue to provide brief summaries of licensee obligations and requirements in informational brochures with the understanding that policies are constantly under review.
- We will develop and distribute an informational brochure of the most asked questions.

In terms of our policies and rulemakings:

- We will periodically issue a public notice of policies the Commission is considering for elimination or revision and invite comments.
- We will respond to petitions for rulemakings in terms of the urgency and complexity of the issue. Issues with opposing viewpoints can take longer to resolve.

To help small businesses get more involved:

- We will make state and local broadcast groups aware of issues affecting small businesses, including opportunities to participate in rulemakings.

When you telephone with a Mass Media issue:

- You will receive a response to your inquiry within one business day.
- We will determine if a staff member can address your issue before we transfer a call.
- You will be transferred no more than twice within the Bureau.
- You will receive accurate and consistent information on FCC policy and rules.

So you know the appropriate person to call:

- We will maintain an enhanced functional listing, updated regularly, of Bureau personnel.

- We will provide updated functional listings through the Internet and the FCC copy contractor for distribution.

When a complaint is received by the staff responsible for enforcement actions:

- We will pre-screen all complaints for merit before action is taken.
- As to each such complaint, we will decide whether to investigate within 10 days after the complaint has been received.
- If we decide to investigate an alleged rule violation based on a complaint, we will send a notice of inquiry letter to the station within 30 days. If we decide not to investigate, we will dismiss the complaint within 30 days.

When we release information from the Bureau:

- We will make information available through Fax-On-Demand at (202) 418-2830, and the Internet.
- You can use any of these Internet tools:

FTP - ftp.fcc.gov, log in as anonymous and use your e-mail address as the password. Publications are in the /pub directory and succeeding subdirectories. Identify files of interest by downloading the index (found at the same level as /pub) and searching for key words.

Gopher - gopher.fcc.gov or use any gopher to get to "all the gophers in the world" then 'U.S.' then 'D.C.' then 'FCC'.

World Wide Web - http://www.fcc.gov

Other Helpful Telephone Numbers:

Information regarding applications and licensing stations in the video services: (202) 418-1600.

Information regarding other applications and licensing stations in the radio services: (202) 418-2782.

Inquiries about radio license renewal applications: 1-800-671-2233 or (202) 418-0186.

Inquiries/complaints concerning political programming: (202) 418-1440.

Complaints concerning other radio and television enforcement related matters: (202) 418-1430.

FEDERAL COMMUNICATIONS COMMISSION

Wireless Telecommunications Bureau

Promotes and protects users of wirelss telecommunication.

You will always be treated with courtesy and can expect the following standards of customer service when interacting with use:

To make it easier for you to use our forms:

- We will provide a summary fact sheet of necessary forms and attachments alphabetically by service upon request.
- You will receive your form order as soon as possible after our forms contractor receives your mail or telephone request. The telephone number is 1-800-418-FORM. You also have

immediate access to forms through "fax-on-demand" and the Internet. The FCC's Internet address is: ftp.fcc.gov. The Fax-on-Demand system can be accessed by calling (202) 418-2830.

- You will receive, along with the application, material that clearly describes how to complete the application form.
- We will solicit your suggestions for improvement during form preparation.
- We will hold public meetings at least twice yearly to respond to your questions about applications and forms.

When you apply for a license:

- You will be able to determine the status of your license application and where it is in the process.
- Where rules permit, if your application contains errors that can be resolved by telephone, we will telephone you; when not permissible or all errors cannot be resolved by telephone, your application will be returned, but only after a complete review; errors or omissions will be clearly indicated.
- We will process uncontested license applications not requiring international coordination issued by the Bureau within 31 working days of the first legally grantable day.

To improve our policies and rulemakings:

- We will conduct a "grassroots" outreach for your input on rulemaking activities by attending major industry conventions and participating in regulatory panels.
- We will hold periodic brown-bag lunch meetings on various policy and licensing issues at the Bureau that you can attend. We will announce these meetings by public notice or news release.
- We will have copies of rulemaking documents available on the Internet.
- We will provide you with consistent and accurate information on the status of pending rulemakings, upon request.

When we release information from the Bureau:

- We will place copies of all public notices and other informational documents concerning wireless services on the Internet.

When you telephone:

- You will receive a response to your inquiry within one business day.
- You will be transferred no more than twice. If the issue is unresolved at the second contact point, we will locate the appropriate person to respond to you and request that person to call you back.
- If you are transferred during your call, we will explain your issue to the recipient of the transfer so you do not have to repeat the reason for your call.

Additional information for you:

- WTB has an outreach program to inform all companies, regardless

of size, of bidding terms and conditions and to encourage participation in FCC spectrum auctions. If you believe a licensee has discontinued the use of a frequency, or is using it improperly, you can send a letter and we will investigate; if it is appropriate, we will rescind the license.

Contacting the Wireless Telecommunications Bureau

If you have any questions or comments about our customer service standards, please call:

Washington Consumer Assistant (202) 418-0200

Gettysburg Consumer Assistance Office 1-(800)-322-1117

FEDERAL ENERGY REGULATORY COMMISSION

FERC Electronic Bulletin Board Network (EBB)

Electronic bulletin board Network that provides access to Federal Energy Regulatory Commission information.

Commission Issuance Posting System (CIPS)

FERC Daily Issuances: the text of the formal documents the Commission issues such as proposed, interim, and final rules, initial decisions, opinions, notices, orders, and other documents.

- Issuances are available on the CIPS at approximately 10:00 a.m. and 3:00 p.m. daily. Issuances posted after 3:00 p.m. are available at 9:00 a.m. the following day.

News Releases: the latest information the Commission provides on a full range of energy regulatory subjects and proceedings.

- They are available on the CIPS within 24 hours after issuance.

Commission Agenda: a list of actions scheduled for a public Commission meeting.

- The list is available approximately seven days prior to the meeting.

Commission Action Agenda: a list of items acted upon by the Commission at a meeting.

- The list is available one to two days after the Commission meeting.

Daily Filing List: a list of all filings made at the Commission which includes the date of the filing, the applicant's name, the type of filing, the filer/originator, the assigned docket number, and whether the filing is an intervention. The text of the filing is not available on the CIPS. The list is divided by topic into six separate lists -- gas, electric, hydropower, miscellaneous, oil, and rulemaking.

- The list is available at 3:00 p.m. the day following the filing date.

Formal Documents Issued List: a list of all documents issued on a particular day. The docket number, the applicants name, the date issued, and the title of the document are included.

- The list is available at 3:00 p.m. the day following the issuance date.

Daily Calendar of Hearings and Conferences: a monthly list of all hearings, conferences,

and meetings. The docket number, time, company name, and address are included.

- The list is updated daily after 3:00p.m.

Solicitor's Quarterly Report: the status of all court cases in which the Commission is involved.

- It is updated quarterly.

FEDERAL ENERGY REGULATORY COMMISSION

Public Reference Room

Provides information to the public on the Commission

Documents available through the Public Reference Room include:

- Annual, Semi-Annual and Monthly reports are available through self-service on reader-printers. Official copies are available within 48 hours, if on site or 8-10 days, if ordered.
- Daily orders are available through self-service on reader-printers. Official copies are available within 24-48 hours, if on site or 8-10 days, if ordered.
- Docketed files are available in the Public Reference Room within 90 days. An official copy is available within 48 hours, if on site, or 8-10 working days, if ordered.
- Docket sheets are available through micro-fiche.
- Formal documents which are issued are available on the day following issuance or on-site photocopying is available twice daily.
- Hearing transcripts are available through self-service 10 days after the hearing.
- List of documents are available through self-service on the day following receipt of filings.
- Office of the General Counsel opinion letters are available through micro-fiche.
- Publications are available upon request, if in stock, or 5 working days if requested by correspondence.
- Hard copies from the computer of service lists are available within 30 minutes, through voice mail within 30 minutes and downloaded to a diskette within 1 hour.
- Tariffs (Gas) Volume I from 11/1/89 to the present are available through self service on a PC.
- Tariffs - Electric, Gas (Volume II) and Oil are available within 3 hours if available; pick-up requests at 10:00 a.m. and 2:00 p.m., returns at 11:30 a.m. and 3:30 p.m.

FEDERAL ENERGY REGULATORY COMMISSION

Records and Information Management System

Provides information to the public on the Commission.

Documents available through the Records and Information Management System include:

- Daily orders, docketed files and docket sheets are available through RIMS within 24-48 hours.

FEDERAL MEDIATION AND CONCILIATION SERVICE

Labor-Management Relations

Promote the development of sound and stable labor-management relations; foster constructive joint relationships of labor and management leaders to increase their understanding and ability to resolve common problems; develop the art, science and practice of conflict resolution.

- Quality: We will provide our customers with the most skillful services, processes and training in contract mediation, preventive mediation, conflict resolution and all other areas of agency responsibility equal to the very best in the private sector. We shall strive to improve and expand our knowledge and skills in collective bargaining, labor-management relations and conflict resolution so that our customers receive the highest quality service possible.
- Neutrality: We are neither pro-employer or pro-union. FMCS is pro-collective bargaining. We shall conduct ourselves so that our customers never doubt our neutrality.
- Confidentiality: We shall conduct our business so that our customers have trust in our respect for confidentiality in the collective bargaining process.
- Responsiveness: We are accessible, and always willing to provide prompt response to our customer's needs and questions. Should a service problem occur, we shall do everything possible to correct the problem, and to restore our customers' confidence in us.
- Empathy: We shall provide thoughtful, individualized attention to our customers' needs.
- Facilities: When needed, we shall provide our customers with the highest possible quality physical facilities, equipment and materials.

FEDERAL TRADE COMMISSION

Consumer Protection Mission

Ensures that the nation's markets function competitively, vigorously, and efficiently, without interference from unwarranted competitive restrictions.

Customers can expect the following standards of service in the five following program areas when interacting with the Commission and its staff:

Advertising Practices Program

- The Commission will pursue aggressively individual cases of deceptive advertising in areas such as health and nutrition claims; environmental, drug and tobacco advertising; and infomercial marketing.
- The Commission will monitor advertising practices actively to ensure prompt review of allegations of deceptive or unfair advertising practices.
- The Commission will coordinate its activities with those of other agencies with overlapping jurisdiction -- including in particular through a program for

harmonizing FTC food and food supplement advertising policies with FDA labeling regulations -- in order to minimize confusion among consumers and to clarify the legal standards which business enterprises must meet.

Service Industry Practices Program

- The Commission will pursue individual cases involving unfair or deceptive practices to promote investment opportunities, in order to reduce the extent to which false and misleading information about potential profit, risk and liquidity of alternative investments -- such as art, gemstones, strategic metals, FCC licenses, rare coins, precious metals, and animated art cells -- is disseminated to prospective investors.
- The Commission will pursue individual cases involving unfair or deceptive practices in the sale of health care services, in order to reduce the extent to which marketers of such services use deceptive advertising to mislead prospective purchasers about the efficacy and risks associated with certain health care services.
- The Commission will provide guidance -- in the product standards area -- to federal, state and local governments as they consider the consumer and competitive effects of the use of standards and seals for regulatory and procurement purposes, and will seek to reduce consumer loss caused by the use of the standards-making and certification process by participants to disadvantage consumers.
- The Commission will coordinate its activities with those of federal and state agencies with overlapping jurisdiction in order to share data about ongoing fraud, and to maximize the impact of all law enforcement activity.

Marketing Practices Program

- The Commission will identify, investigate, and prosecute -- in administrative and federal court proceedings -- unfair and deceptive practices (including telemarketing fraud) in the marketing and sale of products, services, and business and employment opportunities, and seek to obtain redress for defrauded customers.
- The Commission will enforce vigorously its trade regulation rules, such as the Funeral Rule and the Franchise Rule, in order to provide consumers with the information necessary to make informed purchases.
- The Commission will enforce vigorously rules mandated by statute.

Credit Practices Program

- The Commission will pursue enforcement actions against credit bureaus or other consumer reporting agencies that violate the Fair Credit Reporting Act by violating its accuracy, privacy protection, and credit report dissemination provisions.

- The Commission will pursue enforcement actions against debt collectors that violate the Fair Debt Collection Practices Act by using deceptive, unfair, and abusive debt collection tactics.
- The Commission will pursue enforcement actions against violators of the Truth in Lending Act.
- The Commission will prevent all forms of discrimination in granting credit and other significant violations of the Equal Credit Opportunity Act.
- The Commission will prevent credit fraud by investigating and filing enforcement actions against firms that defraud or otherwise deceive consumers with promises to provide credit or repair poor credit histories.

Enforcement Program

- The Commission will review systematically outstanding Commission orders in key areas of consumer concern -- such as health, safety and the environment -- and take appropriate corrective action, such as the filing of federal court actions for civil penalties, when respondents are found to be violating cease and desist orders.
- The Commission will enforce and modify rules that enhance informed consumer choice, including the Used Car Rule; the Automotive Fuel Ratings, Certification and Posting Rule (formerly the Octane Rule); the Care Labeling Rule; the Textile Rules; the Mail and Telephone Order Rule; the Home Insulation Rule; and the Appliance Labeling Rule.
- The Commission will continue to develop instructional materials to inform companies how to comply with Commission rules and regulations, and to advise consumers how to vindicate their rights under Commission rules and avoid being victimized by deceptive practices.

FEDERAL TRADE COMMISSION

Maintaining Competition Mission

Ensures that the nation's markets function competitively, vigorously, and efficiently, without interference from unwarranted competitive restrictions.

Commission customers can expect the following standards of service in the five following program areas when interacting with the Commission and its staff:

Mergers and Joint Ventures Program

- The Commission will seek to prevent or undo mergers or joint ventures that may substantially lessen competition or tend to create a monopoly, in violation of Section 7 of the Clayton Act or Section 5 of the Federal trade Commission Act.
- The Commission will seek to prevent or undo interlocking directorates that violate Section 8 of the Clayton Act.

Pre-merger Notification Program

- The Commission will ensure that its staff provides assistance to individuals and organizations

subject to the Hart-Scott-Rodino Antitrust Improvements Act of 1976 (the "HSR Act") -- regarding the application and interpretation of the HSR Act and its implementing regulations -- through oral and written communications, in order to ensure voluntary compliance.

- The Commission will ensure that its staff reviews transactions for compliance with the HSR Act reporting requirements -- and perform a preliminary antitrust review of every transaction for the Merger Screening Committee -- so that the Commission can investigate and if necessary seek to enjoin transactions that may violate Section 7 of the Clayton Act and/or Section 5 of the FTC Act.
- The Commission will develop and implement proposals to improve the HSR rules -- to minimize evasion of the reporting requirements while maximizing the ease of compliance -- through rule changes and formal interpretations.
- The Commission will improve efficiency in the processing and review of reported transactions, through increased reliance on automated systems.
- The Commission will ensure that its staff conducts investigations, and recommends enforcement actions -- to secure civil penalties or other relief -- when it appears that individuals or organizations may not have complied with HSR Act reporting requirements.

Horizontal Restraints Program

- The Commission will detect, investigate, and seek to prevent or remedy anticompetitive collusion or courses of action that facilitate collusion among competitors.
- The Commission will seek to eliminate private agreements among competitors -- such as possibly anticompetitive industry standards, ethical codes, and other activities of trade and professional associations and standards-setting organizations -- that raise prices or lower the quality and quantity of goods and services.
- The Commission will seek to prevent businesses and professionals from engaging in collusive activities that may distort pricing mechanisms or otherwise restrain competition under the aegis of government or self-regulation.

Distributional Arrangements Program

- The Commission will seek to prevent unlawful agreements between suppliers and distributors or retailers on resale prices.
- The Commission will seek to eliminate unlawful discrimination in prices and promotional opportunities.
- The Commission will seek to prevent the anticompetitive foreclosure of distributors or dealers from sources of supply or access to customers.

Single Firm Violations Program

- The Commission will seek to prevent illegal monopolization or attempts to monopolize.
- The Commission will seek to prevent the anticompetitive use of tying arrangements.
- The Commission will seek to prevent non-price predation, such as an attempt by a firm to abuse government processes to create or enhance market power.

HOUSING AND URBAN DEVELOPMENT

GOVERNMENT NATIONAL MORTGAGE ASSOCIATION

Mortgages

Issues securities backed by Federal Housing Administration and Department of Veterans Affairs guaranteed mortgages to increase the supply of capital available to finance housing.

- 95 percent of requests for commitment authority shall be processed within 48 hours of receipt for issuers of good standing.
- All investor telephone calls returned within 24 hours.
- All investors' written correspondence will have a response prepared for signature within 15 working days of receipt.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF HOUSING - FAIR HOUSING ADMINISTRATION

Mortgage Assistance

Serves partners wishing to participate in the FHA mortgage insurance programs.

- Professional staff analyzes the materials submitted and makes acceptability determination.
- Staff makes an on-site visit assuming availability of staffing and travel funds.
- Field office submits recommendation for approval/disapproval to headquarters. Final decision is made by headquarters.
- Standard: Processing time from the date of receipt of the application package to date of final approval/rejection is 45 calendar days.

Section 203(k) Rehabilitation Mortgage Insurance Program provides mortgage insurance for the purchase (or refinance) and rehabilitation of single family properties.

- Provides mortgage insurance after loan is closed by the mortgagee and it is submitted to HUD.
- Standard: Processing is completed and a mortgage certificate is issued to the mortgagee within 10 days of HUD's receipt of the closed loan.

Note: The Office of Housing is presently reviewing the possibility of centralizing the mortgagee approval process in headquarters. Centralizing the process is expected to improve service to our partners.

INTERIOR

BUREAU OF LAND MANAGEMENT

Compliance and Enforcement

Enforcement of requirements, regulations, and laws governing leases, permits, grants, and other uses of lands and resources.

- You will be advised of the requirements for the proper use of public lands and resources.
- You will be provided with the information you need regarding the applicable BLM compliance and enforcement process, expected timeframes, and reporting requirements and responsibilities.
- You will receive fair and equitable treatment under laws and regulations.

INTERIOR

BUREAU OF LAND MANAGEMENT

Information Access Centers

Provide information and products at central locations.

- You will be greeted and your request will be acknowledged within 5 minutes of your arrival.
- You will receive the most current and accurate information about the public land that we have available to the public.
- You will receive available information within 30 minutes of your in-person request. We will respond to your telephone or written inquiries within 5 business days.

INTERIOR

BUREAU OF LAND MANAGEMENT

Public Policy Involvement Opportunities

Opportunities for you to be involved in our planning process and our management of resources.

- You will be provided with the opportunity to tell us how you think publicly owned resources should be managed.
- As we develop plans, rules, and regulations for use of public resources, you will be asked for your ideas.
- You will be afforded adequate time to make your comments and suggestions.

INTERIOR

BUREAU OF LAND MANAGEMENT

Recreational and Educational Users

Manages all aspects of 270 million acres of federal land and 570 million acres of federal mineral resources.

You can expect from us service which is professional, efficient, courteous, and which actively seeks and responds to your views.

We will always:

- Treat you courteously every time you contact us.
- Work with you to meet your needs while complying with laws and regulations.
- If any request cannot be filled in your initial contact with us, advise you who will respond to your request and when that will be done, and what the process is for addressing the request.
- You will be provided with well designed and maintained facilities.
- You will receive complete and up-to-date information on the requested site.
- If you need an authorization for your use of lands, facilities, or sites, action on your in-person request will be completed within

30 minutes. We will respond to telephone or mail requests within 5 business days.

INTERIOR

BUREAU OF LAND MANAGEMENT

Uses Requiring Authorization

Grazing permits, mineral leases, and rights of way that require prior written approval.

- You will receive a response to your phone messages and letters, usually within 5 business days.
- You will be informed of what the transaction is, how your request will be handled, who will respond to your request, and the date by which we expect to address your request.

INTERIOR

BUREAU OF MINES

Provides information on minerals for use in assessing U.S. economic and defense needs.

- You will be treated with courtesy every time you contact us.
- We will provide you with all the information you need, or obtain the information for you, with a minimum number of referrals to other organizations.
- When you call our public inquiries number for service, you will reach us on the first call.
- We will answer your requests as quickly as possible. If we cannot give you the information you need at the time you call, we will do so within one working day or call you back to let you know the progress we are making on your request.
- When you write to us requesting general information materials, we will mail them to you within one working day. When you write and ask for more specific technical information, we will respond within five working days with either the information you need or a postcard acknowledging receipt of your request and reporting the status of our response.
- We will provide you easy access to our information. You can talk to us from 6:30 a.m. to 6:00 p.m. Eastern Standard Time.
- We will make our information available electronically (INTERNET, CD-ROM, Mines FAXBACK) and give you the instructions and information you need to take advantage of these sources.

INTERIOR

MINERAL MANAGEMENT SERVICE

Offshore Minerals Management

Adminsters the Outer Continental Shelf leasing program

Alaska Regional Public Information Office - Pilot Project:

- The buck stops here when it comes to assisting people lost and wandering in the bureaucratic maze of government.
- Walk-in customers have priority and will be promptly acknowledged and assisted as soon as possible.
- All information will be current and correct. Staff will find the

answer or find a more knowledgeable person to assist. We will never guess.

- Not all questions have answers. If the answer can't be found, that fact will be reported to the customer.
- Customers are never sent to another office or agency cold. Staff will check to ensure the office is the correct one and also that the contact person is available.
- Before leaving, all customers will be asked, "Does this completely answer your question?"

The Gulf of Mexico Public Information Office -- Pilot Project:

- When you enter our office you will be promptly acknowledged.
- We will be sensitive to your information needs.
- You can expect to be treated with courtesy at all times.
- We will make a sincere effort to provide you with information in a timely manner.
- We will strive to accurately respond to your request.

Pacific Regional Public Information Office -- Pilot Project:

- First class is our game and you will be treated the same. Customers visiting the Pacific Region are our number one priority.
- We will greet you with a smile and give you prompt assistance. Your needs are important to us.
- We are as time-conscious as you are. We will try to get you what you need as quickly as possible.

INTERIOR

MINERAL MANAGEMENT SERVICE

Royalty Management Program

Responsible for all mineral revenue functions for federal and indian lands.

Farmington, New Mexico - Pilot Project:

Our aim is to continually improve service to you. If you would like to make a comment or complaint, please feel free to use the comment card available from any of our employees.

- Prompt, personal attention (an interpreter will be provided if necessary). You will be treated with courtesy and respect.
- Accurate information. Your questions will be answered before you leave, or you will receive periodic status reports until the issues are resolved.
- You will not be sent to another office unless absolutely necessary.
- Easy access to us. You can come to our office; you can call our free telephone number (1-800-238-2839); or we will meet with you at a more convenient location at your request.

Oklahoma City -- Pilot Project:

- Assist our customers with the same high standards we expect as customers.
- Listen to your royalty issues and assume responsibility for coordinating the resolution of your concerns.

- Meet you elsewhere to help you understand the royalty process as it affects you if you cannot come to our office.
- Seek your ideas to help us improve our services by routinely requesting your input on our performance and professionalism.

INTERIOR

NATIONAL BIOLOGICAL SURVEY (NBS)

Information and Publications

Provides biological and ecological information to both the public and private sectors.

- Research Information Bulletins edited and prepared for distribution within 60 days of submission of the draft manuscript.
- Immediate electronic access to Research Information Bulletins that have already been edited and prepared for distribution.
- Literature searches completed and sent to clients within five days of receipt of their request.
- Research findings are tested for scientific quality through peer review by other qualified scientists before publication.
- 80 percent or more of our products rated by clients at or above level three on the following satisfaction scale:

4. Very satisfied

3. Satisfied

2. Dissatisfied

1. Very dissatisfied

- These products will be accompanied by "Client Response" sheets inviting clients to voluntarily rate and comment on them. Results will be monitored and used in pursuit of constant improvement.
- Our long-term goal is to achieve an average client satisfaction rating very near level 4 -- "very satisfied."

INTERIOR

OFFICE OF SURFACE MINING RECLAMATION AND ENFORCEMENT

Coal Mines

Ensures that coal mines are operated in a manner that protects

citizens and the environment.
For outreach to coal field citizens and the coal industry:

- A meeting will be held in at least one site in each state to solicit comments regarding the oversight process and recommendations for review topics in the first quarter of evaluation year 1995.

For abandoned mine land emergency complaints:

- The initial site visit and determination of emergency will be addressed within 48 hours of complaint.
- The method to be used to abate the emergency will be determined within 30 days after the initial complaint.
- Emergency declarations will be finalized by us within eight hours of receipt of the state submittal in

states which administer the emergency program.

For abandoned mine land fee collections:

- OSM-1 forms will be mailed out 30 days prior to the due date.
- Fee Collections correspondence will be responded to within seven days.
- Telephone calls will be responded to within one day.
- Refunds will be processed within one month after receipt.

For state program amendments:

- The availability of state program amendments will be announced in the Federal Register within 20 business days after receipt.

For OSM's mine map repository offices in Wilkes-Barre and Pittsburgh:

- Each scheduled visitor will be provided prompt and courteous service.
- Letter and telefax requests will be answered within one working day, except for a request requiring extensive research and mass reproduction of mine maps.
- Requested site locations will be provided within 90 minutes of your inquiry.
- Materials will be available to help you identify and easily locate the underground mine site.

When responding to inquiries, OSM personnel:

- Will be courteous and helpful when dealing with people in person, by telephone, and in writing.
- Will be timely with courteous explanation of contents of files, state program documents, etc.
- Will respond to telephone calls within two business days.

Where OSM is the regulatory authority we will provide:

- Timely and efficient access to public files.
- Inspection reports to permittees within 15 business days.
- The opportunity to meet and confer with citizens regarding problems and issues relating to environmental protection and surface coal mining operations.

For the OSM Applicant Violator System we will provide:

- Permit Recommendation Evaluations to the states within three business days of request.
- Abandoned Mine Land Emergency Contract Award Evaluations within 4 hours of request.
- Respond to outside industry requests for information within three business days of request.
- Respond to OSM, state and industry requests for ad hoc computer reports within three business days of request.

When responding to inquiries, OSM personnel:

- Will be courteous and helpful when dealing with people in person, by telephone, and in writing.

- Will be timely with courteous explanations of contents of files, state program documents, etc.
- Will respond to telephone calls within two business days.

INTERIOR

U.S. GEOLOGICAL SURVEY

Minerals Information Offices

Provides earth science information and products, with a focus on mineral resources.

- Each customer will be treated with dignity, respect, and courtesy.
- Each request will be researched using all means available to provide the highest quality response.
- Each request will be analyzed to determine what data are available that best suits each customer's needs. A plan will be developed to deliver the response in the format that best suits those needs.
- Requests will be filled immediately, if possible; if not possible, a time for the reply will be established.
- Opportunities for additional service will be explored with each customer, as needed.

INTERIOR

U.S. GEOLOGICAL SURVEY

Reston Earth Science Information Center

Provides earch science information and products for the public.

- We will treat each customer with courtesy and respect.
- We will provide quick, thorough, and responsive access to product information and ordering including the 1-800 number and electronic ordering.
- We will eliminate processes, procedures, and rules that are roadblocks to success.
- There will be no unreconcilable mistakes allowed in the handling of the customers' accounts or money.

JUSTICE

ANTITRUST DIVISION

General Standards

Administers the Immigration and Nationality Laws.

- First and foremost, you can expect us to continue aggressively to enforce the antitrust laws. You can expect us to challenge criminal violations and anticompetitive mergers as vigorously as we have in the past, while substantially increasing civil non-merger enforcement as well as enforcement involving international conduct.
- We will remain active in providing you with information concerning our antitrust enforcement policies.
- We will do our best to reduce the amount of time it takes us to provide statements of enforcement intentions with respect to proposed conduct under our business review procedure. Initially, we are setting specific performance goals in two areas: 1) business review requests involving proposals to form joint ventures or to collect and disseminate business

information, and 2) requests involving health care matters.

- We will state our enforcement intentions concerning proposals to form joint ventures or to collect and disseminate business information no later than 90 days after receipt of the information that we need to evaluate the proposed conduct. We will state our enforcement intentions concerning any matter addressed in any of our published "Statements of Antitrust Enforcement in the Health Care Area" -- except requests relating to hospital mergers outside the antitrust safety zone -- no later than 90 days after all necessary information is received, and we will respond to business review requests regarding other non-merger health care matters within 120 days after all necessary information is received.
- We will promptly address the concerns of persons who believe that they have been the victim of an antitrust violation. When you call us, we will try and put you in touch immediately with an attorney who can help you. If no one is immediately available, we will take your name, phone number and information about your complaint and have an attorney call you back as soon as possible.
- If you write us and provide a phone number, an attorney will call you to follow up on your complaint. If we do not have your phone number, an attorney will send you a letter following up on your complaint. That attorney will give you his or her name and phone number, and you can contact that attorney concerning your complaint at any time.
- If the conduct about which you are complaining is not a violation of the antitrust laws or is better handled by another antitrust enforcement agency such as the Federal Trade Commission, we will do our best to help you determine who should receive your complaint. If your complaint does involve possible anticompetitive conduct that is properly investigated by the Antitrust Division, you will receive a statement of the resolution of the matter at the conclusion of our investigation.
- We will make readily available to you copies of public Division documents such as speeches, guidelines, policy statements, information pamphlets like this one, filed criminal indictments and civil complaints, press releases, and business review letters and digests. Requests for reasonable amounts of information will be filled, at our expense, within 48 hours of receipt. (If you make a request for information that we do not ordinarily maintain or request a very large amount of information, you may be required to file a request under the Freedom of Information Act.) We can send most information by first class mail or by fax at our expense, or we can arrange to have it sent by Federal Express or by messenger at your expense.

JUSTICE

UNITED STATES TRUSTEE PROGRAM

Administer Bankruptcy Cases

To supervise the administration of bankruptcy cases.

As a debtor in a bankruptcy proceeding, you should expect the following from the U.S. Trustee Office in your area:

- Appointment within 5 days of filing your bankruptcy petition of a Chapter 7, 12 or 13 trustee whose performance is evaluated periodically for adherence to basic standards of accountability.
- Receipt of specific guidelines that outline your requirements for continued operation during the life of your Chapter 11 bankruptcy.
- A personal or telephonic meeting with a U.S. Trustee Program representative shortly after the filing of your Chapter 11 case to discuss your plans for reorganization.
- Review of your Chapter 7 trustee every six months to ensure that your case is being administered properly and in a timely manner.
- Monthly review of your Chapter 12 or 13 trustee's operating reports and bank account information to ensure proper handling of all funds.
- Review of final reports in your Chapter 7 no asset case within 30 days of receipt to enable closing of your case by the Bankruptcy Court.
- Review of your Chapter 7 asset, 12 or 13 trustee's final report within 60 days of receipt to ensure proper disbursement of all assets.
- Assurance that your bankruptcy case will be administered as quickly as possible.
- Response to a complaint or inquiry within two weeks.

As a creditor in a bankruptcy proceeding, you should expect the following from the U.S. Trustee Office:

- Assurance that a meeting of creditors will be held within 20 to 60 days after a bankruptcy petition has been filed.
- Appointment of committees of unsecured creditors as soon as practicable after the filing of a Chapter 11 bankruptcy petition.
- Motion to convert a Chapter 11 case or dismiss a Chapter 7 or 11 case in the event the documents necessary for case administration are not filed by the debtor within the established deadlines.
- Objection to the appointment of any professional (accountant, appraiser, attorney, auctioneer, etc.) in a Chapter 7 or 11 case that is not disinterested or conflict free.
- Assurance that sales of assets are properly noticed to parties in interest.
- Review by a U.S. Trustee Program representative of the fee applications filed by professionals in a Chapter 7 or 11 case.
- Review of Chapter 7 trustee's final distribution reports within 30 days of receipt to ensure that all funds from the bankruptcy estate are distributed.

- Assurance that the debtor's bankruptcy case will be administered as quickly as possible and that the appropriate funds will be dispersed as soon as practicable.
- Response to a complaint or inquiry within two weeks.

LABOR

BUREAU OF LABOR STATISTICS

Information and Tracking

The principal federal data-gathering agency for labor economics.

- We will let you know in advance when we will release our data.
- We will be available when you need us.
- We will distribute data in the form that fits your needs as resources allow.
- We will provide you with the name and phone number of a person who can meet your data needs.
- We will help you understand the uses and limits of our products.
- We want to meet your needs.

LABOR

EMPLOYMENT STANDARDS ADMINISTRATION

Office of Federal Contract Compliance Programs

Conducts compliance reviews and complaint investigations.

Our standards for customer service are:

If you are an applicant or employee filing a discrimination complaint, you can expect OFCCP to:

- Thoroughly explain the complaint investigation process under OFCCP's regulations.
- Be an impartial third party in an effort to resolve your complaint.
- Assign, in a timely fashion, a compliance officer to your case who will interview you, answer all questions pertinent to your complaint, and keep you advised of our progress in conducting the investigation.
- Give you reasonable time to provide and explain your supporting documentation and adequate notification of any additional information needed.
- Provide you an opportunity to discuss OFCCP's findings prior to the conclusion of the investigation and an opportunity to provide additional information to support your complaint.
- Resolve your complaint in a timely manner.

If you are a Federal contractor, you can expect OFCCP to:

- Provide technical assistance at your request; widely disseminate policy interpretations and publications; and answer questions regarding OFCCP's compliance activities.
- Explain why your facility was selected for review.
- Explain the purpose of the review, describe the compliance review, describe the compliance review process, and identify actions that you need to take to comply with our regulations.

- Fully consider your position and explanations during the conciliation process.
- Be respectful and professional during compliance reviews.

LABOR

EMPLOYMENT STANDARDS ADMINISTRATION

Office of Workers' Compensation Programs
Division of Coal Mine Workers' Compensation

To adjudicate and process disability compensation claims filed by our Nation's coal miners under the Black Lung Benefits Act

In the processing of black lung benefit claims and payments the Division of Coal Mine Workers' Compensation believes its customers are entitled to the following standards of service:

- to ensure that each of our customers receives courteous and prompt assistance upon request.
- to ensure that our staff's oral and written communication with our customers is easily understandable.
- to ensure that our decisions on claims and responses to inquiries are timely. For example, the initial eligibility decision on a new claim will, in all but the most complex cases, be made within 6 months of its receipt.
- to ensure that our staff explains to claimants the steps involved in the processing of their claims and informs them of their appeal rights.
- to ensure that there is a timely initiation of benefit payments upon the issuance of an award.
- to ensure that we provide our claimants with a clear explanation of reasons for a denied claim.

LABOR

EMPLOYMENT STANDARDS ADMINISTRATION

Office of Workers' Compensation Programs
Division of Longshore and Harbor Workers Compensation

To provide medical benefits, compensation for lost wages, and rehabilitation services to employees who are injured during the course of employment or contract an occupational disease related to employment.

Services our customers can expect

Our program's commitment to you is to:

- Insure that your employer provides prompt medical attention to you and insure that your treatment is provided by a physician that you select.
- Insure that your employer/insurance carrier promptly pays initial compensation benefits due to you.
- Address all issues in dispute when an informal conference is conducted. Make specific written recommendations on these issues within 10 days of this conference.
- Insure that all correspondence submitted to you by Department of Labor personnel is easy to understand.

- Respond to all communications from you in a courteous and professional manner.

LABOR

EMPLOYMENT STANDARDS ADMINISTRATION

Wage and Hour Division

Enforcement - Business

Enforces labor standards laws protecting workers.

If you contact us with a question, you can expect:

- A clear and knowledgeable response to your question.

If you are an employer contacted by Wage and Hour you can expect us to provide:

- Understandable explanations of our enforcement process and your responsibilities under the laws we enforce.
- Cooperation in minimizing interruptions to your business operations, including the completion of our business as quickly as possible.

LABOR

MINE SAFETY AND HEALTH ADMINISTRATION

Enforcement of MSHA

Manages mine safety program

Mandatory complete mine inspections:

- We will conduct complete inspections at all available underground mines four times a year and at all available surface mines two times a year.
- We will examine our mandatory regular inspection process to insure the quality, flexibility, and consistency of our enforcement process.

Other mandatory inspections and investigations:

- We will complete other mandatory inspections and investigations as provided for in the Mine Act including: initiating investigations of all miners' complaints of safety or health hazards normally within 24 hours; and initiating investigations of written complaints of discrimination within 15 days of receipt. If you believe that a safety or health hazard exists at your mine, you can call MSHA toll- free at 1-800-746-1554 -- you do not need to give your name.

Quality and delivery of training products and materials to the customer:

- We will emphasize mine-specific and on-site miner training when we evaluate proposals to provide training to miners from state mining departments and others (MSHA State Grants Program).

Communication between MSHA and the customer:

- We will hold rulemaking hearings and topical health and safety conferences to provide forums for open discussion of health and safety concerns.
- We will consistently hold these events in the mining regions.
- We will work with state and local institutions and associations to provide miners with useful,

understandable information about mining health and safety.

LABOR

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

Enforcement of OSHA

Established to help make the American workplace as safe and healthful

as possible.
Employers can expect OSHA to:

Help them identify and control workplace hazards by offering a choice between partnership and traditional enforcement.

- Provide incentives (such as focused, limited-scope inspections) for employers who develop and implement effective worksite safety and health programs with meaningful employee involvement.
- Provide incentives for employers who correct hazards immediately, once identified.
- Provide technical assistance to help employers develop and implement effective worksite safety and health programs with meaningful employee involvement.
- Continue to fund free, no-penalty consultation visits available to small business employers through State government.

Focus agency inspections on the most significant hazards in the most dangerous workplaces.

- Target inspections by using worksite-specific data.
- Concentrate on significant hazards that put employees at risk of serious injury or adverse health effects.

Be respectful and professional during inspections.

LABOR

OFFICE OF THE AMERICAN WORKPLACE

Labor Management Standards

Encourage the development of work organization

In preparing these customer service standards, OAW has chosen to focus on four major areas.

Best Practices Clearinghouse

- You will be served by a knowledgeable and courteous employee.
- We will handle all information requests regarding aspects of high performance or the Clearinghouse within 48 hours of phone calls or written inquiries.

Labor Leadership Institute

- We will provide timely input to the Steering Committee on program design and operations.
- We will participate in gatherings of union officials, who have experience with workplace change, to facilitate information collection and exchange.
- We will provide access to or names of individuals and groups that could provide expertise or material support to the Labor Leadership Institute program.

Business Outreach

- You will be served by a knowledgeable and courteous employee.
- We will handle all information requests regarding aspects of high performance or the Clearinghouse within 48 hours of phone calls or written inquiries.

OLMS Public Disclosure

- You will be served by a knowledgeable and courteous employee.
- At the time a customer requests a report, a delivery time will be given.
- At the time a request is received, we will provide appropriate technical information if requested, or refer the requestor to the proper source.
- We will provide all customers with appropriate material and a new Disclosure pamphlet when it is available. The target date for publication of the pamphlet is December 31, 1995.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

Aeronautics Enterprise

Aggressively pursues the identification, developments, validation, transfer, application, and comercialization of aeronautics technologies.

We commit:

- To meet all major milestones on schedule and cost, more than 95 percent of the time.
- To ensure that we are managing our aeronautics program to accomplish our vision and mission.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

Human Exploration and Development of Space Enterprise (HEDS)

Pioneers the development and use of human development in space explorations.

- NASA will provide its current and prospective customers with credible, reliable, responsible information and services.
- NASA will communicate clearly how our customers can participate in the HEDS enterprise so that the customers understand the processes and can communicate their requirements and expectations back to NASA.
- NASA will increase the number of research and development partnerships with industry and academic institutions.
- NASA will use the latest computer and information systems technology to improve public awareness of NASA technologies, expertise, and facilities.
- NASA will encourage multicultural participation in all aspects of NASA and HEDS activities.
- NASA will emphasize opportunities for small and disadvantaged businesses and historically black colleges and

universities to participate in HEDS-related initiatives.

In the near term, NASA and the HEDS enterprise are committed to:

- Safely fly an average of six to eight shuttle flights a year.
- Conduct six robotic solar system missions supporting HEDS prior to 2000.
- Provide approximately 500 cubic feet per year of on-orbit experiment volume for crew-tended space research and development.
- Provide approximately 120 cubic feet per year of on-orbit experiment volume for commercial initiatives.
- Develop and maintain a space station with continuous human presence by 1998.
- Provide approximately 1,800 cubic feet of experiment volume for space research, development, and commercialization after the space station is completed in 2002.
- Accelerate the timetable to conduct space research by a factor of two in the space station timeframe.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

Space Technology Enterprise

Pioneers, with industry, the development and use of space

technologies to secure national economic competitiveness and to support space missions.

We will:

- Conduct periodic workshops with industry participants to discuss the issues and implications of commercial technology policy.
- Implement new commercial technology practices related to:
- contractor-developed technology commercialization,
- industry-technology development partnerships,
- dual-use technology development,
- commercial technology acquisition,
- small business technology development and commercialization,
- regional alliances, and
- post-technology development diffusion.
- Intensify commercial technology efforts by implementing an integrated industry-focused marketing plan emphasizing the commercial potential of NASA-supported technology.
- Establish metrics to manage all of NASA's collaboration with industry.
- Provide training to employees, contractors, and grantees to enhance their understanding of the national context of technology commercialization and equip them the skills needed to support the mission.
- Use an electronic network to connect and manage all field and headquarters technology professionals and to take

advantage of the benefits of electronic commerce.

NATIONAL MEDIATION BOARD

Dispute Resolution

Assists in maintaining a free flow of commerce in the railroad and

airline industries by resolving disputes that could disrupt travel or imperil the economy.

You can expect our staff to meet the following standards:

- At least 90 percent of representation cases not involving a participant's request for Board-level action will be completed within 90 calendar days of docketing.
- In at least 90 percent of representation cases involving a participant's request for Board-level action, the NMB staff will submit a recommendation to the Board within 180 calendar days of

docketing and the Board will respond within an additional 30 calendar days.

- An updated NMB Representation Manual will be made available to the public during fiscal year 1995.
- An NMB investigator will be assigned to investigate representation cases within five business days of docketing.
- Representation and mediation applications will be responded to within three business days following their receipt by the NMB.
- All NMB mediators will have received training on innovative/enhanced mediation approaches by the end of fiscal year 1995.
- At least two training/orientation opportunities will be made available to the parties by the end of fiscal year 1995 regarding methods to reduce the volume of railroad grievance cases pending

resolution.

- Arbitrators compensated by the NMB will be sent their payment within 14 days following the NMB's receipt of an appropriate voucher.

PENSION BENEFIT GUARANTY CORPORATION

Plan Administrators

Protects participants' pension benefits and supports a healthy retirement system.

This is our pledge to you, our customer:

- We will mail the PBGC-1 Package seven months in advance of each plan's filing due date.
- We will return your phone call within 24 hours. If we cannot immediately resolve the issue you called about, we will tell you when you can expect it to be resolved, and we will give you the name and number of the responsible person.
- When you ask for reconsideration of the imposition of a premium penalty, we will acknowledge receipt of your request within 1 week. We will tell you when to expect a response and include the name and number of a contact person.

- We will designate a Problem Resolution Officer to serve as the focal point for complaints from premium payers and their representatives.

SECURITIES AND EXCHANGE COMMISSION

Securities Regulation

Protects investors through enforcement of the federal securities laws and oversight and regulation of the securities markets.

- Provide courteous, timely and responsive answers to all customers.
- The SEC will make full use of an electronic bulletin board, a toll-free consumer hotline (available 24 hours a day), and an Information Line in the headquarters Public Reference Room to provide information and enable the public to make requests for certain services.
- SEC publications will be mailed out and telephone calls returned within 24 hours of investor request via toll-free consumer hotline.
- The SEC will provide information in plain English to investors and filers and will encourage the securities industry to do the same.
- Staff of the SEC's public reference rooms will assist investors and others in locating and obtaining information and in using the agency's electronic filing system (EDGAR).
- Suggest alternatives or options to customers when the SEC is unable to provide direct assistance.
- The SEC will notify customers of all alternatives and options within 30 days of receipt of letters.
- The SEC will inform investors of their rights.
- Obtain comments and suggestions from customers on how to improve or modify the SEC's consumer affairs program.
- The SEC will solicit and obtain comments and suggestions from investors, filers, and others via electronic bulletin board, town meetings, advisory committees, surveys and other forums.

SMALL BUSINESS ADMINISTRATION

Direct Assistance to the Public

Provides direct or indirect financing to small or disadvantaged business to promote small business formation and growth.

As part of our commitment to creating a new and improved SBA, we are determined to provide quality service to our small business customers. We are committed to establishing appropriate benchmarks from the "best in business," applying these standards to our programs, monitoring our success, and eliciting regular feedback from our customers on our performance. Specifically, we are committed to the following general principles:

- The SBA will provide prompt, courteous, and accurate responses to requests for information received by telephone, in writing or in person.
- The SBA will continue to look for cost-effective and user-

friendly ways to make information easily accessible to the small business community.

- The SBA pledges to continue to streamline and reinvent processes to make conducting business with SBA easier for both our resource partners and small business owners.
- The SBA will provide the small business owner with specialized technical assistance through a variety of programs in a variety of locations.
- The SBA pledges to continue to work to relieve the regulatory burden on small business.
- The SBA will continue to facilitate and strengthen working relationships between small contractors and federal procuring agencies.

STATE

BUREAU OF POLITICAL-MILITARY AFFAIRS

Export License

Application process for export licenses for defense trade products and services

We will assist by:

- Providing timely, professional, knowledgeable, and courteous service to customers seeking guidance on registration, making applications for a defense export license or other approvals, requesting the status of specific licensing cases, or seeking guidance regarding compliance with export law and regulations.
- Taking action on all license applications (approve, disapprove, return without action, or coordinate with other offices) within 10 working days of receipt.
- Informing each registered individual and company with timely information on the status of their license application. For persons who do not have electronic access to the DTC (system), timely telephone responses are provided. Telephone inquiries are responded to by a responsible officer within 24 hours of receipt.
- Providing timely and authoritative guidance to the U.S. defense industry regarding export policies, procedures, and practices, based on interpretation of the International Traffic in Arms Regulations (ITAR), the Arms Export Control Act (AECA) and other pertinent laws, national interests, and multinational agreements or arrangements. This includes the presentation of and participation in organized seminars, in-house training, and other public outreach efforts, such as the Defense Trade News.
- Enhancing automated data processing to facilitate the electronic handling of requests for licenses and other approvals and increasing responsiveness to U.S. government requests for assistance.
- Ensuring proposer compliance with U.S. regulations, effective investigative and prosecutorial enforcement actions, as well as administrative procedural follow-

up against violators of the AECA and the ITAR.

- Surveying customer satisfaction periodically to solicit suggestions for improving DTC services.

STATE

OFFICE OF THE COORDINATOR FOR BUSINESS AFFAIRS

Business Facilitation Services

Serves as the "America Desk" in the State Department, and ensures concerns of the American people and the business community are represented in our foreign policy

The State Department is committed to:

- Take the concerns of U.S. business into account on foreign policy issues affecting American business interests
- Ensure fair and non-discriminatory ground rules for the conduct of international trade
- Provide well-trained and knowledgeable trade specialists available to assist U.S. business in each overseas mission
- Provide sound professional advice and analysis on the local political and business environment
- Provide assistance in contacts with key public and private-sector decision makers
- Actively promote U.S. firms in international bids, and where more than one U.S. firm is involved, provide support for all interested firms
- Provide assistance in achieving amicable settlement of investment and trade disputes, and in case of expropriation or similar action, facilitate prompt and adequate compensation

Our service standards

- We will provide these services in a prompt, responsive and courteous manner
- We will answer your questions, provide the help you need, or let you know of any problems in doing so within one week after you contact us.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Airport Grants

Works in partnership with the aviation community in determining the most prudent use of federal and local funds to support the existing and future airport development needs.

The FAA will:

- Respond to any request to be included in the National Plan of Integrated Airport Systems within 10 working days.
- Conduct special workshops and seminars and participate in state aviation and airport user group meetings whenever requested to provide advice and receive comments on planning and development guidelines.
- Update our advisory circulars to reflect the current state of the industry whenever changes are made to the airport development standards.
- Consider all requests for airport inspections within 30 days to determine conformity with Federal standards.

- Conduct local joint planning conferences, as requested, and take necessary follow-up actions.
- Coordinate Airport Capital Improvement Plan formulation with airport sponsors on an annual basis.
- Respond within 30 working days to requests for assistance regarding airport development needs.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Civil Aviation Security

To protect the traveling public in air transportation throughout the world.

FAA will:

- Always seek input from an coordinate with all stakeholders before amending the Federal Aviation Regulations and security programs.
- Have Federal Security Managers at 19 major airports in the U.S. to coordinate security measures, policies, and programs.
- Have agents at airports across the country to conduct continuous inspections and investigations of security measures, to share results immediately upon completion, and to ensure corrective action.
- Provide Federal Air Marshals for in-flight security on selected flights for U.S. airlines.
- Conduct hazardous materials surveillance and inspection of all air carriers serving the United States to ensure safe handling.
- Provide training and support for K-9 explosive detection teams at major airports.
- Collaborate with FBI, Drug Enforcement Administration, and U.S. Customs to develop strategies and state-of-the-art techniques for drug interdiction.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Pilot Medical Certification

Ensure that airline pilots, passengers, and the public are safe from aircraft accidents that could be the result of pilot medical problems.

- Your pilot medical certificate will be issued to you in your AME's office on the day you complete your medical examination, unless medical problems require further review.
- If your certificate cannot be issued by your AME because further medical review is required, your paperwork will be forwarded to the FAA. We will process your application for medical certification (excluding special issuance cases) within 15 working days of receipt of all necessary medical information from your medical provider.
- We will respond to your request for duplicate medical certificates within three working days of receipts.
- We will respond to your request for full review of medical records within 15 working days of receipt.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Weather and Flight Service

Provide general aviation pilots with easy access to weather data and flight plan processing via personal computer.

- Assure pilots, who possess a valid pilot certificate and current medical, DUAT access within 10 days of their request for service.
- Provide enhancements to the current system, such as weather graphics and ICAO flight plan capabilities, as advances in technology are identified.
- Translate DUAT alphanumeric weather data into plain text English.
- Provide 24-hour free access to the DUAT vendors' "Help Line" for questions regarding technical or data base problems.

TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION

Motor Carrier Safety

Ensures safety on America's highways and the safety of the vehicles

using the highways.

- We will inform you on every major change in motor carrier regulations by providing you with a copy of, or information describing, the new regulations, or by conducting industry briefings.
- We will provide information about regulatory changes to trade associations, trade press, and other motor carrier publications.
- You will receive information regarding changes in motor carrier regulations during our on-site reviews of your operations. You will also receive the specific information and materials needed to help you comply with the safety regulations.
- When you call or write to us requesting information, we will provide the information to you within five working days of receiving your request.
- We will work with state motor carrier safety enforcement agencies to ensure no duplication in the scheduling of on-site reviews.
- We will review your accident records and provide an accident prevention package to motor carriers that are experiencing accidents regardless of your safety compliance.
- If you are a hazardous materials or passenger carrier and receive an unsatisfactory safety rating as a result of our review, we will conduct a follow-up review within 45 days, as requested, to ensure you the opportunity to remain in business.
- We will periodically collect information from the entire motor carrier industry which will allow us to better serve you. The information request will ask if you are still in the motor carrier business, whether the nature of your business has changed, and how we can improve the information and technical assistance we provide to you.

- We will work with state motor carrier regulatory agencies, insurance companies, trade associations, and other industry groups to identify motor carriers who may not know that they are subject to safety regulations. We will provide these newly identified motor carriers with the information they need to comply with safety regulations.

TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION

Federal Aid Program

Ensure the highest quality surface transportation system for the Nation.

Our Partners

- Inform you of all major changes in polices and regulations in a clear and timely manner. Except in unusual circumstances you will have at least 60 days in which to offer your views on all proposed changes, and your views will be appropriately considered. The regulations will be clear, realistic, and impose only the minimum necessary requirements.
- All of our partners and customers with whom we have a financial relationship will receive timely and accurate payment of all funds due to you. For those State partners who use electronic signature, we will make reimbursement payment to you on the same day that you request it.
- Provide you, either directly or through other sources, the best available training, technical assistance, and access to state-of-the-art transportation technology that will meet your needs.
- An open and cooperative approach to considering and deciding on changes which may affect practices, materials, or other aspects of transportation improvement activities.
- Integrity in our business processes, openness to innovation and objectivity in our evaluations.

The Motoring and General Public

- All persons and businesses affected by federally aided transportation improvements will have an opportunity to present their views during the decision making process, and that they will receive all services and benefits to which they are entitled under the law
- All federally aided transportation improvements will be undertaken with the aim of minimizing delay and maximizing safety in and around construction activities.
- We will work with our partners to address identified safety problems in a timely and prioritized manner.
- Work closely with our partners to enhance the condition and performance of our Nation's major roads and bridges.
- We will work with our partners to ensure quality and appropriate uniformity in signs, signals, and design standards on the Nation's major highways.
- All Federally aided transportation improvements will take full account of impacts on the human and social environment and on

historical sites. We promise to minimize those impacts to the fullest reasonable extent, and to enhance the environment whenever possible.

- All of our partners and customers will be provided timely and accurate information whenever you request it. You will receive the requested information, or a specific commitment for future delivery, within 10 days of our receipt of your request.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

Railroad Safety

Promotes a safe railroad industry and encourages policies that help rail realize its full potential.

- Install toll-free lines to FRA Office of Safety headquarters and regional offices.
- Implement negotiated rulemakings -- such as on trackside worker safety -- whenever possible to encourage consensus building.
- Educate labor and management on inspection and enforcement procedures and use opportunity as listening post to seek feedback and suggestions.
- Conduct inspection demonstrations and briefings, including training videos, in partnership with labor and management customers.
- Conduct in-depth surveys of all major customers to improve customer services.
- Voluntary compliance: Develop safety profile for all Class I railroads and work with three railroads to develop systemwide safety management plans.
- Train small railroads on safety rule compliance and provide assistance to resolve safety issues.
- Reduce average time from receipt to resolution of safety complaints to 60 days.
- Use mentoring techniques to model best practices in safety performance: Bring together an exceptionally safe railroad with a railroad that needs improvement.
- Work with states to prepare inspection schedules; meet with states annually to minimize the disruption caused by duplicate scheduling.
- Investigate inspection complaints from railroads within 10 working days.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

General Standards

Promotes rail safety throughout the U.S. railroad system, and encourages policies that help rail realize its full potential.

Railroad Industry

- Conduct roundtable forums to enhance the working relationship FRA has with rail industry representatives.
- Provide standardized responses under the Federal Torts Claim Act to typical situations, including specific instructions to claimants as to how to comply with applicable law and regulations to reduce confusion

with respect to legal requirements for first time claimants.

- Improve information flow to requesters under the Freedom of Information Act (FOIA) by providing interim responses acknowledging their requests within three days of receipt in Chief Counsel's Office. Respond to telephone calls seeking he status of pending FOIA requests within 24 hours.
- Actively participate in Safety Assurance meetings with rail labor and management. Provide quarterly copies of the employee newsletter, "Train of Thought," to continue flow of information to all FRA employees and interested external customers.
- Bring 'systems' approach to rail safety that emphasizes uniformity and consistency in safety assurance with the development of the Safety Assurance and Compliance Program (SACP).
- Streamline the regulatory process with an emphasis on developing quantitative data justifications for decision making purposes.
- Build working relationships with railroad management and labor through regularly scheduled meetings between federal inspectors and local labor.
- Accelerate the processing of waiver petitions.
- Provide a 'master' waiver process to railroads and provide training in its application.
- Conduct customer roundtable forums to improve the reasonableness of operations and allow customers to gain insight into the influences that bear upon the agency.
- Ensure consistency of information presented on hours of service by assisting FRA personnel in preparation of training presentations.
- Furnish briefing information to the railroad industry, the public, and FRA employees on recent alcohol and drug control and engineer certification requirements.
- Promptly process grant applications and contract proposals submitted by States, localities, private entities, and Amtrak in connection with programs which the Office of Railroad Development administers.
- Consult and work closely with Amtrak management to prepare Amtrak budget documents and other relevant reports.
- Reach out to and consult with organizations, including labor unions, affected by reports and policy recommendations for which the Office of Railroad Development is responsible.
- Develop reports and publish conclusions and policy recommendations.
- Promptly publish results of R&D projects within 30 days of final approval.
- Sponsor outreach meetings and attend association meetings and conferences to foster customer partnerships.
- Receive input on the future direction of the R&D program

with members of the railroad industry and industry suppliers.

- Work with commuter rail agencies and State DOTs, including Amtrak to develop financing and operations coordination plans for the Northeast Corridor.
- Promote Partnership Transportation Investment (PTI) initiative at conferences.
- Develop a brochure to detail the status of the PTI initiative, including types of projects approved to date.
- Develop evaluation tools to provide states, Metropolitan Planning Organizations (MPOs), and railroads assistance in determining the rate of return to prioritize projects in order to better allocate limited infrastructure dollars.
- Conduct briefing sessions to help customers mold projects that will fit Federal Highway Administration (FHWA) guidelines for the PTI initiative to promote and develop projects with our customers.

TRANSPORTATION

FEDERAL TRANSIT ADMINISTRATION

Grantees for Public Transportation

Provides financial assistance for transit planning, operations, and capital programs.

Grant Assistance

- We will provide you with courteous and timely service.
- We will implement an Electronic Grant Making and Management System by the end of FY 1996 that will reduce by more than 50 percent the amount of paperwork you are required to submit with each grant application.
- We will approve completed formula grants within 30 days of receiving the application.
- We will ensure that your grant draw-downs are deposited in your financial institutions in two days or less from the time of your request.

Technical Assistance

- In FY 1996 we will improve your access to program, policy and procedural information by expanding our use of electronic media, such as bulletin boards, the Internet, etc.
- We will respond to your routine telephone queries within 24 hours and routine mail queries within five business days.
- We will disseminate program guidance/technical assistance information within 30 days of availability of publication.

By the end of FY 1996 we will:

- Issue a guidance circular for the Capital Program.
- Update the circulars for the Urbanized Area Formula Program, the Metropolitan Planning Program, the Elderly and Persons with Disabilities Program, and the Non-urbanized Area Formula Program.
- Update the circulars for Title VI and the Equal Employment Opportunity programs and the guidance on the Environmental requirements.

- To ensure open lines of communication and enhance technical assistance, we will ask your participation in regularly scheduled outreach meetings, annual regional meetings, and town hall meetings; and continue to conduct formal customer service surveys.

We will use feedback received from you to:

- stay abreast of your needs and evaluate our performance in serving them.
- develop and improve training and other technical assistance.

TRANSPORTATION

MARITIME ADMINISTRATION

Federal Ship Financing

Provides financing assistance

- We will evaluate the completeness of your application and provide you with an initial response within 10 to 14 days.
- We will return your phone calls within 24 hours.
- We will respond to your information requests within one to three days.
- We will provide you with status reports of your application progress on request.
- We will process a complete application within 60 days.
- We will treat you with respect and courtesy at all times.

TRANSPORTATION

MARITIME ADMINISTRATION

Maritime Exchange

Operates an electronic bulletin board system, MARLINESPIKE, to disseminate timely maritime-related information in a user friendly manner.

- Maintain current and timely information.
- Respond within 24 hours to any questions you may have about system operations.
- Maintain system availability on a 24-hour basis.
- Monitor the forum continuously to provide you with current maritime information.
- Welcome any suggestions you may have on how we can improve this system through the E-mail selection found on the bulletin board or by calling our help line at 1-800-9US-FLAG.
- Treat you with courtesy and respect at all times.

TRANSPORTATION

MARITIME ADMINISTRATION

Resource and Education Center

Support the efforts of U.S. shipbuilders, ship repairers, and marine suppliers to compete in the international commercial marketplace by acting as a major information source and facilitator for the maritime industry.

- Provide accurate and complete responses to your inquiries.
- Provide technical assistance in using all library resources.
- Respond to your information requests within 1-3 days.
- Return your telephone calls within 24 hours.

- Treat you with respect and courtesy at all times.

TRANSPORTATION

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Motor Vehicle and Traffic Safety Program Services

Promote auto and traffic safety

Provides technical assistance and outreach services to attract national organizations as partners in auto and traffic safety program initiatives.

Program planning -- We will:

- Invite your organization to participate in the strategic and tactical planning stages of major new motor vehicle and traffic safety program initiatives.

Technical assistance -- We will:

- Facilitate communication with your organization and others interested in becoming involved in priority motor vehicle safety and traffic safety programs.
- Provide current and accurate information and data within 10 business days after we receive your request.
- Provide technical experts as panelists and speakers, whenever possible.
- Participate in your key meetings and events, and assist national coalitions of organizations interested in motor vehicle and traffic safety.

Program information and materials -- We will:

- At least annually, publish a traffic safety program and publication update, including projects and materials planned for completion within the coming year.
- Every April and October, publish an update of our motor vehicle safety program activities in the Federal Register.
- Ship program materials for major traffic safety program initiatives 90 days before they will be needed.
- Provide at least a 30-day advance notice of when national media campaign materials will be distributed to media outlets.
- Each January, publish a catalog of traffic safety program materials that includes ordering instructions and a contact for the status of orders.

Training -- We will:

- Develop training and assist National Organizations in planning and/or conducting training for their own members and their constituencies.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety

Emergency Planning and Training Grants

To provide hazardous materials emergency planning and training grants

Our commitment to you:

- We will return your phone calls before the end of the next business day.

- We will inform you of grant awards within 10 days after awards are made.
- We will provide you with a selection of emergency planning and training information as files available for downloading from the Hazardous Materials Information eXchange (HMIX) bulletin board.
- We will mail hazardous materials emergency preparedness curriculum guidelines, training materials and other safety-related publications within one week of receipt of your request.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, and other safety-related information on a continuous basis.
- We will help you assess the content of your selected courses to verify that they will qualify as hazardous materials training under the grant program.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety
General Standards

Provides regulatory standards on the Hazardous Materials Safety program

Our commitment to you:

- The 1996 Emergency Response Guidebook (ERG) will be available in English, Spanish, and French.
- We will return your phone calls before the end of the next business day.
- We will mail training materials and publications within one week of receipt of your request.
- We will investigate all reports of noncompliance with the Hazardous Materials Regulations and expedite the resolution of violations to protect our Nation's environment and citizens against potential hazardous materials disaster.
- We will inform you of regulatory changes through the Hazardous Materials Information eXchange (HMIX) bulletin board and provide you with a selection of information available for downloading.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, and other safety-related information on a continuous basis.
- We will hold public meetings as needed to hear your comments and suggestions on eliminating unnecessary or burdensome regulations and when considering the need for new or amended regulations.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety
Registration Programs

Provides registation data for the Hazardous Materials Safety program

Our commitment to you:

- We will process temporary registrations over the phone, 24 hours a day, 7 days a week.
- We will issue registration certificates within 10 business days of receiving your registration statement and fee.
- We will mail a registration form within 10 days of receiving your request. We will mail the next year's registration form and instructions as a reminder.
- We will inform you of any changes in the registration program through the Hazardous Materials Information eXchange (HMIX) bulletin board and provide you with the registration form as a file available for downloading.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, etc.
- We will hold public meetings as needed to hear your comments and suggestions on eliminating unnecessary or burdensome regulations and when considering the need for new or amended regulations.
- We will investigate all reports of noncompliance with the Hazardous Materials Regulations to aid in reducing the cost of unfair competition.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety

Small Business

Provides Hazardous Materials Safety assistance in support of small businesses

Our commitment to you:

- We will return your phone calls before the end of the next business day.
- We will mail training materials and publications within one week of receipt of your request.
- We will investigate all reports of noncompliance with the Hazardous Materials Regulations to aid in reducing the cost of unfair competition.
- We will inform you of exemptions and approvals through the Hazardous Materials Information eXchange (HMIX) bulletin board and provide you with a selection of information available for downloading.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, etc.
- We will offer four multimodal Awareness Seminars at locations around the country each year to provide you with the latest information on hazardous materials transportation.
- We will increase the number of hazmat Train-The-Trainer courses offered by 25% to help you reduce your costs in training your entire staff.
- We will hold public meetings as needed to hear your comments and suggestions on eliminating unnecessary or burdensome regulations and when considering

the need for new or amended regulations.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Pipeline Safety

Pipeline Safety for Small Business

Ensure the safe, reliable and environmentally sound operationi of the Nation's pipeline transportation system

Our commitment to you:

- We will hold exit interviews after all pipeline safety inspections to advise pipeline operators of safety deficiencies and ways to achieve compliance.
- We will conduct public education campaigns and participate in public forums at least six times a year to increase public understanding of pipeline safety, one-call systems and damage prevention programs.
- We will respond to your telephone inquiries no later than the end of the next business day.
- We will acknowledge your requests for pipeline safety waivers, interpretations and petitions within 10 days of our receipt. These requests will be processed within 60 days of receipt. If more time is required, we will provide you with a written explanation.
- We will provide technical assistance and training, on an ongoing basis, to aid small pipeline operators in meeting Federal safety standards. We will also provide you with information on changing pipeline safety technologies through professional seminars, safety publications, public meetings and fact sheets.
- We will provide you with copies of the Pipeline Safety Regulations within 10 days of your request.
- We will add your name to our mailing list when requested. You will receive copies of regulatory proposals, safety notices, public meeting announcements and other information.
- We will seek your input on improving pipeline safety regulations and work with you to develop risk-based pipeline safety regulations and non-regulatory approaches to safety concerns.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

General Pipeline Safety

To ensure the safe, reliable and environmentally sound operation of the Nation's pipeline transportation system.

Our commitment to you:

- We will hold exit interviews after all pipeline safety inspections to advise pipeline operators of safety deficiencies and ways to achieve compliance.
- We will conduct public education campaigns and participate in public forums at least six times a year to increase public understanding of pipeline safety, one-call systems and damage prevention programs.
- We will respond to your telephone inquiries no later than the end of the next business day.

- We will acknowledge your requests of pipeline safety waivers, interpretations and petitions within 10 days of our receipt. These requests will be processed within 60 days of receipt. If more time is required, we will provide you with a written explanation.
- We will provide technical assistance and training, on an ongoing basis, to aid small pipeline operators in meeting Federal safety standards. We will also provide you with information on changing pipeline safety technologies through professional seminars, safety publications, public meetings and fact sheets.
- We will work to provide faster service for our state partners by offering electronic access via the Internet. World Wide Web access at Research and Special Programs Administration menu: http://www.dot.gov/.
- We will seek your input on improving pipeline safety regulations and work with you to develop risk-based pipeline safety regulations and non-regulatory approaches to safety concerns.

TRANSPORTATION

U.S. COAST GUARD

Commercial Fishing

Assists the commercial fishing industry by protecting marine resources and providing safety at sea.

Our standards call for:

- Protecting critical spawning and nursery grounds annually.
- Reducing the adverse impacts of By-Catch annually.
- Maintaining 24 hours/day, seven days/week search and rescue services on demand.
- Providing 24 hours/day, seven days/week Radio navigation services and operation of the VHF-FM national distress system, Channel 16.
- Providing 24 hours a day, seven days a week navigation information services at 703-313-5900.
- Maintaining surveillance of our nation's Exclusive Economic Zone to prevent poaching.

TREASURY

BUREAU OF ALCOHOL TOBACCO AND FIREARMS

Nonbeverage Drawback Formula Approvals

Examines formulas and analyzes samples to determine if products

qualify for tax refunds.

We will:

- Approve, disapprove or identify deficiencies of submissions within 10 working days. Unusually complex products may require additional time, but these account for less than 10 percent of submissions.
- Respond to your telephone requests for information and assistance by the end of the following business day.
- Hold in the strictest confidence all information you provide us about your product formulas and manufacturing processes.

- Apply the same criteria to the evaluation of formula submissions from all our customers.

TREASURY

BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS

Specially Denatured Alcohol Formula Approvals

Examines formulas and analyzes product samples submitted by those manufacturers wishing to use Specially Denatured Alcohol (SDA) in their chemical processes or articles.

Our service commitment to you

The Nonbeverage Products Section of the ATF Laboratory has developed standards for service to our customers. When you deal with us, you have a right to expect that we will:

- Approve, disapprove or identify deficiencies of submissions within 4 weeks of receipt.
- Hold in the strictest confidence all information you provide us about your product formulas and manufacturing processes.
- Apply the same criteria to the evaluation of formula submissions from all our customers.

TREASURY

BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS

Alcoholic Beverage Label Approvals

Issues label certificates to the alcoholic beverage industry.

We will:

- Approve or reject your formal label application within nine calendar days of receipt. You will be notified by phone, fax, or in writing if the processing will exceed nine calendar days.
- Comment on proposed (informal) labels within 15 calendar days. You will be notified by phone, fax, or in writing if our review will

exceed 15 calendar days.

- Respond to your correspondence within 21 days. You will be notified by phone, fax, or in writing if, for any reason, we can send only a partial reply. We will tell you how long it will be before we can answer your questions fully.

TREASURY

BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS

Importation of Specific Firearms, Explosives, Ammunition and Implements of War

Processes applications for the importation of a variety of firearms, ammunition, explosives, and implements of war for persons and for businesses wishing to import such materials into the United States.

Our service commitment to you

- You have the right to expect professional, prompt, and courteous service when you need our assistance in helping you complete your importation forms.
- A correct ATF Form 6 will be processed in 4 to 6 weeks from date of receipt. Military personnel returning from overseas are reminded to plan ahead for mailing your application(s) in order to meet your return date. If we are

unable to process your application because of incomplete or inaccurate information, we will return your application to you for correction within 10 working days.

- Questions concerning the status of your importation application can be answered by calling us directly. If the Specialist or Examiner assigned to your application is not available at the time of your call, we will respond to you by close of business the next working day.
- We will respond to your written correspondence within 21 calendar days of its receipt. However, should we need additional time to research your question(s), we will notify you by phone or in writing and provide you with an approximate response date.

TREASURY

COMPTROLLER OF THE CURRENCY

Bank Examinations

Supervises and examines federally chartered national banks.

We've set the following standards to let you know what to expect of us and what we can expect of you.

Before examination:

- Telephone contact -- The examiner-in-charge (EIC) will normally contact the bank's chief executive officer (CEO) by telephone before the examination begins to outline the scope and objectives of the upcoming examination. The EIC will provide information about examiners' schedules, staffing levels and projected on-site time. The EIC will also identify bank needs and areas the bank wants OCC to review.
- Written contact -- At least three weeks before the examination, the EIC will normally notify the bank, in writing, of the:

examination start date,

scope and objectives of review,

advance information the bank must provide to the examination team, with due dates,

information the bank must have available for the examiners at the onset of the examination, and

name and telephone number of the OCC contact.

- Team preparation -- Before the start of the examination, the examination team will review:

information provided by the bank,

prior examinations,

pertinent consumer or fair lending complaint information, and

the office's Community Reinvestment Act (CRA) file.

- Community contact -- The EIC or the OCC's appropriate CRA Officer

will contact a sample of locally based customer, community, small business, and government groups for information before or during a CRA examination to give them the opportunity to provide input into the

examination. Starting in 1995, OCC will publish a list of the CRA examinations scheduled for the upcoming quarter, at least 30 days before the beginning of each calendar quarter.

During examination:

- Entrance meeting -- At the start of the examination, the EIC will hold an entrance meeting with the bank's CEO and appropriate members of senior management and/or board of directors. At this meeting, the EIC will:

explain how the examination team will conduct the examination,

establish the way examiners will communicate with bank, management and employees during the examination,

explain the role of each examiner, and

answer any questions.

- Examiner conduct -- Examiners will:

ensure confidentiality of records,

conduct meetings and gather information efficiently to minimize disruption,

adhere to schedules for meetings, appointments, and providing updates to bank management during the examination,

discuss needs for timely information,

be respectful of the opinions of bankers and locally based groups,

handle any conflicts in a tactful and professional manner.

- Examination management -- The EIC usually will be present throughout the examination. Field managers, or their designees, will visit or call during on-site examinations.

After the examination:

- Exit meetings -- At the completion of the examination, the EIC will meet with the bank's management. This meeting will rank the issues identified in the examination and help management understand which areas present the most risk to the bank. At this meeting, bankers may respond to OCC concerns, provide clarification, or ask questions. The examiners will ask for bank managements's commitment to correct weaknesses noted during the examination. Before the report of examination is finalized, the examiner will provide a draft of the portions of the report of examination titled Examination Conclusions and Matters Requiring Board Attention so that bank management may review them for accuracy. The Examination Conclusions section will explain why OCC cited the deficiencies. Examiners will offer examples of acceptable solutions. In preparing those conclusions, the examiners will consider the importance of their recommendations and their impact, such as in cost, on the bank's operations.

- Board of Directors meeting -- OCC will conduct the meeting after the board has reviewed the draft report of examination or a synopsis of examination findings. At the board meeting, the examiners will describe:

any major concerns,

what the bank is doing well,

what OCC expects the bank to do and when, and

industry issues affecting the bank.

- At the board meeting, OCC will provide an opportunity for the board members to provide comments and to ask questions.
- Report of examination -- The final report of examination will be consistent with findings and conclusions communicated to the bank during the examination.
- Follow-up activities -- Examiners with ongoing responsibility for supervising banks will:

respond to information received from the bank within 30 days of receipt, and

document follow-up activities in OCC's supervisory monitoring system.

TREASURY

OFFICE OF THRIFT SUPERVISION

Examinations

Ensures safety and soundness of the thrift industry. Supports industry efforts to meet housing and other community credit and financial services needs.

- A member of your OTS supervisory team will contact you at least semi-annually between examinations and will be available to meet as needed.
- We will provide you with the names and phone numbers of your supervisory team members.

Pre-examination process:

- We will mail the Preliminary Examiner Response Kit (PERK) at least four weeks before an examination begins, and it will include an approximate examination start date. It will also include a point of contact at OTS.
- We will focus our PERK request on only that information necessary to facilitate the examination.
- We will ensure staff continuity from one examination to the next.
- We will provide an estimate of the staffing levels and time required to conduct the examination at least four weeks before an examination.
- We will conduct concurrent examinations, but will consider requests to conduct non-concurrent examinations.

Examination fieldwork:

- On the first day of the examination, the Examiner-in-Charge will schedule a meeting with the Chief Executive Officer or a representative.
- We will meet at least weekly with appropriate institution personnel to convey issues, concerns and examination findings to date.

- We will conduct an exit meeting to summarize key findings, make recommendations, and receive and consider management's responses.

Post-examination process:

- We will deliver the report of examination within 30 days after completion of fieldwork to institutions rated 1 or 2, and within 45 days for those rated 3, 4, or 5.
- We will entertain requests from healthy, well-run thrifts that wish to forgo a board meeting from time to time.
- When a board meeting is conducted, we will make every reasonable effort to schedule it in connection with a regularly scheduled board meeting.

TREASURY

U.S. CUSTOMS SERVICE

Land Border Crossings

Enforces compliance of federal laws at land border ports-of-entry

We are committed to upholding the following customer service standards at land border ports-of-entry:

- Treating you, our customer, with professionalism and respect
- Working with you, facility managers, and other federal agencies to provide excellent customer service while enforcing the laws of the United States.
- Providing a supervisor (by phone in remote locations) to address your inspection-related concerns before you leave the area.
- Making every effort to minimize your wait for inspection.
- Responding to your written inquiries as expeditiously as possible. Upon receipt of your written inquiry with a phone number, we will contact you within 5 working days. We will mail you a written response within 10 days, if desired.

TREASURY

U.S. CUSTOMS SERVICE

Importation of Merchandise

Enforces over 500 laws regarding importation of merchandise.

Informed compliance:

- Customs field offices will respond to your request for a binding ruling within 30 days unless the issue must be referred to a Customs attorney, in which case rulings will be issued within 120 days of receipt.
- Customs will make all rulings available on diskettes by subscription at a nominal fee.
- Customs will provide at least two weeks advance legal notice of all changes to its regulatory procedures.

Transaction processing:

- Customs will notify the importer and/or the broker of any detention within five working days.
- Customs will issue an administrative decision regarding the detention within 30 days of the detention.

- Customs will respond to any inquiry made of entry specialist teams within four business hours.
- If an entry is electronically transmitted, Customs will review these documents and grant quota acceptance status, if appropriate, within six business hours of presentation.
- Customs will reject unacceptable records that do not involve antidumping or countervailing duties within 30 days of receipt.
- Customs will liquidate entry summaries involving antidumping or countervailing duties within six months from Customs receipt of liquidation instructions from the Department of Commerce.

Fines, penalties, and forfeitures:

- Customs may allege that imported goods are being entered or introduced in a manner contrary to law. Some of these laws permit the assessment of fines or penalties, while others authorize seizure of the merchandise. In either case, you will be notified in writing of the allegations, your right to request an oral presentation, and your right to submit a written petition seeking remission or mitigation of any such penalties or forfeitures.

Automated Commercial System (ACS) availability:

- The Automated Commercial System (ACS) will be available for use 99 percent of scheduled operating hours.
- On-line transactions will be completed in less than seven seconds.
- Batch transactions will be turned-around to the user's terminal in no more than 15 minutes for the Automated Broker Interface; five minutes for the Air Manifest Interface; and 15 minutes for the Sea Manifest Interface.
- There will never be a phone wait of more than 60 seconds before a caller is connected with a Help Desk technician.

UNITED STATES AGENCY FOR INTERNATIONAL DEVELOPMENT

Domestic Development Partners

Independent federal agency that manages U.S. foreign economic and humanitarian assistance programs around the world

Based on issues and concerns raised in numerous forums, USAID has developed these standards to address our domestic partners concerns. They represent the way USAID will work to achieve a more efficient relationship with our development partners and service providers. USAID is committed to providing:

Quality:

- On a regular basis, we will communicate with our customers to improve our processes and simplify our business practices.
- We will include our customers and partners in an ongoing, consultative process on policy, programmatic and procedural matters.

- We will hold semiannual vendor meetings for service providers and partners.
- We will periodically survey customers and partners to see if the changes in our policies and procedures are working to eliminate the impediments you have identified and report customer satisfaction.
- If USAID issues a grant, cooperative agreement or contract, an agency project officer will be assigned to facilitate our relationship. The project officer will provide his/her phone number, address, E-mail address and fax number.

To simplify the PVO registration process, we have, in collaboration with our PVO partners:

- Reduced the number of documents required from new PVO registrants from 18 to 6.
- Reduced the number of documents required annually from PVO registrants from 6 to 3.
- Revised and simplified USAID Form 1550-2 used to compute a PVO's "privateness percentage".

To be more consistent in applying USAID policies and procedures, our contracting and grants officers:

- Interpret and apply policies and regulations consistently in awarding grants and contracts.
- Eliminated redundant procurement processes, procedures and reporting requirements by December 1994.
- Published and made available by September 30, 1994, "A guide to Doing Business with the U.S. Agency for International Development," which clearly and concisely describes USAID's policies and procedures.

Timeliness

- We will improve the turnaround time for our processes.
- We will answer your questions in a courteous, prompt, and professional manner.
- You will receive an initial response to calls and E-mails within 24 hours; written inquiries will be answered within 10 working days from receipt. If a full response is not possible within these periods, we will indicate a probable timeframe for resolution.
- USAID's Office of Procurement will make non-competitive awards within 90 days, and competitive awards within 150 days.
- We will modify contracts and amend grants within 90 days of receipt of requests for action from line offices.
- PVOs seeking registration and eligibility requirments to compete for development assistance grant funds are sent a complete registration packet within five days from the receipt of inquiry.
- Applications to register new PVOs are reviewed and formal notice of acceptance or denial is mailed within 8 weeks of receipt of fully completed application packages.

- Within 3 days of an organization's request for funds under a letter of credit, payment is deposited in its bank account via electronic funds transfer.

Access to Information

- USAID will offer greater access and more transparency to Agency activities and information.
- Outside vendors can dial-in to an electronic bulletin board and check the status of all invoices and payments.
- Assistance and acquisition information relevant to PVOs, NGOs, universities and private businesses are available on USAID's gopher (gopher.info@usaid.gov) and USAID's new world wide web home page (www.info.USAID.gov). These include:

general information on USAID-funded programs.

country strategies and implementation guidelines.

USAID publications.

all USAID/W solicitation documents.

USAID procurement policies and opportunities.

all procurement award notices, posted within five working days of approval.

all USAID Commerce Business Daily notices, posted within 24 hours of appearing in the Commerce Business Daily.

Center for Trade and Investment Services information on business opportunities.

Office of Small and Disadvantaged Business Utilization information on business opportunities.

UNITED STATES AGENCY FOR INTERNATIONAL DEVELOPMENT

Overseas

To promote sustainable development worldwide that does not exhaust local resources or damage the economic, cultural or natural environment.

USAID is committed to providing:

Quality

- On a regular basis, we will communicate with our partners and customers to improve the quality of USAID's humanitarian assistance, development programs and customer satisfaction.
- Each overseas mission will develop and maintain a Customer Service Plan which will state how customers and partners are included in determining customer needs and achieving objectives, explain how customer feedback will be regularly incorporated into work processes, and identify key customer service principles and standards.
- We will improve participation in our overseas mission programs to include our customers in planning and implementing USAID's work, and in planning and conducting

periodic surveys to determine if services are being delivered in a satisfactory manner.

- We will periodically survey our customers to assess their expectations, determine their needs in relation to USAID's programs and report customer satisfaction.
- We will assure USAID's programs provide high quality technical services that are tailored to our customers' needs.
- We will directly involve customers in defining plans and activities to ensure results and continuous improvements in USAID's programs.
- We will continue to collaborate with customers, local partners and stakeholders to ensure service delivery meets the needs of our customers and serves America's long range Foreign Policy interests.

Timeliness

- We will improve the turnaround time for service to our customers.
- Provide an initial response to inquiries within 24 hours; written inquiries will be answered within 5 working days from receipt. If a full response is not possible within these periods, we will indicate a probable timeframe for resolution.
- We will disburse funds in time to allow for implementation of activities on schedule.

Access to information

- USAID will offer greater access and more transparency to Agency activities and information.
- Provide periodic customer information guides to activities, processes and information.
- We will hold semiannual meetings with customers and partners to provide information and facilitate an open dialogue regarding USAID programs.

U.S. TRADE AND DEVELOPMENT AGENCY

General Standards

Assists in the creation of jobs for Americans by helping U.S. companies pursue overseas business opportunities

- TDA Services will meet the highest standards for quality, innovation, and timeliness.
- All TDA staff take personal responsibility for client satisfaction. To this end, we will proactively seek new and better ways to understand and meet our clients' needs and to solve problems.

TDA's clients will receive:

- professional, courteous responses to all contacts.
- if we cannot be of assistance, specific reasons why we cannot meet your request.
- an answer to all telephone inquiries for general information on the first call.
- If TDA does not provide the requested services, then we will attempt to advise you where to

obtain them and help you make the contact.

VETERANS AFFAIRS

OFFICE OF SMALL AND DISADVANTAGED BUSINESS UTILIZATION

Client Services

Provides assistance to Small and Disadvantaged Businesses on VA business.

Reliability: The ability to perform the promised service dependably and accurately.

- When we make a commitment to you, we promise to fulfill it on time. This means "we will do what we say, when we say we will do it."

Responsiveness and Communications: The willingness to help customers and provide prompt service.

- We will publish reliable information on "who is buying what when" as soon as feasible.
- We will publish VA's "Forecast of Contracting Opportunities" report on the VA Vendor's Bulletin Board System (VBBS) within 3 working days upon completion of the final report.
- We will mail a copy of the "Forecast of Contracting Opportunities" report within 5 business days of receipt of your request.
- We will update the OSDBU "Points of Contact Telephone Directory" on a quarterly basis and publish it on the VA Vendor's Bulletin Board System (VBBS) within 3 business days upon completion of the updated directory.
- We will mail a copy of the "Directory" within 5 business days of your request.
- We will listen to your comments, suggestions and complaints about your experiences with OSDBU as a way to improve our service continuously.
- Upon receipt of your complaint, we will initiate action with the appropriate VA office within one (1) business day if your complaint involves a payment matter. For other types of complaints, we will initiate action with the appropriate VA office within three (3) business days upon receipt of your complaining.

Chapter 4: Standards For The General Public

ADVISORY COUNCIL ON HISTORIC PRESERVATION

Historic Preservation

Reviews federal actions affecting historic properties

We are committed to providing you with first-class service. When you conduct business with us, we will treat you with courtesy and respect.

Section 106 reviews

- Review of Section 106 projects will be completed within the time allotted by regulation or sooner.
- Upon inquiry, we will provide information on project status, estimated time needed to complete review, or any associated problems.
- We will clearly explain our project review decisions so you can understand why and how they were made and what to do if you disagree.
- To facilitate better communication, the name of the employee responsible for your project, along with a telephone number, will be on every letter.

Technical Assistance

- We will respond promptly to requests for assistance or advice on Federal historic preservation programs and related matters.
- We will provide appropriate referral to other sources of information if the request falls outside the Council's purview or we are otherwise unable to address it.

Education and Publications

- We will continue to produce publications that are written clearly and address the specific informational needs of our customers.
- We will fill requests for individual copies of Council publications or training information within three working days.
- Our publications will be regularly updated to reflect changing laws and regulations, and all publications will have a date of publication on them.
- At present we cannot meet all training demand. We will develop a plan that will facilitate the widest possible geographic and special interest distribution.

Telephone Standards

- Our telephone system is designed to connect you with the person you called or, if they are unavailable, their voice-mail. Telephones will be answered by a person unless all lines are busy. If all lines are busy, you will receive clear instructions for leaving a message. Under unusual circumstances, it may be impossible to answer each incoming call. We are working to improve this system.
- Your phone call will be returned within one working day of receipt.
- We will respond to your telephone inquires in a pleasant and helpful manner. Immediate, concise information will be provided whenever possible. If such information is not immediately available, you will be informed when you can expect to receive the information.

AGRICULTURE

AGRICULTURAL RESEARCH SERVICE

National Agricultural Library

Ensures and enhances access to agricultural information for a better quality of life.

Staff:

- At NAL you will find a knowledgeable and courteous staff who are dedicated to effectively meeting your information needs.

Access:

- We will provide multiple points of access, including telephone, fax, mail, Internet, and other personal and electronic means.
- When you request documents on-site, we will retrieve and deliver them within 20 minutes of request. Requests submitted through fax, E-mail, mail, telephone, or Ariel (electronic delivery) will be filed within two days if items are on our shelves; within four days if items are not immediately available. We will respond to you within three days of receipt of request if your request cannot be filled.
- We will respond to or acknowledge receipt of requests for information requiring library research within five work days, most within three work days of receipt.
- NAL will offer a variety of convenient delivery methods--electronic, traditional postal or express mail. We will provide high quality photocopies, duplicated microforms, or loans of library materials to meet your needs. Options for delivery will include Ariel, fax, mail, or express mail.
- We will make information accessible through AGRICOLA, NAL's bibliographic database, and ISIS, our on-line public access catalog. We will strive to provide information that is current and thoroughly covers agriculture and related subjects.
- Access to NAL in person will be available 8:00 a.m. to 4:30 p.m., Monday through Friday, except federal holidays, at the D.C. Reference Center and NAL Beltsville location.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

National Biological Control Institute

Promotes, facilitates, and provides leadership in the use of live natural enemies to reduce populations of pest species.

When you contact us we will be:

- Courteous and respectful - Your views and needs are important to us, and you can expect professional treatment, objectivity and confidentiality. You will be assisted by a polite, responsive, and knowledgeable staff.
- Fair - Our services will be objective, irrespective of your race, color, national origin, sex, religion, age, disability, political beliefs, and marital or familial status.
- Clear - We will explain to you what we do, how our programs work, and how you can get our help. If our information is hard to understand, tell us and we will try to make it easier to understand.
- Accessible - We are available to talk to individuals, organizations, and school groups about our services. Contact us by letter, phone, fax, or through our Bulletin Board System (Note to Copy Editor - Italicize Bulletin Board System).
- Ethical - We strive to meet the highest scientific and ethical standards to deliver our products and services to you.
- Entrepreneurial - We will customize solutions to your pest problems through building partnerships, leveraging resources, focusing our efforts, and promoting innovation. If we cannot meet your needs, we will try to put you in touch with someone who can.
- Efficient - Based on your requests, we have assembled several information packets, which are normally provided on the same day of your request. If research is needed to help with your need, we estimate how long it will take. If obstacles are met that delay our response, we will tell you and try to offer alternatives.
- Open - We work for you and continually seek your views, listen to your needs, and take appropriate action based on them. If you are not satisfied with any aspect of our service, tell us so we can correct the problem. If we make a mistake, we will tell you and correct it.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Care

Ensures humane care and treatment of warm-blooded animals that are raised, bought, sold, or transported for research, exhibition, or pet purposes at the wholesale level. Prevents inhumane, pain-producing practices on horses at shows, sales and exhibitions.

Our Commitment To Service

- We recognize that providing quality service to our customers is essential to ensuring the

professional performance of our mission, goals, and responsibilities. Educating our customers about our services and regulatory authorities is a component of our animal care activities.

- We value your comments and will use them to measure our performance and improve service delivery. Communication of information and ideas provides for mutual understanding and a shared commitment toward achieving common goals.

What You Can Expect From Us

In serving our customers, we pledge to:

- Carry out compliance activities in a professional and objective manner.
- Conduct animal care inspections in accordance with laws and regulations.
- Be respectful to individuals in the performance of our duties and responsibilities.
- Respond to information requests accurately and clearly.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Damage Control

Help solve conflicts between human activities and wild animals.

We strive for the highest possible standards in providing you service. When requesting assistance, you can expect the following:

- You will be provided with accurate information or expert help to resolve or minimize your wildlife conflict.
- Our employees will show respect for people, property, and wildlife.
- Our employees will respect varying viewpoints on wildlife damage management.
- We will the most humane, selective, and effective control techniques.
- We will conduct activities in a professional, biologically sound, and accountable way.
- Our work will be done in a safe manner and in accordance with all federal, state, and local laws and regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Biotechnology, Biologics and Environmental Protection

Protects plant and animal health and the environment.

What you can expect from us:

- Fair and impartial treatment. We treat all our customer--public interest organizations, small firms, large firms, and the public--in a fair, impartial manner.
- Responsiveness. We will answer your correspondence in 30 days or less, with interim responses being provided for complex issues. We will meet or beat prescribed time limits for issuing permits, notifications, and petition.
- A proactive approach. We strive to find solutions to issues before they become problems. We continually review and update our

internal procedures and regulations so that we remain regulatory leaders in the programs we administer.

- Accessibility and openness. Whenever practical, we use meetings, electronic means, and notice and comment procedures to obtain your views, which we use to make program improvements.
- An entrepreneurial approach. We strive to be creative and cost efficient. We constantly seek close coordination and cooperation with other domestic and international organizations with whom we share jurisdiction. We try to be the "best in the business" in what we do.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

International Services

Facilitates international trade in animal and plant products and helps to ensure an abundant food supply through helping to prevent agricultural pests and diseases from entering the United States.

We Promise You, Our Customers:

- Professional and courteous treatment. Our employees are knowledgeable and responsive. Your concerns are important to us, and you will be treated in a professional, courteous, and efficient manner.
- Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.
- Program responses. Our program designs use the latest scientific methodologies. We promise to deliver our services with minimal disruption to the normal daily operations of our customers.
- Transparency and consistency in our regulatory processes. We promise to be consistent and transparent in the enforcement of our regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Plant Protection and Quarantine

Protects the health of U.S. plant and animal resources and facilitates their movement in the global marketplace.

Our pledge:

- We will serve international travelers and carriers by:
- Providing professional and courteous treatment.
- Providing expeditious inspection to the majority of all international travelers within 5 minutes of luggage claim.
- Answering travelers' questions or concerns before they leave the inspection area.
- Working with other federal inspection agencies, the transportation industry, and facility owners to provide the best in customer service.
- We will serve cargo customers and carriers by:
- Providing professional and courteous treatment.

- Providing accurate and complete responses to requests for information within 3 days.
- Scheduling inspections of perishable cargo within 3 hours of availability and inspections of other regulated cargo within 24 hours of availability.
- Notifying customers of cargo holds and releases within 1 hour of inspection.
- Identifying intercepted organisms within 4 hours at ports where an identifier is stationed and 24 hours at all other ports.
- Communicating no action required or action required with options and/or our decision rendered within 1 hour of interception or identification of an organism.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Regulatory Enforcement

Promotes widespread compliance with laws and regulations protecting the health and care of animal and plant resources.

In fulfilling our mission, we pledge to:

- Carry out investigations in a professional and objective manner.
- Conduct enforcement activities in accordance with laws and regulations.
- Show respect to individuals in the performance of our duties and responsibilities.
- Respond to information requests reliably and clearly.

AGRICULTURE

ECONOMIC AGENCIES

Economic Research Service, World Agricultural Outlook Board, and National Agricultural Statistics Service

Provide information and analyses for improving the performance of agriculture and the well-being of rural America.

We will:

- Respond to each customer in a courteous and helpful manner.
- Accurately direct you to the person or agency with the information you need.
- Provide complete, accurate information about our programs, products, and services in plain language.
- Make it easy to find and order reports.
- Deliver promised information promptly.
- Explain why, when we cannot meet your request.
- Deliver services without discrimination on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, and marital or family status.

Service you can expect from the ERS-NASS sales desk:

- Your call will be answered promptly and courteously be a knowledgeable operator. Occasionally, the volume of calls may require that your call be place on hold for a short time, but we won't forget you.
- If you are calling for the first time, the operator will ask for

your name and address and will give you a customer ID number to expedite your next order.

- Orders for monographs, electronic data products, and single copies of periodicals will be mailed first-class within five working days.
- Payment choices include MasterCard of Visa, or check or money order (U.S. funds only).
- You will receive two renewal notices before subscriptions expire.
- ERS-NASS operators can answer your questions regarding the current status of your account, including payment, issues due, billing, and other questions. Errors will be corrected promptly.
- You can request expedited shipment of your order via Federal Express at your expense.

AGRICULTURE

FOOD SAFETY AND INSPECTION SERVICE

Meat and Poultry Inspection

Ensures that meat and poultry products that cross state borders are safe, wholesome, and accurately labeled.

You can expect FSIS to:

- Be innovative, forward-thinking, and continue to look for ways to improve how we inspect meat and poultry products and protect the public health.
- Provide you with up-to-date information on food safety issues through the USDA Meat and Poultry Hotline (1-800-535-4555).
- Solicit and consider your ideas to assist us in making policy and program improvements.
- Provide uniform inspection in meat and poultry plants across the United States and hold them all to the same high standards.
- Ensure that the meat and poultry products you buy have safe-handling instructions on them.
- Investigate and prosecute people and businesses that violate meat and poultry laws.
- Continue working with industry to improve our current inspection system using new science and technological advances.

AGRICULTURE

FOREIGN AGRICULTURAL SERVICE

Market Development

Helps U.S. exporters develop and maintain markets overseas fro U.S. food and agricultural products.

You can expect FAS to:

- Provide professional, friendly, patient and polite customer service at all times.
- Endeavor to understand customer information needs, and suggest appropriate materials and sources.
- Make a reasonable and specific promise to customers as to when their questions will be answered or when material will be provided.
- Solicit suggestions, comments and feedback on our services.

AGRICULTURE

OFFICE OF COMMUNICATIONS

Provides information on Agricultural programs.

We will:

- Respond to each customer in a courteous, efficient, timely and helpful manner.
- Provide complete accurate information about our programs, products and services in plain language.
- Accurately direct you to the person or agency that has the information you need.
- Deliver promised information and products promptly.
- Work with you to meet your needs, while complying with laws and regulations.
- Explain why, or offer an alternative, if we cannot meet your request.
- Deliver services without discrimination on the basis of race, color, national origin, sex, religion, age, disability, political beliefs and marital or family status.
- Respond to your telephone or written requests within two business days.

AGRICULTURE

PACKERS AND STOCKYARDS ADMINISTRATION

Grain Inspection, Packers and Stockyards Administration

Facilitates the marketing of grains, livestock, poultry, and meat for the overall benefit of consumers and American agriculture.

Each and every customer can expect:

- Courtesy and respect. Your views and needs are important to us, and, in return, you can expect professional treatment, objectivity, and confidentiality. You will be assisted by a polite, responsive, and knowledgeable staff person.
- Fairness. Our services will be objective, whatever role you play in American agriculture -- from producer to handler to end user -- and regardless of your race, color, national origin, sex, religion, age, disability, political beliefs, and marital or familial status.
- Clarity. We will clearly explain to you what we do, how our programs work, and who to contact for further assistance. If our information is unclear, tell us and we will try to make it clearer.
- Accessibility. We are available to serve you and to talk to individuals and organizations about our programs. Just drop by your nearest GIPSA office or contact us by letter, phone, or fax.
- Timeliness. We will provide an official grain inspection and weighing certificate within one full business day after completing your inspection. In our regulatory role, we will respond to your concerns and work to ensure fairness and equity in the marketplace.
- Responsiveness. We will continue to seek your views, listen to your needs, and take action based on them. If you are

not satisfied with any aspect of our programs, tell us so we can continue to improve.

AGRICULTURE

RURAL BUSINESS AND COOPERATIVE DEVELOPMENT SERVICE

Business and Industrial Loan Guarantees

Guarantees quality loans to help improve, develop, or finance business, industry, and employment and improve the economic and environmental conditions in rural communities.

Our standards for service:

- Provide you with all the necessary advice, guidance, and referral to other credit when appropriate in the preparation of your loan application.
- Ensure that you are promptly provided, within 7 working days, copies of relevant materials when you are considering an application.
- Conduct a review of your loan application to verify completeness and compliance with applicable requirements within 10 working days after receiving the application.
- Discuss all issues concerning your application with you and the lender within 5 working days after completion of our review.
- Forward all appropriate documents to the National Office within 7 working days upon completion of the review.
- Issue the loan guarantee for your loan within two working days from the time the lending institution holds the final loan closing.
- Ensure that phone calls are answered by the third ring.
- Give our name when we answer the phone or write to you.
- Be polite, considerate, open and honest.
- Respect your privacy.
- Give you the information you need about our services and getting a loan.
- Use the information you give us to help you complete an application package and work with your lending institution.
- Cooperate with any organization or person with your written consent to act on your behalf.
- Apologize if we get things wrong, explain what happened and make them right.
- Deliver our services fairly and to the same high standards to all our clients regardless of sex, race, disability, religion, and age.
- Apologize if we get things wrong, explain what happened, and make them right.
- If you are a person who is physically or mentally challenged, we can give you extra help within our capabilities.

AGRICULTURE

RURAL HOUSING AND COMMUNITY DEVELOPMENT SERVICE

Community Facilities Loan Program

Provides critically needed financing for the development of essential community facilities to public

bodies, nonprofit organizations, and Native American groups.

We will:

- Keep our promises and be ethical in our service to you.
- Be polite, responsive, and assist you with a staff knowledgeable of our programs.
- Return your calls in an expedient manner.
- Be accessible and available to talk to individuals, organizations, and groups about our program.
- Give you assistance with your concerns, referring an appropriate source for problem-solving action when necessary. Our customers will not receive the run around.
- Respect your right to quality and professional service.
- Treat you just as we would want to be treated ourselves and be fair to all people regardless of race, sex, disability, religion, age, or national origin.
- Be willing to work with you and any persons working on your behalf. And if appropriate, to cooperate with other lenders or with other federal, state, and local agencies to meet your needs.
- Continually search for customer-related improvements.
- Listen to our customers to ensure RHCDS regulations and forms are customer friendly and ensure success of the program.
- Efficiently and effectively provide you assistance.
- Provide technical and professional assistance to our customers.
- Provide you with the necessary information, advice, and guidance on how to access and utilize the Community Facilities program.
- Refer you to other sources of information, assistance, or credit if it appears that you may qualify for alternative sources of programs or funding from commercial, private, or other governmental sources.
- Ensure that you are provided appropriate forms and materials in 5 working days when you notify a Rural Economic and Community Development office that you are interested in filing a request for financial assistance.
- Provide assistance in completing all aspects of the application upon your request.
- Ensure that your request for financial assistance is reviewed promptly and that you are notified of eligibility within 45 days after we have received a complete pre-application.
- Provide a professional, supervised credit program to further ensure the success of your project.

AGRICULTURE

RURAL HOUSING AND COMMUNITY DEVELOPMENT SERVICE

Rural Rental Housing Program

Provides affordable rental housing, that is safe, decent, and sanitary, to very low-income and low income families in rural communities with significant housing needs.

We will:

- Keep our promises and be ethical in our service to you.
- Be polite, responsive, and assist you with a staff knowledgeable of our programs.
- Return your calls in an expedient manner.
- Be accessible and available to talk to individuals, organizations, and groups about our program.
- Give you assistance with your concerns, referring an appropriate source for problem-solving action when necessary. Our customers will not receive the run around.
- Respect your right to quality and professional service.
- Treat you just as we would want to be treated ourselves and be fair to all people regardless of race, sex, disability, religion, age, or national origin.
- Be willing to work with you and any persons working on your behalf. And if appropriate, to cooperate with other lenders or with other federal, state, and local agencies to meet your needs.
- Continually search for customer-related improvements.
- Listen to our customers to ensure RHCDS regulations and forms are customer friendly and ensure success of the program.
- Efficiently and effectively provide you assistance.
- Provide technical and professional assistance to our customers.
- Explain our programs and how you can apply for assistance.
- Determine the eligibility and feasibility of your complete pre-application within 60 days of receipt.
- Keep you informed of the status of your loan request and potential funding.
- Make sure that your proposed apartments do not adversely affect existing Rural Housing and Community Development Service, Housing and Urban Development or other subsidized housing in the market area and are an asset to the community.
- Work with you to ensure the units are developed at the most reasonable price thereby reducing federal costs and ensuring the proposed apartments are affordable.
- Once constructed, make regular inspections with you to ensure that units are well maintained and housing opportunities are available to all eligible tenants in a nondiscriminatory manner.
- Work in partnership with borrowers, management agents, tenants, and the local community to make the housing successful.
- Survey our tenants to determine the level of tenant satisfaction and way we can approve our assistance.
- Provide technical and professional assistance to our customers.

AGRICULTURE

RURAL HOUSING AND COMMUNITY DEVELOPMENT SERVICE

Single Family Homeownership Program

Provides loans to rural Americans, who are unable to obtain financial

assistance from conventional sources, the opportunity to obtain adequate, but modest, decent, safe, and sanitary homes of their own.

Body:
In order to assist you in becoming a successful homeowner, we pledge:

- A courteous, efficient staff ready to provide technical, financial, and counseling assistance to you from loan application to graduation/payoff.
- We will offer you the full opportunity to become a successful homeowner by providing home ownership counseling where available, and/or referring you to a home buyer's education program in your local area.
- A prompt review of your loan request and determination of eligibility within 30 days of receipt of your completed application.
- We will work in partnership with others such as your local real estate broker and/or builder to ensure a pleasant and professional loan processing experience.
- During the processing period, our staff will keep you informed regarding the status of your loan request and potential funding.
- After receiving your loan, we will continue to work with you to ensure your success of home ownership.
- We will be there to work with you and provide the necessary assistance should you experience difficulties in carrying out the responsibilities of home ownership.
- If your income is reduced, we will promptly determine if your house payments could be lowered.
- You will be notified in writing of any adverse action taken on your loan/loan request, the reason for the action, and you will be advised of your appeal rights.
- We will keep our promises and be ethical in our service to you.
- We will be polite, responsive, and assist you with a staff knowledgeable of our programs.
- We will return your calls in an expedient manner.
- We will be accessible and available to talk to individuals, organizations, and groups about our program.
- We will give you assistance with your concerns, referring an appropriate source for problem-solving action when necessary. Our customers will not receive the run around.
- We will respect your right to quality and professional service.
- We will treat you just as we would want to be treated ourselves, and be fair to all people regardless of race, sex, disability, religion, age, or national origin.
- We will be willing to work with you and any persons working on your behalf. And, if appropriate, to cooperate with other federal, state, and local agencies to meet your needs.

- We will continually search for customer-related improvements.
- We will listen to our customers to ensure that RHCDS regulations and forms are customer friendly and ensure success of the program.
- We will efficiently and effectively provide you assistance.
- We will provide technical and professional assistance to our customers.

AGRICULTURE

USDA SERVICE CENTER

One-stop Service for USDA Assistance

Provide one-stop service for USDA assistance. This is a team approach to delivering farm, rural development, and natural resource services.

- You will be treated with courtesy and respect.
- You will be assisted by a polite, responsive, and knowledgeable staff. If we get things wrong, we will explain what happened and will make them right.
- You will be given prompt and reliable service.
- We want to respond quickly and accurately to your requests for information, loans, payments, and technical assistance. We will put you in touch with the person on our staff who can best handle your request.
- You will be given information that is clear, reliable, and easy to understand.
- We will explain to you how our programs work, what benefits you can receive, whether you are eligible, and how you can apply. We are committed to making sure the information we give you meets your needs. We want to work with you to continually improve the information we give you and the way you receive it.
- You will be given forms that are easy to understand and complete. Our forms are an important way of getting information from you. We want to continually improve them so that they are easy for you to fill out and provide us with the information we need to serve you. When we revise our forms or create new ones, we will consider to your suggestions.
- You can expect us to work with related state and local offices. We will work closely with other government agencies such as the Cooperative Extension Service and state and local agencies to ensure that our work is mutually supportive and our policies and regulations are consistent.

ARCHITECTURAL AND TRANSPORTATION BARRIERS COMPLIANCE BOARD

General Standards

Ensures accessibility to the built environment for people with disabilities

- We will listen to your concerns and issues with courtesy and understanding. You will receive individual attention and prompt, professional service. We will provide you with quality

products, available in a variety of formats.

- We will respond to your inquiries in a timely and dependable way. We will refer you to other organizations if they can answer your questions more directly or offer additional services.
- We will involve you in developing accessibility guidelines. We will work in partnership with federal and national standard-setting groups, professional groups, people with disabilities, manufacturers and businesses, and state and local government officials to produce clear and consistent access requirements.

CHRISTOPHER COLUMBUS FELLOWSHIP FOUNDATION

General Standards

To encourage and support research, study, and labor designed to produce new discoveries.

The Columbus Foundation will adhere to the highest standards of performance including the following:

- You will be treated with courtesy every time you contact the Columbus Foundation.
- Your questions regarding the Columbus Foundation will be answered on your first call.
- Information requested regarding the Columbus Foundation's fellowship programs will be mailed out promptly.
- Thorough consideration will be given to every fellowship application received.

COMMERCE

MINORITY BUSINESS DEVELOPMENT AGENCY

Business Assistance

To ensure that entrepreneurial and business talent in minority communities is used for the benefit of all Americans.

Our Customer Service Standards:

- We will provide you with all of the information you may need to understand MBDA programs and other minority business development programs that may help you.
- We will respond to telephone calls by saying at a minimum, "good morning/good afternoon, MBDA, may I help you". Telephone inquiries will be returned within 24 hours.
- We will respond to written inquiries within six work days or within the time frame specified by the writer. Responses will be clear and concise.

We recognize that our relationship with funded organizations needs improvement. Therefore, we are committed to the following:

- more frequent training of regional staff who are responsible for starting the new and renewal processes for awards. This will assure that awards are processed correctly and in a timely manner to preclude loss of continuity within the service area.
- resolving all conflicts or disputes in a professional and cooperative manner.

- not requesting funded organizations to perform tasks that are not part of the approved award document.
- applying performance standards in a consistent and standard manner with no exceptions.
- We will ensure all employees receive training on understanding the importance of customer service standards.
- We will conduct annual surveys among employees to collect innovative ways to better serve our customers.

COMMERCE

NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY

Malcolm Baldridge National Quality Award Program

Manages the Malcolm Baldridge National Quality Award recognizing U.S. organizations for business excellence and quality achievement.

OQP is working to continuously improve to meet our mission, achieve our vision, and operate by our core values. We have developed the following key customer service standards:

U.S. Organizations and Citizens
We work to provide accurate, timely support and easily accessible documents.

- In response to requests for information, we will mail preprinted materials within one business day.

Malcolm Baldridge National Quality Award (MBNQA) Applicants and Pilot Program Participants

- To offer timely and useful feedback to applicants, we will provide each applicant with a Feedback Report within 60 business days of the official notification that they have won the Award or that the company will not continue to the next stage of review.

MBNQA Program Volunteers

- We deliver valuable training and timely answers to questions. Examiners and Evaluators need adequate time to provide a quality review of applications.
- To ensure sufficient time to review applications, we will provide Examiners and Evaluators with initial Stage I assignments in time to allow a minimum of three weekends for review.

State and Local Networks

- OQP sponsors a two day annual state/local workshop and a special state/local session during the annual Quest for Excellence Conference.
- To promote in-depth understanding of key award processes, workshop attendees are organized into focus groups. Focus groups share their findings and respond to questions.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

National Weather Service

To protect life and property and enhance the national economy.

- State-of-the-art equipment and technologies allow NWS to operate the most advanced weather and water forecast and warning system in the world.
- We continue to increase advance warning times for severe weather. Currently, warnings of less than 10 minutes are typical for thunderstorms and tornadoes. With new technologies and increasing numbers of better-trained hazardous weather spotters, as much as 30 minutes warning may be possible before the severe weather occurs.
- We issue routine forecasts every four to six hours, but we continuously update and amend our forecasts and warnings during changing weather.
- Our goal is to work with the private sector to make NOAA Weather Radios as common as smoke detectors -- to place NOAA Weather Radios wherever people congregate, including all schools, hospitals, and nursing homes to provide weather warnings which can save lives.
- New technologies are being developed for persons with disabilities such as the hearing-impaired.
- Development of new products and services based on user requests and requirements is a top priority.
- We have improved long-range forecasts, better serving the general population, and America's agricultural, transportation, and other economic interests.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

NOS Nautical Charts and Related Products

Provides information, data products and services to apply scientific understanding to the Nation's coastal, marine, and air navigation environment.

As our customers, you have a right to expect nautical charts that:

- Meet your needs, not ours.
- Are accurate.
- Are updated to the time of sale.
- Are fairly priced.

We will:

- Assess customer satisfaction and develop plans to improve customer satisfaction.
- Market our chart products and services at boat shows and technical conferences.
- Continue our customer outreach program at major port cities nationwide.
- Respond the same day to your telephone inquiries.
- Respond within one week of your written correspondence.
- Always be polite, considerate, and honest when communicating with you.
- Ensure our products and services meet or exceed your expectations.
- Work closely with the International Hydrographic Organization and U.S. federal agencies to ensure that uniform

surveying and charting standards are adhered to in our products.

- Actively participate in national and international conferences, committee and technical workshops.

COMMERCE

NATIONAL TELECOMMUNICATIONS AND INFORMATION ADMINISTRATION

Information Dissemination

Promotes the use of telecommunications and information technologies in the public and non-profit sectors

- National Telecommunications and Information Administration (NTIA) will make all publicly available information accessible as hard copy and through free-of-charge electronic services.
- Information will be made available electronically at the same time it is released in print.
- All information posted electronically will be timely and accurate.
- NTIA staff will assist you, with any problems or questions you may have with use of our electronic services.
- NTIA will monitor usage of its electronic delivery services to ensure that they are reliably available and capacity is sufficient to minimize delivery time to you.

COMMERCE

Office of Consumer Affairs

Provides consumer assistance and information

Whenever you contact our office:

- We will always treat you fairly and courteously.
- We will answer the telephone on or before the third ring. You will speak to one of our staff. On the rare occasion when no one is available, you may leave a message on our answering machine and we will return your call on the same day or the next working day.
- Our letters to you will always be written in plain language.
- If for some reason we can't meet the standards given below, we will send you an interim response explaining when you can expect our full reply.

If you contact us about a consumer complaint:

- We will respond to your complaint letter within 10 working days.
- As appropriate, our written responses to complaint letters will provide you with additional sources of information and redress, and will include a complaint-handling fact sheet.
- If you telephone us with a complaint, we will advise you on the telephone. If a complaint specialist is not available, we will return your call by the next business day.

If you contact us with an inquiry about the Department of Commerce or ask for other information:

- We will answer your written inquiry within 10 working days.
- If you telephone us, you will speak to a knowledgeable person

who will answer your question. If we don't know the answer, we will find someone who does. If we need to refer you to another office, our referrals will be prompt and accurate.

If you request one of our publications:

- Publications will be sent out within five days of receiving your request.
- They will be written in plain language, and will be easily understood and appropriate for our audiences.
- Consumer publications will be available in large type, on request.

COMMERCE

Public Affairs

Provides information

We will:

- Provide prompt response to telephone requests for information.
- Be pleasant and courteous in helping customers locate information.
- Find the answers and return the call within 24 hours if we are unable to supply information immediately or refer you appropriately.
- Meet reasonable customer deadlines for responses or explain promptly why we can't.
- Strive to identify you, our customers, so we can improve the Department information available to you not only by mail, but also via electronic media.
- Use customer suggestions, complaints and other feedback to improve our services.

We guarantee accountability to our customers.

COMMITTEE FOR PURCHASE FROM PEOPLE WHO ARE BLIND OR SEVERELY DISABLED

General Standards

Coordinates the purchasing needs of the Government with employment and training opportunities for people who are blind or severely disabled.

The Committee has established the following standards.

Participating nonprofit agencies (NPAs) and their Javits-Wagner-O'Day (JWOD) Program employees:

Jobs for People with Severe Disabilities

- The Committee will strive to provide job opportunities that allow individuals with severe disabilities to acquire relevant skills to prepare them, whenever possible, for competitive employment and will encourage NPAs to promote competitive employment opportunities for direct labor employees with disabilities.

Technical Assistance and Marketing

- The Committee will communicate clearly and concisely to the National Industries for the Blind (NIB), NISH, and participating NPAs all requirements and other information that affect their

participation in the JWOD Program. The Committee will work with NIB and NISH to provide technical assistance to help NPAs maintain proper standards and records in compliance with Federal laws and regulations governing their employment of people with severe disabilities under the JWOD Act. Requirements for participation in the program will be the minimum necessary to assure compliance with all such laws and regulations, and Committee policy. The Committee will actively assist NPAs to market their products and services to the Federal government.

Timely Action

- Committee actions regarding additions, pricing, contract administration, compliance and other activities will be performed within the shortest time possible in accordance with established timeframes to enhance the ability of the NPAs to accomplish their mission of providing employment and training for people who have severe disabilities.

Federal Government Customers

Quality and Fair Pricing

- JWOD products and services will meet the customers' quality requirements at a fair market price.

Technical Assistance and Timely Action

- The Committee will communicate clearly and concisely to Federal procurement personnel and end users of JWOD products and services all requirements and other information that affect their participation in the JWOD Program, and help remove barriers to their support of the program. Committee actions regarding additions, pricing, and contract administration will be performed within the shortest time possible in accordance with established timeframes to enhance the ability of procurement personnel to meet their customers' demands for products and services.

Easy Ordering

- The Committee will work with distributing agencies, including the General Services Administration (GSA), Department of Veterans Affairs (VA), the Defense Logistics Agency (DLA), and any authorized commercial distributors, to ensure that JWOD products are easily identifiable and accessible via up-to-date procurement methods such as credit card purchasing and electronic commerce.

CONSUMER PRODUCT SAFETY COMMISSION

Hotline

Protects the public against unreasonable risks of injury from

consumer products and promotes research and investigation into the causes and prevention of product-related deaths, illnesses, and

injuries.

When you call our Hotline you can expect:

- To be given easy-to-follow instructions in English, or, if you choose, Spanish, on how to use the Hotline.
- To have your call answered immediately, seven days a week, 24 hours a day.
- To hear the most up-to-date information on product safety recalls.
- To speak to a Hotline staff person who will give you courteous service and be available between 8:30 a.m. and 5 p.m. Eastern time Monday through Friday except holidays.
- To have your complaint of an unsafe product or product-related injury taken accurately and a copy mailed to you the next working day so that you may confirm the information you provided.
- To leave a message at night and on weekends and holidays if you want to report an unsafe product or product-related injury. Your call will be returned the next business day.
- To arrange to speak to a CPSC staff member in one of the following languages: Arabic, Burmese, Cambodian, Cantonese Chinese, French, German, Greek, Hindi, Italian, Korean, Japanese, Punjabi, Ukrainian, Urdu, Vietnamese, Yiddish and Hebrew.

CONSUMER PRODUCT SAFETY COMMISSION

The National Injury Information Clearinghouse

Disseminates injury statistics and information relating to the causes and prevention of death and injury associated with consumer products. Responds to requests for this information from the American public. Conducts searches of data bases to provide tailored responses to customers' needs.

When you request information from the Clearinghouse you can expect:

- To speak with a courteous Technical Information Specialist who will be available between 7:30 and 5:30 Eastern time Monday through Friday except holidays.
- To have your request processed by a knowledgeable Technical Information Specialist.
- To meet your requirements with the most accurate and complete information available.
- To have your request for information acknowledged in writing within 5 working days.
- To leave a message at night and on weekends and holidays if you want to request incident data or check the status of a request. Your call will be returned the next business day.
- By November 1995 to receive our most frequently requested statistical and other injury information from our fax-on-demand system.
- If you are a manufacturer of a consumer product to have all relevant information on incidents and investigations regarding your product sent to you for review

and comment under an information-sharing program.

DEFENSE

DEFENSE LOGISTICS AGENCY

Defense Reutilization and Marketing Service

Sales to the Public

Handles sales of excess material to the public.

We will achieve 90% customer satisfaction through our:

- Reliability in handling routine orders, answering questions and meeting customer schedules.
- Responsiveness to customer requests and problems.
- Employees' knowledge of products and ability to answer questions and solve problems.
- Professionalism in telephone and written communications.

DEFENSE

Installation and Community Relations

Provides information

Office of Public Affairs

- Information will be made fully and readily available, consistent with statutory requirements, unless its release is precluded by current and valid security classification. The provisions of the Freedom of Information Act will be supported in both letter and

spirit.

- A free flow of general and military information will be made available, without censorship or propaganda, to the men and women of the Armed Forces and their dependents.
- Information will not be classified or otherwise withheld to protect the government from criticism or embarrassment.
- Information will be withheld only when disclosure would adversely affect national security or threaten the safety or privacy of the men and women of the Armed Forces.
- The department's obligation to provide the public with information on its major programs may require detailed public affairs planning and coordination within the department and with other government agencies. The sole purpose of such activity is to expedite the flow of information to the public: Propaganda has no place in

Department of Defense public affairs programs.

DEFENSE

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Department of Defense public affairs programs.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Disaster Response and Recovery

Supplements state and local efforts to save human life, prevent immediate human suffering, or mitigate property damage.

- We will inform state and local officials of our policies and authorities, and participate in their emergency seminars and exercises when asked.
- We will provide emergency operations assistance (such as providing sandbags, pumps, technical assistance, etc.), when requested and in compliance with Public Law 84-99.
- We will provide post-flood assistance to include technical advice and assistance, debris clearance, debris removal, and temporary restoration of critical public facilities or services, and identify hazard mitigation opportunities as part of our interagency team.
- We will provide temporary assistance for emergency water supply as a result of a drought or contaminated source for up to 30 days or until the Federal Emergency Management Agency undertakes the provision of emergency water under its own authorities, whichever is earlier.

EDUCATION

Office of Bilingual Education and Minority Languages

Bilingual Education and Minority Languages Services

Provides financial assistance, direction, leadership and technical assistance to students with limited proficiency in English.

- Everyone requesting information will be treated with courtesy and professionalism.
- Requests for information will be addressed within 48 hours.
- E-mail messages will be returned within 24 hours.
- Each program officer will be able to answer questions about all OBEMLA programs and Departmental initiatives.
- Each support staff member will be able to provide relevant information on funding opportunities assistance and will

be able to direct requests to relevant OBEMLA program staff and/or other Department principal offices.

- When a staffer is absent, he/she will have a designated back-up knowledgeable of projects and programs.
- All complaints or problems with our primary customers will be brought to the attention of the Director, will be logged, tracked and brought to closure within 30 days regardless of the eventual "process-owner".

EDUCATION

Educational Research and Improvement

Provides financial assistance and technical assistance in educational research and development programs

In sponsoring educational research, development, and dissemination to improve education:

- We service our customers well.
- Our products and services are based on the best available research and exemplary practice and are current, relevant, and of high quality.
- We engage in a process of continuous improvement in the provision of products and services.
- We give accurate, dependable, and useful responses to all reasonable inquiries.
- We listen to our customers and use their input responsibly.
- We solicit customer knowledge, needs, and perspectives on a regular basis to help improve our products and services.
- We systematically incorporate customer knowledge, needs, and perspectives in the planning and decision making that guide our work.
- We treat our customers with respect.
- We are courteous, congenial, and helpful in our relations with customers.
- We respond to written correspondence in a reasonable period of time, usually 10 days, and provide an appropriate interim response if more time is needed.
- We return electronic and phone messages within a reasonable period of time, usually three days.
- We respond to phone requests for single copies of publications or other products within two days. Mailed requests for single copies, and all bulk orders are filled within three days.

EDUCATION

Elementary and Secondary Education

Provides direction, leadership and technical assistance and awards, disburses and monitors grants, contracts and cooperative agreements to support education to elementary and secondary students.

- Once you have signed off on an assurance (in a grant application) during a fiscal year, you will not have to sign off on the same assurance in that fiscal year.
- All formula and non-competitive grant applications will be reviewed and processed within 30

calendar days from date of receipt in OESE.

- When you request technical assistance, we will schedule technical assistance either by telephone within 48 hours or written response within 72 hours.
- We will conduct monitoring reviews for at least 25% of OESE programs during each fiscal year.
- When you submit a written request for (published) generic materials, we will fulfill your request within three working days from the date of OESE receipt.
- Your request for information requiring a decision on policy and/or regulatory issues will be responded to within ten working days of OESE receipt.
- When you call OESE, your call will be answered by a person or voice mail within three rings.
- When you leave a message on voice mail or with an OESE employee, your call will be returned within two working days.
- When a call is received by an OESE employee, you will not be forwarded more than once for a specific inquiry.
- When you interact with an OESE employee you will walk away with a positive image that starts with "I can" and not "I can't".

EDUCATION

Post Secondary Education

Provides financial assistance (loans) and technical assistance for students enrolled in post secondary education; supporting institutions in the development of student services, college housing and facilities, and innovative instructional programs; and by providing direction, leadership and technical assistance.

Customer Support:

- All inquiries coming into the customer support unit are logged and tracked through a call management database and are researched, responded to, and closed within 3 working days.
- All Student Financial Assistance Programs publications are edited and loaded onto the Electronic Bulletin Board Systems within 1 working day of receipt.

Public Inquiries:

- Our Public Inquiry Service will have sufficient staff and phone lines to ensure that the average call wait time will be 35 seconds or less.
- Letters that do not require casework are required to be answered within 12 working days of receipt. Letters requiring casework research are answered within 20 working days.

Direct Loans and Central Processing System:

- To answer at least 90 percent of telephone calls immediately, to call back customers leaving a voice message within one hour, and to continue to respond through on-site visits and other support as requested.

Direct Loan Servicing Center:

- Incoming calls to the servicing center are responded to immediately 95% of the time.

Incoming mail is responded to within 5 days.

EDUCATION

Special Education and Rehabilitative Services

Provides financial assistance, direction, leadership, contract advice, and technical assistance to improve education for children with disabilities and rehabilitation and independence of disabled adults.

Improving our customer relations:

- We will include our customers, partners and stakeholders in strategic planning for the organization.
- We will be courteous and treat our customers with respect every time they contact us.
- We will measure customer satisfaction with our programs and services through the use of customer surveys, focus groups, public comment periods, public hearings, and meetings with customer representatives. We will focus special attention on traditionally underserved groups.
- We will use information and feedback we receive from customers to continually improve our services and make our programs more customer-focused. We will obtain feedback through regularly-scheduled events where our customers know that they will have an opportunity to provide feedback to us.

Supporting customer service:

- We will empower our staff to make decisions at lower levels of the organization to achieve customer satisfaction, thus reducing "run around" time for customers.
- We will develop individuals and positions with direct responsibility for assisting customers and managing the customer service process.
- We will implement training, accountability and quality assurance procedures to facilitate a culture in which customer service is valued by the organization and employee.
- We will make information resources readily available to our staff, so that every employee can: (1) respond quickly and accurately to general inquiries, and (2) make accurate and prompt referrals regarding more specific inquiries.

Obtaining customer input:

- We will make information about all ED programs and services available to our customers by participating fully in the Education Department's one-stop information referral service.
- We will establish and maintain customer access to on-line information services about our services and programs.
- Our voice mail systems will provide the option of speaking to an operator at any time.
- Routine inquiries, whether written, phone, or electronic, will be responded to within 5 working days. For complex inquiries requiring additional time, customers will receive an interim

response projecting the time to resolution.

- We will respond to phone requests for single copies of publications and other available products within 48 hours. Requests for single copies by mil and all bulk orders will be filled within 72 hours.
- We will see customers within 10 minutes of the scheduled time of an appointment.

Making the grant process more accessible:

- We will disseminate timely information about grant opportunities and make application packages readily available without another call.
- Grant application packages will be easy to read and understand and will be provided in accessible formats.
- We will state clear guidelines for proposals and criteria for selection for all grant and contract competitions.
- We will conduct fair reviews of proposals.
- We will notify grant applicants of decisions within six months of the receipt of the proposal.
- We will provide information that explains the final funding decision for the proposal.

Making our monitoring activities more customer-focused:

- In monitoring site visits, we will provide an idea of our findings in exit interviews on the last day of the visit.
- We will make final monitoring reports available within 30 days.

EDUCATION

Vocational and Adult Education

Provides financial and technical assistance to students, adult learners and employers who provide vocational and adult education.

- Customers will be treated with courtesy and professionalism.
- Customers communicating with OVAE will receive individual attention and prompt service.

All phone and voice mail messages will be returned within 24 hours.

Correspondence will be closed out within two weeks.

- Customers receiving grants from OVAE can expect an efficient and effective process for the administration of funds. For instance:

State plans will be reviewed within 30 days after receipt.

Peer reviews will be fair and timely.

- Customers will be provided technical assistance that is timely, dependable, and accurate to improve the quality of education.
- Customers will have easy access to information compiled and maintained by OVAE through the use of technology.
- Customers will have adequate opportunity to provide input as to their needs as well as opportunity to provide feedback on OVAE's information and services.

EDUCATION

Civil Right Complaint Resolution

Processes complaints of discrimination in our schools

In carrying out our work, we are committed to treating all parties with respect and fairness. These are our commitments to you of customer service.

- The Office for Civil Rights (OCR) work will be of the highest quality. All complaints of discrimination will be appropriately resolved under the anti-discrimination laws and OCR policies and procedures.
- The Office for Civil Rights will work efficiently. Complaints of discrimination will be resolved in a timely manner, in all but exceptional cases within 180 days.
- The Office for Civil Rights will make it easy to communicate with us. Telephone calls will be promptly answered. Correspondence will be acknowledged within seven days, and answered within thirty days.
- The Office for Civil Rights (OCR) will be clear. Our correspondence to you will be easy to understand, even if you are not a lawyer or are not familiar with OCR policies and procedures.
- The Office for Civil Rights will listen. We will work to understand your concerns, give those concerns due consideration, and take appropriate action, all in a prompt and friendly manner.

EDUCATION

OFFICE OF ELEMENTARY AND SECONDARY EDUCATION

Impact Aid

Grants available to local school systems whose resources are affected

by federal operations.

Based on a customer survey indicating that more than half of our customers were dissatisfied with the timeliness of their payments, we instituted a new standard:

- All applicants that submit a problem-free application receive their payments within 45 days of receipt.

EDUCATION

Goals 2000: Educate America Act

Ensures equal access to education and promotes education excellence nationally.

The Goals 2000 Act, which focuses the nation's attention on challenging academic and occupational standards, was passed with input from a wide range of bipartisan supporters including state governors and legislators, educators, researchers, policy makers, and

parents. To be considered for funding, states complete only a short, simple grant application.

- We respond in writing to all applications within 15 days.

This act is a cornerstone of the department's improvement agenda. The Act establishes the National Education Goals for the year 2000. They are as follows:

- School readiness: All children in America will start school ready to learn.

- School completion: The high school graduation rate will increase to at least 90 percent.
- Student achievement and citizenship: All students will leave grades 4, 8, and 12 having demonstrated competency over challenging subject matter, including English, mathematics, science, foreign languages, civics and government, economics, arts, history, and geography; and every school in America will ensure that all students learn to use their minds well, so they may be prepared for responsible citizenship, further learning, and productive employment in our nation's economy.
- Mathematics and science: The nation's students will be first in the world in mathematics and science achievement.
- Adult literacy and lifelong learning: Every adult American will be literate and will possess the knowledge and skills necessary to compete in a global economy and exercise the rights and responsibilities of citizenship.
- Safe, disciplined, and drug-free schools: Every school in the United States will be free of drugs, violence, and the unauthorized presence of firearms and alcohol, and will offer a disciplined environment conducive to learning.
- Teacher education and professional development: The nation's teaching force will have access to programs for the continued improvement of its professional skills and the opportunity to acquire the knowledge and skills needed to instruct and prepare all American students for the next century.
- Parental participation: Every school will promote partnerships that will increase parental involvement and participation in promoting the social, emotional, and academic growth of children.

EDUCATION

General Standards

Ensures equal access to education and promotes education excellence nationally

If you contact us with an inquiry about the Department of Education or ask for other information:

- We will answer your written inquiry within 15 working days.
- If you telephone us, you will speak to a knowledgeable person who will answer your question or refer it properly. You will receive no more than two referrals.
- We will answer phone calls promptly, within 3 rings, and return all voice mail messages within 48 hours.
- We will respond to your E-mail messages within 48 hours.
- If you have a personal appointment with a Department employee, you will not be kept waiting.

If you request one of our publications or documents:

- Requests for single copies of publications by telephone will be sent within 48 hours.

- Requests for single copies by mail and all bulk orders will be filled within 72 hours.
- Publications and documents will be made available in alternative formats on request.
- We will give you the option to receive information in electronic form where possible.

If you contact us about a complaint:

- We will respond to written complaints within 15 working days.
- If you telephone us with a complaint, we will advise you on the telephone or refer your complaint to the proper source.

If you are a prospective grant applicant or existing grantee, or if you are a prospective or current recipient of student financial assistance:

- We will disseminate timely and accurate information on grant opportunities and provide clear guidelines for grant proposals and criteria for selection.
- We will disseminate timely and accurate information on student financial aid application procedures and program provisions.
- We will acknowledge receipt of requests for administrative actions and other inquiries within 48 hours.
- Final response on administrative actions will be completed in 30 calendar days.
- Grant award documents will clearly identify which requests should be referred to the grant specialist or program specialist and which grantee actions do not require prior approval.
- We will provide timely, accurate, and dependable technical assistance.
- We will provide information that explains the final funding decision.
- We will institute sensible reporting requirements and when conducting monitoring and site visits perform exit interviews and make final monitoring reports available within 30 days.

ENERGY

ENVIRONMENTAL QUALITY

Office of Environmental Management
Environmental Quality

Protect human health and the environment.

- Improve the cost performance of environmental quality projects by 20 percent over the next two years.
- Improve the cost of performance of environmental management and restoration activities by 20% over the next two years.
- Increase the frequency by which Environmental Management employees interact with stakeholders by establishing programs which engage individual employees with individual stakeholders at each EM site.
- Improve the distribution of programmatic information by filling orders for publications at the Center for Environmental Management Information within

two business days from the time they reach the Center.

- Increase by at least 10% the number of customers who report a "great deal" of trust in EM by 1996

ENERGY

NATIONAL SECURITY BUSINESS LINE

Office of Defense Programs

Maintain nuclear weapons technology and competence that are responsive to national security needs; assist in the reduction of the worldwide nuclear stockpile by safely and securely dismantling thousands of nuclear weapons; transform the national security infrastructure to meet the requirements for secure disposition of weapons capable materials; and maintain arms control and related technologies.

- Maintain or exceed the confidence and reliability standards as defined by the military characteristics for weapons, as measured by technical analysis by the National Laboratories, resulting in the continued maintenance of a safe and reliable stockpile.
- Dismantle weapons in accordance with the annual Presidential Directive, resulting in a reduction of over 6,000 nuclear weapons between 1994 and 1998.

ENERGY

NATIONAL SECURITY BUSINESS LINE

Office on Nonproliferation and National Security

Maintain nuclear weapons technology and competence that are responsive to national security needs; assist in the reduction of the world-wide nuclear stockpile by safely and securely dismantling thousand of nuclear weapons; transform the national security infrastructure to meet the requirements for secure disposition of weapons capable materials; and maintain arms control and related technologies

- Continue our program to build public confidence by classifying fewer documents; declassifying more documents; and establishing in November 1994, an on-line bibliography of declassified documents available on request. Since 1993, classified documents have decreased by 70,000; 791% improvement in declassification actions.

ENERGY

OFFICE OF ENVIRONMENT SAFETY AND HEALTH

Achieve excellence in environmental, safety, and health activities and timely implementation.

- Maintain safe facilities
- Demonstrate openness and take responsibility for our actions.
- Share technology advancements.

ENERGY

OFFICE OF THE SECRETARY

General Standards

To contribute to the welfare of the Nation by providing the technical information and the scientific and educational foundation for the

technology, policy, and institutional leadership necessary to achieve efficiency in energy use, diversity in energy sources, a more productive and competitive economy, improved environmental quality, and a secure defense.

In accordance with The Performance Agreement Between the President of the United States and the Secretary of Energy, Hazel O'Leary, The Department of Energy will:

- Leverage DOE's unique science and technology capabilities to provide knowledge that drives the nation's future.
- Reduce the global nuclear danger.
- Restore, stabilize, protect, and enhance the environment.
- Develop and deploy clean energy sources and enhance energy security.
- Stimulate U.S. economic productivity.
- Improve communications and trust.
- Increase productivity of DOE's human resources.
- Achieve excellence in the safety and health of DOE workers, the public, and the environment.
- Become the "best-in-class" in the use of management practices.

ENVIRONMENTAL PROTECTION AGENCY

Public Access

Provides general information to the public

EPA will finalize these draft standards after consulting with our customers in the coming year.

- We will provide you with accurate, up-to-date, and reliable information products and services.
- We will actively listen to and be responsive to your concerns and needs regarding our services.

If an inquiry needs to be addressed by another
organization:

- We will provide an accurate referral, and, whenever possible, route the inquiry directly.
- We will strive to make information available through a variety of channels, including electronic media and intermediaries, such as, community organizations and local libraries.
- We will hold ourselves accountable for a satisfactory response by giving contact names and telephone numbers or e-mail addresses for reporting back on the quality of our responses.

If you write to us (via mail, fax or computer):

- We will endeavor to mail a response within ten business days of receipt. If we need more time to research the answer, we will contact you within those ten days to tell you when to expect our response and who the contact person is.

If you telephone us:

- We will provide a single toll-free public information telephone line, which will help route inquiries [This new service will be

operational by the beginning of FY97, provided the full Agency budget is appropriated.].

- We will answer the call promptly and courteously.
- We will make every effort to answer the question immediately, and we will always respond with a status report by the close of next business day.

If you contact us via computer:

- We will provide a single address for connection to all EPA resources on the Internet.
- We will provide descriptions, including source, known quality and limitations, of data made available electronically.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

Charging Parties in cases where the EEOC is litigating

Investigates and litigates charges of employment discrimination in private and public (including federal) sectors; conducts training and informational activities for employers, unions, and community organizations.

As a charging party, you can expect us to:

- Treat you with respect and dignity.
- Look at all the ways we do business and the way we relate to you and other respondents. We want to find ways to improve the quality and speed of our services.
- Involve charging parties like you to help us understand what you want, what you need, and what you think about the way we serve you.
- Support our front-line employees by giving them the tools and knowledge they need to provide the best possible service to you.
- Strengthen our commitment to customer service.

FEDERAL COMMUNICATIONS COMMISSION

Private Land Mobile Radio Services

Regulates the use of the radio spectrum

Regulates the use of the radio spectrum to fulfill the needs of businesses, state and local governments, aircraft, ships, and individuals.

When you telephone:

- You will receive a response to your inquiry within one business day.
- You will be transferred no more than twice; if the issue remains unresolved at the second contact point, we will obtain the required information and return your call.
- If you are transferred during your call, we will explain your issue to the recipient of the transfer so you do not have to repeat the reason for the call.
- You will receive accurate and consistent information on FCC policy and rules.

When you request license application forms:

- You will receive your form order within 10 days after we receive your mail or phone request. You have immediate access to forms

through "fax-on-demand" and the Internet.

- You will receive, along with the application, material that clearly describes the licensing process.

When you apply for a license:

- You will be able to determine the status of your license application and where it is in the process.
- If your non-specialized mobile radio systems application is error-free, you will receive your license within 70 days of receipt.
- If your application contains errors that can be resolved by telephone, we will telephone you. If all errors cannot be resolved, your application will be returned, but only after a complete review. Errors or omissions will be clearly indicated.
- Every five years, when your license needs renewal, we will send you your renewal notice 90 days prior to the expiration date.

FEDERAL COMMUNICATIONS COMMISSION

Cable Services Bureau

Promotes quality cable service at reasonable rates.

You will always be treated with courtesy, and can expect the following standards of customer service when interacting with us:

When you telephone:

- You will receive a response to your inquiry within one business day.
- You will be transferred no more than twice. If the issue is unresolved at the third contact point, we will obtain the information and return your call.
- If you are transferred during your call, we will explain your issue to the recipient of the transfer so you do not have to repeat the reason for your call.

So you know the appropriate person to telephone:

- If you are uncertain whom to call for assistance, you can contact one of our customer service representatives at (202) 416-0856.
- If you would like a copy of our Bureau directory, you can obtain one over the Internet, or, for a fee, from our copy contractor (202) 857-3800.

When we release information from the Bureau:

- You can locate information on certain Bureau activity including Notices of Proposed Rule Making, Report and Orders, Memorandum Opinion and Orders, rules and public notices from FCC Record, or Internet (all or some of which may be available in your local public library) or, for a fee, through our copy contractor. Our rules are available in the Code of Federal Regulations and Commission actions are reported in the Federal Register.
- You can obtain information through the following electronic addresses:

Gopher - gopher.fcc.gov

World Wide Web - http://www.fcc.gov

FTP - ftp.fcc.gov, log in as anonymous and use your e-mail address as the password. Publications are in the /pub directory and succeeding subdirectories. Identify files of interest by downloading the index (found at the same level as /pub) and searching for key words.

- Fact Sheets on cable regulations can be obtained through the use of "Fax on Demand", Internet, by contacting our customer service representatives, or, for a fee, through our copy contractor. Examples of the types of Fact Sheets available include:

The Consumer's role in Rate Regulation

Where to File Complaints Regarding Cable Service

Subscriber Signal Quality Standards

Customer Service Standards

Contacting the Cable Services Bureau

To better answer your questions, we have established the following telephone numbers:

Rate complaint form hotline (202) 416-0902

Local franchising authority hotline (202) 416-0940

Small systems hotline (202) 416-0818

General information on cable regulations (Spanish language) (202) 418-2226

Customer service representatives (202) 416-0856

FCC fax-on-demand (202) 418-2830

FCC duplicating contractor (International Transcription Service, Inc.) (202) 857-3814

If you are seeking additional information or have questions or concerns, please call our Office of Government and Public Outreach @ (202) 416-0800.

FEDERAL COMMUNICATIONS COMMISSION

Common Carrier Bureau

Provide communications guidance to the general public, businesses, non-profit institutions and government.

You will always be treated with courtesy and can expect the following standards of customer service when interacting with us:

When we release information from the Bureau, we will:

- Make all short documents of five pages or less (e.g., press releases, public notices, and fact sheets) available through domestic "fax-on-demand" and international fax on a case-by-case basis.
- Place a copy of all late releases behind the glass outside the press office so the communications public knows of all released documents.
- Make Bureau decisions and outgoing public documents available within 24 hours of release.

During the rulemaking process, we will:

- Respond within three business days to part 61 waivers; three to five business days to requests for time extensions; two business days for special temporary authorities; and fifteen business days to part 68 applications; these items are routine, within the Division Chief's delegated authority, and do not have to be put out for public comment.
- Respond within six weeks to non-routine public initiated items (other than complaints) that are within the Bureau Chief's delegated authority.
- Respond within nine months to non-complex public initiated items (other than complaints) that are within the Bureau Chief's delegated authority, but for which public notice and comment are needed.
- Respond within twelve months to complex public initiated items (other than complaints) that are within the Bureau Chief's delegated authority, but for which public notice and comment are needed.
- Assign items for resolution to an appropriate division for handling within two weeks of receipt.
- Consider alternative dispute resolution and negotiated rulemaking before moving to conventional methods of resolving contested decisions.

When we receive information from the public, we will:

- Assign a reference number, log the filing within 24 hours, and maintain the log for paper work received without a docket or division number.

To streamline our forms, we will:

- Periodically issue a public notice of outdated reports, forms, and other data requirements we can eliminate and invite comments on these and other candidates for elimination.
- Seek public input and coordinate within the FCC once the need for a new form or form change has been determined.
- Make new or revised forms available to the public two months before implementation and allow a transition period when possible.

When you telephone, we will:

- Return your telephone call within one business day.
- Provide an estimate of the time required to obtain an answer to your question if we are unable to respond when we first talk with you.
- Put a message on voice mail to indicate our unavailability when we are away from the Bureau for one day or more.
- State an alternative point-of-contact on our voice mail message at all times.
- Determine if a staff member is in before we transfer a call. If the person is not in, we will ask if you would like to leave a message, be transferred to voice mail, or be transferred to another person.

When you do not know whom to call, we will:

- Implement an introductory voice recording to aid the transfer of your calls to the appropriate person or organization.
- Maintain an enhanced functional listing, updated regularly, of Bureau personnel and place it on the Internet and bulletin board system.
- Provide updated functional listings to the duplicating contractor for distribution.

When we process complaints, we will:

- Serve a defendant within 20 days of receipt of a formal complaint.
- Hold a status/settlement conference within 45 days from the time the formal complaint is served.
- Complete processing of informal complaints within 6 months.

Helpful FCC numbers:

FCC-State Line computer bulletin board (202) 418-0241

Fax-on-Demand (202) 418-2830

FCC Fax Forms System (202) 418-0177

Commission's duplicating contractor (202) 857-3800

Common Carrier Bureau Informational Requests (202) 418-1500

Office of Public Affairs/Public Service Division (202) 418-0200

Office of Public Affairs/Fee Hotline (202) 418-0220

FEDERAL EMERGENCY MANAGEMENT AGENCY

Individual Disaster Applications

Provides leadership and support to reduce loss of life and property through a risk-based emergency management program.

For individual disaster applicants, FEMA will:

- Provide you with an opportunity to tell your story to a responsive FEMA representative.
- Treat you with respect and caring.
- Give you clear, accurate information on disaster assistance and how to apply for it.
- Explain clearly what you need to do after application, what you can expect from the government, and how long the process should take.
- Provide eligible individuals disaster housing assistance checks with all possible promptness and give them an estimate of the length of time it will take.
- Provide equal access to disaster assistance for all individuals.
- Use your suggestions and complaints to improve our service continually.

FEDERAL ENERGY REGULATORY COMMISSION

FERC Electronic Bulletin Board Network (EBB)

Electronic bulletin board Network that provides access to Federal

Energy Regulatory Commission information.

Commission Issuance Posting System (CIPS)

FERC Daily Issuances: the text of the formal documents the Commission issues such as proposed, interim, and final rules, initial decisions, opinions, notices, orders, and other documents.

- Issuances are available on the CIPS at approximately 10:00 a.m. and 3:00 p.m. daily. Issuances posted after 3:00 p.m. are available at 9:00 a.m. the following day.

News Releases: the latest information the Commission provides on a full range of energy regulatory subjects and proceedings.

- They are available on the CIPS within 24 hours after issuance.

Commission Agenda: a list of actions scheduled for a public Commission meeting.

- The list is available approximately seven days prior to the meeting.

Commission Action Agenda: a list of items acted upon by the Commission at a meeting.

- The list is available one to two days after the Commission meeting.

Daily Filing List: a list of all filings made at the Commission which includes the date of the filing, the applicant's name, the type of filing, the filer/originator, the assigned docket number, and whether the filing is an intervention. The text of the filing is not available on the CIPS. The list is divided by topic into six separate lists -- gas, electric, hydropower, miscellaneous, oil, and rulemaking.

- The list is available at 3:00 p.m. the day following the filing date.

Formal Documents Issued List: a list of all documents issued on a particular day. The docket number, the applicants name, the date issued, and the title of the document are included.

- The list is available at 3:00 p.m. the day following the issuance date.

Daily Calendar of Hearings and Conferences: a monthly list of all hearings, conferences, and meetings. The docket number, time, company name, and address are included.

- The list is updated daily after 3:00p.m.

Solicitor's Quarterly Report: the status of all court cases in which the Commission is involved.

- It is updated quarterly.

GSA

Consumer Information Center

Helps the public know about and get consumer information from the Federal government.

Value:

- Identify useful federal information of help to consumers.
- Offer federal publications free or at the lowest possible cost in the free Consumer Information Catalog.
- Ensure that sales booklets offered through the CIC program provide information that the public finds to be worth the price.

Quality:

- Make available publications that cover a wide variety of topics of importance to the public.
- Ensure accurate processing of customer orders.

Timeliness:

- The average time to fulfill an order by the GPO facility in Pueblo, Colorado, will be four to six weeks, including delivery time.

Ease of accessibility and convenience of service process:

- The Pueblo, Colorado, facility will be maintained as a single point for consumers to obtain copies of the Catalog or other federal publications. Consumers can obtain a free copy of the Consumer Information Catalog by writing to Catalog, Pueblo, CO 81009, or by calling 719-948-4000.
- An efficient means will be provided for nonprofit groups, such as libraries and schools that are able to distribute 25 copies or more of the Catalog on a quarterly basis, to be placed on CIC's bulk mailing list.
- The CIC Bulletin Board System and other new technology initiatives will increase customer access to the Catalog and other important consumer information.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Regulatory Initiatives and Federal Coordination

To further fair housing through development of regulations and other guidance, administration of Executive Order 12892, and innovative projects to involve other federal agencies in removal of barriers to housing choice.

Customers of the Office of Regulatory Initiatives and Federal Coordination include the lending and insurance industries, consumer advocates, fair housing and civil rights groups, government officials, the press, members of protected classes, and the general public. They can expect the following customer standards.

Administrative:

- Provide guidance on interpreting fair housing law through the publication of proposed regulations governing lending and insurance.
- Provide substantive comments on proposed HUD regulations and policy regarding fair lending and insurance matters.
- Provide substantive comments on proposed legislation regarding fair lending and insurance matters.
- Provide training and informational briefings as requested to HUD employees, lending and insurance industries, consumer advocacy, fair housing and civil rights groups, government officials, the press, members of protected classes, and the general public.
- Provide timely responses to questions and concerns of

customers regarding fair lending and fair insurance practices.

General:

- Every customer is entitled to courteous treatment.
- Every customer should be provided additional assistance should the need arise.
- Provide adequate telephone coverage throughout the business day to receive calls and answer questions.
- Provide an interim response when a complete response requires additional time for research or there is a heavy workload.
- Solicit feedback and react to customers' comments.
- Train all employees regularly on customer service.
- Encourage teamwork and assure that all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Assure that each person in the organization conducts himself/herself as a professional.

HOUSING AND URBAN DEVELOPMENT

PUBLIC AND INDIAN HOUSING

Subsidies for Public Housing

A partnership between federal, state, and local governments, with the federal government providing subsidies and regulations on project operations.

Standards for our PIH partners include the following:

- PIH offices should be open to the public and available to do business during conventional work hours as that concept is defined locally.
- Any PIH staff person receiving an incoming inquiry -- by telephone, letter, or personal contact -- "owns" that inquiry until the substance of the inquiry has been conveyed to the office or individual responsible for a substantive response.
- During business hours, customers inquiring in person should wait no more than two minutes to be greeted and given an idea of when a technical person will be available to respond.
- During business hours, all telephone calls should be answered by a person within three rings.
- To the maximum extent possible, PIH field offices and headquarters offices will have a live person responsible for answering the telephone, promptly, every minute of the business day, including "flex-time" hours.
- Each office will establish a procedure whereby the principal receptionist or other telephone-answerer has a regular back-up, and a mechanism by which the regular lets the back-up know that he or she is "on call," so to speak.
- Messages left by phone or in person should be returned by the time promised by the message taker or within a half-day of the respondent's return to the office.

INTERIOR

OFFICE OF SURFACE MINING RECLAMATION AND ENFORCEMENT

Coal Mines

Ensures that coal mines are operated in a manner that protects citizens and the environment.

For outreach to coal field citizens and the coal industry:

- A meeting will be held in at least one site in each state to solicit comments regarding the oversight process and recommendations for review topics in the first quarter of evaluation year 1995.

For abandoned mine land emergency complaints:

- The initial site visit and determination of emergency will be addressed within 48 hours of complaint.
- The method to be used to abate the emergency will be determined within 30 days after the initial complaint.
- Emergency declarations will be finalized by us within eight hours of receipt of the state submittal in states which administer the emergency program.

For abandoned mine land fee collections:

- OSM-1 forms will be mailed out 30 days prior to the due date.
- Fee Collections correspondence will be responded to within seven days.
- Telephone calls will be responded to within one day.
- Refunds will be processed within one month after receipt.

For state program amendments:

- The availability of state program amendments will be announced in the Federal Register within 20 business days after receipt.

For OSM's mine map repository offices in Wilkes-Barre and Pittsburgh:

- Each scheduled visitor will be provided prompt and courteous service.
- Letter and telefax requests will be answered within one working day, except for a request requiring extensive research and mass reproduction of mine maps.
- Requested site locations will be provided within 90 minutes of your inquiry.
- Materials will be available to help you identify and easily locate the underground mine site.

When responding to inquiries, OSM personnel:

- Will be courteous and helpful when dealing with people in person, by telephone, and in writing.
- Will be timely with courteous explanation of contents of files, state program documents, etc.
- Will respond to telephone calls within two business days.

Where OSM is the regulatory authority we will provide:

- Timely and efficient access to public files.
- Inspection reports to permittees within 15 business days.

- The opportunity to meet and confer with citizens regarding problems and issues relating to environmental protection and surface coal mining operations.

For the OSM Applicant Violator System we will provide:

- Permit Recommendation Evaluations to the states within three business days of request.
- Abandoned Mine Land Emergency Contract Award Evaluations within 4 hours of request.
- Respond to outside industry requests for information within three business days of request.
- Respond to OSM, state and industry requests for ad hoc computer reports within three business days of request.

When responding to inquiries, OSM personnel:

- Will be courteous and helpful when dealing with people in person, by telephone, and in writing.
- Will be timely with courteous explanations of contents of files, state program documents, etc.
- Will respond to telephone calls within two business days.

INTERIOR

U.S. GEOLOGICAL SURVEY

National Earthquake Information Center

Serves as a national resource and information center for earthquakes that occur worldwide.

- We will provide information 24 hours a day on the location and magnitude of significant earthquakes in the United States and around the world.
- Rapid reports will be issued for earthquakes that register at least magnitude 4.5 or greater in the United States, any felt and damaging earthquakes, or earthquakes of magnitude 6.5 elsewhere or when damage has occurred. This information will be provided within 20 to 30 minutes of the time of the event.
- You will be treated with courtesy every time you contact us.
- We will provide you with information about other USGS products, services, and other sources of information if possible.
- Orders for CD-ROMs, software products, publications, maps, and posters will be processed within five working days of receipt. Under special circumstances, such as after a major, damaging earthquake, a time for the reply will be established.

INTERSTATE COMMERCE COMMISSION

Interstate surface transportation

Regulates interstate surface transportation, including trains, trucks, buses, water carriers, household goods transporters, freight forwarders, transportation brokers, and pipelines.

We will:

- Accurately update information contained on the Automated Response Capability at the end of each working day to reflect

decisions served by the Commission that day.

- Treat you courteously and be responsive to your questions. When we make a mistake, we will correct it as quickly as possible.
- Provide an up-to-date telephone number which allows you to contact the ARC Coordinator directly if you have a problem with the ARC system. You can reach the ARC Project Coordinator by telephone at 202-927-5979.
- Encourage you to let us know how well we are serving you and ask you to suggest ways we can improve our service to you.

JAPAN-U.S. FRIENDSHIP COMMISSION

Promotes mutual understanding

Promotes mutual understanding and cooperation between the United States and Japan; administers grant programs for Japanese studies in the United States, American studies in Japan, policy research, public affairs and education, and the arts.

Our standards are as follows:

- You will be treated with courtesy every time you contact us.
- We will respond to your requests for applications and/or routine information within five business days.
- We will provide you with all the information you need in order to understand our programs.
- We will also provide you with information about other existing grant programs that may help you.
- When you call our office for information or help, you will reach us on the first call.
- You can expect us to deliver our services fairly and to the same high standards to all our clients regardless of race, color, age, religion, sex, national origin, sexual orientation, political preference, labor organization or non-affiliation, marital status, or non-disqualifying handicap.

JUSTICE

COMMUNITY RELATIONS SERVICE

Conflict Prevention and Resolution Program

Racial and Ethnic Conflicts

Resolves racial and ethnic conflicts

- We will clearly explain the process that CRS uses to address racial and ethnic conflicts, and our role in that process.
- We will provide opportunities for all parties involved to contribute to, and work toward, a solution to the racial or ethnic conflict.
- If you are a participant in a CRS training session or conference, we will provide useful information and materials that will assist you in preventing or minimizing racial and ethnic tensions. If you would like more information, we will work with you to identify additional materials to meet your needs, within three weeks of learning of your need.
- We will be prepared to provide on-site services in major racial or ethnic crisis situations within 24 hours of when your community

notifies CRS or CRS becomes aware of the crisis.

- In non-crisis situations, we will contact you within three days of when your community notifies CRS or CRS becomes aware of the situation, to discuss your request for CRS services.

JUSTICE

FREEDOM OF INFORMATION ACT

Responding to public inquiries

Provides information to the general public

To provide quality customer service:

- We will be courteous and friendly.
- We will acknowledge requests within two weeks.
- We will give a FOIA/Privacy Act number to each request, for use as a reference on all future correspondence.
- We will process requests on a "first-come-first-served" basis, and inform you of any backlog.
- We will work with you to ensure that your request is complete and properly understood, so an appropriate search for records can be made.
- We will return your phone calls within three working days.
- We will make our responses as clear as possible, including an explanation of fees, exemptions, and the appeals process.
- We will provide you with the best possible copies of records.
- We will conduct regular customer surveys to ensure that we are meeting our standards.

JUSTICE

IMMIGRATION AND NATURALIZATION SERVICE

Administers INS program

Deals with travelers entering the United States

- If you are a United States citizen entering the country at an airport, you will find citizen inspection lines dedicated specifically for rapid clearance back into the country.
- If you are a frequent business traveler being inspected in an airport using the INSPASS program, and being inspected at the Newark, New Jersey; New York City; or Toronto, Canada, airports using the INSPASS System, you will be processed in less than a minute. This service is available 24 hours a day. INS is exploring the possibility of expanding this service to other airports.
- If you use the recently instituted Dedicated Commuter Lanes in Blaine, Washington, you will experience virtually no delay in entering the country. We are working with local authorities to establish similar lanes in other land border locations.
- If you request information through the "Ask Immigration" telephone number, (202) 514-4316, we will provide improved service by reducing the message format from 58 items to 10 and the length of the menu time from 9 minutes to 1. The message system is available 24 hours a day, with staff available to assist

with follow-up questions during normal business hours.

- If you apply for naturalization, we will schedule your case for interview within four months of receipt. You will have the opportunity to take the oath of allegiance and become a citizen no later than 60 days after approval of your application.
- If you apply for adjustment of status to lawful permanent residence (Form I-485), your case will be reviewed within 90 days of filing and may be approved without an interview if it is properly filed and:

it is based on an approved petition classifying you as the parent or unmarried minor child of a United States citizen.

it is based on an approved employment-based preference petition (Form I-140) and you will continue to work for the same employer as when you were lawfully employed as a nonimmigrant.

you are applying under the Cuban Adjustment Act of 1966.

- If you apply for immigration benefits from one of our Service Centers and are notified that we have received your application, you may inquire about the status of your application by calling the phone number on your receipt and entering your receipt number in a touch-tone telephone.

JUSTICE

IMMIGRATION AND NATURALIZATION SERVICE

General Standards

Administers the Immigration and Nationality Laws.

The INS employees will provide high-quality services to our diverse customers. To ensure this:

By the second quarter of FY 96, District Offices will establish and implement an ongoing staff development program that emphasizes:

- cross-cultural awareness.
- consistent application of policy and procedure.
- multi-functional training.
- the use of available technology to improve service.
- INS will widely distribute informational materials and common forms through community service providers, public agencies, and telephone systems in an effort to minimize the need for customers to visit district Offices.
- If you request information through the "Ask Immigration" telephone number, (202) 514-4316, we will provide improved service by reducing the message format from 58 items to 10 and the length of the menu from 9 minutes to 1.

The INS applications processing will be fair, accurate, and consistent throughout the Service. This will be accomplished by re-engineering the naturalization and adjustment processes to:

- provide adjustment and naturalization applicants with

filing receipts within 30 calendar days.

- enhance computer system capabilities so that status inquiries can be completed within 30 calendar days.
- complete action on adjustment applications within 4 months.
- complete action on naturalization applications within 6 months.
- re-engineer the processes for all other applications and petitions to include establishment of timeframes for completion of actions.

The INS will accelerate customers' access to benefit services with the primary objective being to:

- greet customers promptly upon arrival in our offices.
- direct customers to appropriate personnel.
- deliver services in community settings to the fullest extent possible.
- The INS will establish a formal customer feedback and complaint resolution process by the end of the second quarter FY 96. Information about this process will be posted prominently in public areas, translated into languages spoken by significant numbers of customers, and include the name and address of a designated official. All written complaints will be acknowledged within 30 days and resolved promptly.

Joint Inspections (INS/USCS)

INS will uphold the following customer service standards at land border Ports-of-Entry:

- Treat you, our customer, with professionalism and respect.
- Work with you, facility managers, and other Federal agencies to provide excellent customer service while enforcing the laws of the United States.
- Provide a supervisor (by phone in remote locations) to address your inspection-related concerns before you leave the area.
- Make every effort to minimize your wait for an inspection.
- Respond to your written inquiries as expeditiously as possible. Upon receipt of your written inquiry with a phone number, INS will contact you within 5 working days. INS will mail you a written response within 10 days, if desired.
- Improve our inspections process while providing you with the highest level of customer service.

Enforcement/Investigations

INS will ensure that local, state and other Federal law enforcement agencies are able to contact its Investigations units during both duty and non-duty hours. To accomplish this, each District Office will:

- Develop a list which includes contact names, telephone, and telefax numbers for both duty and non-duty hours.
- Disseminate these contact lists to all law enforcement agencies within the District Office's jurisdiction by December 31, 1995, with updates as needed.

INS will be aware of the response capability of its local Investigations units. To accomplish this, each District Office will:

- Prepare guidelines describing INS Investigations' response capabilities.
- Disseminate those guidelines to all law enforcement agencies within the District Office's jurisdiction by December 31, 19995, with updates as resources and policy changes require.

INS will provide for ongoing open exchanges of information. To accomplish this, each District Office will establish a formal mechanism to:

- Exchange intelligence information related to criminal alien activity within the District Office's jurisdiction.
- Periodically offer formal training on INS law enforcement activities.

JUSTICE

RESPONSE CENTER

Technical Assistance

To provide customers with technical assistance, information about new federal criminal provisions, and available grants and funding opportunities in the Crime Act, as they relate to Justice agencies.

The Response Center has developed the following measurable standards; to provide:

- Timely information.
- Accurate information.
- Efficient service.
- Professional, courteous service.

LABOR

BUREAU OF LABOR STATISTICS

Develops and provides labor statistical data

Bureau of Labor Statistics (BLS) pledges the following to our customers:

- We will let you know in advance when we will release our data We will meet our release dates as published.
- We will be available when you need us. Electronic access and 24 hour recorded messages are available for your most requested information. Information specialists are available during business hours.
- We will distribute data in the form that fits your needs as resources allow. Available formats include telephone; recorded messages; microfiche; fax; diskette and magnetic tape; Internet; TDD; and new releases, reports, bulletins, brochures, and flyers.
- We will provide you with the name and phone number of a person who can meet your data needs. Our Customer Service Guide includes the names of BLS subject matter specialists. If you ask something we cannot answer, BLS will refer you to someone who can. We want to make your information search as fast and direct as possible.
- We will help you to understand the uses and limits of our products. Call us with any questions you have.
- We want to meet your needs. If you have comments on our specific products, please call with your suggestions.

LABOR

EMPLOYMENT STANDARDS ADMINISTRATION

Office of Federal Contract Compliance Programs

Enforcement/Federal Contractors

Conducts compliance reviews and complaint investigations.

Our standards for customer service

If you are an applicant or employee filing a discrimination complaint, you can expect OFCCP to:

- Thoroughly explain the complaint investigation process under OFCCP's regulations.
- Be an impartial third party in an effort to resolve your complaint.
- Assign, in a timely fashion, a compliance officer to your case who will interview you, answer all questions pertinent to your complaint, and keep you advised of our progress in conducting the investigation.
- Give you reasonable time to provide and explain your supporting documentation and adequate notification of any additional information needed.
- Provide you an opportunity to discuss OFCCP's findings prior to the conclusion of the investigation and an opportunity to provide additional information to support your complaint.
- Resolve your complaint in a timely manner.

If you are a Federal contractor, you can expect OFCCP to:

- Provide technical assistance at your request; widely disseminate policy interpretations and publications; and answer questions regarding OFCCP's compliance activities.
- Explain why your facility was selected for review.
- Explain the purpose of the review, describe the compliance review, describe the compliance review process, and identify actions that you need to take to comply with our regulations.
- Fully consider your position and explanations during the conciliation process.
- Be respectful and professional during compliance reviews.

LABOR

EMPLOYMENT STANDARDS ADMINISTRATION

Wage and Hour Division

Enforcement

Enforces labor standards laws protecting workers.

If you contact us with a question, you can expect:

- A clear and knowledgeable response to your question.
- Respect for your privacy.

If you are an employee who files a complaint and we accept your complaint for action, you can expect us to:

- Provide an acknowledgment of your complaint (including an estimate of when we will begin action on your behalf).
- keep you apprised of the status of your complaint.

- and provide an explanation of our findings.

LABOR

MINE SAFETY AND HEALTH ADMINISTRATION

Enforcement of MSHA

Manages mine safety program

Mandatory complete mine inspections:

- We will conduct complete inspections at all available underground mines four times a year and at all available surface mines two times a year.
- We will examine our mandatory regular inspection process to insure the quality, flexibility, and consistency of our enforcement process.

Other mandatory inspections and investigations:

- We will complete other mandatory inspections and investigations as provided for in the Mine Act including: initiating investigations of all miners' complaints of safety or health hazards normally within 24 hours; and initiating investigations of written complaints of discrimination within 15 days of receipt. If you believe that a safety or health hazard exists at your mine, you can call MSHA toll- free at 1-800-746-1554 -- you do not need to give your name.

Quality and delivery of training products and materials to the customer:

- We will emphasize mine-specific and on-site miner training when we evaluate proposals to provide training to miners from state mining departments and others (MSHA State Grants Program).

Communication between MSHA and the customer:

- We will hold rulemaking hearings and topical health and safety conferences to provide forums for open discussion of health and safety concerns.
- We will consistently hold these events in the mining regions.
- We will work with state and local institutions and associations to provide miners with useful, understandable information about mining health and safety.

LABOR

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

Information and Training

Established to help make the American workplace as safe and healthful

as possible.

Make regulations and interpretations user friendly.

- Issue standards and interpretations in plain language; rewrite unclear standards.
- Issue compliance documents at the same time that new or revised standards become effective.
- Provide training for OSHA staff, and compliance assistance materials for employers and employees, at the same time that

a new or revised standard goes into effect.

Work in partnership with business and labor to develop new standards that make real sense to real people.

- Develop and publish a proposed safety and health program rule that includes the development of the basic requirements ("building blocks") to supplement rules governing specific hazards.
- Involve business and labor in pre-proposal rulemaking activity and continue to have negotiated or consensual rulemaking as a goal.

Expand training opportunities for private sector employees through regional education centers and targeted training grants.

Provide better access to OSHA information.

- Encourage more public involvement and input in the rulemaking process by routinely disseminating the text of proposed and final standards through OSHA CD-ROM, the Department of Labor Electronic Bulletin Board, and other electronic media.
- Expand efforts to provide electronic access to explanatory and interpretative materials to help the public understand and comply with safety and health requirements.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

Office of Human Resources and Education

Educational Programs

Advances the nation's education goals through expanding and enhancing the scientific technological competence of all students and educators.

We will provide:

- A physical presence in each state (through the NASA Teacher Resource Center Network, precollege outreach programs, and the Space Grant College and Fellowship Program).
- Electronic information systems (NASA television, NASA Spacelink, and FEDIX) for use by schools, colleges, and universities.
- INTERNET access to all of NASA's educational materials through the World Wide Web (WWW). (htp\\www.nasa.gov)

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

Information about Government

NARA ensures for the citizen and the Public Servant, for the President and the Congress and the Courts, ready access to essential evidence.

- We will treat all of our customers with courtesy.
- We will meet or beat our established deadlines for providing customer service.
- We will provide high-quality service by knowledgeable staff.
- We will provide informational products to meet our customers' needs.

If you call or visit one of our facilities:

- You will find NARA staff and volunteers available in all offices to assist you during posted business hours. Our business hours will be prominently posted at all sites and noted in our brochures and through other information sources.

If you come to do research at one of our facilities:

- You will receive the records you request for use in our research rooms within one hour of your request or, in research rooms that have pull schedules, within one hour of the next pull time. If a delay is encountered, you will be notified of the problem and given an indication of when the records will be available.
- You will receive the information or assistance you need on how to use our self-service holdings within 15 minutes of signing into a research room.
- In Federal Records Centers, the records you requested will be waiting for you at your appointed time.

If you write to us about our holdings:

- You will be sent a response to your written request about our holdings within 10 work days after we receive your letter. If we cannot provide a full response within that time, we will tell you that we have received your request and tell you how long we expect it will take before we can provide a full reply.

If you attend one of our workshops:

- You will find the instructor to be professional, knowledgable, and useful. Upon completion of a workshop, you will have the information to help you to understand the principles discussed and apply them confidently to issues within your area of interest.

If you need information about the National Archives:

- You can obtain timely and up-to-date information about NARA, its services, and holdings through the Internet and other on-line services, our fax-on-demand service, through printed publications, or by contacting one of our offices.

If you need information about government rules and announcements:

- You will be provided with timely information on a daily basis through the Federal Register on the following:

presidential proclamations and executive orders

proposed rules and final regulations

public meetings

federal grants

This information is published in print and in electronic form by the Government Printing Office.

If things go wrong:

If our service has not matched our values and standards for customer service, we want

to know so that we can do something about it and get it right the next time. Our local complaints and suggestions procedures are as follows. You may:

Discuss the problem with the person who served you.

Use our Suggestion/Complaint comment form (NA Form 14045). You can mail it or drop it in the box provided. Or, you can simply write us a letter. If you request a reply, we will provide a response within seven working days.

Speak or write to the supervisor in charge. If we cannot solve your problem immediately, we will provide a response within seven working days.

If you are still not satisfied that we have handled your complaint or provided the service we promised, you can write to the Assistant Archivist for the office with which you have been dealing.

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

Museums

NARA ensures, for the Citizen and the Public Servant, for the President and the Congress and the Courts, ready access to essential evidence.

- We will treat all of our customers with courtesy.
- We will meet or beat our established deadlines for providing customer service.
- We will provide high-quality service by knowledgeable staff.
- We will provide informational products to meet our customers' needs.

If you call or visit one of our facilities:

- You will find NARA staff and volunteers available in all offices to assist you during posted business hours. Our business hours will be prominently posted at all sites and noted in our brochures and through other information sources.

If you visit our exhibition hall in Washington, D.C.:

- You will find us open to serve you with knowledgeable staff or volunteers 364 days (closed only on December 25), with information readily available about our programs and services. During the peak visitor season, we will extend our hours for your convenience.

If you visit one of our presidential library museums:

- You will find us open to serve you with knowledgeable staff or volunteers 362 days (closed only on Thanksgiving Day, December 25, and January 1), with information readily available about our programs and services.

If things go wrong:

If our service has not matched our values and standards for customer service, we want to know so that we can do something about it and get it right the next time. Our local complaints and suggestions procedures are as follows. You may:

- Discuss the problem with the person who served you.
- Use our Suggestion/Complaint comment form (NA Form

14045). You can mail it or drop it in the box provided. Or, you can simply write us a letter. If you request a reply, we will provide a response within seven working days.

- Speak or write to the supervisor in charge. If we cannot solve your problem immediately, we will provide a response within seven working days.
- If you are still not satisfied that we have handled your complaint or provided the service we promised, you can write to the Assistant Archivist for the office with which you have been dealing.

NATIONAL COMMISSION ON LIBRARIES AND INFORMATION

Assistance to users of Libraries and Information Services

Assists in developing or carrying our policies that affect library and information service nationally

Initiative:

- NCLIS will seek out individuals and groups representing the U.S. public and offer advice or assistance in developing or carrying out policies that affect library and information service nationally.
- NCLIS will respond to requests for comment and take advantage of other opportunities for providing advice and assistance, whether that advice is asked specifically of NCLIS, of federal agencies generally, or of the general public.

Customization:

- NCLIS will provide assistance in the form of data, appraisals, plans, studies, statistics, surveys, analyses, research, or policy advice tailored to the needs of the individual or group in each situation.

Timeliness:

- NCLIS will provide assistance on a schedule that is timely, usable and useful to the entity to which the information's being provided.

Monitoring:

- NCLIS will track the provision of information to determine if it was useful/used, if it had an effect, what were the factors affecting the use/lack of use of the information, what could/should have been done differently, etc.

Evaluation:

- NCLIS will assess (with the group or individual to whom the assistance was provided) what were the factors affecting the use/lack of use of the information, what could/should have been done differently, etc.

New or changed services:

- NCLIS will revise our offering/provision of future services as determined by the evaluations.

NATIONAL ENDOWMENT FOR THE ARTS

General Standards

Federal grantmaking agency that Congress created to support the visual, literary, design, and performing arts, to benefit all Americans. The Arts Endowment's mission is twofold: To foster excellence, diversity, and vitality of the arts in the United States; and, to broaden public access to the arts.

For all public inquiries, the Endowment pledges to:

- treat you with courtesy and efficiency
- respond to phone calls promptly, usually within one business day
- answer letters, faxes and e-mail promptly, generally within five business days
- provide clear and accurate information about our policies and procedures

For all potential applicants, each Endowment office will:

- provide timely information about programs of interest to you
- mail available guidelines promptly, usually within one business day
- clearly describe the criteria for the application process

For all applicants, in addition to the above, we promise to:

- offer guidance at your request as you prepare your application
- promptly acknowledge receipt of your application
- ensure all eligible applications are reviewed thoroughly and fairly

For all grantees, the Endowment will:

- provide notification of your award with clear instructions for requesting grant funds, reporting their use, and complying with the terms and conditions
- answer questions accurately about Endowment policies, procedures, and relevant Federal regulations
- provide any other assistance you need throughout the grant period

NATIONAL ENDOWMENT FOR THE HUMANITIES

Grant Making

An independent grant-making agency established by Congress to support research, education, and public programs in the humanities

In assisting you as a prospective applicant, you can expect us to:

- respond courteously and quickly to your requests for information about our grant programs;
- be able to describe the programs that best suit your needs;
- provide application instructions and forms that are clear and easy for you to use;
- offer prompt and thoughtful advice and guidance in preparing your application;
- explain accurately the procedures that would be used to evaluate your application and when you could expect a decision.

In assisting you as an applicant, you can expect us to :

- ensure that the evaluation of your application is fair, expeditious, and informed by the expert judgments of your peers;
- notify you promptly of the decision on your application;
- provide substantive reasons for the decision reached on your application;
- give you helpful advice, if you are unsuccessful, on revising or resubmitting your application.

In assisting you as a grantee, you can expect us to:

- provide you with an award document that is clear and easy to understand and that sets forth sensible reporting requirements;
- provide the names of our staff members who will serve as contacts for your reports and for any assistance you may need;
- answer promptly and satisfactorily all requests for information on NEH policies and procedures;
- read and acknowledge promptly your reports on grant activities;
- maintain a professional, helpful relationship with you as you carry your project to completion.

NATIONAL GALLERY OF ART

Works of Art

To serve the country by preserving, collecting, exhibiting, and encouraging the understanding of works of arts by the American public at an exemplary level.

The National Gallery is committed to:

- Acquiring, preserving and displaying works of art of the highest quality and intellectual merit.
- Offering a variety of high quality educational programs and materials to promote the understanding of art to Gallery audiences within and outside the museum.
- Supporting free and complete accessibility to the museum, its exhibitions, and all public programs.
- Maintaining a clean, pleasant and safe physical plant.

NATIONAL LABOR RELATIONS BOARD

General Standards

Administers the National Labor Relations Act; prevents and remedies unfair labor practices committed by private sector employers and unions; and safeguards employees' rights to determine, through secret ballot election, whether to have unions as their bargaining representative.

- We will treat you courteously.
- We will provide the same treatment to all persons regardless of race, sex, religion, national origin, age, political affiliation, sexual orientation or disability.
- Our facilities are accessible to persons with disabilities. We will attempt to accommodate persons with disabilities. Please let us know if you will need accommodation.
- If you wish, you may be represented by an attorney or

other representative of your own choice.

NATIONAL LABOR RELATIONS BOARD

Public Information Program

Administers the National Labor Relations Act; prevents and remedies unfair labor practices committed by private sector employers and unions.

What to expect if you ask the Information Officer for assistance:

- If you come to an NLRB field office, the Information Officer will meet with you as promptly as possible. Please bear in mind that there may be several people ahead of you who want to speak with the Information Officer. You may want to consider calling first, as most matters can be handled by phone and mail. The Information Officer will normally be able to meet with you and assist you soon after you arrive at the NLRB office.
- If you phone the NLRB office, the Information Officer will speak to you a that time or will call back as promptly as possible. The Information Officer will normally be able to call you back and assist you soon after your call to the NLRB office.
- In some NLRB offices which are located in areas where there are many Spanish-speaking people, we will provide Spanish language service if you do not speak English. Extra time may be needed to provide that service.
- The Information Officer will listen to your inquiry and may ask questions which will enable us to help you. The Information Officer will explain possible options available to you.
- If you are meeting with an Information Officer and decide to file a charge or petition, the Information Officer will assist you. The Information Officer will normally be able to complete the filing process on the same day you decide to file the charge or petition.
- If you have telephone the Information Officer and decide to file a charge or petition, the Information Officer will normally mail you the appropriate forms soon after your call.
- Where appropriate, the Information Officer will give you literature explaining our law and our procedures.

Whenever you contact the National Labor Relations Board

- We will treat you courteously.
- We will attempt to answer your questions about the case, consistent with the confidentiality rights of other persons and the Privacy Act.
- If necessary, we will provide bilingual services if we are given sufficient notice of that need.
- We will provide the same treatment to all persons regardless of race, sex, religion, national origin, age, political affiliation, sexual orientation, or disability.
- Our facilities are accessible to persons with disabilities. We will attempt to accommodate persons with disabilities. Please let us

know if you will need accommodation.

- If you wish, you may be represented by an attorney or other representative of your own choice.

NATIONAL LABOR RELATIONS BOARD

Representation Cases

Administers the National Labor Relations Act; prevents and remedies unfair labor practices committed by private sector employers and unions; and safeguards employees' rights to determine, through secret ballot election, whether to have unions as their bargaining representative.

Our customer service standards include the following:

- We will treat you courteously.
- We will attempt to answer your questions about the case, consistent with the confidentiality rights of other persons and the Privacy Act.
- If necessary, we will provide bilingual services if we are given sufficient notice of that need.
- We will provide the same treatment to all persons regardless of race, sex, religion, national origin, age, political affiliation, sexual orientation, or disability.
- Our facilities are accessible to persons with disabilities. We will attempt to accommodate persons with disabilities. Please let us know if you will need accommodation.
- If you wish, you may be represented by an attorney or other representative of your own choice.

Examples of the types of customer service standards you can expect in representation cases are:

- We will send all parties to the case a copy of the petition. Most petitions seek to have the NLRB conduct a secret-ballot representation election.
- We will investigate any issues which are necessary to resolve before an election can be conducted. Where appropriate, we will explain the issues raised in the case. We may ask the parties to submit their legal arguments.
- Some petitions may be dismissed. However, where an election is appropriate, we attempt to get all parties to agree to a voluntary election. We have been successful in achieving election agreements 80 percent of the time.
- Where an election is appropriate, we attempt to schedule the election as soon as practicable, normally within six to eight weeks after the petition has been filed.
- If all parties do not agree to an election, we will issue a Notice of Hearing in order to resolve necessary issues.
- The hearing will be before an NLRB Hearing Officer. All parties may present relevant evidence relating to issues which must be resolved before an election can be conducted.

- After the hearing, the NLRB Regional Director will issue a written decision as promptly as possible allowing for thorough and complete consideration of all the evidence and issues. The time it takes to issue a written decision may depend upon the length of the hearing, complexity of the issues, and office workload. From the time a petition is first filed, you should expect a regional decision after hearing normally within 45 days. A party may request review of the Regional Directors decision after the hearing normally within 45 days. A party may request review of the Regional Director's decision by the board in Washington, D.C.
- From the time a regional decision after hearing issues, the parties should expect that an election normally will be conducted. If appropriate, within 25 to 30 days.
- Where an election is appropriate, we will conduct a secret ballot in such a manner so as to provide the eligible employees in the appropriate collective bargaining unit an opportunity to cast their ballot.
- If there are determinative challenged ballots or election objections, we will investigate, and/or conduct a hearing on, the challenges and objections and issue a written report. We may ask the

parties to produce witnesses, evidence, and legal arguments.

- From time that challenges and/or objections to the election are filed, if no hearing is held, the parties should expect a regional report of supplemental decision normally within 35 days. If a hearing is held, the parties should expect a regional report or supplemental decision normally within 95 days.
- Following an election and the resolution of any determinative challenged ballots and/or objections, we will certify that a union is, or is not, the collective-bargaining representative of the

employees in the voting unit.

NATIONAL LABOR RELATIONS BOARD

Unfair Labor Practice Cases

Administers the National Labor Relations Act; prevents and remedies unfair labor practices committed by private sector employers and unions.

What to expect when a charge is filed.

In general:

- The party filing the charge is called the "charging party." The employer or union against whom the charge is filed is called the "charged party."
- We will conduct an investigation of the charge, securing necessary witness statements and other necessary evidence upon which to decide the charge.
- Among other things, the charging party must be prepared to provide us with details of necessary events, including dates, times, places and names of witnesses. The charging party may be requested to provide

additional evidence and/or information as the investigation progresses.

- The charged party will be requested to provide relevant information and, if the evidence warrants, will be asked to make its witnesses available for an interview. The charged party may be requested to provide additional evidence an/or information as the investigation progresses.
- Where appropriate, we will explain to both sides the issues which have been raised in the case. We may ask the parties to submit their legal arguments.
- We will complete the investigation, decide whether the case has merit, and implement our decisions as promptly as possible allowing for a thorough and complete investigation.
- All parties will be expected to submit their evidence promptly so that we may complete the investigation in a timely manner. We may give a party a deadline to submit their evidence and arguments. We will try to be flexible, consistent with our duty to complete the investigation in a timely manner.
- The length of time it takes to decide whether a case has merit may vary depending upon our case load, the distance between the NLRB office and the site of the dispute, the priority of the case (and other cases in the NLRB office), the number of witnesses to be interviewed and the complexity of legal and factual issues raised. We would rather take a little longer to complete the investigation if that's what is necessary to do a good job. From the time a charge is first filed, you should expect that all necessary investigations will be thoroughly completed and a regional determination will be made so that the decision can be implemented normally within 45 days.
- We will evaluate cases to determine whether we should ask for a court injunction to stop the alleged unfair labor practices temporarily until the NLRB is able to decide the case.
- Following an investigation, approximately 65 percent of all unfair labor practice charges are dismissed voluntarily withdrawn for lack of merit. Of the remaining charges, every effort is made to resolve the case through an appropriate settlement. we have been successful in achieving settlements in such cases 86 percent of the time.

Where there is a decision that the charge does not have merit

- If the Regional Director decides that the charge does not have merit, we will explain the reasons to the charging party and offer the charging party an opportunity to withdraw the charge. If the charging party prefers, the Regional Director will dismiss the charge, with or without detailed reasons at the charging party's request, and the charging party can appeal. The dismissal letter

will tell the charging party how to file such an appeal.

- From the time a charge is first filed, you should expect in such no-merit cases that a withdrawal will be approved or a dismissal letter will be issued normally within 45 days.
- If the charging party appeals the dismissal, the General Counsel's Office of Appeals in Washington, D.C. will fully review all of the evidence and give full consideration to the charging party's contentions in making a decision. The length of time before a decision on the appeal issues will vary depending on a number of actors, including the amount of evidentiary material which must be analyzed and the complexity of the issues. Customer service standards regarding how long it should normally take for a decision on an appeal to issue are currently being developed.

Where there is a decision that the charge has merit.

- If the decision is that the charge has merit, we will explain the decision and offer the charged party an opportunity to settle before a formal complaint is issued. We will continue to try to settle the case after issuance of the complaint. In addition, you should bring settlement possibilities to our attention as they develop.
- From the time a charge is first filed, you should expect in such cases a complaint, settlement or adjustment, normally within 45 days.
- If the charge proceeds to trial, an Agency attorney will prepare and present the case to an NLRB Administrative Law Judge (ALJ). Other parties to the case may be present, be represented by counsel if they choose, and may examine witnesses and present relevant evidence. The length of time before trial will vary depending on a number of factors, including how many other cases are set for trial.
- After the trial is concluded, the ALJ will issue a written decision and recommended order, which can be appealed to the Board in Washington and ultimately to the federal courts. The length of time before decisions of the ALJ and the Board issue will vary depending on a number of factors, including the length of the trial and the complexity of the issues. Customer service standards regarding how long it should normally take for decisions of the ALJ and the Bard to issue are currently being developed.

Whenever you contact the National Labor Relations Board

- We will treat you courteously.
- We will attempt to answer your questions about the case, consistent with the confidentiality rights of other persons and the Privacy Act.
- If necessary, we will provide bilingual services if we are given sufficient notice of that need.

- We will provide the same treatment to all persons regardless of race, sex, religion, national origin, age, political affiliation, sexual orientation, or disability.
- Our facilities are accessible to persons with disabilities. We will attempt to accommodate persons with disabilities. Please let us know if you will need accommodation.
- If you wish, you may be represented by an attorney or other representative of your own choice.

NATIONAL MEDIATION BOARD

Dispute Resolution

Assists in maintaining a free flow of commerce in the railroad and

airline industries by resolving disputes that could disrupt travel or imperil the economy.

You can expect our staff to meet the following standards:

- At least 90 percent of representation cases not involving a participant's request for Board-level action will be completed within 90 calendar days of docketing.
- In at least 90 percent of representation cases involving a participant's request for Board-level action, the NMB staff will submit a recommendation to the Board within 180 calendar days of

docketing and the Board will respond within an additional 30 calendar days.

- An updated NMB Representation Manual will be made available to the public during fiscal year 1995.
- An NMB investigator will be assigned to investigate representation cases within five business days of docketing.
- Representation and mediation applications will be responded to within three business days following their receipt by the NMB.
- All NMB mediators will have received training on innovative/enhanced mediation approaches by the end of fiscal year 1995.
- At least two training/orientation opportunities will be made available to the parties by the end of fiscal year 1995 regarding methods to reduce the volume of railroad grievance cases pending

resolution.

- Arbitrators compensated by the NMB will be sent their payment within 14 days following the NMB's receipt of an appropriate voucher.

OFFICE OF PERSONNEL MANAGEMENT

Employment Service

Federal Employment Information System

Serves job seekers and displaced Federal employees by providing information on federal employment

Our Customer Service Standards:

- We will provide you with courteous and timely service.
- We will update our nationwide job listings every business day.

- We will have Employment Information Specialists available to answer your questions on the nationwide Career America Connection telephone system, 912-757-3000.
- We will provide 24 hour a day, 7 days a week access to nationwide job information.
- We will respond to your requests for applications and routine information within one business day.
- We pledge to respond to your requests for employment information within one business day, and requests for more detailed information within five days.
- We will use your suggestions and complaints to improve our service continually. We will always remember we work for you, the American public.

PEACE CORPS

Office of Human Resource Management

To hire staff who will provide support, by assisting the Peace Corps volunteers in meeting the needs of the countries in which they serve.

You can expect our employees to meet the following standards:

Timeliness

- We will mail postcards acknowledging receipt of your application within five working days. When a selection has been made, we will also notify you.
- We will ensure telephone coverage throughout the business day by answering all calls or by providing a voice mail message. We will return all calls within two working days.
- We will mail requested information for open vacancies within one working day.
- We will respond to your correspondence regarding employment matters within four working days.

Respect Standards

- Every employee represents the Peace Corps. We will identify ourselves by name and office when communicating with you.
- When transferring your call, we will provide you with the name and number of the person to whom you are being referred.
- We will help customers with special needs relating to vision, hearing and language in obtaining access to our services and information.
- We will promptly acknowledge that something did not happen as we promised and will do our best to correct the situation.

Results Standards

- We provide easy access to our services. You can talk to someone in person on business days from 8:30 a.m. - 5:00 p.m. EST. Beginning in October 1995, we will have automated services which respond to requests left on our Automated Job Line 24 hours a day, 7 days a week.
- We have a comment/suggestion box, located within the Human

Resources Management office lobby. If our performance does not match our standards for customer service, please let us know so that we can do something about it.

- We will provide printed forms that are easy to understand and to complete.
- We have a comment/suggestion box, located within the Human Resources Management office lobby. If our performance does not match out standards for customer service, please let us know so that we can do something about it.
- We will provide printed forms that are easy to understand and to complete.
- We will eliminate processes, procedures, and rules that are roadblocks to success and have outlived their usefulness.
- We will make certain information available electronically and provide clear instructions on how to receive this information.

PEACE CORPS

Office of Medical Services

Medically screens all applicants for Peace Corps service.

- Your interest in serving as a Peace Corps Volunteer is important to us. You can expect courteous and respectful treatment from us.
- If you contact the Office of Medical Services by phone, a customer service representative will take your call in turn. If s/he is unable to answer your inquiry. s/he will refer you to someone who can. If you choose to leave a message, we will return your call within 48 hours.
- When you submit medical records to us, we will maintain them in the Office of Medical Services and handle them in a professional, confidential manner.
- When we communicate with you, we will use letters, forms, or terms which are clear, concise and easily understood.
- Upon receipt of complete, accurate dental and medical records, we will make a determination of your medical eligibility for overseas service within ten working days.
- In the event we determine you are not medically eligible to serve overseas, we will notify you in writing and explain why. We will also inform you about our appeal procedures. Should you choose to appeal, a decision will be made within sixty days of your written request.

PEACE CORPS

Office of Returned Volunteer Career Services

Provides employment clearinghouse for returned Peace Corps volunteers.

As a customer of Returned Volunteer Career Services, you can expect that we will:

- Provide friendly and courteous service.
- Provide accurate and current information in career workshops.
- Produce and distribute an employment advertisement and career information newsletter for

Returned Peace Corps Volunteers.

- Review resumes and employment applications submitted for critiques, and return them within three weeks of receipt.
- Return phones calls within three days.
- Ensure that, if your call has to be transferred to a more appropriate division of the agency, you are given the office's title and phone number and an explanation for the transfer.
- Provide, upon request, information regarding our policies, customer priorities and changes in products or services.
- Help customers with special needs related to vision, hearing, mobility and other factors, obtain access to services and information.

PEACE CORPS

Office of Volunteer Placement

Selects, places and delivers qualified applicants to Peace Corps host countries.

Every employee represents the Peace Corps. As our customer, you can expect that we will:

- Upon receipt of your application from Recruitment, maintain contact with you at least every 30 days during our decision process and provide you with complete and accurate information about the status of your application.
- Give our names and be prompt, courteous, and clear with each caller, redirecting your calls when necessary.
- Provide telephone coverage throughout the day; answer all phone calls by the third ring, using automated voice systems only when necessary.
- Respond to requests for information within one business day.
- Apologize if we make a mistake, and correct the problem. Help customers with special needs related to vision, hearing, mobility, health status, literacy, language, and other factors, obtain access to services and information.
- Provide forms that are easy to understand.
- Utilize new technologies to provide customers with more efficient access to our services and information.
- Perform surveys to evaluate customer satisfaction

PEACE CORPS

Office of Volunteer Recruitment

Recruits people interested in volunteer opportunities with the Peace Corps.

You can expect a Peace Corps recruiting office to be:

- Courteous and respectful. Your interest in Peace Corps activities is important to us and you can expect professional treatment.
- Clear. We will explain our programs, how our recruitment process works, whether you are eligible, and how you can apply. Our letters and printed materials will be professional in appearance and written in plain English.

- Accessible. We are available to talk with individuals and groups about our programs. When you visit our office, you will be assisted by a knowledgeable staff person. If someone you wish to talk with is not available, we will arrange for this person to contact you. Follow-up phone calls will be made to ensure that you have received the information sent, and to respond to your questions.
- Fair. Our selection process will proceed without discrimination based on race, color, national origin, sex, religion, age, sexual orientation, disability or political affiliation.
- Ethical. We will ensure that your privacy is protected.
- Efficient. We will mail requested information to you within three business days. We will acknowledge your application within five business days and will provide information regarding the status of your application within ten business days. When you ask a question, we will provide an immediate answer whenever possible. If we cannot provide an immediate answer, we will give you a firm commitment as to when an answer can be provided.
- Open. We will measure your satisfaction through use of customer surveys, focus groups and public comments. We encourage you to tell us how we can improve our service.

PEACE CORPS

Peace Corps Fellows Program

Provides educational and employment opportunities to returned Peace Corps volunteers

As customers of the Peace Corps Fellows program, you can expect that we will:

- Maintain the quality of Fellows programs to ensure they are fulfilling their responsibilities and obligations to returned Peace Corps volunteers by communicating with the university coordinators monthly and making site visits to each school annually.
- Handle all telephone calls with courtesy and friendliness. If our office does not have the information, we will have it available by telephone within two working days, or by mail within ten working days.
- Ensure that, if your call has to be transferred to a more appropriate division of the agency, you are given the office's title and phone number and an explanation for the transfer.
- Answer telephone calls received through voice mail by the next working day.
- Send out requests for readily available printed material within two working days.
- Answer all letters requiring an individual response as completely as possible within ten working days of their receipt.
- Welcome your visit to our office. A knowledgeable staff person will assist you. If your visit was not scheduled and someone you need to talk with is not available, we will give you an appointment for the earliest mutually convenient

time. If you have come to the wrong office, or if your questions cannot be answered by the staff, we will direct you to the appropriate office. We will check beforehand to ensure that someone in that office will be available to speak with you.

PEACE CORPS

World Wise Schools

Promotes understanding of other cultures among people of the United States.

As customers of World Wise Schools, you can expect that we will:

- Treat you with courtesy and respect, and provide you with accurate and current information.
- Within four weeks, acknowledge your program enrollment application and explain clearly the next step(s) in the process.
- Return telephone calls and electronic messages within 48 hours.
- Mail readily available printed material within one week of your request.
- Ensure that, if your call has to be transferred to a more appropriate division of the agency, you are given the office's title and phone number and an explanation for the transfer.
- Ask for and consider you ideas about program procedures and services.

PENSION BENEFIT GUARANTY CORPORATION

Plan Participants

Protects participants' pension benefits and supports a healthy retirement system.

As customers of PBGC, you deserve our best efforts. Our first goal, of course, is getting you your benefit check on time each month. We are also committed to always showing you courtesy and respect when you contact us.

We pledge that:

- In all correspondence to you, we will give you the toll-free number of our Customer Service Center and the name of a person to contact at PBGC.
- In all communications with you, we will acknowledge your inquiry within one week.
- We will return your initial phone call within 1 workday.
- If we cannot give you an immediate answer, we will tell you when to expect it.
- If it will take us longer than expected to answer your question, we will give you a status report and tell you a new date when to expect an answer.
- If you are receiving a pension check, changes you request (such as address change, direct deposit, tax change) will be made within 30 days, if the request is received by the first of the month. It will take another month if the request is received after the first of the month.

STATE

BUREAU OF ADMINISTRATION

Authentication of Documents

Provides authentication of official documents

- Experienced and knowledgeable employees serve customers in a timely and courteous manner.
- The Authentications Branch provides responses to mailed requests within five (5) working days of receipt.
- The Authentications Branch provides over- the- counter service on a while-you-wait basis (with a daily limit of no more that 15 documents and one visit per customer).

STATE

BUREAU OF ADMINISTRATION

Office of Freedom of Information, Privacy and Classification Review

Provides information

- The Bureau of Administration strives to maximize responsiveness to requesters while safeguarding information concerning the national security, individual privacy, and other governmental privileges.
- The Office of Freedom of Information, Privacy and Classification Review delivers services that are informative, timely, and customer- friendly.
- The Office of Freedom of Information, Privacy and Classification Review mails an acknowledgment to the customer within five working days of receiving each request for service. The acknowledgment letter includes an estimated date of completion for the request. Requests are handled on a first-in, first-out basis, with the exception of those customers whose requests receive expeditious handling for demonstrated reasons involving health, safety, or due process.
- Officers are courteous and knowledgeable in all interactions with requesters.

STATE

OFFICE OF OVERSEAS SCHOOLS

Education

Promotes quality educational opportunities at the elementary and secondary level for dependents of American citizens overseas

The Office of Overseas Schools is committed to providing its customers with service of the highest possible quality within resources available. In doing so, the Office strives to meet the following standards:

- If you request information on overseas schools, we will provide professional, knowledgeable and courteous service. When written material is pertinent, we will send it to you within 24 hours of the request.
- In accord with legislative criteria and post recommendations, we will provide grant assistance each year to schools which enroll U.S. citizen school-age dependents
- If you request assistance on locating an appropriate school for your child(ren), including those with special needs, we will provide options within one week of your request.
- To enhance appropriate education for dependents of U.S. citizens abroad, we will administer technical support

activities to encourage school improvement and foster excellence in elementary and secondary education in American-sponsored overseas schools.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Air Pilot Certification

Responsible for testing and certification of airplane pilots.

- We will process your application for certification within 21 working days of receipt.
- We will provide written test results within 20 working days.
- We will respond to your correspondence and requests for duplicates within three working days.
- We will be polite, considerate, and helpful.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Airport Grants

Works in partnership with the aviation community in determining the most prudent use of federal and local funds to support the existing and future airport development needs.

The FAA will:

- Respond to any request to be included in the National Plan of Integrated Airport Systems within 10 working days.
- Conduct special workshops and seminars and participate in state aviation and airport user group meetings whenever requested to provide advice and receive comments on planning and development guidelines.
- Update our advisory circulars to reflect the current state of the industry whenever changes are made to the airport development standards.
- Consider all requests for airport inspections within 30 days to determine conformity with Federal standards.
- Conduct local joint planning conferences, as requested, and take necessary follow-up actions.
- Coordinate Airport Capital Improvement Plan formulation with airport sponsors on an annual basis.
- Respond within 30 working days to requests for assistance regarding airport development needs.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Civil Aviation Security

To protect the traveling public in air transportation throughout the world.

Our commitment to you:

FAA will:

- Always seek input from an coordinate with all stakeholders before amending the Federal Aviation Regulations and security programs.
- Have Federal Security Managers at 19 major airports in the U.S. to coordinate security measures, policies, and programs.
- Have agents at airports across the country to conduct continuous inspections and investigations of

security measures, to share results immediately upon completion, and to ensure corrective action.

- Provide Federal Air Marshals for in-flight security on selected flights for U.S. airlines.
- Conduct hazardous materials surveillance and inspection of all air carriers serving the United States to ensure safe handling.
- Provide training and support for K-9 explosive detection teams at major airports.
- Collaborate with FBI, Drug Enforcement Administration, and U.S. Customs to develop strategies and state-of-the-art techniques for drug interdiction.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Pilot Medical Certification

Ensure that airline pilots, passengers, and the public are safe from aircraft accidents that could be the result of pilot medical problems.

- Your pilot medical certificate will be issued to you in your AME's office on the day you complete your medical examination, unless medical problems require further review.
- If your certificate cannot be issued by your AME because further medical review is required, your paperwork will be forwarded to the FAA. We will process your application for medical certification (excluding special issuance cases) within 15 working days of receipt of all necessary medical information from your medical provider.
- We will respond to your request for duplicate medical certificates within three working days of receipts.
- We will respond to your request for full review of medical records within 15 working days of receipt.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Weather and Flight Service

Provide general aviation pilots with easy access to weather data and flight plan processing via personal computer.

- Assure pilots, who possess a valid pilot certificate and current medical, DUAT access within 10 days of their request for service.
- Provide enhancements to the current system, such as weather graphics and ICAO flight plan capabilities, as advances in technology are identified.
- Translate DUAT alphanumeric weather data into plain text English.
- Provide 24-hour free access to the DUAT vendors' "Help Line" for questions regarding technical or data base problems.

TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION

Federal Aid Program

Ensure the highest quality surface transportation system for the Nation.

Our Partners

- Inform you of all major changes in polices and regulations in a

clear and timely manner. Except in unusual circumstances you will have at least 60 days in which to offer your views on all proposed changes, and your views will be appropriately considered. The regulations will be clear, realistic, and impose only the minimum necessary requirements.

- All of our partners and customers with whom we have a financial relationship will receive timely and accurate payment of all funds due to you. For those State partners who use electronic signature, we will make reimbursement payment to you on the same day that you request it.
- Provide you, either directly or through other sources, the best available training, technical assistance, and access to state-of-the-art transportation technology that will meet your needs.
- An open and cooperative approach to considering and deciding on changes which may affect practices, materials, or other aspects of transportation improvement activities.
- Integrity in our business processes, openness to innovation and objectivity in our evaluations.

The Motoring and General Public

- All persons and businesses affected by federally aided transportation improvements will have an opportunity to present their views during the decision making process, and that they will receive all services and benefits to which they are entitled under the law
- All federally aided transportation improvements will be undertaken with the aim of minimizing delay and maximizing safety in and around construction activities.
- We will work with our partners to address identified safety problems in a timely and prioritized manner.
- Work closely with our partners to enhance the condition and performance of our Nation's major roads and bridges.
- We will work with our partners to ensure quality and appropriate uniformity in signs, signals, and design standards on the Nation's major highways.
- All Federally aided transportation improvements will take full account of impacts on the human and social environment and on historical sites. We promise to minimize those impacts to the fullest reasonable extent, and to enhance the environment whenever possible.
- All of our partners and customers will be provided timely and accurate information whenever you request it. You will receive the requested information, or a specific commitment for future delivery, within 10 days of our receipt of your request.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

General Standards - General Public

Promotes rail safety throughout the U.S. railroad system, and

encourages policies that help rail realize its full potential

General Public

- Answer Congressional letters within 5 working days and all other letters from our customers within 10 working days.
- Provide the general public and all FRA employees with requested information as quickly as possible.
- Make good faith efforts in awarding 15 percent of financially assisted railroads' total contract dollars to minority firms.
- Identify and recruit Minority Business Enterprises/Women-owned Business Enterprises (MBEs/WBEs) for inclusion in the Department's MBE certification program.
- Assist and educate small businesses when seeking business opportunities with the rail industry.
- Locate diverse well-qualified candidates to consider for employment.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

Railroad Safety

Public Safety

Promotes a safe railroad industry and encourages policies that help rail realize its full potential.

- Install toll-free lines to FRA Office of Safety headquarters and regional offices.
- Implement negotiated rulemakings -- such as on trackside worker safety -- whenever possible to encourage consensus building.
- Educate labor and management on inspection and enforcement procedures and use opportunity as listening post to seek feedback and suggestions.
- Conduct inspection demonstrations and briefings, including training videos, in partnership with labor and management customers.
- Conduct in-depth surveys of all major customers to improve customer services.
- Voluntary compliance: Develop safety profile for all Class I railroads and work with three railroads to develop systemwide safety management plans.
- Train small railroads on safety rule compliance and provide assistance to resolve safety issues.
- Reduce average time from receipt to resolution of safety complaints to 60 days.
- Use mentoring techniques to model best practices in safety performance: Bring together an exceptionally safe railroad with a railroad that needs improvement.
- Work with states to prepare inspection schedules; meet with states annually to minimize the disruption caused by duplicate scheduling.
- Investigate inspection complaints from railroads within 10 working days.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

General Standards

Promotes rail safety throughout the U.S. railroad system, and encourages policies that help rail realize its full potential.

- Answer Congressional letters within 5 working days and all other letters from our customers within 10 working days.
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- Make good faith efforts in awarding 15 % of financially assisted railroads' total contract dollars to minority firms.
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- Assist and educate small businesses when seeking busines opportunities with the rail industry.
- Locate diverse well-qualified candidates to consider for employment.

TRANSPORTATION

MARITIME ADMINISTRATION

Maritime Exchange

Operates an electronic bulletin board system, MARLINESPIKE, to disseminate timely maritime-related information in a user friendly manner.

- Maintain current and timely information.
- Respond within 24 hours to any questions you may have about system operations.
- Maintain system availability on a 24-hour basis.
- Monitor the forum continuously to provide you with current maritime information.
- Welcome any suggestions you may have on how we can improve this system through the E-mail selection found on the bulletin board or by calling our help line at 1-800-9US-FLAG.
- Treat you with courtesy and respect at all times.

TRANSPORTATION

MARITIME ADMINISTRATION

U.S. Merchant Marine Academy

Educate and graduate professional merchant marine and U.S. Naval Reserve officers to serve the economic and defense interests of the United States and contribute to America's intermodal transportation system.

- Evaluate all admissions applications fairly and base offers of appointment on candidate merit.
- Provide information on an applicant's status within 24 hours of a request.
- Notify applicants of selection for enrollment by May 1 if the application is received by March 1.
- Maintain diversity in our student population and quality in our educational program.
- Help develop and sharpen leadership skills.

- Provide scheduled program within 24 hours of a request.

TRANSPORTATION

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Auto Safety Hotline For the Public

Promotes auto safety.

- We will handle your call promptly.
- If you have trouble reaching one of our operators, call after 6 p.m. Eastern time and leave a message on the answering machine. We will call you back the next business day.
- If we need to get information for you after answering your call, we will not keep you on hold for longer than two minutes.
- We will treat you with courtesy.
- We will provide you with the most accurate and complete information we have on the subject of your request. If we cannot answer your question completely, we will give you the name and

telephone number of someone who can and ask that person to return your call the next business day.

- We will provide you with our most popular fact sheets and information within 24 hours by using our new fax-on-demand service.
- By March 1996, we will provide you with our most popular publications in your choice of Spanish or English.

TRANSPORTATION

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Motor Vehicle and Traffic Safety Program Services

Provides technical assistance and outreach services to attract national organizations as partners in auto and traffic safety program initiatives.

Program planning -- We will:

- Invite your organization to participate in the strategic and tactical planning stages of major new motor vehicle and traffic safety program initiatives.

Technical assistance -- We will:

- Facilitate communication with your organization and others interested in becoming involved in priority motor vehicle safety and traffic safety programs.
- Provide current and accurate information and data within 10 business days after we receive your request.
- Provide technical experts as panelists and speakers, whenever possible.
- Participate in your key meetings and events, and assist national coalitions of organizations interested in motor vehicle and traffic safety.

Program information and materials -- We will:

- At least annually, publish a traffic safety program and publication update, including projects and materials planned for completion within the coming year.
- Every April and October, publish an update of our motor vehicle

safety program activities in the Federal Register.

- Ship program materials for major traffic safety program initiatives 90 days before they will be needed.
- Provide at least a 30-day advance notice of when national media campaign materials will be distributed to media outlets.
- Each January, publish a catalog of traffic safety program materials that includes ordering instructions and a contact for the status of orders.

Training -- We will:

- Develop training and assist National Organizations in planning and/or conducting training for their own members and their constituencies.

TRANSPORTATION

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

General Standards

To save lives, prevent injuries and reduce traffic-related health care and other economic costs.

Our Commitment to You

- Provide the most accurate and complete information available to its customers, the American traveling public, in a helpful and courteous fashion.
- Strive to meet or beat established deadlines for providing customer service.

What You Can Expect

- When you visit our offices, we will welcome you promptly, ask how we can be of service, and let you know when you will be served.
- When you write to us, we will respond to routine requests within ten business days. If we are unable to satisfy your request in that time, we will tell you when we will be able to help you.
- When you telephone NHTSA, your call will be answered within three rings.
- If your initial call does not reach the office that can serve you best, we may need to transfer your call. If we are unable to transfer you to someone who can help you right away, we will find the best person and have them call you back within one business day, or we will call you back and let you know when you can expect to be helped.
- When you leave a message, we will return your call within one business day, or if we need a little longer, we will let you know when you will be helped.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety

General Standards

Provides regulatory standards on the Hazardous Materials Safety program

Our commitment to you:

- The 1996 Emergency Response Guidebook (ERG) will be available in English, Spanish, and French.

- We will return your phone calls before the end of the next business day.
- We will mail training materials and publications within one week of receipt of your request.
- We will investigate all reports of noncompliance with the Hazardous Materials Regulations and expedite the resolution of violations to protect our Nation's environment and citizens against potential hazardous materials disaster.
- We will inform you of regulatory changes through the Hazardous Materials Information eXchange (HMIX) bulletin board and provide you with a selection of information available for downloading.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, and other safety-related information on a continuous basis.
- We will hold public meetings as needed to hear your comments and suggestions on eliminating unnecessary or burdensome regulations and when considering the need for new or amended regulations.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety Registration Programs

Provides registation data for the Hazardous Materials Safety program

Our commitment to you:

- We will process temporary registrations over the phone, 24 hours a day, 7 days a week.
- We will issue registration certificates within 10 business days of receiving your registration statement and fee.
- We will mail a registration form within 10 days of receiving your request. We will mail the next year's registration form and instructions as a reminder.
- We will inform you of any changes in the registration program through the Hazardous Materials Information eXchange (HMIX) bulletin board and provide you with the registration form as a file available for downloading.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, etc.
- We will hold public meetings as needed to hear your comments and suggestions on eliminating unnecessary or burdensome regulations and when considering the need for new or amended regulations.
- We will investigate all reports of noncompliance with the Hazardous Materials Regulations to aid in reducing the cost of unfair competition.

TREASURY

BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS

Importation of Specific Firearms, Explosives, Ammunition and Implements of War

Processes applications for the importation of a variety of firearms, ammunition, explosives, and implements of war for persons and for businesses wishing to import such materials into the United States.

Our service commitment to you

- You have the right to expect professional, prompt, and courteous service when you need our assistance in helping you complete your importation forms.
- A correct ATF Form 6 will be processed in 4 to 6 weeks from date of receipt. Military personnel returning from overseas are reminded to plan ahead for mailing your application(s) in order to meet your return date. If we are unable to process your application because of incomplete or inaccurate information, we will return your application to you for correction within 10 working days.
- Questions concerning the status of your importation application can be answered by calling us directly. If the Specialist or Examiner assigned to your application is not available at the time of your call, we will respond to you by close of business the next working day.
- We will respond to your written correspondence within 21 calendar days of its receipt. However, should we need additional time to research your question(s), we will notify you by phone or in writing and provide you with an approximate response date.

TREASURY

BUREAU OF ENGRAVING AND PRINTING

Redemption of Mutilated Paper Currency

Redeems mutilated paper currency

We will work with the public to redeem partially destroyed or badly damaged currency. These are our standards when you file a claim:

- After you are notified that we have received your claim, you may contact us by telephone for information on your claim's estimated processing time and status. You can usually expect this information within one hour after your call.
- You can always expect polite and courteous service and that we will identify ourselves by name.
- If your claim is denied, you can expect a full explanation of our actions.
- Depending on the type of damage to the currency submitted in your claim, you can expect notification of status or payment within 14 days of the BEP's receipt.

TREASURY

BUREAU OF THE PUBLIC DEBT

Savings Bond Sales

Manages the Savings Bond program

If you purchase a savings bond, you can expect:

- The savings bond you ordered will be mailed to you within fifteen days from the date of purchase.

- We will accurately inscribe your savings bond and promptly correct errors.
- Whenever you contact us, we will treat you courteously.

TREASURY

BUREAU OF THE PUBLIC DEBT

Serves Investors in Marketable Government Securities.

- We will accurately establish your account and process your transactions.
- When you write to your servicing office, we will respond within five business days after receiving your letter.
- When you visit your servicing office, we will assist you within 15 minutes.
- When you call your servicing office, we will answer routine inquiries during the call, and we will respond to complex inquiries within five business days.
- Whenever and however you contact your servicing office, we will treat you courteously.
- We will update the information on the telephone recordings within one hour after a new offering is announced or auction results are released.
- Your servicing office will process routine transaction requests no later than five business days after receipt of the request.
- If you wish to transfer securities out of Treasury Direct, your servicing office will complete the transfer within one business day of receipt of your request.
- We will mail you a statement of account no later than five business days after the date your security was issued or your transaction request was processed.

TREASURY

INTERNAL REVENUE SERVICE

Tax Administration

Tax return processing

Our customers are the taxpayers of the United States.

- We will make tax forms and instructions simpler and easier for you to use. We made some good changes this year, but we want your ideas for future improvements. Please call us at 1-800-829-3676, available 9 hours each business day, or you may write to us at Internal Revenue Service, Attention: Tax Forms Committee, PC:FP, Washington, D.C. 20224.
- To make it easier for you to meet your tax obligations, we will expand your opportunity for simplified return filing and payment of your taxes through our electronic filing, joint federal/state filing, touch-tone phone, and electronic payment programs.
- You will have more convenient access to tax law and account information. Our pre-recorded tax information will continue to be available 24 hours a day, seven days a week, and access to refund status information will be extended. We will also extend the time that you will be able to

contact our tax assistors to 10 hours each business day.

- Our goal is to answer your questions and process your tax returns accurately. To reach that goal, we will continue to make improvements yearly.
- If you file a complete and accurate tax return and you are due a refund, your refund will be issued within 40 days if you file a paper return or within 21 days if you file electronically.
- Our goal is to resolve your account inquiries with one contact. To reach that goal, we will make improvements yearly.
- If you provide sufficient and accurate information to our tax assistors but are given and reasonably rely on an incorrect answer, we will cancel related penalties.
- If you have a problem that has not been resolved through normal processes, you may contact our Problem Resolution Office. A caseworker will contact you within one week and will work with you to resolve the problem.

TREASURY

U.S. MINT

Numismatics

Sells Coin Set to Public (Numismatic Customers)

Manufactures and sells coin sets, commemorative coins, and medals to

2 million coin collectors and distributors through mail order or in five sales centers.

If you're a mail-order customer:

- Your orders will be shipped within four weeks of receipt.
- Your calls will be returned within one working day.
- Your inquiries will be answered with one-stop service.

TREASURY

U.S. MINT

Precious Metals

(Precious Metal Investors) Sells Gold and Silver to Investor

Sells gold and silver bullion to investors worldwide through a network of wholesale authorized purchasers.

- Orders may be placed by fax 24 hours per day, seven days per week.
- Orders will be processed by 2 p.m. daily, five days per week (excluding holidays).
- Order confirmation fax: to be sent out to you by 4:00 p.m. on the day the order is placed Monday through Friday.
- Pricing fax: to be sent out to you by noon the following day. (The Gold Fax normally comes in around 10 to 10:30 a.m.)
- Remittance fax: sent out immediately upon receipt of funds from you.
- Order pickup: Upon receipt of the payment, we fax a release document to the appropriate facility, where the coins are then picked up by your armored carrier.

UNITED STATES INSTITUTE OF PEACE

Resolution of International Conflicts

To strengthen the nation's capabilities to promote the peaceful resolution of international conflicts.

We Will:

- Answer all requests and inquiries in a timely, informed, and courteous manner.
- Provide clearly written applications for Institute competitions (i.e., grants, fellowships, educational institutes and the National Peace Essay Contest); disseminate the applications widely and allow adequate time for their completion and submission.
- Honor the time frames for selection processes, which are printed in the application material.
- Accurately publicize selection criteria and processes in the application material.
- Conduct a fair and reasonable review of all application submissions for the aforementioned competitions.
- Provide advance notice, with complete and accurate information, of upcoming public events and record the results of selected Institute activities, making them available as quickly as possible.
- Provide information about library holdings and services in response to requests received electronically, via phone, fax, or mail and by appointment-only visitors.
- Disseminate event information, research reports, and other complimentary products through a variety of media, including print, facsimile, radio, video and Internet.
- Develop and maintain an on-line presence on the Internet, offering general program and event information and complimentary materials.
- Review periodically our performance against these standards of service in an effort to maintain a responsive and responsible level of attention to our customers, clients, and patrons.

UNITED STATES POSTAL SERVICE

Delivering the Mail

Provides mail service

These are the continuing standards of the USPS:

- Your First Class Mail will be delivered anywhere in the Continental United States within three business days.
- Your local First Class Mail will be delivered overnight.
- You will receive service at post office counters within five minutes.
- You can get postal information 24 hours a day by calling a local number in 81 metropolitan cities.

Chapter 5: Standards For Law Enforcement

JUSTICE

ASSET FORFEITURE

Equitable Sharing

To maximize the effectiveness of forfeiture as a deterrent to crime.

The Department adopts the following standards where the requesting state or local agency has filed a timely, complete, and accurate request for sharing; where no petition for remission or mitigation has been filed; and where no international sharing is involved:

- Ninety-five percent (95%) of all DAG-71 applications for equitable sharing will be acknowledged in writing within 30 days of receipt by the investigative agency participating in the Department of Justice Asset Forfeiture Program.
- Ninety-five percent (95%) of all forfeited personal property will be sold within six months of the final forfeiture order, and any corresponding equitable sharing payment will be made within 45 calendar days following sale.
- Ninety-five percent (95%) of sharing applications for cash will be executed within 120 days of the final order of forfeiture.
- Investigative agencies will notify requesting state and local agencies within 30 days, of any action taken that results in the asset no longer being available for sharing (e.g., asset returned to owner, asset put into official use).
- The Department will notify requesting agencies of case dispositions in cases of property in excess of a million dollars.

JUSTICE

BUREAU OF PRISONS

General Standards

Protects society by confining offenders in the controlled environments of prisons and community-based facilities that are safe, humane, and appropriately secure.

Committed to maintaining a healthy partnership with the community and other law enforcement components, the BOP will:

- In the event of an inmate escape from a Federal institution, notify Federal and local law enforcement officials immediately and furnish them with the details of the escape and the identity of the escapee.
- At least 5 days prior to releasing an inmate with prior convictions for a drug trafficking crime or a crime of violence, notify the state and local law enforcement officials of jurisdiction.

- Notify Victim/Witness of the following inmate activities within the specified time frames:

Initial Designation - 30 days.
Death - 30 days.
Parole Hearing - 60 days prior to the hearing.
Release to the community - 60 days prior.
Furlough - as early as possible before the actual furlough date (by phone if necessary).
Transfer to a Halfway House - upon acceptance at the halfway house with the acceptance date.

JUSTICE

COMMUNITY RELATIONS SERVICE

Conflict Prevention and Resolution Program

Racial and Ethnic Conflicts

Resolves racial and ethnic conflicts

- We will clearly explain the process that CRS uses to address racial and ethnic conflicts, and our role in that process.
- We will provide opportunities for all parties involved to contribute to, and work toward, a solution to the racial or ethnic conflict.
- If you are a participant in a CRS training session or conference, we will provide useful information and materials that will assist you in preventing or minimizing racial and ethnic tensions. If you would like more information, we will work with you to identify additional materials to meet your needs, within three weeks of learning of your need.
- We will be prepared to provide on-site services in major racial or ethnic crisis situations within 24 hours of when your community notifies CRS or CRS becomes aware of the crisis.
- In non-crisis situations, we will contact you within three days of when your community notifies CRS or CRS becomes aware of the situation, to discuss your request for CRS services.

JUSTICE

DRUG ENFORCEMENT AGENCY

Office of Diversion Control

Registrants

Manages program to prevent the diversion of controlled substances and listed chemicals

As a DEA registrant you have a right to expect professional and competent service. To that end you can expect that:

- You will receive courteous and professional treatment from DEA personnel.
- You will receive a response to telephone inquiries on the date the inquiry is received.
- You will receive a response to written inquiries within seven working days.
- Guidance you receive regarding interpretation of the CSA and the regulations will be clear and concise.
- DEA will be responsive to your concerns and criticisms and we will continue to work toward streamlining processes wherever possible.
- We will exercise discretion in handling sensitive information provided by you.
- We will be responsive to your complaints and any suggestions

for improving our service, procedures and performance.

JUSTICE

FEDERAL BUREAU OF INVESTIGATION

Integrated Automated Fingerprint Identification System (IAFIS)

Fingerprint Identification Services

Supports law enforcement agencies.

Name checks:

- Response time for name searches against criminal histories is and will be five seconds.

Fingerprint checks using current manual process:

- We now process fingerprint identification of arrestees in an average of 40 days from the time we receive the fingerprint card.
- We now process fingerprint identification for employment and licensing purposes in an average of 9 days from the time we receive the fingerprint card.

Fingerprint checks in the future using IAFIS:

- IAFIS will process fingerprint identification of arrestees in an average of two hours from the time of receipt of the fingerprint data.
- IAFIS will process fingerprint identification for employment and licensing purposes in an average of 24 hours from the time of receipt of the fingerprint data.

JUSTICE

FEDERAL BUREAU OF INVESTIGATION

National Crime Information Center (NCIC)

Provides information to other law enforcement agencies

When the NCIC 2000 System is fully operational, it will meet the following standards:

- Customers will be able to access the system 24 hours a day, seven days a week (currently available).
- System will process NCIC inquiries in one second or less. Current NCIC processing time is two seconds.
- Users will be able to conduct on-line inquiries for information that is now available only through special computer programming.
- Users will be able to receive photograph and fingerprint images on-line in police cruisers (currently not available).

JUSTICE

FEDERAL BUREAU OF INVESTIGATION

Uniform Crime Reports Program

Provides information on crime in the United States

- The Crime in the U.S. report will be published in the fall of each year.
- Report updates will be published semi-annually in April and October of each year.
- If you are a member of the public, you may obtain copies of these reports for a fee by contacting the Superintendent of Documents, Government Printing Office.
- To receive customized reports, you may contact our program staff, which will facilitate a response to your inquiry as soon as possible in written or electronic form.

When fully operational, the National Incident-Based Reporting System program will provide the following services:

- Data on 22 crime categories made up of 46 specific crimes will be collected (current system collects data on only eight crime categories).
- Information on every crime will be collected separately (current system uses a summary report, which reports only the worst crime in a multiple offense situation).
- Age, sex, race, ethnicity, etc. will be reported for victims and witnesses of all crimes, which will allow for better analysis (current system reports this information only on certain crimes).
- System will provide the ability to quantify drug seizures in relationship to drug arrest (currently not available).
- Information will address such issues as hate crimes, white-collar crime, domestic violence, abuse of the elderly, etc. (currently not available in summary system).

JUSTICE

IMMIGRATION AND NATURALIZATION SERVICE

District Office Investigations

Assists local, state and other Federal law enforcement agencies conduct investigations.

The INS will ensure that local, state, and other Federal law enforcement agencies are able to contact its investigations units during both duty and non-duty hours. To accomplish this, each District Office will:

- develop a list which includes contact names, telephone, and telefax numbers for both duty and non-duty hours.
- disseminate these contact lists to all law enforcement agencies within the District's jurisdiction by December 31, 1995, with updates as needed.

The INS will ensure that local, state, and other Federal law enforcement agencies are aware of the response capability of its local investigations units. To accomplish this, each District Office will:

- prepare guidelines describing INS investigations response capabilities.
- disseminate these guidelines to all law enforcement agencies within the District's jurisdiction by December 31, 1995, with updates as resource and policy changes require.

The INS will ensure ongoing open exchange of information with local, state, and other Federal law enforcement agencies. to accomplish this, each District Office will establish a formal mechanism to:

- exchange intelligence information related to criminal alien activity within the District's jurisdiction.
- periodically offer formal training on INS law enforcement activities.

JUSTICE

OFFICE OF JUSTICE PROGRAMS

National Criminal Justice Reference Service

Network of criminal justice information

Commitment to service

NCJRS is committed to supplying the right information to you, the customer, at the right time. This means:

- Providing courteous, prompt service. We will process your request for materials within 5 days of receipt.
- Meeting your expectations by sending the materials you need in the way you want to receive them. Materials are usually sent by third-class mail. They can also be made available over the Internet through e-mail or through the FTP (File Transfer Protocol) site. Quick service is also available via fax and commercial carriers on a cost-recovery basis.
- Offering extras such as hard-to-find information. If an immediate response to your telephone question is not possible, we will call you with additional information and referrals within 2 business days.
- Soliciting your opinions - through user surveys, focus groups, the NCJRS consumer advisory network - and adapting services to meet your changing needs.

JUSTICE

RESPONSE CENTER

Technical Assistance

To provide customers with technical assistance, information about new federal criminal provisions, and available grants and funding opportunities in the Crime Act, as they relate to Justice agencies.

The Response Center has developed the following measurable standards; to provide:

- Timely information.
- Accurate information.
- Efficient service.
- Professional, courteous service.

JUSTICE

U.S. ATTORNEYS

Victim-Witness Program

Assisting victims and witnesses involved in Federal Litigation

Administers the Victim-Witness program for the U.S. Attorney's offices

Notifications -- If you request it, we will provide the following notifications to you within two weeks or less:

- When there's been a change in the detention status of an offender.
- When charges have been filed against a suspected offender, or if any or all charges are dismissed.
- When court schedules are changed.
- When there's been a plea agreement and the terms of the agreement. If the defendant either pleads guilty or is found guilty, you have the right to submit an "impact statement" detailing the emotional effects of this crime on your life and the lives of members of you family.
- The date set for sentencing if the offender is found guilty, and the sentence imposed. If there is a conviction, you may be notified of changes in the prisoner's status by the Bureau of Prisons.

Other assistance services:

- To the extent possible, a separate waiting area will be provided for you separate from the offender and defense witnesses during court proceedings.
- Emotional support and assistance will be provided to you during court appearances.
- Upon your request, you will be assisted in talking with your employer if your cooperation in the investigation or prosecution of the crime causes you to be absent from work; likewise, if the crime prohibits your ability to make timely payments to creditors, assistance will be provided to you in dealing with those creditors.
- You will routinely be provided with information or assistance concerning transportation, parking, lodging, translator, and related services.
- When needed, you will be provided referrals to existing agencies for shelter, counseling, compensation, and other types of assistance services.

JUSTICE

U.S. NATIONAL CENTRAL BUREAU

INTERPOL

Communication link between the U.S. Federal, State and local law enforcement community and member nations of INTERPOL

24 hour operational capability.

Telecommunications protocols and operations.

Response time Standards:

- Critical Urgent Requests within 24 hours of receipt
- Urgent requests within 24 hours of receipts (except on weekends)
- Important requests within 5 working days
- Routine requests within 10 working days

Case standards.

Law Enforcement Database standards.

NCIC record regulations.

TECS record audits.

INTERPOL Regulations on Humanitarian Assistance.

SECURITIES AND EXCHANGE COMMISSION

Securities Regulation

Protects investors through enforcement of the federal securities laws and oversight and regulation of the securities markets.

SEC's Commitment to Customers:

- Provide courteous, timely and responsive answers to all customers.

The SEC will make full use of an electronic bulletin board, a toll-free consumer hotline (available 24 hours a day), and an Information Line in the headquarters Public Reference Room to provide information and enable the public to make requests for certain services.

SEC publications will be mailed out and telephone calls returned within 24 hours of

investor request via toll-free consumer hotline.

The SEC will provide information in plain English to investors and filers and will encourage the securities industry to do the same.

Staff of the SEC's public reference rooms will assist investors and others in locating and obtaining information and in using the agency's electronic filing system (EDGAR).

- Suggest alternatives or options to customers when the SEC is unable to provide direct assistance.

The SEC will notify customers of all alternatives and options within 30 days of receipt of letters.

The SEC will inform investors of their rights.

- Obtain comments and suggestions from customers on how to improve or modify the SEC's consumer affairs program.

The SEC will solicit and obtain comments and suggestions from investors, filers, and others via electronic bulletin board, town meetings, advisory committees, surveys and other forums.

TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION

Motor Carrier Safety

Ensures safety on America's highways and the safety of the vehicles

using the highways.

- We will inform you on every major change in motor carrier regulations by providing you with a copy of, or information describing, the new regulations, or by conducting industry briefings.
- We will provide information about regulatory changes to trade associations, trade press, and other motor carrier publications.
- You will receive information regarding changes in motor carrier regulations during our on-site reviews of your operations. You will also receive the specific information and materials needed to help you comply with the safety regulations.
- When you call or write to us requesting information, we will provide the information to you within five working days of receiving your request.
- We will work with state motor carrier safety enforcement agencies to ensure no duplication in the scheduling of on-site reviews.
- We will review your accident records and provide an accident prevention package to motor carriers that are experiencing accidents regardless of your safety compliance.
- If you are a hazardous materials or passenger carrier and receive an unsatisfactory safety rating as a result of our review, we will conduct a follow-up review within 45 days, as requested, to ensure you the opportunity to remain in business.
- We will periodically collect information from the entire motor carrier industry which will allow us to better serve you. The

information request will ask if you are still in the motor carrier business, whether the nature of your business has changed, and how we can improve the information and technical assistance we provide to you.

- We will work with state motor carrier regulatory agencies, insurance companies, trade associations, and other industry groups to identify motor carriers who may not know that they are subject to safety regulations. We will provide these newly identified motor carriers with the information they need to comply with safety regulations.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

Railroad Safety

Public Safety

Promotes a safe railroad industry and encourages policies that help rail realize its full potential.

- Install toll-free lines to FRA Office of Safety headquarters and regional offices.
- Implement negotiated rulemakings -- such as on trackside worker safety -- whenever possible to encourage consensus building.
- Educate labor and management on inspection and enforcement procedures and use opportunity as listening post to seek feedback and suggestions.
- Conduct inspection demonstrations and briefings, including training videos, in partnership with labor and management customers.
- Conduct in-depth surveys of all major customers to improve customer services.
- Voluntary compliance: Develop safety profile for all Class I railroads and work with three railroads to develop systemwide safety management plans.
- Train small railroads on safety rule compliance and provide assistance to resolve safety issues.
- Reduce average time from receipt to resolution of safety complaints to 60 days.
- Use mentoring techniques to model best practices in safety performance: Bring together an exceptionally safe railroad with a railroad that needs improvement.
- Work with states to prepare inspection schedules; meet with states annually to minimize the disruption caused by duplicate scheduling.
- Investigate inspection complaints from railroads within 10 working days.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety

Emergency Planning and Training Grants

To provide hazardous materials emergency planning and training grants

Our commitment to you:

- We will return your phone calls before the end of the next business day.

- We will inform you of grant awards within 10 days after awards are made.
- We will provide you with a selection of emergency planning and training information as files available for downloading from the Hazardous Materials Information eXchange (HMIX) bulletin board.
- We will mail hazardous materials emergency preparedness curriculum guidelines, training materials and other safety-related publications within one week of receipt of your request.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, and other safety-related information on a continuous basis.
- We will help you assess the content of your selected courses to verify that they will qualify as hazardous materials training under the grant program.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety General Standards

Provides regulatory standards on the Hazardous Materials Safety program

Our commitment to you:

- The 1996 Emergency Response Guidebook (ERG) will be available in English, Spanish, and French.
- We will return your phone calls before the end of the next business day.
- We will mail training materials and publications within one week of receipt of your request.
- We will investigate all reports of noncompliance with the Hazardous Materials Regulations and expedite the resolution of violations to protect our Nation's environment and citizens against potential hazardous materials disaster.
- We will inform you of regulatory changes through the Hazardous Materials Information eXchange (HMIX) bulletin board and provide you with a selection of information available for downloading.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, and other safety-related information on a continuous basis.
- We will hold public meetings as needed to hear your comments and suggestions on eliminating unnecessary or burdensome regulations and when considering the need for new or amended regulations.

TRANSPORTATION

U.S. COAST GUARD

Commercial Fishing

Assists the commercial fishing industry by protecting marine resources and providing safety at sea.

Our standards call for:

- Protecting critical spawning and nursery grounds annually.
- Reducing the adverse impacts of By-Catch annually.
- Maintaining 24 hours/day, seven days/week search and rescue services on demand.
- Providing 24 hours/day, seven days/week Radio navigation services and operation of the VHF-FM national distress system, Channel 16.
- Providing 24 hours a day, seven days a week navigation information services at 703-313-5900.
- Maintaining surveillance of our nation's Exclusive Economic Zone to prevent poaching.

TREASURY

BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS

The National Tracing Center

Helps federal, state, local, and international law enforcement agencies identify criminal suspects by tracking firearms from manufacturer to purchaser.

If you request a trace from us, you can expect that:

- "Urgent" traces will be completed within 24 hours. An urgent trace involves a firearm used in a crime of violence or involves information that is essential to apprehend or hold a suspect, or to obtain a search warrant. Time is essential.
- We will contact you daily if your urgent trace cannot be completed within the established timeframe.
- "Routine" traces will be completed within four weeks. A routine trace involves crimes such as carrying a firearm without a permit, burglary, and firearms trafficking. This category also includes identifying the purchaser of recovered firearms when time is not an essential factor.

Please note that we depend on the cooperation of licensed firearms dealers and others to complete traces. The response times of dealers affects the times it takes us to respond to your requests.

TREASURY

FLETC

Training of Law Enforcement Officials

Provides training for federal, state, local and international law enforcement personnel

- We will maintain Administrative Services at a level 4, as measured by the Student Feedback System.
- We will maintain Program Services at a level 5, as measured by the Student Feedback System.
- We will maintain a rating of 90 percent for customer services as reflected in the 1994 Customer Satisfaction Survey.
- We will provide 100 percent of the participating organizations' requests for basic training.

TREASURY

U.S. SECRET SERVICE

Office of Investigations

The goal of the Secret Service investigative mission is to maintain the integrity and public trust of the

Nation's financial systems. The Secret Service conducts investigations to assist U.S. Attorneys with their prosecutions of crimes involving counterfeiting, forgery, and other kinds of fraud.

Because we want to provide the U.S. Attorneys with completed investigations consistent with their prosecution priorities, the Secret Service has set the following standards for this relationship:

- Special Agents in Charge will maintain ongoing and frequent liaison with U.S. Attorneys in their districts, to discuss current, now or changing prosecution policies.
- Specific service standards agreements will be determined after consultations between the Secret Service and each U.S. Attorney. These standards will be tailored to reflect the unique needs of each U.S. Attorney and the respective judicial district.
- A minimum of 25 percent of all U.S. Attorneys or their designees will be interviewed each year by a representative of the Director of the Secret Service. These interviews will ensure that the needs and priorities of the U.S. Attorney's Office are being met by the local Secret Service Office.

Chapter 6: Standards For Natural Resource Management

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

National Biological Control Institute

Promotes, facilitates, and provides leadership in the use of live natural enemies to reduce populations of pest species.

When you contact us we will be:

- Courteous and respectful - Your views and needs are important to us, and you can expect professional treatment, objectivity and confidentiality. You will be assisted by a polite, responsive, and knowledgeable staff.
- Fair - Our services will be objective, irrespective of your race, color, national origin, sex, religion, age, disability, political beliefs, and marital or familial status.
- Clear - We will explain to you what we do, how our programs work, and how you can get our help. If our information is hard to understand, tell us and we will try to make it easier to understand.
- Accessible - We are available to talk to individuals, organizations, and school groups about our services. Contact us by letter, phone, fax, or through our Bulletin Board System (Note to Copy Editor - Italicize Bulletin Board System).
- Ethical - We strive to meet the highest scientific and ethical standards to deliver our products and services to you.
- Entrepreneurial - We will customize solutions to your pest problems through building partnerships, leveraging resources, focusing our efforts, and promoting innovation. If we cannot meet your needs, we will try to put you in touch with someone who can.
- Efficient - Based on your requests, we have assembled several information packets, which are normally provided on the same day of your request. If research is needed to help with your need, we estimate how long it will take. If obstacles are met that delay our response, we will tell you and try to offer alternatives.
- Open - We work for you and continually seek your views, listen to your needs, and take appropriate action based on them. If you are not satisfied with any aspect of our service, tell us so we can correct the problem. If

we make a mistake, we will tell you and correct it.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Damage Control

Help solve conflicts between human activities and wild animals.

We strive for the highest possible standards in providing you service. When requesting assistance, you can expect the following:

- You will be provided with accurate information or expert help to resolve or minimize your wildlife conflict.
- Our employees will show respect for people, property, and wildlife.
- Our employees will respect varying viewpoints on wildlife damage management.
- We will the most humane, selective, and effective control techniques.
- We will conduct activities in a professional, biologically sound, and accountable way.
- Our work will be done in a safe manner and in accordance with all federal, state, and local laws and regulations.

AGRICULTURE

FOREST SERVICE

Forest Management

Provides leadership in the management, protection, and use of the nation's forests and rangelands.

- Our offices, work sites, and visitor centers will be open at times convenient to our customers.
- Our facilities will be safe, clean, attractive, and informative.
- Our facilities and programs will be accessible to persons of all ages and abilities.
- Visitors will always be welcomed with prompt, courteous service.
- Customers will be asked regularly to help us improve our services and business practices.
- Customers will receive the services and information they request, or we will explain why we cannot meet the request.
- Customers will be fully informed of the process required for grants, agreements, contracts, and permits, and we will respond in a timely manner.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Regulates waterways

Regulates the development/use of any work or structure in or affecting a navigable waterway of the United States and the discharge of dredged or fill material in all waters of the United States; authorizes 90,000 activities annually.

- We will complete action on 70 percent of all applications in less than 120 days.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Water Resources Operation and Maintenance

Water Resources Operation and Maintenance

Operates 234 locks, dredges over 900 harbors, operates and maintains 383 major lakes and reservoirs for

flood control, maintains 2,500 recreation sites, and provides hydropower at 75 sites.

Water Resources Operation and Maintenance

- We will publish all scheduled lock outages and maintain procedures for notification of unscheduled outages.
- We will coordinate and share information with federal, state, and local officials of potential flood conditions.
- We will maintain the harbors and rivers of America's waterways so that they are open to traffic.
- We will maintain all recreation facilities in a clean and safe condition, and we will treat all of our visitors courteously.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Water Resources Planning, Engineering, and Construction

Provides developmental capabilities for water resources projects affecting the United States, in partnership with state and local communities.

Water Resources Planning, Engineering, and Construction

- We will work closely with other federal government, state, and local officials to complete a definition of the problem with a goal of completing this activity for large projects within two years. These studies will be federally funded.
- We will work to develop a feasibility report of potential solution(s) for large projects within four years, for referral for action to Congress. These studies will be cost-shared.
- For those projects authorized, we will complete preconstruction engineering and design within two years. The design is federally funded up-front. The local sponsor will be asked to share design and construction costs when the project is under construction.
- We will provide the sponsor with an estimate of the construction costs and schedule prior to construction, and we will meet regularly with the sponsor to manage risks.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Environmental Management

Incorporates ecosystem management considerations in all aspects of its water resource projects, including those for navigation, flood control, storm damage reduction, hydroelectric, and recreation.

- We will work hand-in-hand with states, cities, and municipalities to fund, plan, and implement needed water and environmental projects that meet federal criteria.
- When recommending projects, we will carefully weigh costs and benefits to the environment with economic costs and benefits, reconciling society's demands with the vital need to sustain the our natural environment.
- When requested by EPA or other federal agency, we will quickly apply our know-how in environmental engineering and

management to investigate hazardous and toxic waste on defense sites, and clean them promptly and thoroughly as funding allows.

- We will continue to work with the public and industry through our four research laboratories to develop new technological solutions to environmental concerns and to make them available quickly.

ENERGY

ENERGY RESOURCES BUSINESS LINE

Office of Energy Efficiency and Renewable Energy

To advance the nation's capability to deliver clean, efficient, reliable, equitable, and cost-effective energy services to the American people.

- Establish 12 new Cooperative Research and Development Agreements with the automotive industry to develop cleaner cars, with the goal of increasing transportation energy efficiency, lowering air pollution levels, and reducing the nation's dependence on imported oil, by October 1995.
- Implement climate change programs to reduce domestic greenhouse gases by 4% by the year 2000.
- Provide funds for weathering 126,000 homes and upgrading 1,350 schools and hospitals by October 1995.
- Increase the use of clean domestic natural gas to an estimated 22 trillion cubic feet.
- Create 20,000 new jobs through the implementation of energy efficiency programs that promote private sector investment by October 1995.

ENERGY

ENVIRONMENTAL QUALITY

Office of Environmental Management

Protect human health and the environment.

- Improve the cost performance of environmental quality projects by 20 percent over the next two years.
- Improve the cost of performance of environmental management and restoration activities by 20% over the next two years.
- Increase the frequency by which Environmental Management employees interact with stakeholders by establishing programs which engage individual employees with individual stakeholders at each EM site.
- Improve the distribution of programmatic information by filling orders for publications at the Center for Environmental Management Information within two business days from the time they reach the Center.
- Increase by at least 10% the number of customers who report a "great deal" of trust in EM by 1996

INTERIOR

BUREAU OF INDIAN AFFAIRS

Oversees lands and monies held in Trust for Indian and Alaskan Natives

Serves as the steward for Indian and Alaskan Native lands and monies held in trust by the United States.

By the end of fiscal year 1995:

- We will provide you with up-to-date information about the status of your claim, application, case or inquiry on the day of your visit to our office.
- We will answer your telephone call in a pleasant, courteous manner and be responsive to your questions. We will return your phone call by close of business the next work day. If we are not able to assist you, we will direct you to the necessary office that will help you.
- We will respond to your written inquiries within five days of receipt of your letter and we will seek resolution of your problems within 30 days.
- We will consult with and provide feedback to you regarding education issues under consideration through regularly held regional education consultation meetings.
- We will develop all new rules and regulations in partnership with tribes.
- We will establish a formal consultation process through which comments and concerns by tribal governments will be sought.

INTERIOR

BUREAU OF LAND MANAGEMENT

Casual Uses of Lands, Facilities, and Developed Sites

Use of campgrounds, visitors centers, developed trails, and other facilities

- You will be provided with well-designed and maintained facilities.
- You will receive complete and up-to-date information on the requested site.
- If you need an authorization to use lands, facilities, or sites, we will complete action on your in-person request within 30 minutes. We will respond to telephone or written requests within five business days.

INTERIOR

BUREAU OF LAND MANAGEMENT

Compliance and Enforcement

Enforcement of requirements, regulations, and laws governing leases, permits, grants, and other uses of lands and resources.

You will be advised of the requirements for the proper use of public lands and resources.

- You will be provided with the information you need regarding the applicable BLM compliance and enforcement process, expected timeframes, and reporting requirements and responsibilities.
- You will receive fair and equitable treatment under laws and regulations.

INTERIOR

BUREAU OF LAND MANAGEMENT

Information Access Centers

Provide information and products at central locations.

- You will be greeted and your request will be acknowledged within 5 minutes of your arrival.
- You will receive the most current and accurate information about the public land that we have available to the public.
- You will receive available information within 30 minutes of your in-person request. We will respond to your telephone or written inquiries within 5 business days.

INTERIOR

BUREAU OF LAND MANAGEMENT

Public Policy Involvement Opportunities

Opportunities for you to be involved in our planning process and our management of resources.

- You will be provided with the opportunity to tell us how you think publicly owned resources should be managed.
- As we develop plans, rules, and regulations for use of public resources, you will be asked for your ideas.
- You will be afforded adequate time to make your comments and suggestions.

INTERIOR

BUREAU OF LAND MANAGEMENT

Recreational and Educational Users

Manages all aspects of 270 million acres of federal land and 570 million acres of federal mineral resources.

You can expect from us service which is professional, efficient, courteous, and which actively seeks and responds to your views.

We will always:

- Treat you courteously every time you contact us.
- Work with you to meet your needs while complying with laws and regulations.
- If any request cannot be filled in your initial contact with us, advise you who will respond to your request and when that will be done, and what the process is for addressing the request.
- You will be provided with well designed and maintained facilities.
- You will receive complete and up-to-date information on the requested site.
- If you need an authorization for your use of lands, facilities, or sites, action on your in-person request will be completed within 30 minutes. We will respond to telephone or mail requests within 5 business days.

INTERIOR

BUREAU OF LAND MANAGEMENT

Uses Requiring Authorization

Grazing permits, mineral leases, and rights of way that require prior written approval.

- You will receive a response to your phone messages and letters, usually within 5 business days.
- You will be informed of what the transaction is, how your request will be handled, who will respond to your request, and the date by which we expect to address your request.

INTERIOR

BUREAU OF RECLAMATION

Hydropower and Water Deliveries

Manages hydropower and water deliveries

- We will always treat our customers with courtesy and respect.
- We will promptly answer our customers' questions with accurate, objective information.
- We will resolve our customers' needs through single-point contact whenever possible -- our customers will not receive the "runaround."
- We will provide educational information to our customers about the resources we manage, their use, and the laws and regulations governing their use.
- We will use language that our customers can easily understand.
- We will ask for and consider our customers' ideas about agency plans, programs, and services.
- We will promptly respond to our customers' suggestions, concerns, and complaints.

INTERIOR

MINERAL MANAGEMENT SERVICE

Offshore Minerals Management

Offshore Minerals

Administers the Outer Continental Shelf leasing program.

Alaska Regional Public Information Office - Pilot Project:

- The buck stops here when it comes to assisting people lost and wandering in the bureaucratic maze of government.
- Walk-in customers have priority and will be promptly acknowledged and assisted as soon as possible.
- All information will be current and correct. Staff will find the answer or find a more knowledgeable person to assist. We will never guess.
- Not all questions have answers. If the answer can't be found, that fact will be reported to the customer.
- Customers are never sent to another office or agency cold. Staff will check to ensure the office is the correct one and also that the contact person is available.
- Before leaving, all customers will be asked, "Does this completely answer your question?"

The Gulf of Mexico Public Information Office -- Pilot Project:

- When you enter our office you will be promptly acknowledged.
- We will be sensitive to your information needs.
- You can expect to be treated with courtesy at all times.
- We will make a sincere effort to provide you with information in a timely manner.
- We will strive to accurately respond to your request.

Pacific Regional Public Information Office -- Pilot Project:

- First class is our game and you will be treated the same. Customers visiting the Pacific Region are our number one priority.

- We will greet you with a smile and give you prompt assistance. Your needs are important to us.
- We are as time-conscious as you are. We will try to get you what you need as quickly as possible.

INTERIOR

MINERAL MANAGEMENT SERVICE

Royalty Management Program

Responsible for all mineral revenue functions for federal and indian lands.

Farmington, New Mexico - Pilot Project:

Our aim is to continually improve service to you. If you would like to make a comment or complaint, please feel free to use the comment card available from any of our employees.

- Prompt, personal attention (an interpreter will be provided if necessary). You will be treated with courtesy and respect.
- Accurate information. Your questions will be answered before you leave, or you will receive periodic status reports until the issues are resolved.
- You will not be sent to another office unless absolutely necessary.
- Easy access to us. You can come to our office; you can call our free telephone number (1-800-238-2839); or we will meet with you at a more convenient location at your request.

Oklahoma City -- Pilot Project:

- Assist our customers with the same high standards we expect as customers.
- Listen to your royalty issues and assume responsibility for coordinating the resolution of your concerns.
- Meet you elsewhere to help you understand the royalty process as it affects you if you cannot come to our office.
- Seek your ideas to help us improve our services by routinely requesting your input on our performance and professionalism.

INTERIOR

NATIONAL PARK SERVICE

Visitor Centers

Provides information on the National Parks

- We will keep the center open during peak hours and seasons and provide alternative sources of information when the center is closed.
- We will maintain the facility in a clean, safe condition.
- We will answer your questions or refer you to additional sources of assistance.
- We will make special efforts to inform you of hazards and situations that may adversely affect your visit.
- We will provide and maintain exhibits and audio-visual programs that impart understanding and stimulate appreciation of the park and its significant natural, historical, cultural, and recreational values.
- We will display schedules of programs and activities available throughout the park.

- We will offer a wide range of quality, park-related educational items at fair market value sold in well-maintained outlets.
- Over 200 individual park units have developed site-specific visitor standards.

INTERIOR

NATIONAL PARK SERVICE

National Standards

Promotes and regulates the use of national parks, monuments, and

reservations.

We pledge to:

- Protect your right to experience superlative wilderness and scenic grandeur.
- Communicate an understanding of the people, places, and events that shaped these United States.
- Provide opportunities for quality outdoor recreation while conserving exceptional natural, cultural, and historical resources.
- Make the beauty and history of our nation's parklands a more meaningful part of the life of all Americans.
- Manage the National Park System so that everyone, now and in the future, may be assured the right of enjoying the parks.
- Seek out and protect the finest of what remains unprotected of the nation's natural, cultural, historical, and recreational resources.
- Join in partnerships throughout this and other nations in conserving and maintaining a quality world environment.

- Over 200 individual park units have developed site-specific visitor standards.

Chapter 7: Standards For The Research and Academic Community

AGRICULTURE

AGRICULTURAL RESEARCH SERVICE

National Agricultural Library

Ensures and enhances access to agricultural information for a better quality of life.

Staff:

- At NAL you will find a knowledgeable and courteous staff who are dedicated to effectively meeting your information needs.

Access:

- We will provide multiple points of access, including telephone, fax, mail, Internet, and other personal and electronic means.
- When you request documents on-site, we will retrieve and deliver them within 20 minutes of request. Requests submitted through fax, E-mail, mail, telephone, or Ariel (electronic delivery) will be filed within two days if items are on our shelves; within four days if items are not immediately available. We will respond to you within three days of receipt of request if your request cannot be filled.
- We will respond to or acknowledge receipt of requests for information requiring library research within five work days, most within three work days of receipt.
- NAL will offer a variety of convenient delivery methods--electronic, traditional postal or express mail. We will provide high quality photocopies, duplicated microforms, or loans of library materials to meet your needs. Options for delivery will include Ariel, fax, mail, or express mail.
- We will make information accessible through AGRICOLA, NAL's bibliographic database, and ISIS, our on-line public access catalog. We will strive to provide information that is current and thoroughly covers agriculture and related subjects.
- Access to NAL in person will be available 8:00 a.m. to 4:30 p.m., Monday through Friday, except federal holidays, at the D.C. Reference Center and NAL Beltsville location.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

National Biological Control Institute

Promotes, facilitates, and provides leadership in the use of live natural

enemies to reduce populations of pest species.

When you contact us we will be:

- Courteous and respectful - Your views and needs are important to us, and you can expect professional treatment, objectivity and confidentiality. You will be assisted by a polite, responsive, and knowledgeable staff.
- Fair - Our services will be objective, irrespective of your race, color, national origin, sex, religion, age, disability, political beliefs, and marital or familial status.
- Clear - We will explain to you what we do, how our programs work, and how you can get our help. If our information is hard to understand, tell us and we will try to make it easier to understand.
- Accessible - We are available to talk to individuals, organizations, and school groups about our services. Contact us by letter, phone, fax, or through our Bulletin Board System (Note to Copy Editor - Italicize Bulletin Board System).
- Ethical - We strive to meet the highest scientific and ethical standards to deliver our products and services to you.
- Entrepreneurial - We will customize solutions to your pest problems through building partnerships, leveraging resources, focusing our efforts, and promoting innovation. If we cannot meet your needs, we will try to put you in touch with someone who can.
- Efficient - Based on your requests, we have assembled several information packets, which are normally provided on the same day of your request. If research is needed to help with your need, we estimate how long it will take. If obstacles are met that delay our response, we will tell you and try to offer alternatives.
- Open - We work for you and continually seek your views, listen to your needs, and take appropriate action based on them. If you are not satisfied with any aspect of our service, tell us so we can correct the problem. If we make a mistake, we will tell you and correct it.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Care

Ensures humane care and treatment of warm-blooded animals that are raised, bought, sold, or transported for research, exhibition, or pet purposes at the wholesale level. Prevents inhumane, pain-producing practices on horses at shows, sales and exhibitions.

Our Commitment To Service

- We recognize that providing quality service to our customers is essential to ensuring the professional performance of our mission, goals, and responsibilities. Educating our customers about our services and regulatory authorities is a component of our animal care activities.

- We value your comments and will use them to measure our performance and improve service delivery. Communication of information and ideas provides for mutual understanding and a shared commitment toward achieving common goals.

What You Can Expect From Us

In serving our customers, we pledge to:

- Carry out compliance activities in a professional and objective manner.
- Conduct animal care inspections in accordance with laws and regulations.
- Be respectful to individuals in the performance of our duties and responsibilities.
- Respond to information requests accurately and clearly.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Damage Control

Help solve conflicts between human activities and wild animals.

We strive for the highest possible standards in providing you service. When requesting assistance, you can expect the following:

- You will be provided with accurate information or expert help to resolve or minimize your wildlife conflict.
- Our employees will show respect for people, property, and wildlife.
- Our employees will respect varying viewpoints on wildlife damage management.
- We will the most humane, selective, and effective control techniques.
- We will conduct activities in a professional, biologically sound, and accountable way.
- Our work will be done in a safe manner and in accordance with all federal, state, and local laws and regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Biotechnology, Biologics and Environmental Protection

Protects plant and animal health and the environment.

What you can expect from us:

- Fair and impartial treatment. We treat all our customer--public interest organizations, small firms, large firms, and the public--in a fair, impartial manner.
- Responsiveness. We will answer your correspondence in 30 days or less, with interim responses being provided for complex issues. We will meet or beat prescribed time limits for issuing permits, notifications, and petition.
- A proactive approach. We strive to find solutions to issues before they become problems. We continually review and update our internal procedures and regulations so that we remain regulatory leaders in the programs we administer.
- Accessibility and openness. Whenever practical, we use meetings, electronic means, and

notice and comment procedures to obtain your views, which we use to make program improvements.

- An entrepreneurial approach. We strive to be creative and cost efficient. We constantly seek close coordination and cooperation with other domestic and international organizations with whom we share jurisdiction. We try to be the "best in the business" in what we do.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

International Services

Facilitates international trade in animal and plant products and helps to ensure an abundant food supply through helping to prevent agricultural pests and diseases from entering the United States.

We Promise You, Our Customers:

- Professional and courteous treatment. Our employees are knowledgeable and responsive. Your concerns are important to us, and you will be treated in a professional, courteous, and efficient manner.
- Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.
- Program responses. Our program designs use the latest scientific methodologies. We promise to deliver our services with minimal disruption to the normal daily operations of our customers.
- Transparency and consistency in our regulatory processes. We promise to be consistent and transparent in the enforcement of our regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Plant Protection and Quarantine

Protects the health of U.S. plant and animal resources and facilitates their movement in the global marketplace.

Our pledge:

We will serve international travelers and carriers by:

- Providing professional and courteous treatment.
- Providing expeditious inspection to the majority of all international travelers within 5 minutes of luggage claim.
- Answering travelers' questions or concerns before they leave the inspection area.
- Working with other federal inspection agencies, the transportation industry, and facility owners to provide the best in customer service.

We will serve cargo customers and carriers by:

- Providing professional and courteous treatment.
- Providing accurate and complete responses to requests for information within 3 days.
- Scheduling inspections of perishable cargo within 3 hours

of availability and inspections of other regulated cargo within 24 hours of availability.

- Notifying customers of cargo holds and releases within 1 hour of inspection.
- Identifying intercepted organisms within 4 hours at ports where an identifier is stationed and 24 hours at all other ports.
- Communicating no action required or action required with options and/or our decision rendered within 1 hour of interception or identification of an organism.

AGRICULTURE

ECONOMIC AGENCIES

Economic Research Service, World Agricultural Outlook Board, and National Agricultural Statistics Service

Provide information and analyses for improving the performance of agriculture and the well-being of rural America.

We will:

- Respond to each customer in a courteous and helpful manner.
- Accurately direct you to the person or agency with the information you need.
- Provide complete, accurate information about our programs, products, and services in plain language.
- Make it easy to find and order reports.
- Deliver promised information promptly.
- Explain why, when we cannot meet your request.
- Deliver services without discrimination on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, and marital or family status.

Service you can expect from the ERS-NASS sales desk:

- Your call will be answered promptly and courteously be a knowledgeable operator. Occasionally, the volume of calls may require that your call be place on hold for a short time, but we won't forget you.
- If you are calling for the first time, the operator will ask for your name and address and will give you a customer ID number to expedite your next order.
- Orders for monographs, electronic data products, and single copies of periodicals will be mailed first-class within five working days.
- Payment choices include MasterCard or Visa, or check or money order (U.S. funds only).
- You will receive two renewal notices before subscriptions expire.
- ERS-NASS operators can answer your questions regarding the current status of your account, including payment, issues due, billing, and other questions. Errors will be corrected promptly.
- You can request expedited shipment of your order via Federal Express at your expense.

COMMERCE

BUREAU OF ECONOMIC ANALYSIS

Provides economic data on the U.S. economy and its position in the global market.

BEA's customer service standards spell out what you, the customer can expect.

- BEA staff will respond to customer correspondence within five

business days.

- BEA staff will return customer phone calls within one business

day.

- BEA will ship off-the-shelf products within three business days.
- BEA will meet its published annual calendar of news release

dates. Any changes in these dates will be announced as far in advance as possible.

- BEA will provide access to news releases on the EBB (Economic

Bulletin Board), EBB FAX, and recorded telephone messages at the time of release.

COMMERCE

BUREAU OF THE CENSUS

Data Users Services Division

Provides a variety of products and services based on Census data.

- Phone calls. We will answer phone calls to the standard Customer Services telephone number (301-763-4100) within one minute after the introductory message ends.
- Shipping orders. We will ship items for off-the-shelf orders within one working day.
- Custom orders. We will ship orders for custom products as stated by the customer service representative.
- Courtesy. Our telephone reference staff will be courteous, knowledgeable, and businesslike.
- Guarantee. We guarantee that you will be happy with our product or you can return it for a full refund within 30 days.
- Complaints and questions. Customers phoning or faxing a complaint or inquiry will receive an initial response within three hours. All problems will be resolved within one working day.

COMMERCE

ECONOMICS AND STATISTICS ADMINISTRATION

STAT-USA

Produces, distributes, and assists other government agencies in producing world-class business, economic, and government information resources that U.S. businesses and the public can use to make intelligent and informed decisions.

Files on the Economic Bulletin Board (EBB) and STAT-USA/Fax:

- We will post all files with official release times on the EBB and STAT-USA/Fax within 30 minutes of receipt from the originating agency.

Order Fulfillment:

- We will ship in-stock CD-ROM orders within one business day after we accept the order.

- If we do not ship your order within one business day of acceptance, we will, upon request, provide you with a free CD-ROM or extend your order by one month.
- Users who order a new EBB or STAT-USA/Fax subscription with a valid credit card over the phone will receive a user id for immediate access during that phone call.
- STAT -USA/Internet subscriptions will be valid within four hours of the phone call.

Technical Assistance:

- All technical assistance calls will be resolved within four business hours. If the problem requires more time to resolve, we will keep you posted of our progress.
- If you forget your EBB or STAT-USA/ Internet passwords, please give us 24 hours to identify it. We will call the owner of the account back with the information.
- We will do our best to answer your questions. If we do not know the answer, we will direct you to someone who does.

Billing:

- For our EBB subscription service, we will include renewal charges in your trimester bill. You will have 30 days after the date of the first bill to return payment to us. If you cannot return payment to us within this time period, we reserve the right to deactivate your account. However, please contact us if you need additional time and we can extend the grace period..
- For all other subscription services, you will receive a reminder to renew the subscription roughly 45 days in advance of the subscription expiration date. If we do not receive payment from you, we will stop the subscription.
- All billing and fulfillment problems will be resolved within two business days. Billing and fulfillment personnel will be available for direct phone support between the hours of 1:00 am and 4:00 pm (EDT) each business day.

You can expect us to:

- Give you our name when we answer the phone or write to you.
- Be polite, considerate, open, and honest.
- Give you accurate information about our products and services.
- Apologize if we get things wrong, explain what happened, and make things right.
- Deliver our services fairly and to the same high standards to all our clients, regardless of sex, race, disability, religion, and age.

COMMERCE

NATIONAL INSTITUTE OF STANDARDS AND TECHNOLOGY

Standard Reference Materials (SRMs)

Develops and distributes Standard Reference Materials (SRMs) for use

in the control of production processes and in measurement assurance

programs.

- We will deliver SRMs to you within 24 hours of order upon

request.

- Your call to order SRMs will be answered within 30 seconds.

We will work with our customers to ensure that SRMs:

- permit you to attain more accurate measurements;
- serve as an industry-wide standard for commerce; and
- are highly characterized materials useful to science, industry, and government.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Aeronautical Charts and Related Data

Provides aeronautical chart products and services.

We promise:

- To provide you products with no defects.
- To work closely with the Federal Aviation Administration and the Defense Mapping Agency, through the Interagency Air Cartographic Committee, to maintain and develop aeronautical chart specifications for your existing and emerging charting needs.
- To preserve our perfect record of meeting all print cycles and to continue to meet our high-quality, printed image standards of +.003 accuracy.
- To deliver aeronautical and nautical products to you who are our domestic customers within two weeks of receiving your order.
- To ensure we have appropriate stock quantities of products, while minimizing costly condemnation of obsolete products.
- To reply to your inquiries in a timely manner by:
- responding, the same business day, to your telephone inquiries about obtaining our products;
- responding to your recorded messages on our 24-hour toll-free customer service lines within three working days; and
- responding to written correspondence (other than orders for products) within three weeks.
- To promote our understanding of your needs and your awareness of our products and services by:
- continuing to hold a workshop for NOS Chart Agents approximately every 18 months;
- actively participating in a wide variety of conferences, committees and workshops;
- marketing our products and services at air shows and technical conferences;
- conducting professional surveys as needed; and
- continuing our outreach program to aviation schools, flying clubs, and the general public.
- To always be polite, considerate, and honest, and to ensure our products and services meet or exceed your expectations.
- To apologize to you when things go wrong, explain what

happened, and do our very best to correct the problem promptly.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Geodetic Data and Related Products

Provides geodetic data, aerial photographs, applications software, and related publications and services.

We will be:

- Working closely with the Federal Geodetic Control Subcommittee of the Federal Geographic Data Committee to develop standards and specifications to guide you in conducting geodetic and photogrammetric surveys.
- Using the highest standards of quality, service, and integrity to improve our responsiveness to user requests. We will investigate, evaluate, and pursue, where feasible, the newest developments in surveying technology, database systems, and telecommunications, as well as programs for the transfer of technology, to enable our customers to accomplish their missions in a more efficient and cost-effective manner.
- Delivering geodetic data products to our domestic customers within one week of receiving your order.
- Ensuring we have appropriate stock quantities of products.
- Responding the same business day to your telephone requests for our products.
- Responding to your telephone messages within one working day.
- Supporting professional workshops on geodetic surveying and related activities nationwide through cooperative arrangements with universities, professional societies, and state license boards.
- Participating in a wide variety of conferences, committees, and technical workshops.
- Continuing our outreach program to schools, professional societies, and the general public.
- Being polite, considerate, and honest, and ensuring our products and services meet or exceed your expectations.
- Doing our best to correct a problem promptly if things go wrong.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Grants Management

Awards grants and cooperative agreements for a variety of scientific and environmental projects

- Applicant notification: Applicants for NOAA grants and cooperative agreements will be notified within two weeks after receipt of the application by the Grants Management Division.
- Application processing: Complete fundable applications approved by program offices with funds available will be processed and awarded within 60 days after receipt by the Grants Management Division.
- Simplified requirements: Application paperwork and

budget justification requirements will be kept to a minimum.

- Responsive communications: Responses to written communications from grantees requesting approval for budget revisions, etc., will be mailed within one month after receipt. Requests for information by telephone or by electronic mail will be answered within 24 hours.
- Recipient training: Annual workshops will be conducted, providing opportunities for NOAA program staff, applicants, and recipients to exchange information and upgrade grants and cooperative agreement administration skills.
- Timely close-out: Within 90 days after an award expires and unexpended funds are returned to NOAA, a close-out letter will be issued.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

National Environmental Satellite, Data, and Information Service

Gathers and distributes the nation's environmental satellite and oceanographic data.

We will serve you in the area of data quality by:

- Addressing the accuracy of measurements and the probability that any observation is consistent with this accuracy.

We will serve you in the area of data continuity by:

- Addressing the compatibility between past and present data relative to a homogeneous and continuous record.
- Improving climate and ocean prediction through access to NOAA's quality databases.
- Improving business decisions using NOAA's national and international data holdings.

We will serve you in the area of customer service by:

- Hosting workshops and data advisory groups twice a year.
- Hosting user-based demonstrations and validations twice a year.
- Improving access to data and information via on-line services, as opposed to telephone requests; will improve response time by one day to two weeks.
- Providing response to standard customer orders in fewer than 14 working days and rush orders in fewer than five working days.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Space Environment Laboratory

Reduce adverse effects of solar-terrestrial disturbances on human activities.

We continually strive to improve our forecasts by constantly assimilating data to:

- Continuously monitor, analyze and forecast the environment between Sun and Earth providing forecasts once a day, updated every three hours, and continuous real-time data and nowcasts.
- Conduct research in solar-terrestrial physics, developing

techniques for forecasting solar and geophysical disturbances. On average 30 new techniques per year have been implemented.

- Improve the timeliness and accuracy of SEL's data by using new instruments and observing techniques. Incremental increases are marked every solar cycle.
- Take a leading role in advocating and designing new data systems that will fly on government satellites, including three types of sensors on GOES, one on TIROS, the future Solar X-ray Imager on GOES, and vital satellite instrumentation at the L1 position.
- For every manned space flight, provide mission support to protect astronauts from changes in the solar environment.

COMMERCE

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

National Environmental Satellite, Data, and Information Service

Gathers and distributes the nation's environmental satellite and oceanographic data to climate, geophysical, and oceanographic customers.

Our goal is to accommodate all of our customers, by whatever means possible, including access to data through personal visits, telephone, TDD, fax, internet/E-mail, telex, and letters via mail or courier.

We will provide our customers with:

- Improved data quality by addressing the accuracy of measurement and the probability that any observation is consistent with this accuracy.
- Improved data continuity by addressing the compatibility between the past and present data relative to a homogeneous and continuous record.
- Improved climate and ocean prediction data.
- Improved bases for business decisions through national and international data.

We will serve our customers' needs by:

- Hosting workshops and data advisory groups twice a year.
- Hosting user-based demonstrations and validations twice a year.
- Improving access to data and information via on-line services, as opposed to telephone requests, thus improving response time by 1 day to 2 weeks.
- Providing rapid response to standard customer orders by fewer than 14 working days and rush orders by fewer than 5 working days.

COMMERCE

NATIONAL TECHNICAL INFORMATION SERVICE

FedWorld (Note to Copy Editor: TM needed after this) On-Line System

Acts as an information clearinghouse

- Your access to FedWorld (Note to Copy Editor: TM needed after this) will continue to be provided at no charge.

- Products you order by credit card for download will be delivered within 30 seconds.
- Your calls to the Help Desk will be answered by a person, not a recording, 24 hours a day.
- We will continue to make information accessible in whatever electronic formats meet your needs and expectations.

COMMERCE

PATENT AND TRADEMARK OFFICE

Examines and issues patents and trademarks.

- We will treat our customers with courtesy each time they contact us and, if appropriate, will direct them promptly to the proper office or person.
- If an employee being called is not available, they will return the call by the next business day or, if requested by the caller, an alternate point of contact will be provided.
- We will ensure that our written communications clearly set forth the technical, procedural, and legal position of patent examiners and trademark examining attorneys.
- Our correspondence with customers will be legible and of good print quality.
- We will widely disseminate information about changes in practice and procedures to ensure that both employees and our customers know about changes prior to their effective date.
- We will respond to status letters within 30 days from the date received.

Patent standards:

- We will deliver facsimile transmission of properly addressed papers marked "Informal" or "Draft" to the examiner within one business day. Facsimile transmissions of properly addressed formal amendments after final rejection will be matched with the appropriate

files and delivered to the examiner within three business days of receipt.

- We will correctly generate and mail a notice indicating the application number, date of filing, and the title of invention for complete, standard applications. These notices will be mailed within 19 calendar days of receipt of the application.
- We will conduct a thorough search of relevant U.S. patents, foreign patent literature, and non-patent literature contained in our search files and, where appropriate, a reasonable search of other non-patent literature during the patent examination process.

Trademark standards:

- We will correctly generate and mail filing notices within 30 days of receipt with a goal of reducing the processing time to 14 days by September 30, 1995.
- We will examine new applications and provide a written first communication regarding

registration within three months of the filing date.

- We will make a determination of the registrability of trademarks within 13 months of receipt of the application in the PTO.
- We will issue correct Notices of Abandonment within 45 days of the date the file was abandoned.
- We will issue correct Notices of Publishment within 30 days of the date the file is approved.
- We will mail correct certificates of registration within seven days of the date of registration.

EDUCATION

Office of Bilingual Education and Minority Languages

Provides financial assistance, direction, leadership and technical assistance to students with limited proficiency in English.

- Everyone requesting information will be treated with courtesy and professionalism.
- Requests for information will be addressed within 48 hours.
- E-mail messages will be returned within 24 hours.
- Each program officer will be able to answer questions about all OBEMLA programs and Departmental initiatives.
- Each support staff member will be able to provide relevant information on funding opportunities assistance and will be able to direct requests to relevant OBEMLA program staff and/or other Department principal offices.
- When a staffer is absent, he/she will have a designated back-up knowledgeable of projects and programs.
- All complaints or problems with our primary customers will be brought to the attention of the Director, will be logged, tracked and brought to closure within 30 days regardless of the eventual "process-owner".

EDUCATION

Educational Research and Improvement

Provides financial assistance and technical assistance in educational research and development programs

In sponsoring educational research, development, and dissemination to improve education:

- We service our customers well.
- Our products and services are based on the best available research and exemplary practice and are current, relevant, and of high quality.
- We engage in a process of continuous improvement in the provision of products and services.
- We give accurate, dependable, and useful responses to all reasonable inquiries.
- We listen to our customers and use their input responsibly.
- We solicit customer knowledge, needs, and perspectives on a regular basis to help improve our products and services.
- We systematically incorporate customer knowledge, needs, and perspectives in the planning and

decision making that guide our work.

- We treat our customers with respect.
- We are courteous, congenial, and helpful in our relations with customers.
- We respond to written correspondence in a reasonable period of time, usually 10 days, and provide an appropriate interim response if more time is needed.
- We return electronic and phone messages within a reasonable period of time, usually three days.
- We respond to phone requests for single copies of publications or other products within two days. Mailed requests for single copies, and all bulk orders are filled within three days.

EDUCATION

Elementary and Secondary Education

Provides direction, leadership and technical assistance and awards, disburses and monitors grants, contracts and cooperative agreements to support education to elementary and secondary students.

- Once you have signed off on an assurance (in a grant application) during a fiscal year, you will not have to sign off on the same assurance in that fiscal year.
- All formula and non-competitive grant applications will be reviewed and processed within 30 calendar days from date of receipt in OESE.
- When you request technical assistance, we will schedule technical assistance either by telephone within 48 hours or written response within 72 hours.
- We will conduct monitoring reviews for at least 25% of OESE programs during each fiscal year.
- When you submit a written request for (published) generic materials, we will fulfill your request within three working days from the date of OESE receipt.
- Your request for information requiring a decision on policy and/or regulatory issues will be responded to within ten working days of OESE receipt.
- When you call OESE, your call will be answered by a person or voice mail within three rings.
- When you leave a message on voice mail or with an OESE employee, your call will be returned within two working days.
- When a call is received by an OESE employee, you will not be forwarded more than once for a specific inquiry.
- When you interact with an OESE employee you will walk away with a positive image that starts with "I can" and not "I can't".

EDUCATION

Post Secondary Education

Provides financial assistance (loans) and technical assistance for students enrolled in post secondary education; supporting institutions in the development of student services, college housing and facilities, and innovative instructional programs;

and by providing direction, leadership and technical assistance.

Customer Support:

- All inquiries coming into the customer support unit are logged and tracked through a call management database and are researched, responded to, and closed within 3 working days.
- All Student Financial Assistance Programs publications are edited and loaded onto the Electronic Bulletin Board Systems within 1 working day of receipt.

Public Inquiries:

- Our Public Inquiry Service will have sufficient staff and phone lines to ensure that the average call wait time will be 35 seconds or less.
- Letters that do not require casework are required to be answered within 12 working days of receipt. Letters requiring casework research are answered within 20 working days.

Direct Loans and Central Processing System:

- To answer at least 90 percent of telephone calls immediately, to call back customers leaving a voice message within one hour, and to continue to respond through on-site visits and other support as requested.

Direct Loan Servicing Center:

- Incoming calls to the servicing center are responded to immediately 95% of the time. Incoming mail is responded to within 5 days.

EDUCATION

Special Education and Rehabilitative Services

Provides financial assistance, direction, leadership, contract advice, and technical assistance to improve education for children with disabilities and rehabilitation and independence of disabled adults.

Improving our customer relations:

- We will include our customers, partners and stakeholders in strategic planning for the organization.
- We will be courteous and treat our customers with respect every time they contact us.
- We will measure customer satisfaction with our programs and services through the use of customer surveys, focus groups, public comment periods, public hearings, and meetings with customer representatives. We will focus special attention on traditionally underserved groups.
- We will use information and feedback we receive from customers to continually improve our services and make our programs more customer-focused. We will obtain feedback through regularly-scheduled events where our customers know that they will have an opportunity to provide feedback to us.

Supporting customer service:

- We will empower our staff to make decisions at lower levels of the organization to achieve customer satisfaction, thus

reducing "run around" time for customers.

- We will develop individuals and positions with direct responsibility for assisting customers and managing the customer service process.
- We will implement training, accountability and quality assurance procedures to facilitate a culture in which customer service is valued by the organization and employee.
- We will make information resources readily available to our staff, so that every employee can: (1) respond quickly and accurately to general inquiries, and (2) make accurate and prompt referrals regarding more specific inquiries.

Obtaining customer input:

- We will make information about all ED programs and services available to our customers by participating fully in the Education Department's one-stop information referral service.
- We will establish and maintain customer access to on-line information services about our services and programs.
- Our voice mail systems will provide the option of speaking to an operator at any time.
- Routine inquiries, whether written, phone, or electronic, will be responded to within 5 working days. For complex inquiries requiring additional time, customers will receive an interim response projecting the time to resolution.
- We will respond to phone requests for single copies of publications and other available products within 48 hours. Requests for single copies by mil and all bulk orders will be filled within 72 hours.
- We will see customers within 10 minutes of the scheduled time of an appointment.

Making the grant process more accessible:

- We will disseminate timely information about grant opportunities and make application packages readily available without another call.
- Grant application packages will be easy to read and understand and will be provided in accessible formats.
- We will state clear guidelines for proposals and criteria for selection for all grant and contract competitions.
- We will conduct fair reviews of proposals.
- We will notify grant applicants of decisions within six months of the receipt of the proposal.
- We will provide information that explains the final funding decision for the proposal.

Making our monitoring activities more customer-focused:

- In monitoring site visits, we will provide an idea of our findings in exit interviews on the last day of the visit.
- We will make final monitoring reports available within 30 days.

EDUCATION

Vocational and Adult Education

Provides financial and technical assistance to students, adult learners and employers who provide vocational and adult education.

- Customers will be treated with courtesy and professionalism.
- Customers communicating with OVAE will receive individual attention and prompt service.

All phone and voice mail messages will be returned within 24 hours.

Correspondence will be closed out within two weeks.

- Customers receiving grants from OVAE can expect an efficient and effective process for the administration of funds. For instance:

State plans will be reviewed within 30 days after receipt.

Peer reviews will be fair and timely.

- Customers will be provided technical assistance that is timely, dependable, and accurate to improve the quality of education.
- Customers will have easy access to information compiled and maintained by OVAE through the use of technology.
- Customers will have adequate opportunity to provide input as to their needs as well as opportunity to provide feedback on OVAE's information and services.

EDUCATION

OFFICE FOR CIVIL RIGHTS

Processes complaints of discrimination in our schools

In carrying out our work, we are committed to treating all parties with respect and fairness. These are our commitments to you of customer service.

- The Office for Civil Rights (OCR) work will be of the highest quality. All complaints of discrimination will be appropriately resolved under the anti-discrimination laws and OCR policies and procedures.
- The Office for Civil Rights will work efficiently. Complaints of discrimination will be resolved in a timely manner, in all but exceptional cases within 180 days.
- The Office for Civil Rights will make it easy to communicate with us. Telephone calls will be promptly answered. Correspondence will be acknowledged within seven days, and answered within thirty days.
- The Office for Civil Rights (OCR) will be clear. Our correspondence to you will be easy to understand, even if you are not a lawyer or are not familiar with OCR policies and procedures.
- The Office for Civil Rights will listen. We will work to understand your concerns, give those concerns due consideration, and take appropriate action, all in a prompt and friendly manner.

EDUCATION

OFFICE OF ELEMENTARY AND SECONDARY EDUCATION

Impact Aid

Grants available to local school systems whose resources are affected

by federal operations.
Based on a customer survey indicating that more than half of our customers were dissatisfied with the timeliness of their payments, we instituted a new standard:

- All applicants that submit a problem-free application receive their payments within 45 days of receipt.

EDUCATION

Goals 2000: Educate America Act

Ensures equal access to education and promotes education excellence nationally.

The Goals 2000 Act, which focuses the nation's attention on challenging academic and occupational standards, was passed with input from a wide range of bipartisan supporters including state governors and legislators, educators, researchers, policy makers, and parents. To be considered for funding, states complete only a short, simple grant application.

- We respond in writing to all applications within 15 days.

This act is a cornerstone of the department's improvement agenda. The Act establishes the National Education Goals for the year 2000. They are as follows:

- School readiness: All children in America will start school ready to learn.
- School completion: The high school graduation rate will increase to at least 90 percent.
- Student achievement and citizenship: All students will leave grades 4, 8, and 12 having demonstrated competency over challenging subject matter, including English, mathematics, science, foreign languages, civics and government, economics, arts, history, and geography; and every school in America will ensure that all students learn to use their minds well, so they may be prepared for responsible citizenship, further learning, and productive employment in our nation's economy.
- Mathematics and science: The nation's students will be first in the world in mathematics and science achievement.
- Adult literacy and lifelong learning: Every adult American will be literate and will possess the knowledge and skills necessary to compete in a global economy and exercise the rights and responsibilities of citizenship.
- Safe, disciplined, and drug-free schools: Every school in the United States will be free of drugs, violence, and the unauthorized presence of firearms and alcohol, and will offer a disciplined environment conducive to learning.
- Teacher education and professional development: The nation's teaching force will have access to programs for the continued improvement of its professional skills and the opportunity to acquire the knowledge and skills needed to instruct and prepare all American students for the next century.
- Parental participation: Every school will promote partnerships that will increase parental

involvement and participation in promoting the social, emotional, and academic growth of children.

EDUCATION

General Standards

Ensures equal access to education and promotes education excellence nationally

If you contact us with an inquiry about the Department of Education or ask for other information:

- We will answer your written inquiry within 15 working days.
- If you telephone us, you will speak to a knowledgeable person who will answer your question or refer it properly. You will receive no more than two referrals.
- We will answer phone calls promptly, within 3 rings, and return all voice mail messages within 48 hours.
- We will respond to your E-mail messages within 48 hours.
- If you have a personal appointment with a Department employee, you will not be kept waiting.

If you request one of our publications or documents:

- Requests for single copies of publications by telephone will be sent within 48 hours.
- Requests for single copies by mail and all bulk orders will be filled within 72 hours.
- Publications and documents will be made available in alternative formats on request.
- We will give you the option to receive information in electronic form where possible.

If you contact us about a complaint:

- We will respond to written complaints within 15 working days.
- If you telephone us with a complaint, we will advise you on the telephone or refer your complaint to the proper source.

If you are a prospective grant applicant or existing grantee, or if you are a prospective or current recipient of student financial assistance:

- We will disseminate timely and accurate information on grant opportunities and provide clear guidelines for grant proposals and criteria for selection.
- We will disseminate timely and accurate information on student financial aid application procedures and program provisions.
- We will acknowledge receipt of requests for administrative actions and other inquiries within 48 hours.
- Final response on administrative actions will be completed in 30 calendar days.
- Grant award documents will clearly identify which requests should be referred to the grant specialist or program specialist and which grantee actions do not require prior approval.
- We will provide timely, accurate, and dependable technical assistance.

- We will provide information that explains the final funding decision.
- We will institute sensible reporting requirements and when conducting monitoring and site visits perform exit interviews and make final monitoring reports available within 30 days.

ENERGY

ECONOMIC PRODUCTIVITY BUSINESS LINE

Office of Research and Development Management

Develop integrated program plans that improve partnerships in a measurable way; work with public and private business networks to reach small businesses; streamline our partnership process by reducing cycle time, cutting red tape and being more responsive to customer needs and expectations.

- Effectively immediately, Cooperative Research and Development Agreements will be processed in less than 16 weeks on average.
- Effective immediately, we will devote no less than 15% of the department's research and development resources toward partnerships with the private sector.
- Increase grants to minority education; increase contracts with small, minority and women-owned businesses.

ENERGY

ENERGY INFORMATION ADMINISTRATION

Be a leader in providing high-quality, policy independent energy information to Government, industry, and the public, in a manner that promotes sound policymaking, efficient markets, and public understanding.

- Provide service through knowledgeable employees who will treat you with courtesy, dignity, and respect every time you do business with EIA.
- Follow standard statistical practices to ensure the accuracy and reliability of our data, and we will document everything we publish.
- Provide you with our best estimate of the time needed to complete your request and fully explain any delays
- Offer options to service.
- Resolve customer needs through single-point contact whenever possible.
- Distribute our information in a format that fits your needs as resources allow.
- Provide instructions for accessing electronic information
- Respond to written inquiries within 5 business days.
- Answer each customer telephone call within one business day, providing the requested information whenever possible.
- Write and speak in language that you can understand - free of Government jargon, acronyms, and technical terms.

- Include a contact name and telephone number on every document and letter.
- Deliver services without discrimination on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, marital or family status, and organization size or name.

ENERGY

OFFICE OF SCIENCE EDUCATION AND TECHNICAL INFORMATION

Educate young scientists

- Educate young scientists.
- Increase access to a usage of DOE science information by 30% by end of 1995.
- Diversity America's workforce.

ENERGY

SCIENCE AND TECHNOLOGY BUSINESS LINE

Office of Energy Research

Ensure the development of new technologies that reduce costs, improve products, and services, and advance the research capabilities of the Nation.

- Improve response to customer applications by acknowledgement in writing within 30 days of receipt.
- Extend utilization of scientific/technical merit review for all accepted proposals. Each proposal will be reviewed by at least 3 qualified reviewers.
- Reduce the time for determination of awards by October 1996. Solicited applications will be decided within one year; unsolicited applications will be decided within 6 months.

ENVIRONMENTAL PROTECTION AGENCY

Research and Demonstration Grants

Provides financial support primarily to academic and not-for-profit research institutions that are expanding the understanding of the world around us.

EPA will finalize these draft standards after consulting with our customers in the coming year

- We will acknowledge receipt of proposals and applications within three weeks. The acknowledgment will include a record number for use in tracking the proposals and applications.
- We will respond to telephone inquiries within 24 hours in a courteous manner.
- We will conduct administrative and legal reviews and issue assistance agreements within 60 days from the date of receipt in the grants management office of a complete request for funding.
- We will incorporate the terms and conditions of the Federal Demonstration Project into research grants.
- For active grants, we will process complete requests and issue administrative amendments within four weeks.

HEALTH AND HUMAN SERVICES

PUBLIC HEALTH SERVICE

National Library of Medicine

Assists in the advancement of medicine and the public health by serving as an information resource for research, clinical care and education.

Our goal is to provide services according to these standards.

If you call the Library using our 800 number:

- Staff will be available to assist you during business hours. Our business hours will be prominently posted and noted in our brochures and through other information sources.

If you write or fax us:

- You will be sent a response to your request within ten working days after we receive your letter.

If you contact us via electronic mail:

- You will be sent a response within five working days after we receive your request.
- If we cannot provide a full response within these time frames, you will receive from us a confirmation that we received your request, with an estimate of the delay before we can provide the full reply.

If you visit the Library:

- You will receive information on how to use our holdings from staff at our Information Desk. Staff will be available to assist you during business hours.

HOUSING AND URBAN DEVELOPMENT

POLICY DEVELOPMENT AND RESEARCH

Stimulates community development through grants and loans to states, localities, and nonprofit organizations.

- PD&R will publish and mail to all organizations on the PD&R database a list of topics and research issues that constitute the current research agenda.
- PD&R will utilize the full range of contracting mechanisms to allow participation by all types of organizations in HUD research. PD&R will target a portion of its contracting to organizations that have not traditionally participated in HUD research, including small and minority and women-owned businesses.
- PD&R will continue to clarify and simplify its Requests for Proposals and hold pre-proposal conferences whenever necessary.
- PD&R staff will keep abreast of the latest analytical techniques and research methodologies.

INTERIOR

BUREAU OF MINES

General Standards

Provides information on minerals for use in assessing U.S. economic and defense needs.

- You will be treated with courtesy every time you contact us.
- We will provide you with all the information you need, or obtain the information for you, with a

minimum number of referrals to other organizations.

- When you call our public inquiries number for service, you will reach us on the first call.
- We will answer your requests as quickly as possible. If we cannot give you the information you need at the time you call, we will do so within one working day or call you back to let you know the progress we are making on your request.
- When you write to us requesting general information materials, we will mail them to you within one working day. When you write and ask for more specific technical information, we will respond within five working days with either the information you need or a postcard acknowledging receipt of your request and reporting the status of our response.
- We will provide you easy access to our information. You can talk to us from 6:30 a.m. to 6:00 p.m. Eastern Standard Time.
- We will make our information available electronically (INTERNET, CD-ROM, Mines FAXBACK) and give you the instructions and information you need to take advantage of these sources.

INTERIOR

NATIONAL BIOLOGICAL SURVEY

Provides biological and ecological information to both the public and private sectors.

- Research Information Bulletins edited and prepared for distribution within 60 days of submission of the draft manuscript.
- Immediate electronic access to Research Information Bulletins that have already been edited and prepared for distribution.
- Literature searches completed and sent to clients within five days of receipt of their request.
- Research findings are tested for scientific quality through peer review by other qualified scientists before publication.
- 80 percent or more of our products rated by clients at or above level three on the following satisfaction scale:

4. Very satisfied

3. Satisfied

2. Dissatisfied

1. Very dissatisfied

- These products will be accompanied by "Client Response" sheets inviting clients to voluntarily rate and comment on them. Results will be monitored and used in pursuit of constant improvement.
- Our long-term goal is to achieve an average client satisfaction rating very near level 4 -- "very satisfied."

INTERIOR

U.S. GEOLOGICAL SURVEY

Technology Information Center and Microcomputer Training Center in Denver, Colorado

Classes in Using the USGS Databases

Offers classes in how to use the USGS databases.

Before class:

- Between 9:00 a.m. and 11:30 a.m. we will take your registration information by phone and immediately register you in the first available class.
- You may leave a message at any other time and you will be called back within one working day.
- You will be sent a confirmation letter within one day of your registration listing class prerequisites, date, time, and location.

During class:

- Classes will begin on time.
- The latest version of the software will be loaded and ready to go, and all sample files will be loaded.
- You will receive either comprehensive notes for the class or a textbook to take with you.

After class:

- We will answer questions on the subjects we teach.

Our commitment to you:

- We will help you as soon as possible.
- We will not keep you waiting unnecessarily.
- If a staff person cannot answer the phone personally, your call will be returned the same day.

INTERIOR

U.S. GEOLOGICAL SURVEY

Washington Administrative Service Center

Support the information systems needs of other Interior bureaus and other federal agencies as the lead Interior organization.

We will:

- Provide fully integrated systems to process the administrative workload and to attain the maximum effectiveness from our staff.
- Implement a Customer Service Level Agreement (CSLA) between the WASC and its customers.
- CSLAs will be customized to meet the technical support services required by each customer.
- CSLAs will measure, monitor, analyze, and project current and future hardware, software, telecommunications, and user assistance.
- Annual reviews of each CSLA will be scheduled between both parties to discuss and modify the document.
- A complaint process will be established to resolve problems.
- The WASC will advise the customer of the status of their problem within 24 hours of initial contact.
- The WASC will maintain a hot-line number for emergency situations.
- WASC technical staff will be on call "around the clock."

INTERIOR

U.S. GEOLOGICAL SURVEY

Minerals Information Offices

Provides earth science information and products, with a focus on mineral resources.

- Each customer will be treated with dignity, respect, and courtesy.
- Each request will be researched using all means available to provide the highest quality response.
- Each request will be analyzed to determine what data are available that best suits each customer's needs. A plan will be developed to deliver the response in the format that best suits those needs.
- Requests will be filled immediately, if possible; if not possible, a time for the reply will be established.
- Opportunities for additional service will be explored with each customer, as needed.

INTERIOR

U.S. GEOLOGICAL SURVEY

National Earthquake Information Center

Serves as national resource and information center for earthquakes that occur worldwide.

- We will provide information 24 hours a day on the location and magnitude of significant earthquakes in the United States and around the world.
- Rapid reports will be issued for earthquakes that register at least magnitude 4.5 or greater in the United States, any felt and damaging earthquakes, or earthquakes of magnitude 6.5 elsewhere or when damage has occurred. This information will be provided within 20 to 30 minutes of the time of the event.
- You will be treated with courtesy every time you contact us.
- We will provide you with information about other USGS products, services, and other sources of information if possible.
- Orders for CD-ROMs, software products, publications, maps, and posters will be processed within five working days of receipt. Under special circumstances, such as after a major, damaging earthquake, a time for the reply will be established.

INTERIOR

U.S. GEOLOGICAL SURVEY

Reston Earth Science Information Center

Provides earch science information and products for the public.

- We will treat each customer with courtesy and respect.
- We will provide quick, thorough, and responsive access to product information and ordering including the 1-800 number and electronic ordering.
- We will eliminate processes, procedures, and rules that are roadblocks to success.
- There will be no unreconcilable mistakes allowed in the handling of the customers' accounts or money.

JUSTICE

FEDERAL BUREAU OF INVESTIGATION

Uniform Crime Reports Program

Provides information on crime in the United States

- The Crime in the U.S. report will be published in the fall of each year.
- Report updates will be published semi-annually in April and October of each year.
- If you are a member of the public, you may obtain copies of these reports for a fee by contacting the Superintendent of Documents, Government Printing Office.
- To receive customized reports, you may contact our program staff, which will facilitate a response to your inquiry as soon as possible in written or electronic form.

When fully operational, the National Incident-Based Reporting System program will provide the following services:

- Data on 22 crime categories made up of 46 specific crimes will be collected (current system collects data on only eight crime categories).
- Information on every crime will be collected separately (current system uses a summary report, which reports only the worst crime in a multiple offense situation).
- Age, sex, race, ethnicity, etc. will be reported for victims and witnesses of all crimes, which will allow for better analysis (current system reports this information only on certain crimes).
- System will provide the ability to quantify drug seizures in relationship to drug arrest (currently not available).
- Information will address such issues as hate crimes, white-collar crime, domestic violence, abuse of the elderly, etc. (currently not available in summary system).

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

Mission to Planet Earth Enterprise

Provides the data and interactive modeling foundation for long-term environment and climatic monitoring and prediction.

In July 1994, the prototype of the EOSDIS, Version 0, became available with some operational elements. The fully operational EOSDIS will:

- Fill 95 percent of all user requests to the system within 72 hours.
- Provide for continuous production of geophysical and biophysical data products flowing from the Earth Observing System by the year 2004.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

Space Science Enterprise

Creates new scientific knowledge by exploring the Solar System and the Universe beyond and by studying the space environment and its effects.

- Establishes a nine month time standard for processing science grants (three months for proposal preparation, four months review and notification and two months to disburse funding).

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

Access to Historical Archives and Records

NARA ensures, for the Citizen and the Public Servant, for the President and the Congress and the Courts, ready access to essential evidence.

- We will treat all of our customers with courtesy.
- We will meet or beat our established deadlines for providing customer service.
- We will provide high-quality service by knowledgeable staff.
- We will provide informational products to meet our customers needs.

If you call or visit one of our facilities:

- You will find NARA staff and volunteers available in all offices to assist you during posted business hours. Our business hours will be prominently posted at all sites and noted in our brochures and through other information sources.

If you write to us about our holdings:

- You will be sent a response to your written request about our holdings within 10 work days after we receive your letter. If we cannot provide a full response within that time, we will tell you that we have received your request and tell you how long we expect it will take before we can provide a full reply.

If you attend one of our workshops:

- You will find the instructor to be professional, knowledgeable, and helpful. Upon completion of a workshop, you will have the information to help you understand the principles discussed and apply them confidently to issues within your area of interest.

If you need information about the National Archives:

- You can obtain timely and up-to-date information about NARA, its services, and holdings through the Internet and other on-line services, our fax-on-demand service, through printed publications, or by contacting one of our offices.

If you need information about government rules and announcements:

- You will be provided with timely information on a daily basis through the Federal Register on the following:

-- presidential proclamations and executive orders

-- proposed rules and final regulations

-- public meetings

-- federal grants

This information is published in print and in electronic form by the Government Printing Office.

If things go wrong:

- If our service has not matched our values and standards for customer service, we want to know so that we can do

something about it and get it right the next time. Our local complaints and suggestions procedures are as follows. You may:

- Discuss the problem with the person who served you.
- Use our Suggestion/Complaint comment form (NA Form 14045). You can mail it or drop it in the box provided. Or, you can simply write us a letter. If you request a reply, we will provide a response within seven working days.
- Speak or write to the supervisor in charge. If we cannot solve your problem immediately, we will provide a response within seven working days.

If you are still not satisfied that we have handled your complaint or provided the service we promised, you can write to the Assistant Archivist for the office with which you have been dealing.

NATIONAL ENDOWMENT FOR THE HUMANITIES

Grant Making

An independent grant-making agency established by Congress to support research, education, and public programs in the humanities

In assisting you as a prospective applicant, you can expect us to:

- respond courteously and quickly to your requests for information about our grant programs;
- be able to describe the programs that best suit your needs;
- provide application instructions and forms that are clear and easy for you to use;
- offer prompt and thoughtful advice and guidance in preparing your application;
- explain accurately the procedures that would be used to evaluate your application and when you could expect a decision.

In assisting you as an applicant, you can expect us to :

- ensure that the evaluation of your application is fair, expeditious, and informed by the expert judgments of your peers;
- notify you promptly of the decision on your application;
- provide substantive reasons for the decision reached on your application;
- give you helpful advice, if you are unsuccessful, on revising or resubmitting your application.

In assisting you as a grantee, you can expect us to:

- provide you with an award document that is clear and easy to understand and that sets forth sensible reporting requirements;
- provide the names of our staff members who will serve as contacts for your reports and for any assistance you may need;
- answer promptly and satisfactorily all requests for information on NEH policies and procedures;
- read and acknowledge promptly your reports on grant activities;

- maintain a professional, helpful relationship with you as you carry your project to completion.

NATIONAL SCIENCE FOUNDATION

Grant Making

Funds the most meritorious projects in its research and science, mathematics and engineering education programs

For making grants, NSF is committed to nine major standards:

- We will disseminate information about NSF programs, policies and practices as widely as practicable among potential grantees.
- **We will provide electronic versions of information on NSF programs, policies and practices and will make this information accessible on-line through a variety of methods.
- **Requests for publications from NSF Information Desk will be acted on in two days and individuals making the requests will be given instructions on how to access the same information in electronic formats, as appropriate.
- At the NSF Information Desk, we will handle 90 percent of all incoming telephone calls with 15 second. The Information Desk will immediately provide accurate responses to requests for information.
- We will make program announcements and solicitations available to relevant individuals and organizations at least three months prior to proposal deadline or target date.
- We will specify clearly the guidelines for content and preparation of proposals, the process by which they will be reviewed and selected for funding, and any special award requirements. In our program announcements, we will also provide information to help potential applicants gauge their chances for obtaining funding.
- We will be able to tell applicants whether their proposals have been declined or recommended for funding within six months for 95 percent of proposals, unless the program announcement or solicitation states otherwise. We will provide an explanation when this standard cannot be met. (The six months will start at the deadline or target date for submission of proposals or, if no target date is specified, from delivery of the proposal to NSF.)
- We will give applicants a chance to challenge the fairness of the review of their proposals by asking for formal reconsideration. Within 30 days of their request for reconsideration, we will tell them the results in writing or explain why more time is needed.
- For 95 percent of the grants our research divisions recommend making to academic institutions, our grants office will make the awards (or deadline for administrative reasons) within 30 days after the division make its recommendation.

- We will provide information that explains our decision at the time of declination or award.
- We will provide clear and appropriate responses to requests for clarification of award terms and conditions and for administrative or technical advice related to the award activity within a week of receiving the request.

NATIONAL SCIENCE FOUNDATION

Provides science and engineering policy information.

For science and engineering policy information, NSF commits itself to the following standards:

- We will produce data that are relevant to the needs of the various policy and research communities.
- We will publish and meet an annual calendar of publication dates for the results of regular NSF surveys.
- We will make data available over Internet before its release in printed form.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

University Research Grants

To advance U.S. expertise and technology in the many disciplines comprising transportation by supporting research at America's institutions of higher learning.

Our commitment to you:

- We will answer your phone calls no later than the close of the next business day.
- We will answer your letters no later than 15 business days after receipt.
- We will publish all competitive research grant opportunities in the Federal Information Exchange (FEDIX) on the internet at fedix.fie.com or through the World Wide Web at http://www.dot.gov.
- We will simplify your grant administration tasks by awarding university research grants directly to the grantee, and not through third parties, whenever possible.
- We will require technical progress reports on new university grants no more frequently than semiannually.
- We will grant you a waiver under the OMB grant administration standards, or will provide you with a reason for denying it, within fifteen business days of receiving your request.
- We will accept as part of your grant application, photocopies of valid certifications on file with any DOT office.
- We will connect you with DOT's technical experts during your research.
- We will use existing quality controls, such as academic accreditation and peer review mechanisms, when we evaluate your research.
- We will provide transportation data products for use in teaching and research.

UNITED STATES INSTITUTE OF PEACE

To strengthen the nation's capabilities to promote the peaceful resolution of international conflicts.

We Will:

- Answer all requests and inquiries in a timely, informed, and courteous manner.
- Provide clearly written applications for Institute competitions (i.e., grants, fellowships, educational institutes and the National Peace Essay Contest); disseminate the applications widely and allow adequate time for their completion and submission.
- Honor the time frames for selection processes, which are printed in the application material.
- Accurately publicize selection criteria and processes in the application material.
- Conduct a fair and reasonable review of all application submissions for the aforementioned competitions.
- Provide advance notice, with complete and accurate information, of upcoming public events and record the results of selected Institute activities, making them available as quickly as possible.
- Provide information about library holdings and services in response to requests received electronically, via phone, fax, or mail and by appointment-only visitors.
- Disseminate event information, research reports, and other complimentary products through a variety of media, including print, facsimile, radio, video and Internet.
- Develop and maintain an on-line presence on the Internet, offering general program and event information and complimentary materials.
- Review periodically our performance against these standards of service in an effort to maintain a responsive and responsible level of attention to our customers, clients, and patrons.

Chapter 8: Standards For States, Localities and Other Partners

ADVISORY COUNCIL ON HISTORIC PRESERVATION

Historic Preservation

Reviews federal actions affecting historic properties

General Standards

We are committed to providing you with first-class service. When you conduct business with us, we will treat you with courtesy and respect.

Section 106 reviews

- Review of Section 106 projects will be completed within the time allotted by regulation or sooner.
- Upon inquiry, we will provide information on project status, estimated time needed to complete review, or any associated problems.
- We will clearly explain our project review decisions so you can understand why and how they were made and what to do if you disagree.
- To facilitate better communication, the name of the employee responsible for your project, along with a telephone number, will be on every letter.

Technical Assistance

- We will respond promptly to requests for assistance or advice on Federal historic preservation programs and related matters.
- We will provide appropriate referral to other sources of information if the request falls outside the Council's purview or we are otherwise unable to address it.

Education and Publications

- We will continue to produce publications that are written clearly and address the specific informational needs of our customers.
- We will fill requests for individual copies of Council publications or training information within three working days.
- Our publications will be regularly updated to reflect changing laws and regulations, and all publications will have a date of publication on them.
- At present we cannot meet all training demand. We will develop a plan that will facilitate the widest possible geographic and special interest distribution.

Telephone Standards

- Our telephone system is designed to connect you with the person you called or, if they are unavailable, their voice-mail. Telephones will be answered by a person unless all lines are busy. If all lines are busy, you will receive clear instructions for leaving a message. Under unusual circumstances, it may be impossible to answer each incoming call. We are working to improve this system.
- Your phone call will be returned within one working day of receipt.
- We will respond to your telephone inquires in a pleasant and helpful manner. Immediate, concise information will be provided whenever possible. If such information is not immediately available, you will be informed when you can expect to receive the information.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

National Biological Control Institute

Promotes, facilitates, and provides leadership in the use of live natural enemies to reduce populations of pest species.

When you contact us we will be:

- Courteous and respectful - Your views and needs are important to us, and you can expect professional treatment, objectivity and confidentiality. You will be assisted by a polite, responsive, and knowledgeable staff.
- Fair - Our services will be objective, irrespective of your race, color, national origin, sex, religion, age, disability, political beliefs, and marital or familial status.
- Clear - We will explain to you what we do, how our programs work, and how you can get our help. If our information is hard to understand, tell us and we will try to make it easier to understand.
- Accessible - We are available to talk to individuals, organizations, and school groups about our services. Contact us by letter, phone, fax, or through our Bulletin Board System (Note to Copy Editor - Italicize Bulletin Board System).
- Ethical - We strive to meet the highest scientific and ethical standards to deliver our products and services to you.
- Entrepreneurial - We will customize solutions to your pest problems through building partnerships, leveraging resources, focusing our efforts, and promoting innovation. If we cannot meet your needs, we will try to put you in touch with someone who can.
- Efficient - Based on your requests, we have assembled several information packets, which are normally provided on the same day of your request. If research is needed to help with your need, we estimate how long it will take. If obstacles are met that delay our response, we will tell you and try to offer alternatives.

- Open - We work for you and continually seek your views, listen to your needs, and take appropriate action based on them. If you are not satisfied with any aspect of our service, tell us so we can correct the problem. If we make a mistake, we will tell you and correct it.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Care

Ensures humane care and treatment of warm-blooded animals that are raised, bought, sold, or transported for research, exhibition, or pet purposes at the wholesale level. Prevents inhumane, pain-producing practices on horses at shows, sales and exhibitions.

Our Commitment To Service

- We recognize that providing quality service to our customers is essential to ensuring the professional performance of our mission, goals, and responsibilities. Educating our customers about our services and regulatory authorities is a component of our animal care activities.
- We value your comments and will use them to measure our performance and improve service delivery. Communication of information and ideas provides for mutual understanding and a shared commitment toward achieving common goals.

What You Can Expect From Us

In serving our customers, we pledge to:

- Carry out compliance activities in a professional and objective manner.
- Conduct animal care inspections in accordance with laws and regulations.
- Be respectful to individuals in the performance of our duties and responsibilities.
- Respond to information requests accurately and clearly.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Damage Control

Help solve conflicts between human activities and wild animals.

We strive for the highest possible standards in providing you service. When requesting assistance, you can expect the following:

- You will be provided with accurate information or expert help to resolve or minimize your wildlife conflict.
- Our employees will show respect for people, property, and wildlife.
- Our employees will respect varying viewpoints on wildlife damage management.
- We will the most humane, selective, and effective control techniques.
- We will conduct activities in a professional, biologically sound, and accountable way.
- Our work will be done in a safe manner and in accordance with all federal, state, and local laws and regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Biotechnology, Biologics and Environmental Protection

Protects plant and animal health and the environment.

What you can expect from us:

- Fair and impartial treatment. We treat all our customer--public interest organizations, small firms, large firms, and the public--in a fair, impartial manner.
- Responsiveness. We will answer your correspondence in 30 days or less, with interim responses being provided for complex issues. We will meet or beat prescribed time limits for issuing permits, notifications, and petition.
- A proactive approach. We strive to find solutions to issues before they become problems. We continually review and update our internal procedures and regulations so that we remain regulatory leaders in the programs we administer.
- Accessibility and openness. Whenever practical, we use meetings, electronic means, and notice and comment procedures to obtain your views, which we use to make program improvements.
- An entrepreneurial approach. We strive to be creative and cost efficient. We constantly seek close coordination and cooperation with other domestic and international organizations with whom we share jurisdiction. We try to be the "best in the business" in what we do.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

International Services

Facilitates international trade in animal and plant products and helps to ensure an abundant food supply through helping to prevent agricultural pests and diseases from entering the United States.

We Promise You, Our Customers:

- Professional and courteous treatment. Our employees are knowledgeable and responsive. Your concerns are important to us, and you will be treated in a professional, courteous, and efficient manner.
- Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.
- Program responses. Our program designs use the latest scientific methodologies. We promise to deliver our services with minimal disruption to the normal daily operations of our customers.
- Transparency and consistency in our regulatory processes. We promise to be consistent and transparent in the enforcement of our regulations.

AGRICULTURE

FOOD AND CONSUMER SERVICE (FCS)

Food Stamp Program

Manages the Food Stamp Program (FSP) in partnership with state, local, and tribal governments.

You can expect us to:

- Strengthen nutrition security by promoting policies that ensure all eligible households have access to a healthy, nutritious diet regardless of economic conditions, and by supporting State, local, and community-based nutrition education efforts.
- Actively pursue policies to streamline regulatory requirements and increase State flexibility in administering the program.
- Provide assistance to State agencies for implementing Electronic Benefit Transfer systems to increase customer dignity and benefit security.
- Improve program integrity by seeking new and innovative ways to increase benefit accuracy and to reduce trafficking and recipient fraud.
- Whenever possible, consult with you and solicit your input on the development of policies affecting your operations and ultimate customers.
- Encourage you to publish customer service standards for ultimate customers.

AGRICULTURE

FOOD AND CONSUMER SERVICE (FCS)

School Meals Programs

Administers the National School Lunch and School Breakfast Programs in partnership with state and local governments.

You can expect us to:

- Solicit your input on changes to program requirements by issuing, whenever possible, proposed regulations with a comment period of at least 60 days.
- Assist you in your efforts to implement the Dietary Guidelines for Americans by offering training opportunities, supplying low-fat recipes, improving the quality of commodities, and awarding grants to State agencies to develop a sustainable training infrastructure for schools.
- Enhance your efforts to serve fresh fruits and vegetables by providing training on their storage and use and by working with the Department of Defense to procure and deliver these commodities in an economical and efficient manner.
- Support nutrition education through our Team Nutrition campaign, including working with companies, the media, and others to provide posters, videos, parents guides, and public service announcements; and using local chefs to work with school food service professionals in our Great Nutrition Adventure.
- Provide you with resources, including a computer bulletin board on the Internet; a traveling exhibit booth; support from community groups, such as PTAs and the Extension Service; and partnership agreements with the Departments of Education and Health and Human Services to support your nutrition education

efforts for students, parents, and the community.

- Continue our efforts to streamline program administration, enhance administrative flexibility, and reduce paperwork.
- Safeguard program integrity through our continuing efforts to suspend or debar companies with a record of fraud and abuse in their transactions with schools.
- Provide you with materials and guidance on accommodating children with special needs.
- Encourage you to publish customer service standards for ultimate customers.

AGRICULTURE

OFFICE OF INSPECTOR GENERAL

Conducts audits and investigations.

What you, our customer, can expect

- You can expect us to work closely but independently with the Congress, USDA managers, and with U.S. Department of Justice and state and local attorneys to address important or emerging issues and concerns regarding USDA's programs and activities.
- We will work proactively with you by directly encouraging your input into the audit and investigative process to identify areas that warrant our attention, and to engage in discussions with you up front on what we plan to do and what you can expect us to provide to
- You can expect to receive audit and investigative information to solve problems and improve operations. We will keep you involved and informed as our audit and investigative work progresses.
- We want to promote a high level of customer satisfaction and to ensure that we are providing you with timely, meaningful, and useful information and solutions to your problems. We plan to answer public concerns about fraud, waste, and abuse promptly, and provide you with accurate and accessible information to improve USDA operations.
- You can expect timely assistance to resolve or implement audit or investigative recommendations or information.
- We will coordinate regular meetings with you to discuss audit and investigative issues to ensure timely resolution and implementation of recommendations or to address other questions as they arise. We will keep you abreast of information you may need during debate on issues affecting USDA, by way of our issued reports or regular briefings.

AGRICULTURE

RURAL HOUSING AND COMMUNITY DEVELOPMENT SERVICE

Community Facilities Loan Program

Provides critically needed financing for the development of essential community facilities to public bodies, nonprofit organizations, and Native American groups.

We will:

- Keep our promises and be ethical in our service to you.

- Be polite, responsive, and assist you with a staff knowledgeable of our programs.
- Return your calls in an expedient manner.
- Be accessible and available to talk to individuals, organizations, and groups about our program.
- Give you assistance with your concerns, referring an appropriate source for problem-solving action when necessary. Our customers will not receive the run around.
- Respect your right to quality and professional service.
- Treat you just as we would want to be treated ourselves and be fair to all people regardless of race, sex, disability, religion, age, or national origin.
- Be willing to work with you and any persons working on your behalf. And if appropriate, to cooperate with other lenders or with other federal, state, and local agencies to meet your needs.
- Continually search for customer-related improvements.
- Listen to our customers to ensure RHCDS regulations and forms are customer friendly and ensure success of the program.
- Efficiently and effectively provide you assistance.
- Provide technical and professional assistance to our customers.
- Provide you with the necessary information, advice, and guidance on how to access and utilize the Community Facilities program.
- Refer you to other sources of information, assistance, or credit if it appears that you may qualify for alternative sources of programs or funding from commercial, private, or other governmental sources.
- Ensure that you are provided appropriate forms and materials in 5 working days when you notify a Rural Economic and Community Development office that you are interested in filing a request for financial assistance.
- Provide assistance in completing all aspects of the application upon your request.
- Ensure that your request for financial assistance is reviewed promptly and that you are notified of eligibility within 45 days after we have received a complete pre-application.
- Provide a professional, supervised credit program to further ensure the success of your project.

COMMERCE

ECONOMIC DEVELOPMENT ADMINISTRATION

Financial Assistance

Promote the long term recovery of economically distressed areas by assisting states, cities, counties, American Indian tribes or private and public non profit organizations in generating and retaining jobs, and stimulating commercial and industrial growth through grants and loan guarantees.

We will:

- Always find the answer. Customers will not be left "phone hopping" from office to office.

- Coordinate communications. If a customer sends a proposal for funding to Washington instead of their regional office, we will fax or mail the proposal on the day received to the regional office and advise the customer of this action.
- Strive to meet requests for conference speakers and meetings by providing the best resource person available.
- Provide publications and manuals at no cost. Annual reports, manuals, brochures and program information are mailed or faxed to customers within 24 hours of the request.
- Provide notification of grant approval status so as to incorporate the distribution of a local press release to promote the project.
- Refer customers to the proper federal agency even when they are in need of non EDA assistance.

COMMERCE

NATIONAL TELECOMMUNICATIONS AND INFORMATION ADMINISTRATION

Promotes the use of telecommunications and information technologies in the public and non-profit sectors

- National Telecommunications and Information Administration (NTIA) will make all publicly available information accessible as hard copy and through free-of-charge electronic services.
- Information will be made available electronically at the same time it is released in print.
- All information posted electronically will be timely and accurate.
- NTIA staff will assist you, with any problems or questions you may have with use of our electronic services.
- NTIA will monitor usage of its electronic delivery services to ensure that they are reliably available and capacity is sufficient to minimize delivery time to you.

COMMERCE

OFFICE OF TELECOMMUNICATIONS AND INFORMATION APPLICATIONS

NTIA

Assist state and local governments, education and health care entities, libraries, public service agencies, and other groups in effectively using telecommunications and information technologies to better provide public services and advance other national goals.

Commitment to customers:

- We will provide you with all the information you need to understand these programs and to apply for funds. Our goal is to respond to requests for information within five business days.
- Program staff will be available at any step of the application process to provide technical assistance and to help ensure that your project proposal meets funding requirements.

- Notices of availability of funds, funding criteria and eligibility requirements will be widely disseminated through mail, electronic mail and Internet services such as the World-Wide Web to keep you informed about these grant programs.
- Customers can subscribe to electronic mailing lists to automatically receive timely information updates from the grant programs.
- Information about all successful applications from previous grant rounds will be available by mail and will be posted on the Internet to help you prepare your application.
- The grant programs will conduct seminars and participate in trade shows and conventions to provide timely information and answer your questions.

CONSUMER PRODUCT SAFETY COMMISSION

Partners in Safety

Promotes cooperation between CPSC and state and local authorities to protect the public against unreasonable risk of death and injury from consumer products.

To serve our state and local partners:

- We will develop partnership agreements with you to increase consumer product safety to your citizens and prevent any duplication of effort.
- We will make available the most current CPSC program and activity information so that you can respond quickly and effectively to your customers.
- We will respond to your requests for injury data, product recall advice and educational materials within 5 days.
- We will recognize state and local officials as equal partners.
- We will value each state and locality for its uniqueness, recognizing that "one size does not fit all."

DEFENSE

OFFICE OF THE SECRETARY

Base Realignment and Closure Activity

Properly size the Department's base structure while meeting responsibilities to impacted communities.

The Base Transition Office (BTO) will focus on the rapid, thorough resolution of specific issues. Our customer service standards are:

- We will respond to correspondence assigned or written to the BTO within 14 days of receipt.
- We will work to resolve issues raised in the Base Closure Status Report (BCSR) within 60 days.
- We will provide a trained Base Transition Coordinator (BTC) at all major closing military installations requiring significant property disposal.
- We will train and empower BTCs to locally resolve more than 25% of the issues impeding base reinvestment at their assigned closing military installation.
- We will assist each Military Department to successfully

convey the property at closing installations to local communities.

- We will assist communities in successfully implementing their approved Local Redevelopment Authority reuse plan.

DEFENSE

OFFICE OF THE SECRETARY

Office of Economic Adjustment
Community Economic Adjustment Assistant

Provides economic assistance to communities.

The Office of Economic Adjustment (OEA) will:

- Respond to all telephone inquiries regarding the Defense Economic Adjustment Program within one working day.
- Respond to all written inquiries from the public regarding the Defense Economic Adjustment Program within seven working days.
- Make an initial community visit to describe the Defense Economic Adjustment Program and assess the local economic impacts of the DoD action within two weeks of a request.
- Arrange and schedule site visits within five working days of requests.
- Arrange for meetings with federal agency representatives within three working days of a request.
- Process a final, complete grant application within seven working days.
- OEA hosts Federal team visits to communities so that community and Federal representatives can develop an action plan for assistance. OEA meets regularly with Federal representatives to review OEA customer requirements, and to ensure requests are afforded priority consideration.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Disaster Response and Recovery

Supplements state and local efforts to save human life, prevent immediate human suffering, or mitigate property damage.

- We will inform state and local officials of our policies and authorities, and participate in their emergency seminars and exercises when asked.
- We will provide emergency operations assistance (such as providing sandbags, pumps, technical assistance, etc.), when requested and in compliance with Public Law 84-99.
- We will provide post-flood assistance to include technical advice and assistance, debris clearance, debris removal, and temporary restoration of critical public facilities or services, and identify hazard mitigation opportunities as part of our interagency team.
- We will provide temporary assistance for emergency water supply as a result of a drought or contaminated source for up to 30 days or until the Federal Emergency Management Agency undertakes the provision of

emergency water under its own authorities, whichever is earlier.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Water Resources Operation and Maintenance

Operates 234 locks, dredges over 900 harbors, operates and maintains 383 major lakes and reservoirs for flood control, maintains 2,500 recreation sites, and provides hydropower at 75 sites.

- We will publish all scheduled lock outages and maintain procedures for notification of unscheduled outages.
- We will coordinate and share information with federal, state, and local officials of potential flood conditions.
- We will maintain the harbors and rivers of America's waterways so that they are open to traffic.
- We will maintain all recreation facilities in a clean and safe condition, and we will treat all of our visitors courteously.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Water Resources Planning, Engineering, and Construction

Provides developmental capabilities for water resources projects affecting the United States, in partnership with state and local communities.

Water Resources Planning, Engineering, and Construction

- We will work closely with other federal government, state, and local officials to complete a definition of the problem with a goal of completing this activity for large projects within two years. These studies will be federally funded.
- We will work to develop a feasibility report of potential solution(s) for large projects within four years, for referral for action to Congress. These studies will be cost-shared.
- For those projects authorized, we will complete preconstruction engineering and design within two years. The design is federally funded up-front. The local sponsor will be asked to share design and construction costs when the project is under construction.
- We will provide the sponsor with an estimate of the construction costs and schedule prior to construction, and we will meet regularly with the sponsor to manage risks.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Environmental Management

Incorporates ecosystem management considerations in all aspects of its water resource projects, including those for navigation, flood control, storm damage reduction, hydroelectric, and recreation.

Environmental Management

- We will work hand-in-hand with states, cities, and municipalities to fund, plan, and implement needed water and environmental projects that meet federal criteria.
- When recommending projects, we will carefully weigh costs and

benefits to the environment with economic costs and benefits, reconciling society's demands with the vital need to sustain the our natural environment.

- When requested by EPA or other federal agency, we will quickly apply our know-how in environmental engineering and management to investigate hazardous and toxic waste on defense sites, and clean them promptly and thoroughly as funding allows.
- We will continue to work with the public and industry through our four research laboratories to develop new technological solutions to environmental concerns and to make them available quickly.

ENVIRONMENTAL PROTECTION AGENCY

Administrator for Water

State, Tribal, and Local Program Grants

Provides grants to states, tribes and local municipalities to provide environmental protection.

EPA will finalize these draft standards after consulting with our customers in the coming year.

- We will reduce the amount of paperwork by 25 percent through consolidation of application and reporting requirements.
- We will acknowledge receipt of grant applications within 10 working days.
- For established grant programs, we will award grant funds within 90 days after receipt of a complete grant application (provided that the EPA office has received funding authorization).
- We will respond to telephone inquiries on assistance matters by the end of the next business day.
- We will consult with states and tribes in a timely manner throughout the development of all major grants guidance and policy documents.

ENVIRONMENTAL PROTECTION AGENCY

Environmental Permitting

Regulates waste disposal and discharges into the air, water, and land.

EPA will finalize these draft standards after consulting with our customers in the coming year.

For the public, state, tribal and Local permitting authorities, and permittees:

- We will prepare permits that are clear, fair, appropriate and effective.
- Our permitting staff will treat you with professionalism and courtesy. Our staff will be knowledgeable, responsive, cooperative and available.

For delegated state, tribal and local programs:

- We will conduct relationships with you that are characterized by partnership, open and honest dialogue, efforts to empower you to the extent feasible and appropriate, and sensitivity to your needs and concerns.
- We will work with you to continually improve our

delegation processes, so that they are efficient, effective, and as non-burdensome as possible.

ENVIRONMENTAL PROTECTION AGENCY

Pesticide Registration

Provides pesticide registration information

EPA will finalize these draft standards after consulting with our customers in the coming year.

- We will be courteous, accurate, and helpful in all dealings with our customers.
- We will answer telephone calls within 24 hours of receipt, when possible. If the person receiving the call cannot fully respond, the customer will be forwarded to someone who can.
- We will try to answer all correspondence within 10 working days of receipt. However, if our customers have raised questions which require extensive research to answer, it may take us longer. If we cannot provide a complete reply promptly, we will contact the customer within the 10-day period to explain why and when they may expect a full response.
- We will seek opportunities to involve all affected stakeholders prior to major regulatory or policy decisions.
- We will provide clear and accurate information about the policies and procedures for pesticide registrations and re-registrations.
- We will process applications and complete evaluations as promptly and as efficiently as possible without compromising either scientific quality or health and safety considerations.
- We will ensure that we meet our statutory responsibilities to provide customers with easy access to all available information on pesticides.
- We will proactively involve regions and states prior to establishing major policies or making major regulatory decisions affecting them.
- We will undertake periodic surveys to find out what our customers think of our service and how we could make further improvements.

ENVIRONMENTAL PROTECTION AGENCY

Rulemaking

Provide assistance and information in the regulatory development process.

EPA will finalize these standards after consulting with our customers in the coming year.

- We will ensure that customers have input to the rule development process by conducting public forums and using electronic media and other forms of communication.
- We will write rules so they can be understood by the people who use and implement them. Rules should be tailored to the legal technical knowledge and

resources available to those affected.

- We will work to ensure that all members of the regulated community know what is expected of them. To the extent possible, we will notify all known parties who must comply with the rule through written or electronic media.
- We will include in the preamble of all Federal Register notices accompanying a proposed or final rule, a plain English explanation summarizing the problem the rule is trying to solve, a summary of what the rule requires, and a short explanation of how the rule solves the problem.

ENVIRONMENTAL PROTECTION AGENCY

Voluntary Programs

Promotes innovative ways to complement traditional regulatory approaches to environmental protection by emphasizing pollution prevention, common sense, flexibility and economic performance.

EPA will finalize these draft standards after consulting with our customers in the coming year.

- We will always treat our customers with professional courtesy and respect.
- We will proactively provide our customers accurate, up-to-date, and reliable information, products, and services, including high quality documents and publications.
- We will actively listen to our customers' concerns and needs regarding our services and will develop technical assistance services designed to address those needs and concerns.
- We will ensure that inquiries will be referred to the right office and individual in EPA, or beyond EPA, if appropriate. We will encourage customers to report back on unsuccessful referrals.
- When possible, we will make every effort to respond to inquiries for information within two business days and for more complex inquiries within five business days.
- We will strive to make information available through various channels, including electronic media, faxes, and intermediaries such as state assistance organizations, trade associations, and state agencies.
- We will recognize, reward, and publicly acknowledge the accomplishments of our customers who achieve success in voluntary programs.
- We will make every effort to streamline and make customer reporting requirements as practical and least burdensome as possible.

HEALTH AND HUMAN SERVICES

ADMINISTRATION ON AGING

Provides grants to aged population

- Administration on Aging (AOA) will distribute funding under the Older Americans Act fairly and objectively, according to the requirement of law.

- AOA will assure complete accuracy in its official grant files
- For periodic financial reports, AOA will strive to have at least 90 percent of reports received on time, and will follow up within two weeks on reports that are not received when they are due.
- AOA will track grants on a monthly basis for those ready for close-out. Outstanding sums identified at close-out will be reported to the Department's Payment Management system within one week of close-out.
- AOA will provide the aging network information and technical resources by establishing resource centers and other institutions that provide the help the network needs to assure high quality services for older Americans. AOA will make every effort to respond to requests by the network to specialize in those areas where help is critically needed.
- AOA will work with the aging network to implement a new system of information collection that will provide accurate and reliable data about older American Act programs.
- Following the implementation of the National Aging Program Information System, AOA will assure that the data is analyzed to identify trends and project the needs of older Americans.
- AOA will provide to the aging network with the most accurate, up-to-date demographic information available.
- AOA will make information available upon request to the aging network in various formats on a wide range of subjects of professional interest.
- AOA will work with States and Tribal grantees to identify areas of weakness in program administration under the Title III, Title VI, and Title VII and technical assistance resources available to correct any deficiencies identified.
- AOA will provide answers to routine policy questions within 45 days, and will provide a time frame, not to exceed 120 days, for more complicated questions.

HEALTH AND HUMAN SERVICES

HEALTH CARE FINANCING ADMINISTRATION

Medicare and Medicaid

Manages the Medicare and Medicaid programs.

Written responses

- We will answer your written inquiries within 30 days of receipt. If, on rare occasions, we have reason to believe that responding will take more that 30 days, we will acknowledge your inquiry within ten days.

Telephone standards

- We will respond to your telephone inquiries in a pleasant and helpful manner. We will provide and immediate answer whenever possible, a firm commitment as to when an answer can be provided, or, at

you request, and accurate referral to the proper party or a return call from someone who can help you. On at least 80% of your calls, you will be "on hold" for less than two minutes. Calls made in off hours will be returned the next business day.

Information needs

- We are reviewing all of our publications and notices to assure that they can be understood by our customers. Our proposed changes will have customer input, as will their evaluation. By the end of this year, we will begin introducing our revised communications.

Claims processing (Medicare)

- We will process your claims for service accurately and within the times provided for in the law. If you are dissatisfied with the action we take on your claim, we will process your appeal accurately and within the times established in our published standards for contractors, and we will reduce the paperwork burden associated with appeals.
- We will provide you with more consistent determining on your claims by improving and simplifying our claim processing system.

Customer satisfaction

- We will measure your satisfaction with Medicare, Medicaid and managed care plans through the use of customer surveys, focus groups, public comments, meetings with customer representatives, etc.
- We will seek your ideas and the assistance of voluntary membership groups representing your interests in setting standards and evaluating our performance.
- We will accurately identify those segments of our customer population which may have special needs related to vision, hearing, mobility, literacy, the use of English, health status and other factors. We will make a special effort to discover and define these needs and will strive to provide reasonable accommodations and access to services and program information. We will employ people qualified to address these challenges, and then encourage inclusive and innovative thinking in our workforce.

Health issues

- We will prepare and distribute clear, understandable materials about the benefits and disadvantages of the managed care option, including performance data about individual plans, to assist customers in their health care decision making.

Medicaid special standard

- HCFA will encourage all States to establish customer service standards for Medicaid, and we will work with them to assure a goal of continuous improvement in customer service and program administration.

Health care quality

- We will provide doctors and hospitals with information they can use to give better care to our beneficiaries, and we will monitor the effect of those activities.

We will expedite our investigative and case review process as much as the law will permit when a complaint involves quality issues.

- We will respond to verbal or written complaints from beneficiaries or their representatives by mailing a complaint form to them within two working days of the telephone contact or responding in writing to written beneficiary complaints within 10 working days.

Program administration

- We will fully investigate all potential program fraud and abuse leads to protect against unnecessary expenditures.
- We will work assiduously with our customers to identify and implement creative and effective approaches to improving our programs and our performance.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT

Community Planning

Stimulates community development through grants and loans to states,

localities, and nonprofit organizations. HUD has provided a point of departure for field offices in setting standards. Field offices are to take into account their local situation. Standards are to address these areas:

- Caring and commitment. A critical, but perhaps unmeasurable, standard for treating customers is the intangible factor of motivation to achieve the underlying mission of the **DEPARTMENT: CARING ABOUT THE NEEDS OF CLIENTS OF HUD AND HELPING THEM SOLVE THEIR PROBLEMS.**
- Timeliness. A common standard for customer service is timeliness. An important CPD standard established in the Consolidated Plan rule for responding to local partners is that CPD has 60 days to review the plan. Section I cites a timeliness standard imposed on grantees, in response to customer complaints from the public, of 15 working days.
- Flexibility in methods of achieving goals. CPD should allow its local partners flexibility, within the framework of the statutes, to achieve goals.
- Performance orientation. CPD should help ensure that our local partners produce results that serve our clients.
- Courtesy and respect. Every HUD customer deserves respect and courtesy.
- Honesty and integrity. Strict adherence to the federal government's ethics code and the department's own standards of

conduct is a critical part of maintaining proper relationships with customers.

- Fairness and impartiality. Customers are entitled to equal treatment with respect to the services for which they are eligible.
- Information accuracy and availability. HUD customers rely on accurate, timely, and complete information concerning CPD, HUD, and federal programs.
- Clarity. Communication with the public, state, and local partners should be in terms that the general public can understand.
- Competence. In order to provide accurate and timely information, CPD staff should be knowledgeable in the program areas or processes for which they are responsible.
- Partnerships and entrusting authority. Partnership is the emphasis in CPD in working with state and local governments and nonprofit agencies to serve end-users.
- Responsiveness to needs of end-users. The needs of low- and moderate-income end-users of CPD program assistance vary from place to place and change over time.
- Accountability. With greater decentralized authority to the field comes greater accountability.
- Evaluation and feedback. Part of any effort to improve performance in service clients should be systematic evaluation and feedback to improve service.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Fair Housing Assistance Program

Implements fair housing policies and enforces fair housing laws.

Body:

Grants administration:

- Cooperative Agreements and pertinent attachments and appendices will be written in easily understood language with reimbursement requirements and time frames clearly set out.
- We will provide continuous technical assistance.
- We will provide updated information and materials that assist in carrying out the provisions of the Cooperative Agreement.

Certification processing:

- Technical assistance will be provided to agencies seeking certification. All requests will be acknowledged within six months.
- Send agency's law or ordinance within three working days to the Office of General Counsel for legal analysis so an agreement between HUD and partner may be executed.
- Advance notice will be given of the date and documentation required for on-site technical assistance and performance assessment visits.

Performance assessment:

- We will provide guidance on criteria to be used to assess agency's performance.

Joint investigations:

- All joint investigations will be completed within 150 days.

Referral of complaints:

- Referrals will be made in writing within five business days of HUD receipt of complaint.
- Determinations regarding jurisdiction under the Fair Housing Act will be made on all complaints before referral.
- Approvals and closures of active cases by HUD reviewers in the field offices will be made 90 days after receipt of the case.
- In-depth reviews of closed complaint files will be completed within six weeks.
- All dual-filed complaints will contain a HUD case number and an agency case file number.

Technical assistance:

- We will provide guidance on drafting legislation.
- We will provide guidance on enforcement activities.
- We will provide testimony to legislators.
- We will provide assistance to agencies seeking certification.

Training and policy guidance:

- Partners are to receive all information in an easily understood format and language.
- Technical assistance activities and materials provided will be timely and useful.
- We will provide updated and adequate policy guidance.
- We will provide training to improve investigative skills.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Fair Housing Initiatives Program

Assists projects and activities designed to enforce and enhance compliance with the Fair Housing Act and substantially equivalent State and local fair housing laws.

Customers of the Fair Housing Initiatives Program (FHIP) can expect the following customer service standards.

Administrative:

- Provide guidance in implementing activities.
- Provide guidance in how to prepare reports and other "deliverables".
- Provide guidance in how to prepare applications and "outcome" documentation.
- Provide timely responses to questions, concerns, vouchers and reports submitted for review.

Financial Matters:

- Provide technical assistance in compliance with OMB Circulars and HUD regulations.
- Provide training in financial management.

- Provide technical assistance in preparing budgets.
- Provide timely payment of vouchers.

Programmatic:

- Provide training for potential applicants during the NOFA period.
- Provide information about the benefits of funded projects to the community in enforcing fair housing.
- Communicate with prospective applicants on the status of their applications.
- Provide technical assistance telephonically regarding HUD regulations and program concerns.
- Select grantees and award grants expeditiously.
- Provide thorough/adequate evaluation of deliverables given to department by grantee.
- Provide concise and accurate notification of NOFA's and application requirements.

General:

- Every customer is entitled to courteous treatment.
- Every customer should be provided additional assistance should the need arise.
- Provide adequate telephone coverage throughout the business day to receive calls and answer questions.
- Provide an interim response when a complete response requires additional time for research or there is a heavy workload.
- Solicit feedback and react to customers' comments.
- Train all employees regularly on customer service.
- Encourage teamwork and assure that all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Assure that each person in the organization conducts himself/herself as a professional.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF FAIR HOUSING AND EQUAL OPPORTUNITY

Regulatory Initiatives and Federal Coordination

To further fair housing through development of regulations and other guidance, administration of Executive Order 12892, and innovative projects to involve other federal agencies in removal of barriers to housing choice.

Customers of the Office of Regulatory Initiatives and Federal Coordination include the lending and insurance industries, consumer advocates, fair housing and civil rights groups, government officials, the press, members of protected classes, and the general public. They can expect the following customer standards.

Administrative:

- Provide guidance on interpreting fair housing law through the publication of proposed regulations governing lending and insurance.

- Provide substantive comments on proposed HUD regulations and policy regarding fair lending and insurance matters.
- Provide substantive comments on proposed legislation regarding fair lending and insurance matters.
- Provide training and informational briefings as requested to HUD employees, lending and insurance industries, consumer advocacy, fair housing and civil rights groups, government officials, the press, members of protected classes, and the general public.
- Provide timely responses to questions and concerns of customers regarding fair lending and fair insurance practices.

General:

- Every customer is entitled to courteous treatment.
- Every customer should be provided additional assistance should the need arise.
- Provide adequate telephone coverage throughout the business day to receive calls and answer questions.
- Provide an interim response when a complete response requires additional time for research or there is a heavy workload.
- Solicit feedback and react to customers' comments.
- Train all employees regularly on customer service.
- Encourage teamwork and assure that all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.
- Assure that each person in the organization conducts himself/herself as a professional.

HOUSING AND URBAN DEVELOPMENT

OFFICE OF HOUSING - FAIR HOUSING ADMINISTRATION

Mortgage Assignment Program, Mortgage Approval Process, Rehabilitation Mortgage Insurance, Section 203(k)

Stimulates housing through direct financing, loan guarantees, interest rate subsidies, mortgage insurance, etc.

You can expect our employees to meet the following standards:

Respect:

- Every customer is entitled to courteous treatment.
- Every employee represents the Office of Housing.
- Display name plates or wear name tags as appropriate.
- Identify yourself and your organization every time you have a customer.
- Don't drop the ball - direct correspondence and telephone calls to the correct party.
- When transferring a customer, take time to reassure the customer that assistance can be obtained by speaking with another party in the office and that they are not being shuffled around.

- After assisting a customer, offer to provide additional assistance at a later time should the need arise.
- Provide a "real person" alternative to all voice-mail messages.
- Strive to provide foreign language alternatives and alternatives for the deaf and blind, when necessary.

Quality products:

- Provide all available information to a customer on the first call or letter; ensure that all questions are answered.
- Write in plain English, not technical or government jargon.
- Follow-up regularly to ensure that quality products are provided.
- Advise customers/partners in writing when new policies or changes are being considered; involve them in the development phase.
- Consider the needs of customers/partners when developing products and procedures.
- Apprise customers/partners of operational problems, e.g. don't wait for the customer to call only to be told the system they need is down.
- Reach out to customers - go to their place of business when possible; conduct regular conference calls.
- Include a contact name, organization, telephone number, and effective date on every document, e.g. handbook, Mortgagee Letter, congressional and general correspondence.

Timely service:

- Ensure adequate telephone coverage throughout the business day; answer all phone calls by the third ring.
- Respond to all telephone inquiries within 24 hours.
- Respond to written correspondence within 10 working days.
- Provide an interim response when a complete response requires extra time for research or there is a heavy workload.
- Provide "1-800" customer service numbers when possible and economically feasible.

Results:

- Establish quantitative customer service goals and incorporate them into performance standards and Housing's Plan where possible.
- Establish quantitative processing standards for each program or function.
- Solicit feedback and react to customer comments.
- Train all employees regularly on customer service initiatives.
- Institute random supervisory quality control checks to ensure that appropriate and adequate customer service is provided.
- Encourage teamwork so all staff are thoroughly informed.
- Provide basic program training to clerical staff, particularly those who deal with the public.

- Include in t he headquarters telephone directory and each field office telephone directory a contact name and telephone number for each program area, e.g., Single Family Mortgage Servicing, John Doe, 708-0000.
- Always conduct oneself as a representative of the organization.

Mortgage Assignment Program

The following customer service standard is used by field office staff in handling customers who are seeking relief:

- Customer receives written notice from the mortgagee that their mortgage is in default. The letter outlines the eligibility requirements for the Mortgage Assignment program and gives the Customer 15 calendar days to contact the HUD field office.
- Customer contacts field office staff and requests acceptance in the Mortgage Assignment Program.
- Staff identifies documents needed to make eligibility determination and schedules a conference with the customer.
- Staff completes analyses of documents prior to conference.
- Decision on acceptance into the Mortgage Assignment program is made within 90 calendar days from the date of the customer's initial telephone call to the date of final decision.

Mortgage Approval Process

- Processing time from the date of receipt of the application package to date of final approval/rejection is 45 calendar days.

Rehabilitation Mortgage Insurance, Section 203(k)

Mortgagees (partners) make Section 203(k) loans available because HUD insures the mortgage before rehabilitation work is completed. If you are the mortgagee, you can expect us to meet this standard:

- Processing is competed and a mortgage insurance certificate is issued to the Mortgagee within 10 days of HUD's receipt of the closed loan.

HOUSING AND URBAN DEVELOPMENT

PUBLIC AND INDIAN HOUSING

Subsidies for Public Housing

A partnership between federal, state, and local governments, with the federal government providing subsidies and regulations on project operations.

Standards for our PIH partners include the following:

- PIH offices should be open to the public and available to do business during conventional work hours as that concept is defined locally.
- Any PIH staff person receiving an incoming inquiry -- by telephone, letter, or personal contact -- "owns" that inquiry until the substance of the inquiry has been conveyed to the office or individual responsible for a substantive response.
- During business hours, customers inquiring in person should wait

no more than two minutes to be greeted and given an idea of when a technical person will be available to respond.

- During business hours, all telephone calls should be answered by a person within three rings.
- To the maximum extent possible, PIH field offices and headquarters offices will have a live person responsible for answering the telephone, promptly, every minute of the business day, including "flex-time" hours.
- Each office will establish a procedure whereby the principal receptionist or other telephone-answerer has a regular back-up, and a mechanism by which the regular lets the back-up know that he or she is "on call," so to speak.
- Messages left by phone or in person should be returned by the time promised by the message taker or within a half-day of the respondent's return to the office.

INTERIOR

BUREAU OF INDIAN AFFAIRS

Oversees lands and monies held in Trust for Indian and Alaskan Natives

Serves as the steward for Indian and Alaskan Native lands and monies held in trust by the United States.

By the end of fiscal year 1995:

- We will provide you with up-to-date information about the status of your claim, application, case or inquiry on the day of your visit to our office.
- We will answer your telephone call in a pleasant, courteous manner and be responsive to your questions. We will return your phone call by close of business the next work day. If we are not able to assist you, we will direct you to the necessary office that will help you.
- We will respond to your written inquiries within five days of receipt of your letter and we will seek resolution of your problems within 30 days.
- We will consult with and provide feedback to you regarding education issues under consideration through regularly held regional education consultation meetings.
- We will develop all new rules and regulations in partnership with tribes.
- We will establish a formal consultation process through whichcomments and concerns by tribal governments will be sought.

INTERIOR

OFFICE OF TERRITORIAL AND INTERNATIONAL AFFAIRS

Coordinates Interior's international activities and represents the

department's position in the development of U.S. foreign policy.

Policy:

- We will consider all policy analysis important, regardless of whether our role in the process is large or small. We will participate in the process fully, courteously,

professionally, and in a timely manner.

We will analyze and/or coordinate all policy analysis at the highest appropriate level under the following guidelines:

- if the analysis requires our written participation, we will do so within 15 business days of our concluding the analysis or coordination.
- if we may communicate the analysis by telephone, we will do so on the day on which we have concluded the analysis or coordination or the day following.

Political:

- We will participate in interagency review and discussion of any and all requests that you make for greater self-determination and those issues which involve your political relationship with the United States, and we will respond in a timely and professional manner.
- When this review or discussion produces public written comments, we will provide you with them within 15 business days of their production.

Social:

- We will help you present your health, education, and public safety goals to other federal agencies.
- We will develop partnership agreements with you and other appropriate federal agencies or consultants to address your goals.
- We will work with other federal agencies to achieve maximum flexibility in federal programs and grants to achieve your goals.

Economic:

- Within 15 business days, or sooner if the situation warrants, we will bring issues involving federal law or policy to the attention of appropriate federal agencies or interagency groups.

Environment:

- Within 15 business days of written receipt, we will present to other federal agencies your concerns about federal environmental policies.
- We will solicit your comments on new initiatives related to the environment within seven business days of its being released to the public.
- We will provide you opportunities to interact with other federal agencies on environmental issues.

Budget and payments:

- We will consider all insular requests for discretionary funding in formulating the annual budget for Territorial and International Affairs.
- We will include all mandatory funding in the budget consistent with the appropriate law or administrative requirement.
- Each spring we will send a letter to the leaders of each insular government inviting their input within 30 business days.

- We will coordinate with the congressional appropriations committees to ensure you have the necessary information to participate in congressional hearings on the budget.
- We will immediately inform you of congressional action on the budget, including report language, as soon as the Appropriations Committees allow us to do so.
- Within 20 days after we have received an appropriation, we will prepare and issue those grants approved by Congress for specific non-discretionary purposes (such as government operations and capital improvement grants).

Grant payments:

- All grant payments to insular governments will have attached a copy of our drawdown procedures and forms.
- We will process all complete drawdown requests within 48 hours of receipt.
- If approved, we will send a facsimile copy of the approved request to the appropriate insular official who originated the drawdown request. Department of the Interior and U.S. Treasury policies and practices require actual payment to be made within three business days.
- If disapproved, we will send a written statement regarding the reasons for disapproval to the appropriate insular official.

Mandatory payments:

- Compact of Free Association: Under the terms of the Compact, each freely associated state will receive advance notice of the amount of payment to be made on the first day of the fiscal year and the first day of each quarter.
- Advance Payments of Taxes to Guam and the Virgin Islands:

We will make the advance payment before the beginning of the next fiscal year (October 1).

We will send a letter to the governor of each insular area asking for the governor's estimate of collections for the coming fiscal year for which the advance payment applies, with adequate justification and supporting documentation. We need this information by September 1.

If we cannot accept the estimate submitted by the governor, we will inform the governor in writing within one week, giving the specific reasons for rejection of the estimate and the amount of the advance which we will pay if further information is not received.

Discretionary assistance:

- We will acknowledge all complete requests for discretionary program assistance within five business days of receipt, and we will review them within 30 business days of receipt.
- We will return for resubmission or additional information any incomplete requests within 15 business days of receipt.
- We will send written approval (including all grant or funding documents), or disapproval

(including reasons for disapproval), to the applicant within 60 business days of receipt of the completed application.

Inquiries and communications:

We consider all inquiries important, regardless of source, and we will exercise due diligence to ensure that inquiries are responded to fully, courteously, professionally, and in a timely manner.

- All inquiries will be responded to at the highest appropriate level under the following general guidelines.
- All letters will be responded to within 15 business days.
- All requests for printed information, documents, and/or other written materials will be completed within five business days after we receive the request.
- All incoming telephone calls will receive a response on the day received, or at the latest on the following business day.
- All letters will contain the name and telephone number of one or more of us who can answer questions or provide additional information on the issue.
- Our informational materials on insular issues will be made available to the requester within five business days after we receive the request, unless the materials are out of print, and, if so, we will replenish the stock as quickly as possible.
- We will publish our OTIA FLASH FAX of breaking information approximately twice a month. We will automatically send it to those whom we know are interested in insular issues and to those who request it.
- We will review and process within six hours of receipt all requests for foreign travel by departmental staff

JUSTICE

COMMUNITY RELATIONS SERVICE

Conflict Prevention and Resolution Program

Racial and Ethnic Conflicts

Resolves racial and ethnic conflicts

- We will clearly explain the process that CRS uses to address racial and ethnic conflicts, and our role in that process.
- We will provide opportunities for all parties involved to contribute to, and work toward, a solution to the racial or ethnic conflict.
- If you are a participant in a CRS training session or conference, we will provide useful information and materials that will assist you in preventing or minimizing racial and ethnic tensions. If you would like more information, we will work with you to identify additional materials to meet your needs, within three weeks of learning of your need.
- We will be prepared to provide on-site services in major racial or ethnic crisis situations within 24 hours of when your community notifies CRS or CRS becomes aware of the crisis.
- In non-crisis situations, we will contact you within three days of when your community notifies CRS or CRS becomes aware of

the situation, to discuss your request for CRS services.

JUSTICE

FEDERAL BUREAU OF INVESTIGATION

Uniform Crime Reports Program

Provides information on crime in the United States

- The Crime in the U.S. report will be published in the fall of each year.
- Report updates will be published semi-annually in April and October of each year.
- If you are a member of the public, you may obtain copies of these reports for a fee by contacting the Superintendent of Documents, Government Printing Office.
- To receive customized reports, you may contact our program staff, which will facilitate a response to your inquiry as soon as possible in written or electronic form.

When fully operational, the National Incident-Based Reporting System program will provide the following services:

- Data on 22 crime categories made up of 46 specific crimes will be collected (current system collects data on only eight crime categories).
- Information on every crime will be collected separately (current system uses a summary report, which reports only the worst crime in a multiple offense situation).
- Age, sex, race, ethnicity, etc. will be reported for victims and witnesses of all crimes, which will allow for better analysis (current system reports this information only on certain crimes).
- System will provide the ability to quantify drug seizures in relationship to drug arrest (currently not available).
- Information will address such issues as hate crimes, white-collar crime, domestic violence, abuse of the elderly, etc. (currently not available in summary system).

LABOR

EMPLOYMENT & TRAINING ADMINISTRATION

Employment and Training Services

Provides employment and training services for unemployed persons and issues cash benefits.

ETA is consulting with its partners about performance goals for FY 1996.

In FY 1995 ETA made the following pledges to is customers:

- We will improve the promptness of our response to your requests of information and assistance while maintaining the high quality of those responses.
- We will make grants-related decisions in compliance with all legislated and regulated timelines 100 percent of the time.
- Within 45 days of your funding request, we will notify you of funding decisions for JTPA Title III National Reserve Account grants.
- Within 30 days of receipt, we will notify you of our decisions on your request for modification of your JTPA Title III National Reserve Account grants.

- Within 30 days of receipt, we will notify you of decisions on your requests to modify your Indian and Native American, Migrant and Seasonal Farm worker, or Older Worker program grants.

LABOR

MINE SAFETY AND HEALTH ADMINISTRATION

Manages mine safety program

- We will work with state and local institutions and associations to provide miners with useful, understandable information about mining, health and safety

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Airport Grants

Works in partnership with the aviation community in determining the most prudent use of federal and local funds to support the existing and future airport development needs.

The FAA will:

- Respond to any request to be included in the National Plan of Integrated Airport Systems within 10 working days.
- Conduct special workshops and seminars and participate in state aviation and airport user group meetings whenever requested to provide advice and receive comments on planning and development guidelines.
- Update our advisory circulars to reflect the current state of the industry whenever changes are made to the airport development standards.
- Consider all requests for airport inspections within 30 days to determine conformity with Federal standards.
- Conduct local joint planning conferences, as requested, and take necessary follow-up actions.
- Coordinate Airport Capital Improvement Plan formulation with airport sponsors on an annual basis.
- Respond within 30 working days to requests for assistance regarding airport development needs.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Civil Aviation Security

To protect the traveling public in air transportation throughout the world.

Our commitment to you:

FAA will:

- Always seek input from an coordinate with all stakeholders before amending the Federal Aviation Regulations and security programs.
- Have Federal Security Managers at 19 major airports in the U.S. to coordinate security measures, policies, and programs.
- Have agents at airports across the country to conduct continuous inspections and investigations of security measures, to share results immediately upon completion, and to ensure corrective action.
- Provide Federal Air Marshals for in-flight security on selected flights for U.S. airlines.

- Conduct hazardous materials surveillance and inspection of all air carriers serving the United States to ensure safe handling.
- Provide training and support for K-9 explosive detection teams at major airports.
- Collaborate with FBI, Drug Enforcement Administration, and U.S. Customs to develop strategies and state-of-the-art techniques for drug interdiction.

TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION

Motor Carrier Safety

Ensures safety on America's highways and the safety of the vehicles

using the highways.

- We will inform you on every major change in motor carrier regulations by providing you with a copy of, or information describing, the new regulations, or by conducting industry briefings.
- We will provide information about regulatory changes to trade associations, trade press, and other motor carrier publications.
- You will receive information regarding changes in motor carrier regulations during our on-site reviews of your operations. You will also receive the specific information and materials needed to help you comply with the safety regulations.
- When you call or write to us requesting information, we will provide the information to you within five working days of receiving your request.
- We will work with state motor carrier safety enforcement agencies to ensure no duplication in the scheduling of on-site reviews.
- We will review your accident records and provide an accident prevention package to motor carriers that are experiencing accidents regardless of your safety compliance.
- If you are a hazardous materials or passenger carrier and receive an unsatisfactory safety rating as a result of our review, we will conduct a follow-up review within 45 days, as requested, to ensure you the opportunity to remain in business.
- We will periodically collect information from the entire motor carrier industry which will allow us to better serve you. The information request will ask if you are still in the motor carrier business, whether the nature of your business has changed, and how we can improve the information and technical assistance we provide to you.
- We will work with state motor carrier regulatory agencies, insurance companies, trade associations, and other industry groups to identify motor carriers who may not know that they are subject to safety regulations. We will provide these newly identified motor carriers with the information they need to comply with safety regulations.

TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION

Federal Aid Program

Ensure the highest quality surface transportation system for the Nation.

Our Partners

- Inform you of all major changes in polices and regulations in a clear and timely manner. Except in unusual circumstances you will have at least 60 days in which to offer your views on all proposed changes, and your views will be appropriately considered. The regulations will be clear, realistic, and impose only the minimum necessary requirements.
- All of our partners and customers with whom we have a financial relationship will receive timely and accurate payment of all funds due to you. For those State partners who use electronic signature, we will make reimbursement payment to you on the same day that you request it.
- Provide you, either directly or through other sources, the best available training, technical assistance, and access to state-of-the-art transportation technology that will meet your needs.
- An open and cooperative approach to considering and deciding on changes which may affect practices, materials, or other aspects of transportation improvement activities.
- Integrity in our business processes, openness to innovation and objectivity in our evaluations.

The Motoring and General Public

- All persons and businesses affected by federally aided transportation improvements will have an opportunity to present their views during the decision making process, and that they will receive all services and benefits to which they are entitled under the law
- All federally aided transportation improvements will be undertaken with the aim of minimizing delay and maximizing safety in and around construction activities.
- We will work with our partners to address identified safety problems in a timely and prioritized manner.
- Work closely with our partners to enhance the condition and performance of our Nation's major roads and bridges.
- We will work with our partners to ensure quality and appropriate uniformity in signs, signals, and design standards on the Nation's major highways.
- All Federally aided transportation improvements will take full account of impacts on the human and social environment and on historical sites. We promise to minimize those impacts to the fullest reasonable extent, and to enhance the environment whenever possible.
- All of our partners and customers will be provided timely and accurate information whenever you request it. You will receive the requested information, or a specific commitment for future

delivery, within 10 days of our receipt of your request.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

Railroad Safety

Public Safety

Promotes a safe railroad industry and encourages policies that help rail realize its full potential.

- Install toll-free lines to FRA Office of Safety headquarters and regional offices.
- Implement negotiated rulemakings -- such as on trackside worker safety -- whenever possible to encourage consensus building.
- Educate labor and management on inspection and enforcement procedures and use opportunity as listening post to seek feedback and suggestions.
- Conduct inspection demonstrations and briefings, including training videos, in partnership with labor and management customers.
- Conduct in-depth surveys of all major customers to improve customer services.
- Voluntary compliance: Develop safety profile for all Class I railroads and work with three railroads to develop systemwide safety management plans.
- Train small railroads on safety rule compliance and provide assistance to resolve safety issues.
- Reduce average time from receipt to resolution of safety complaints to 60 days.
- Use mentoring techniques to model best practices in safety performance: Bring together an exceptionally safe railroad with a railroad that needs improvement.
- Work with states to prepare inspection schedules; meet with states annually to minimize the disruption caused by duplicate scheduling.
- Investigate inspection complaints from railroads within 10 working days.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

General Standards

Promotes rail safety throughout the U.S. railroad system, and encourages policies that help rail realize its full potential

Government

- Answer Congressional letters within 5 working days and all other letters from our customers within 10 working days.
- Promptly process grant applications and contract proposals submitted by States, localities, private entities, and Amtrak in connection with programs which the Office of Railroad Development administers.
- Reach out to and consult with organizations, including labor unions, affected by reports and policy recommendations for which the Office of Railroad Development is responsible. Develop reports and publish conclusions and policy recommendations.

- Actively guide States in the development of applications for available funds under the Local Rail Freight Assistance (LRFA) program in response to continued restructuring by freight railroads.
- Communicate continuously with state participants in Section 1010, high speed rail, and LRFA programs to obtain input in the effectiveness of grant programs.
- Sponsor outreach meetings and attend association meetings and conferences to foster customer partnerships.
- Obtain input from states in the effectiveness of grant programs.
- Work with commuter rail agencies and State DOTs, including Amtrak to develop financing and operations coordination plans for the Northeast Corridor.
- Develop evaluation tools to provide states, Metropolitan Planning Organizations (MPOs), and railroads assistance in determining the rate of return to prioritize projects in order to better allocate limited infrastructure dollars.
- Promptly publish results of R&D projects within 30 days of final approval.
- Promote Partnership Transportation Investment (PTI) initiative at conferences.
- Conduct briefing sessions to help customers mold projects that will fit Federal Highway Administration (FHWA) guidelines for the PTI initiative.
- Develop a brochure to detail the status of the PTI initiative, including types of projects approved to date.

Federal Employees

- Guarantee that managers will set an example of their commitment to customer service and communicate this to every employee.
- Establish that senior management will ensure customer service requirements are understood and responded to throughout the agency.
- Create a customer service 'contract' by every employee, identifying ways that they will provide customer service.
- Answer Congressional letters within 5 working days and all other letters from our customers within 10 working days.
- Survey and review the Office of Chief Counsel's processes and procedures that are of concern to its staff and other FRA offices.
- Publicly recognize and reward the Office of Chief Counsel's staff achievements.
- Ensure that the headquarters attorney assigned as the primary Chief Counsel contact for a region should visit that region at least one or two weeks a year to increase the physical presence of the legal staff in the field.
- Enhance Chief Counsel's ability to provide customer service through the use of video-conferencing.

- Provide standardized responses under the Federal Torts Claim Act to typical situations, including specific instructions to claimants as to how to comply with applicable laws and regulations to reduce confusion with respect to legal requirements for first time claimants.
- Improve information flow to requesters under the Freedom of Information Act (FOIA) by providing interim responses acknowledging their requests within 3 days of receipt in Chief Counsel's Office. Respond to telephone calls seeking the status of pending FOIA requests within 24 hours.
- Develop Quality Review Teams to ensure that legal services are consistent with the needs and desires of all our regional customers.
- Provide the general public and all FRA employees with requested information as quickly as possible.
- Ensure that the Office of the Secretary (OST) staff has adequate time to review fact-check, and clear news releases for public distribution.
- Ensure that FRA's Highway-Rail Grade Crossing Safety Regional Managers have the tools necessary to promote the life-saving messages of the "Always Expect A Train" campaign.
- Determine consistency in policies and procedures for creating Equal Employment Opportunity (EEO) for all personnel.
- Issue the Administrator's Civil Rights Policy Statement to all FRA employees and new personnel.
- Identify problems and barriers and provide assistance to employees on procedures for filing complaints of discrimination.
- Publicize Equal Employment Opportunity (EEO) and Affirmative Program policies.
- Notify employees on impacts of newly enacted Civil Rights legislation and/or interagency changes.
- Provide FRA employees with formal customer service training, on-the-job training, and explore new ways of doing business and implement the most efficient ones.
- Develop Alternative Work Schedule (AWS) program and make changes based on evaluation results.
- Develop and implement a Telecommuting Program.
- Complete needs assessment to provide adequate training opportunities for managers, executives, and employees.
- Provide Partnership Training to address issues that are of mutual benefit to the Union and Management.
- Review current Performance Management System to determine feasibility/disability of revising it.
- Implement and provide training on all facets of new Integrated

Personnel and Payroll System (IPPS) as they become available.

- Utilize all appointing authorities and personnel programs to reach diverse candidates for hiring and advancement.
- Distribute customer service surveys to a representative sampling of all customers, review and tabulate the results, revise or modify its policies, procedures, and programs, if necessary, and notify customers of any changes.
- Rate the quality of the service provided by our computer technicians and identify areas for improvement.
- Empower staff and agency IMPAC credit card holders with maximum dollar delegations of authority with minimal reviews.
- Review wants and needs, as well as problems, noted with computer hardware, software, and remote connectivity of FRA customers.
- Review ways to streamline the Information Technology (IT) acquisition process.
- Provide accounting information about various FRA programs to program managers and fund administrators.
- Provide current information to employees on travel entitlements, status of vouchers and develop a new methodology for electronically preparing, processing, and paying for all travel expense vouchers to reimburse individual employees for various expenses incurred while performing their assigned duties.
- Clarify guidelines, including policy and technical issues, to all program offices.
- Track all adjustments during the three phases of the budget cycle and provide feedback to program offices.
- Issue financial plans and related documents for all program offices.
- Determine status of funds and adjustments needed to maximize funding options.
- Bring 'systems' approach to rail safety that emphasizes uniformity and consistency in safety assurance.
- Streamline the regulatory process with an emphasis on developing quantitative data justifications for decision making purposes.
- Minimize the amount of time necessary to generate and distribute inspection reports.
- Review the first year's activities of the Technical Review Committee (TRC) and make refinements accordingly to make TRC's more efficient.
- Develop improved performance standards for inspectors.
- Ensure consistency of information presented on hours of service.
- Assist FRA personnel in preparation of hours of service presentations.
- Furnish briefing information to the rail industry, the public, and FRA employees on recent alcohol and drug control and engineer certification requirements.

- Promptly publish results of R&D projects.

TRANSPORTATION

FEDERAL TRANSIT ADMINISTRATION

Grantees for Public Transportation

Provides financial assistance for transit planning, operations, and capital programs.

- We will provide you with courteous and timely service.
- We will implement an Electronic Grant Making and Management System by the end of FY 1996 that will reduce by more than 50 percent the amount of paperwork you are required to submit with each grant application.
- We will approve completed formula grants within 30 days of receiving the application.
- We will ensure that your grant draw-downs are deposited in your financial institutions in two days or less from the time of your request.

Technical Assistance

- In FY 1996 we will improve your access to program, policy and procedural information by expanding our use of electronic media, such as bulletin boards, the Internet, etc.
- We will respond to your routine telephone queries within 24 hours and routine mail queries within five business days.
- We will disseminate program guidance/technical assistance information within 30 days of availability of publication.

By the end of FY 1996 we will:

- Issue a guidance circular for the Capital Program.
- Update the circulars for the Urbanized Area Formula Program, the Metropolitan Planning Program, the Elderly and Persons with Disabilities Program, and the Non-urbanized Area Formula Program.
- Update the circulars for Title VI and the Equal Employment Opportunity programs and the guidance on the Environmental requirements.
- To ensure open lines of communication and enhance technical assistance, we will ask your participation in regularly scheduled outreach meetings, annual regional meetings, and town hall meetings; and continue to conduct formal customer service surveys.

We will use feedback received from you to:

- stay abreast of your needs and evaluate our performance in serving them.
- develop and improve training and other technical assistance.

TRANSPORTATION

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

State and Community Traffic Safety Program Services

Works with State Highway Safety offices to plan and administer safety programs.

We will:

Program Planning

- Work with your office in the initial planning stages of major new traffic safety program initiatives and continue to seek your input as the plans evolve.
- At least once a quarter, inform your office of potential Section 403 priority project opportunities and activities and national organization initiatives, and solicit your ideas for other projects that merit 403 funding consideration.

Technical assistance:

- Every three years, perform a full program management and financial review of your Section 402 formula grant program, including ways to strengthen programs and streamline the financial management process.
- Once a year, conduct a meeting with your office to share the latest information available about:
- Available programs, funding sources and technologies offering the greatest promise for reducing highway death and injury, and the associated economic losses.
- Traffic safety projects and activities being planned or conducted by other federal agencies and national organizations.
- Interactive computer capabilities to enhance information exchange.
- Review and approve your annual Highway Safety Plan not later than 30 days after we receive it.

Program information and materials:

- Twice each year, provide your office with a Project and Program Materials Update summarizing the key projects, printed and electronic media, and other publications planned for completion and distribution during the next six months.
- Ship program materials for major program initiatives, such as Campaign Safe and Sober, 90 days before they will be needed.
- Provide your office at least a 30-day advance notice of when national media campaign materials will be distributed to media outlets.
- Each January, publish a catalog of traffic safety program materials that includes ordering instructions and the name of the person to contact about the status of orders.

Training:

- Each September, provide your office with a listing of traffic safety professional development and technical courses.
- Each January through March, help your office conduct a training needs assessment.
- Deliver or arrange for the delivery of the courses identified in the training needs assessment.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

Hazardous Materials Safety

Emergency Planning and Training Grants

To provide hazardous materials emergency planning and training grants

Our commitment to you:

- We will return your phone calls before the end of the next business day.
- We will inform you of grant awards within 10 days after awards are made.
- We will provide you with a selection of emergency planning and training information as files available for downloading from the Hazardous Materials Information eXchange (HMIX) bulletin board.
- We will mail hazardous materials emergency preparedness curriculum guidelines, training materials and other safety-related publications within one week of receipt of your request.
- We will add your name to our mailing list when requested. You will receive the hazmat newsletter, safety notices, public meeting announcements, and other safety-related information on a continuous basis.
- We will help you assess the content of your selected courses to verify that they will qualify as hazardous materials training under the grant program.

TRANSPORTATION

RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION

General Pipeline Safety

To ensure the safe, reliable and environmentally sound operation of the Nation's pipeline transportation system.

Our commitment to you:

- We will hold exit interviews after all pipeline safety inspections to advise pipeline operators of safety deficiencies and ways to achieve compliance.
- We will conduct public education campaigns and participate in public forums at least six times a year to increase public understanding of pipeline safety, one-call systems and damage prevention programs.
- We will respond to your telephone inquiries no later than the end of the next business day.
- We will acknowledge your requests of pipeline safety waivers, interpretations and petitions within 10 days of our receipt. These requests will be processed within 60 days of receipt. If more time is required, we will provide you with a written explanation.
- We will provide technical assistance and training, on an ongoing basis, to aid small pipeline operators in meeting Federal safety standards. We will also provide you with information on changing pipeline safety technologies through professional seminars, safety publications, public meetings and fact sheets.
- We will work to provide faster service for our state partners by offering electronic access via the Internet. World Wide Web access at Research and Special Programs Administration menu: http://www.dot.gov/.
- We will seek your input on improving pipeline safety regulations and work with you to develop risk-based pipeline safety

regulations and non-regulatory approaches to safety concerns.

UNITED STATES AGENCY FOR INTERNATIONAL DEVELOPMENT

Domestic Development Partners

Independent federal agency that manages U.S. foreign economic and humanitarian assistance programs around the world

Based on issues and concerns raised in numerous forums, USAID has developed these standards to address our domestic partners concerns. They represent the way USAID will work to achieve a more efficient relationship with our development partners and service providers. USAID is committed to providing:

Quality:

- On a regular basis, we will communicate with our customers to improve our processes and simplify our business practices.
- We will include our customers and partners in an ongoing, consultative process on policy, programmatic and procedural matters.
- We will hold semiannual vendor meetings for service providers and partners.
- We will periodically survey customers and partners to see if the changes in our policies and procedures are working to eliminate the impediments you have identified and report customer satisfaction.
- If USAID issues a grant, cooperative agreement or contract, an agency project officer will be assigned to facilitate our relationship. The project officer will provide his/her phone number, address, E-mail address and fax number.

To simplify the PVO registration process, we have, in collaboration with our PVO partners:

- Reduced the number of documents required from new PVO registrants from 18 to 6.
- Reduced the number of documents required annually from PVO registrants from 6 to 3.
- Revised and simplified USAID Form 1550-2 used to compute a PVO's "privateness percentage".

To be more consistent in applying USAID policies and procedures, our contracting and grants officers:

- Interpret and apply policies and regulations consistently in awarding grants and contracts.
- Eliminated redundant procurement processes, procedures and reporting requirements by December 1994.
- Published and made available by September 30, 1994, "A guide to Doing Business with the U.S. Agency for International Development," which clearly and concisely describes USAID's policies and procedures.

Timeliness

- We will improve the turnaround time for our processes.
- We will answer your questions in a courteous, prompt, and professional manner.

- You will receive an initial response to calls and E-mails within 24 hours; written inquiries will be answered within 10 working days from receipt. If a full response is not possible within these periods, we will indicate a probable timeframe for resolution.
- USAID's Office of Procurement will make non-competitive awards within 90 days, and competitive awards within 150 days.
- We will modify contracts and amend grants within 90 days of receipt of requests for action from line offices.
- PVOs seeking registration and eligibility requirements to compete for development assistance grant funds are sent a complete registration packet within five days from the receipt of inquiry.
- Applications to register new PVOs are reviewed and formal notice of acceptance or denial is mailed within 8 weeks of receipt of fully completed application packages.
- Within 3 days of an organization's request for funds under a letter of credit, payment is deposited in its bank account via electronic funds transfer.

Access to Information

- USAID will offer greater access and more transparency to Agency activities and information.
- Outside vendors can dial-in to an electronic bulletin board and check the status of all invoices and payments.
- Assistance and acquisition information relevant to PVOs, NGOs, universities and private businesses are available on USAID's gopher (gopher.info@usaid.gov) and USAID's new world wide web home page (www.info.USAID.gov). These include:
- general information on USAID-funded programs.
- country strategies and implementation guidelines.
- USAID publications.
- all USAID/W solicitation documents.
- USAID procurement policies and opportunities.
- all procurement award notices, posted within five working days of approval.
- all USAID Commerce Business Daily notices, posted within 24 hours of appearing in the Commerce Business Daily.
- Center for Trade and Investment Services information on business opportunities.
- Office of Small and Disadvantaged Business Utilization information on business opportunities.

Chapter 9: Standards For Travelers, Tourists and Outdoor Enthusiasts

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Damage Control

Help solve conflicts between human activities and wild animals.

We strive for the highest possible standards in providing you service. When requesting assistance, you can expect the following:

- You will be provided with accurate information or expert help to resolve or minimize your wildlife conflict.
- Our employees will show respect for people, property, and wildlife.
- Our employees will respect varying viewpoints on wildlife damage management.
- We will the most humane, selective, and effective control techniques.
- We will conduct activities in a professional, biologically sound, and accountable way.
- Our work will be done in a safe manner and in accordance with all federal, state, and local laws and regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

International Services

Facilitates international trade in animal and plant products and helps to ensure an abundant food supply through helping to prevent agricultural pests and diseases from entering the United States.

We Promise You, Our Customers:

- Professional and courteous treatment. Our employees are knowledgeable and responsive. Your concerns are important to us, and you will be treated in a professional, courteous, and efficient manner.
- Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.
- Program responses. Our program designs use the latest scientific methodologies. We promise to deliver our services with minimal disruption to the normal daily operations of our customers.
- Transparency and consistency in our regulatory processes. We promise to be consistent and

transparent in the enforcement of our regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Plant Protection and Quarantine

Protects the health of U.S. plant and animal resources and facilitates their movement in the global marketplace.

Our pledge:

- We will serve international travelers and carriers by:
- Providing professional and courteous treatment.
- Providing expeditious inspection to the majority of all international travelers within 5 minutes of luggage claim.
- Answering travelers' questions or concerns before they leave the inspection area.
- Working with other federal inspection agencies, the transportation industry, and facility owners to provide the best in customer service.
- We will serve cargo customers and carriers by:
- Providing professional and courteous treatment.
- Providing accurate and complete responses to requests for information within 3 days.
- Scheduling inspections of perishable cargo within 3 hours of availability and inspections of other regulated cargo within 24 hours of availability.
- Notifying customers of cargo holds and releases within 1 hour of inspection.
- Identifying intercepted organisms within 4 hours at ports where an identifier is stationed and 24 hours at all other ports.
- Communicating no action required or action required with options and/or our decision rendered within 1 hour of interception or identification of an organism.

AGRICULTURE

FOREST SERVICE

Forest Management

Provides leadership in the management, protection, and use of the nation's forests and rangelands.

- Our offices, work sites, and visitor centers will be open at times convenient to our customers.
- Our facilities will be safe, clean, attractive, and informative.
- Our facilities and programs will be accessible to persons of all ages and abilities.
- Visitors will always be welcomed with prompt, courteous service.
- Customers will be asked regularly to help us improve our services and business practices.
- Customers will receive the services and information they request, or we will explain why we cannot meet the request.
- Customers will be fully informed of the process required for grants, agreements, contracts, and permits, and we will respond in a timely manner.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

Water Resources Operation and Maintenance

Operates 234 locks, dredges over 900 harbors, operates and maintains 383 major lakes and reservoirs for flood control, maintains 2,500 recreation sites, and provides hydropower at 75 sites.

- We will publish all scheduled lock outages and maintain procedures for notification of unscheduled outages.
- We will coordinate and share information with federal, state, and local officials of potential flood conditions.
- We will maintain the harbors and rivers of America's waterways so that they are open to traffic.
- We will maintain all recreation facilities in a clean and safe condition, and we will treat all of our visitors courteously.

EXECUTIVE OFFICE OF THE PRESIDENT

Public Tour Program

Conducts public tours

We will base our success on how well we meet these standards:

Public Tour Program

- That we provide an enjoyable and educational tour.
- That we have knowledgeable and interesting tour guides.
- That we give you clear directions as to the time and location of Old Executive Office building tours.

White House Visitors

- That visitors have an enjoyable tour experience.
- That visitors receive accurate and helpful assistance.
- That visitors are given clear directions for obtaining tickets and reaching the tour entrance.
- That tour schedulers are informed of every aspect of the scheduling process, and assisted in implementing them.

INTERIOR

BUREAU OF LAND MANAGEMENT

Casual Uses of Lands, Facilities, and Developed Sites

Use of campgrounds, visitors centers, developed trails, and other facilities

- You will be provided with well-designed and maintained facilities.
- You will receive complete and up-to-date information on the requested site.
- If you need an authorization to use lands, facilities, or sites, we will complete action on your in-person request within 30 minutes. We will respond to telephone or written requests within five business days.

INTERIOR

BUREAU OF LAND MANAGEMENT

Compliance and Enforcement

Enforcement of requirements, regulations, and laws governing leases, permits, grants, and other uses of lands and resources.

- You will be advised of the requirements for the proper use of public lands and resources.

- You will be provided with the information you need regarding the applicable BLM compliance and enforcement process, expected timeframes, and reporting requirements and responsibilities.
- You will receive fair and equitable treatment under laws and regulations.

INTERIOR

BUREAU OF LAND MANAGEMENT

Information Access Centers

Provide information and products at central locations.

- You will be greeted and your request will be acknowledged within 5 minutes of your arrival.
- You will receive the most current and accurate information about the public land that we have available to the public.
- You will receive available information within 30 minutes of your in-person request. We will respond to your telephone or written inquiries within 5 business days.

INTERIOR

BUREAU OF LAND MANAGEMENT

Public Policy Involvement Opportunities

Opportunities for you to be involved in our planning process and our management of resources.

- You will be provided with the opportunity to tell us how you think publicly owned resources should be managed.
- As we develop plans, rules, and regulations for use of public resources, you will be asked for your ideas.
- You will be afforded adequate time to make your comments and suggestions.

INTERIOR

BUREAU OF LAND MANAGEMENT

Recreational and Educational Users

Manages all aspects of 270 million acres of federal land and 570 million acres of federal mineral resources.

You can expect from us service which is professional, efficient, courteous, and which actively seeks and responds to your views.

We will always:

- Treat you courteously every time you contact us.
- Work with you to meet your needs while complying with laws and regulations.
- If any request cannot be filled in your initial contact with us, advise you who will respond to your request and when that will be done, and what the process is for addressing the request.
- You will be provided with well designed and maintained facilities.
- You will receive complete and up-to-date information on the requested site.
- If you need an authorization for your use of lands, facilities, or sites, action on your in-person request will be completed within 30 minutes. We will respond to telephone or mail requests within 5 business days.

INTERIOR

BUREAU OF LAND MANAGEMENT

Uses Requiring Authorization

Grazing permits, mineral leases, and rights of way that require prior written approval.

- You will receive a response to your phone messages and letters, usually within 5 business days.
- You will be informed of what the transaction is, how your request will be handled, who will respond to your request, and the date by which we expect to address your request.

INTERIOR

BUREAU OF RECLAMATION

Recreation Areas

Manages, develops, and protects water and related resources in an environmentally and economically sound manner.

- We will always treat our customers with courtesy and respect.
- We will promptly answer our customers' questions with accurate, objective information.
- We will resolve our customers' needs through single-point contact whenever possible -- our customers will not receive the "runaround."
- We will provide educational information to our customers about the resources we manage, their use, and the laws and regulations governing their use.
- We will use language that our customers can easily understand.
- We will ask for and consider our customers' ideas about agency plans, programs, and services.
- We will promptly respond to our customers' suggestions, concerns, and comments.

INTERIOR

U.S. Fish and Wildlife Service

Management of Conservation Refuges

Manages 500 conservation refuges across America.

- You will be treated with courtesy.
- Your calls will be answered promptly. An answering machine will be available during non-business hours.
- We will provide you with all the information you need to visit the facility: hours of operation, facility rules, telephone numbers, including an emergency number for problems, and brochures.
- Our employees will always look professional. Our employees are easily identified by uniforms and name tags.
- We will provide you with high quality wildlife-dependent recreational and educational opportunities to enjoy this refuge's resources.
- We will clearly mark all trails and tour routes.
- We will clearly mark all hazardous areas and materials.
- Our facilities will be clean at all times.
- We welcome your comments and suggestions at any time. Contact a uniformed employee.

INTERIOR

NATIONAL PARK SERVICE

Visitor Centers

Provides information on the National Parks

- We will keep the center open during peak hours and seasons and provide alternative sources of information when the center is closed.
- We will maintain the facility in a clean, safe condition.
- We will answer your questions or refer you to additional sources of assistance.
- We will make special efforts to inform you of hazards and situations that may adversely affect your visit.
- We will provide and maintain exhibits and audio-visual programs that impart understanding and stimulate appreciation of the park and its significant natural, historical, cultural, and recreational values.
- We will display schedules of programs and activities available throughout the park.
- We will offer a wide range of quality, park-related educational items at fair market value sold in well-maintained outlets.

Over 200 individual park units have developed site-specific visitor standards.

INTERIOR

NATIONAL PARK SERVICE

National Standards

Promotes and regulates the use of national parks, monuments, and

reservations.

We pledge to:

- Protect your right to experience superlative wilderness and scenic grandeur.
- Communicate an understanding of the people, places, and events that shaped these United States.
- Provide opportunities for quality outdoor recreation while conserving exceptional natural, cultural, and historical resources.
- Make the beauty and history of our nation's parklands a more meaningful part of the life of all Americans.
- Manage the National Park System so that everyone, now and in the future, may be assured the right of enjoying the parks.
- Seek out and protect the finest of what remains unprotected of the nation's natural, cultural, historical, and recreational resources.
- Join in partnerships throughout this and other nations in conserving and maintaining a quality world environment.

Over 200 individual park units have developed site-specific visitor standards.

JUSTICE

IMMIGRATION AND NATURALIZATION SERVICE

General Standards

Administers the Immigration and Nationality Laws.

The INS employees will provide high-quality services to our diverse customers. To ensure this:

By the second quarter of FY 96, District Offices will establish and implement an

ongoing staff development program that emphasizes:

Cross-cultural awareness.

Consistent application of policy and procedure.

Multi-functional training.

The use of available technology to improve service.

- INS will widely distribute informational materials and common forms through community service providers, public agencies, and telephone systems in an effort to minimize the need for customers to visit district Offices.
- If you request information through the "Ask Immigration" telephone number, (202) 514-4316, we will provide improved service by reducing the message format from 58 items to 10 and the length of the menu from 9 minutes to 1.
- The INS applications processing will be fair, accurate, and consistent throughout the Service. This will be accomplished by re-engineering the naturalization and adjustment processes to:

Provide adjustment and naturalization applicants with filing receipts within 30 calendar days.

Enhance computer system capabilities so that status inquiries can be completed within 30 calendar days.

Complete action on adjustment applications within 4 months.

Complete action on naturalization applications within 6 months.

Re-engineer the processes for all other applications and petitions to include establishment of timeframes for completion of actions.

The INS will accelerate customers' access to benefit services with the primary objective being to:

Greet customers promptly upon arrival in our offices.

Direct customers to appropriate personnel.

Deliver services in community settings to the fullest extent possible.

- The INS will establish a formal customer feedback and complaint resolution process by the end of the second quarter FY 96. Information about this process will be posted prominently in public areas, translated into languages spoken by significant numbers of customers, and include the name and address of a designated official. All written complaints will be acknowledged within 30 days and resolved promptly.

Joint Inspections (INS/USCS)

INS will uphold the following customer service standards at land border Ports-of-Entry:

- Treat you, our customer, with professionalism and respect.

- Work with you, facility managers, and other Federal agencies to provide excellent customer service while enforcing the laws of the United States.
- Provide a supervisor (by phone in remote locations) to address your inspection-related concerns before you leave the area.
- Make every effort to minimize your wait for an inspection.
- Respond to your written inquiries as expeditiously as possible. Upon receipt of your written inquiry with a phone number, INS will contact you within 5 working days. INS will mail you a written response within 10 days, if desired.
- Improve our inspections process while providing you with the highest level of customer service.

Enforcement/Investigations

INS will ensure that local, state and other Federal law enforcement agencies are able to contact its Investigations units during both duty and non-duty hours. To accomplish this, each District Office will:

- Develop a list which includes contact names, telephone, and telefax numbers for both duty and non-duty hours.
- Disseminate these contact lists to all law enforcement agencies within the District Office's jurisdiction by December 31, 1995, with updates as needed.

INS will be aware of the response capability of its local Investigations units. To accomplish this, each District Office will:

- Prepare guidelines describing INS Investigations' response capabilities.
- Disseminate those guidelines to all law enforcement agencies within the District Office's jurisdiction by December 31, 19995, with updates as resources and policy changes require.

INS will provide for ongoing open exchanges of information. To accomplish this, each District Office will establish a formal mechanism to:

- Exchange intelligence information related to criminal alien activity within the District Office's jurisdiction.
- Periodically offer formal training on INS law enforcement activities.

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

NASA Exhibit Program

Informs the general public about the objectives, methods, and results of the U.S. aerospace program through traveling exhibits and NASA Visitor Centers.

We will:

- Display themes in a concise, informative, and accessible way to a largely non-technical audience.
- Provide safe and adequate passage for persons who use walking aids, or have visual impairments, as well as people who use wheelchairs.

- Plan all aspects of an exhibition in terms of the physical and intellectual needs of visitors.

Caption audio-visual presentations.

Consider eye level of persons standing and seated (as in a wheelchair) in the placement of text and visuals.

Use a simple and clear grid format to minimize clutter and assist persons in accessing information.

Make sure the operation of interactive devices does not require tight grasping, pinching, twisting of the wrist, or unreasonable strength.

Make a sign language interpreter available for guided tours of NASA Visitor Centers to assist the hearing impaired who have made specific tour arrangements in advance.

Incorporate bilingual text into exhibits.

STATE

BUREAU OF CONSULAR AFFAIRS

Passports and Visas

Body:
Bureau of Consular Affairs

- You will receive your passport within 25 working days after your application is received. Service will be provided in a courteous manner and, whenever possible, we will try to meet your individual travel needs.
- You will receive timely and accurate information on travel safety and conditions in foreign countries 24 hours a day, seven days a week.
- You will receive a timely and courteous response to your request for American citizen services and service will be provided by knowledgeable, professional, and courteous personnel.
- Services to persons seeking visas to legally visit or reside in the United States will be provided by professional, knowledgeable, and courteous personnel.

TRANSPORTATION

FEDERAL AVIATION ADMINISTRATION

Civil Aviation Security

To protect the traveling public in air transportation throughout the world.

Our commitment to you:

FAA will:

- Always seek input from an coordinate with all stakeholders before amending the Federal Aviation Regulations and security programs.
- Have Federal Security Managers at 19 major airports in the U.S. to coordinate security measures, policies, and programs.
- Have agents at airports across the country to conduct continuous inspections and investigations of security measures, to share results immediately upon completion, and to ensure corrective action.
- Provide Federal Air Marshals for in-flight security on selected flights for U.S. airlines.
- Conduct hazardous materials surveillance and inspection of all

air carriers serving the United States to ensure safe handling.

- Provide training and support for K-9 explosive detection teams at major airports.
- Collaborate with FBI, Drug Enforcement Administration, and U.S. Customs to develop strategies and state-of-the-art techniques for drug interdiction.

TRANSPORTATION

FEDERAL HIGHWAY ADMINISTRATION

Federal Aid Program

Ensure the highest quality surface transportation system for the Nation.

Our Partners

- Inform you of all major changes in polices and regulations in a clear and timely manner. Except in unusual circumstances you will have at least 60 days in which to offer your views on all proposed changes, and your views will be appropriately considered. The regulations will be clear, realistic, and impose only the minimum necessary requirements.
- All of our partners and customers with whom we have a financial relationship will receive timely and accurate payment of all funds due to you. For those State partners who use electronic signature, we will make reimbursement payment to you on the same day that you request it.
- Provide you, either directly or through other sources, the best available training, technical assistance, and access to state-of-the-art transportation technology that will meet your needs.
- An open and cooperative approach to considering and deciding on changes which may affect practices, materials, or other aspects of transportation improvement activities.
- Integrity in our business processes, openness to innovation and objectivity in our evaluations.

The Motoring and General Public

- All persons and businesses affected by federally aided transportation improvements will have an opportunity to present their views during the decision making process, and that they will receive all services and benefits to which they are entitled under the law
- All federally aided transportation improvements will be undertaken with the aim of minimizing delay and maximizing safety in and around construction activities.
- We will work with our partners to address identified safety problems in a timely and prioritized manner.
- Work closely with our partners to enhance the condition and performance of our Nation's major roads and bridges.
- We will work with our partners to ensure quality and appropriate uniformity in signs, signals, and design standards on the Nation's major highways.
- All Federally aided transportation improvements will take full account of impacts on the human and social environment and on

historical sites. We promise to minimize those impacts to the fullest reasonable extent, and to enhance the environment whenever possible.

- All of our partners and customers will be provided timely and accurate information whenever you request it. You will receive the requested information, or a specific commitment for future delivery, within 10 days of our receipt of your request.

TRANSPORTATION

U.S. COAST GUARD

Office of Marine Safety, Security, and Environmental Protection

Recreational Boating

Provides information for recreational boater

We will provide the following services for recreational boaters:

- 24 hours/day, seven days/week search and rescue services on demand.
- 24 hours/day, seven days/week Radionavigation services.
- Toll-free, 24 hours/day, seven days/week Boating Safety Hotline, 800-368-5647, for immediate access to a Coast Guard customer service representative with accurate on-the-spot answers to technical questions and written information follow-up to:

Obtain free boating information,

Obtain boating accident statistics,

Obtain boat safety defect warnings,

Report a possible boat safety defect, and

Learn about a recall campaign.

- Boating Safety classes and courtesy inspections by trained Coast Guard Auxiliarists at locations across the United States.

24 hours/day, seven days/week navigation information services at 703-313-5900.

24 hours/day, seven days/week operation of Channel 16, the VHF-FM national distress system.

TREASURY

BUREAU OF ENGRAVING AND PRINTING

Public Tours

Offers public tours of the Washington, D.C. plant that prints U.S.

currency.

You can expect:

- Knowledgeable and courteous personnel.
- Additional personnel stationed throughout the tour to assist you and answer your questions.
- A comment card to be provided for your questions and suggestions for improving the tour.
- At least one tour guide will be assigned to each group.
- That your group will be distinct and separate and be given personalized attention.
- Your group will have no more than 80 people.
- Your tour guide to be fluent in the language you requested.

- To receive various informational brochures from the gallery and the Visitors Center.
- The "Visitors Guide" to be available at the ticket booth, visitor's entrance, and the Visitors Center.
- Knowledgeable and courteous service in the Visitors Center sales area.
- Quality products from the Visitors Center.

TREASURY

U.S. CUSTOMS SERVICE

Field Operations

International Air Travelers

Facilitates entry of international air travelers into the United States

We'll serve international air travelers by:

- Providing professional and courteous treatment to everyone.
- Providing expeditious clearance to the majority of international travelers within five minutes of luggage claim.
- Providing a supervisor to address your Customs-related questions or concerns before you leave the area.
- Working with you, other federal inspection agencies, airlines, and facility owners in providing the best customer service.
- Upon receipt of your written inquiry, complete with a telephone number, we will contact you personally within three working days.

TREASURY

U.S. CUSTOMS SERVICE

Field Operations

Land Border Crossings

Enforces compliance of federal laws at land border ports-of-entry

We are committed to upholding the following customer service standards at land border ports-of-entry:

- Treating you, our customer, with professionalism and respect
- Working with you, facility managers, and other federal agencies to provide excellent customer service while enforcing the laws of the United States.
- Providing a supervisor (by phone in remote locations) to address your inspection-related concerns before you leave the area.
- Making every effort to minimize your wait for inspection.
- Responding to your written inquiries as expeditiously as possible. Upon receipt of your written inquiry with a phone number, we will contact you within 5 working days. We will mail you a written response within 10 days, if desired.

Chapter 10: Standards For U.S. Government and Federal Employees

ADVISORY COUNCIL ON HISTORIC PRESERVATION

Historic Preservation

Reviews federal actions affecting historic properties

We are committed to providing you with first-class service. When you conduct business with us, we will treat you with courtesy and respect.

Section 106 reviews

- Review of Section 106 projects will be completed within the time allotted by regulation or sooner.
- Upon inquiry, we will provide information on project status, estimated time needed to complete review, or any associated problems.
- We will clearly explain our project review decisions so you can understand why and how they were made and what to do if you disagree.
- To facilitate better communication, the name of the employee responsible for your project, along with a telephone number, will be on every letter.

Technical Assistance

- We will respond promptly to requests for assistance or advice on Federal historic preservation programs and related matters.
- We will provide appropriate referral to other sources of information if the request falls outside the Council's purview or we are otherwise unable to address it.

Education and Publications

- We will continue to produce publications that are written clearly and address the specific informational needs of our customers.
- We will fill requests for individual copies of Council publications or training information within three working days.
- Our publications will be regularly updated to reflect changing laws and regulations, and all publications will have a date of publication on them.
- At present we cannot meet all training demand. We will develop a plan that will facilitate the widest possible geographic and special interest distribution.

Telephone Standards

- Our telephone system is designed to connect you with the person you called or, if they are

unavailable, their voice-mail. Telephones will be answered by a person unless all lines are busy. If all lines are busy, you will receive clear instructions for leaving a message. Under unusual circumstances, it may be impossible to answer each incoming call. We are working to improve this system.

- Your phone call will be returned within one working day of receipt.
- We will respond to your telephone inquires in a pleasant and helpful manner. Immediate, concise information will be provided whenever possible. If such information is not immediately available, you will be informed when you can expect to receive the information.

AGRICULTURE

AGRICULTURAL RESEARCH SERVICE

National Agricultural Library

Ensures and enhances access to agricultural information for a better quality of life.

Staff:

- At NAL you will find a knowledgeable and courteous staff who are dedicated to effectively meeting your information needs.

Access:

- We will provide multiple points of access, including telephone, fax, mail, Internet, and other personal and electronic means.
- When you request documents on-site, we will retrieve and deliver them within 20 minutes of request. Requests submitted through fax, E-mail, mail, telephone, or Ariel (electronic delivery) will be filed within two days if items are on our shelves; within four days if items are not immediately available. We will respond to you within three days of receipt of request if your request cannot be filled.
- We will respond to or acknowledge receipt of requests for information requiring library research within five work days, most within three work days of receipt.
- NAL will offer a variety of convenient delivery methods--electronic, traditional postal or express mail. We will provide high quality photocopies, duplicated microforms, or loans of library materials to meet your needs. Options for delivery will include Ariel, fax, mail, or express mail.
- We will make information accessible through AGRICOLA, NAL's bibliographic database, and ISIS, our on-line public access catalog. We will strive to provide information that is current and thoroughly covers agriculture and related subjects.
- Access to NAL in person will be available 8:00 a.m. to 4:30 p.m., Monday through Friday, except federal holidays, at the D.C. Reference Center and NAL Beltsville location.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

Animal Damage Control

Help solve conflicts between human activities and wild animals.

We strive for the highest possible standards in providing you service. When requesting assistance, you can expect the following:

- You will be provided with accurate information or expert help to resolve or minimize your wildlife conflict.
- Our employees will show respect for people, property, and wildlife.
- Our employees will respect varying viewpoints on wildlife damage management.
- We will the most humane, selective, and effective control techniques.
- We will conduct activities in a professional, biologically sound, and accountable way.
- Our work will be done in a safe manner and in accordance with all federal, state, and local laws and regulations.

AGRICULTURE

ANIMAL AND PLANT HEALTH INSPECTION SERVICE

International Services

Facilitates international trade in animal and plant products and helps to ensure an abundant food supply through helping to prevent agricultural pests and diseases from entering the United States.

We Promise You, Our Customers:

- Professional and courteous treatment. Our employees are knowledgeable and responsive. Your concerns are important to us, and you will be treated in a professional, courteous, and efficient manner.
- Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.
- Program responses. Our program designs use the latest scientific methodologies. We promise to deliver our services with minimal disruption to the normal daily operations of our customers.
- Transparency and consistency in our regulatory processes. We promise to be consistent and transparent in the enforcement of our regulations.

AGRICULTURE

OFFICE OF INSPECTOR GENERAL

Conducts audits and investigations.

What you, our customer, can expect

- You can expect us to work closely but independently with the Congress, USDA managers, and with U.S. Department of Justice and state and local attorneys to address important or emerging issues and concerns regarding USDA's programs and activities.
- We will work proactively with you by directly encouraging your input into the audit and investigative process to identify areas that warrant our attention, and to engage in discussions with you up front on what we plan to do and what you can expect us to provide to

- You can expect to receive audit and investigative information to solve problems and improve operations. We will keep you involved and informed as our audit and investigative work progresses.
- We want to promote a high level of customer satisfaction and to ensure that we are providing you with timely, meaningful, and useful information and solutions to your problems. We plan to answer public concerns about fraud, waste, and abuse promptly, and provide you with accurate and accessible information to improve USDA operations.
- You can expect timely assistance to resolve or implement audit or investigative recommendations or information.
- We will coordinate regular meetings with you to discuss audit and investigative issues to ensure timely resolution and implementation of recommendations or to address other questions as they arise. We will keep you abreast of information you may need during debate on issues affecting USDA, by way of our issued reports or regular briefings.

COMMERCE

BUREAU OF THE CENSUS

Congressional Affairs Office

Handles congressional queries for statistical information.

- We will be attentive and serve you with courtesy. Your data needs are important, and a Congressional Specialist will assist you politely and responsively.
- We will meet most of your information and data requests within 24 hours. Many of your needs will be met the very same day they reach us. If we are unable to do this, we will act on most requests by the following workday. Should we need more time to prepare data that are not "on the shelf," we will give you a good-faith estimate, within 24 hours, of the time needed to prepare your customized product on a priority basis, and we will deliver it to you immediately upon completion.
- We will call upon subject or statistical experts, if needed, to service your needs for data and other information. In the event our Congressional Specialists are unable to provide certain service or data product directly, we have established an agency-wide Congressional Liaison system to identify the person best suited to help you in the timeliest way possible.
- We will ask you about your level of satisfaction and areas where we need to improve. We conducted surveys of your staffs to help us evaluate our service. We will repeat this process periodically to gain quantitative and qualitative insights with which to continue improving our data and information deliveries to you.
- We will provide you Resources for the Congress (Note to copy editor: underline Resources for the Congress ... it is a book title),

your convenient reference binder to our programs and services. You can expect to receive this basic reference during the autumn of each year.

- We will expand our services to you beyond Capitol Hill. Your staffs in home state or district offices can expect to receive selected data products, identical to the ones we provided your Washington staff. Our 12 regional offices will acquaint your staffs at home with our data products and services. And, starting with the 1995 census test, we will implement a Congressional Partnership Plan for the 2000 Census of Population and Housing, eventually putting us in touch with each Member of Congress and their staffs.

COMMERCE

BUREAU OF THE CENSUS

Governments Division

Conducts public sector surveys on behalf of other federal agencies.

Governments Division Reimbursable Surveys

- We will review survey requests for relevance to our mission, skills and capabilities, and available resources.
- We will review the cost of survey options, and work to tailor projects to sponsor requirements and available resources.
- We will communicate with sponsors in the following ways:
- Negotiate an agreement that defines the scope of work, the performance period, and estimated costs.
- Review project deliverables.
- Develop work plan and provide schedule.
- Provide regular progress and cost reports.
- Review intermediate products.
- Develop contingency plans and provide advance alerts as contingencies arise.
- Obtain survey response/participation consistent with professional standards, sponsor needs, and available resources.
- Maintain appropriate data confidentiality guarantees.
- Evaluate product output by assessing data reliability (e.g., sample and non-sample error).
- Provide detailed documentation of methodology.
- Evaluate project effectiveness through debriefings.
- Use the best available technology, including technology that you request to meet your requirements for cost and deliverables.

DEFENSE

DEFENSE COMMISSARY AGENCY (DECA)

Commissaries

Runs commissaries at military installations

Our customers have the right to:

- Professional, Courteous Service
- A Clean, Pleasant Store
- Fresh, High-Quality Merchandise
- Well-Stocked Shelves
- The Best Possible Prices

- Quick, Efficient Checkout

Our employees have the right to:

- Fair and equal treatment.
- Challenge work processes with new ideas.
- Express their views and have them fairly considered.
- Expect a commitment to quality.
- Put quality first.
- Feel true pride in their workmanship.

DEFENSE

DEFENSE FINANCE AND ACCOUNTING SERVICE

Debt Collection

The central financial and accounting office for the Department of Defense

- Prompt and accurate service.
- Knowledgeable and courteous service providers.
- Prompt resolution to your inquiry.

DEFENSE

DEFENSE FINANCE AND ACCOUNTING SERVICE

Military/Civilian Pay and Travel

Serve as the central financial and accounting office for the Department of Defense.

Military Pay:

- We will process pay effecting transactions within 30 days from the date of the entitlement.
- We will successfully deliver pay instruments on the first attempt on the designated pay day.
- We will respond to written inquiries within 15 calendar days of receipt.

Civilian Pay:

- We will have 85-90% Electronic Funds Transfer participation rate.
- Less than 5% of our total payroll payments will require special payment.
- We will forward to the Office of Personnel Management 95% of the retirement packages within 60 days of the retirement date.

DoD Travelers:

- We will process travel advances within 2 work days of receipt.
- We will process temporary duty travel vouchers within 5 days of receipt.
- We will process permanent change of station travel vouchers within 10 working days of receipt.

Garnishment Operations:

- We will accept or reject Uniformed Services Former Spouses' Protection Act applications within 90 calendar days of receipt.
- We will accept or reject garnishments for child support and alimony within 30 calendar days of receipt.
- We will accept or reject commercial garnishments for civilians within 30 calendar days of receipt.
- We will accept or reject military commercial involuntary allotment

applications within 45 calendar days from receipt.

DEFENSE

OFFICE OF THE SECRETARY

Legislative Affairs

Provides congressional support on constituent inquiries

Congressional requests for hearings and information.:

- Employees maintain close contact with clients within the department to ensure that deadlines for submission of testimony are met and participate in events scheduled to prepare the DOD witness for the hearing.
- Employees maintain a dialogue with their customers on Capitol Hill to ensure that the department receives a thorough explanation of the requirement of the hearing, meeting, or briefing.

Congressional constituent inquiries:

- Replies to Congressional, General Public, and White House correspondence shall be overseen by the Correspondence Control Division (CCD) in accordance with the standards of Administrative Instruction Number 7, DOD Manual for Written Material.

DEFENSE

OFFICE OF THE SECRETARY

Personnel and Readiness

Military Recruiting

Military Recruiting

Military recruiting stresses a total-quality approach that underscores teamwork and a strong customer focus as the foundation of our commitment to customer service. To make our military recruiting force more accessible to our customers, we have established:

- Convenient locations for our recruiting facilities.
- Pleasant, professional-looking offices.
- Comfortable reception areas.

Recruitment advertising also is an essential component of our image to customers. Each year we invest about $125 million for television and radio spots (35 percent), magazine and newspaper advertisements (15 percent), and a range of promotional material, including direct mail programs. These efforts inform youth -- and those who influence their decisions -- of Armed Forces opportunities.

DEFENSE

PERFORMANCE IMPROVEMENTS AND MANAGEMENT REENGINEERING

Encourage reinvention activities in DoD.

The Department has one overall standard:

- American confidence in the military and in those running the military will be at a high level.

DEFENSE

U.S. ARMY CORPS OF ENGINEERS

General Standards

Provides comprehensive engineering, management and technical support to the Army, the Air Force, the Department of Defense, and other agencies.

We have adopted nationwide standards listed here.

If you are a soldier, airman, or member of a military family living and working on an Army or Air Force installation, you can count on the Corps to:

- Design and build quality housing and working areas within available funding.

If you are an installation commander or director of public works, you can count on the Corps to:

- Make our expertise promptly available to help you meet your construction, maintenance, environmental and other engineering needs.

If you are a state, city, county or tribe with a water resource problem, you can count on the Corps to:

- Define the problem and potential solutions within 12-18 months.
- Select the best alternative solution within 3-4 years.
- Design that solution within 2 years after the project is authorized for construction by Congress.
- Ensure that our construction contractors provide a quality product.
- Consult with you on all changes in project design, schedule or budget.
- Provide you with information on actions you can take to reduce flood risk through our Flood Plain Management Services and Planning Assistance to States programs.

If you are a user of the Nation's ports and inland waterways, you can count on the Corps to:

- Maintain harbor and waterway channels at navigable depths.
- Keep navigation locks on the waterways open at least 97 percent of the time.
- Notify you of scheduled lock outages at least 60 days in advance, and maintain procedures for notification of unscheduled outages.
- Share information with the navigation industry, and with state and local officials, on potential flood conditions.

If you are a hydro-electric power consumer or utility, you can count on the Corps to:

- Provide hydropower using the most cost-effective operation and maintenance methods.

If you are a resident of a community drawing water from a Corps project, you can count on the Corps to:

- Deliver a reliable supply of clean water to meet your community's needs.

If you are a visitor to a Corps recreation area, you can count on the Corps to:

- Operate clean, safe recreation areas and visitor centers, staffed by courteous employees.

If you are seeking a permit to do work in a wetland or waterway, you can count on the Corps to:

- Act on your inquiry (including questions on whether a piece of land is a "wetland" or whether a general permit applies) within 60 days.
- Process your individual permit, if you need one, within 120 days.

- Consider all factors in the public interest, including needs for economic development and environmental protection, in reaching a decision on your application.
- Visit and inspect at least 25% of the sites for which individual permits were issued during the previous year.

If you are an environmentalist, you can count on the Corps to:

- Identify environmental issues during the planning process for military and civil projects, or before we issue a permit for work in a waterway or wetland.
- Weigh costs and benefits to the environment with economic costs and benefits.
- Seek opportunities to modify Corps projects for environmental benefit.
- Monitor environmental measures once they are in place to evaluate their success.
- Inspect Civil Works facilities on a five year cycle to keep them in full compliance with environmental law.
- Clean up hazardous & toxic waste sites as promptly and thoroughly as funding allows. Specifically:
- Start action within 180 days of customer funding.
- Award contracts within time frames agreed to with customers.
- Not exceed cost estimates by more than 15%.
- Develop new solutions to environmental concerns and make them available to others.

If you are a resident of a community struck by natural disaster, you can count on the Corps to:

- Help your community leaders organize flood fighting and provide sandbags, pumps and technical assistance in compliance with the law.
- Provide post-disaster technical assistance, clear and remove debris, and help restore critical public facilities and services.
- Provide water in cases of drought or contaminated local supplies for up to 30 days, or until your local government can provide safe water.

If you are a Federal agency needing engineering support, you can count on the Corps to:

- Provide the services called for in our agreement with your agency.
- Give your mission equal priority with our military and civil work missions.

If you are a contractor doing business with the Corps, you can count on the Corps to:

- Operate as your partners in meeting a common goal.
- Meet with you on a periodic basis while work is in progress to resolve issues.
- Use Alternate Dispute Resolution to resolve any disputes that may arise.

- Pay you promptly for work completed in accordance with your contract.

EDUCATION

Inspector General Investigation & Audit Services

Provides independent objective assistance to the Congress and the Secretary by performing audits and investigation of Department programs and operations.

If you contact the OIG Hotline about a complaint:

- We will respond to written complaints with at least an acknowledgment of receipt or notice of referral within 15 working days of our receipt of the complaint.
- If you telephone us with a complaint, we will advise you on the telephone or refer your complaint to the proper source.

ENERGY

ENERGY INFORMATION ADMINISTRATION

Be a leader in providing high-quality, policy independent energy information to Government, industry, and the public, in a manner that promotes sound policymaking, efficient markets, and public understanding.

- Provide service through knowledgeable employees who will treat you with courtesy, dignity, and respect every time you do business with EIA.
- Follow standard statistical practices to ensure the accuracy and reliability of our data, and we will document everything we publish.
- Provide you with our best estimate of the time needed to complete your request and fully explain any delays
- Offer options to service.
- Resolve customer needs through single-point contact whenever possible.
- Distribute our information in a format that fits your needs as resources allow.
- Provide instructions for accessing electronic information
- Respond to written inquiries within 5 business days.
- Answer each customer telephone call within one business day, providing the requested information whenever possible.
- Write and speak in language that you can understand - free of Government jargon, acronyms, and technical terms.
- Include a contact name and telephone number on every document and letter.
- Deliver services without discrimination on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, marital or family status, and organization size or name.

ENERGY

NATIONAL SECURITY BUSINESS LINE

Office of Defense Programs

Maintain nuclear weapons technology and competence that are responsive to national security needs; assist in the reduction of the

worldwide nuclear stockpile by safely and securely dismantling thousands of nuclear weapons; transform the national security infrastructure to meet the requirements for secure disposition of weapons capable materials; and maintain arms control and related technologies.

- Maintain or exceed the confidence and reliability standards as defined by the military characteristics for weapons, as measured by technical analysis by the National Laboratories, resulting in the continued maintenance of a safe and reliable stockpile.
- Dismantle weapons in accordance with the annual Presidential Directive, resulting in a reduction of over 6,000 nuclear weapons between 1994 and 1998.

ENERGY

NATIONAL SECURITY BUSINESS LINE

Office on Nonproliferation and National Security

Maintain nuclear weapons technology and competence that are responsive to national security needs; assist in the reduction of the world-wide nuclear stockpile by safely and securely dismantling thousand of nuclear weapons; transform the national security infrastructure to meet the requirements for secure disposition of weapons capable materials; and maintain arms control and related technologies

- Continue our program to build public confidence by classifying fewer documents; declassifying more documents; and establishing in November 1994, an on-line bibliography of declassified documents available on request. Since 1993, classified documents have decreased by 70,000; 791% improvement in declassification actions.

ENERGY

OFFICE OF ENVIRONMENT SAFETY AND HEALTH

Achieve excellence in environmental, safety, and health activities and timely implementation.

- Maintain safe facilities
- Demonstrate openness and take responsibility for our actions.
- Share technology advancements.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

Complainants and Respondents in the federal sector

Conducts hearings and appeals on complaints of employment discrimination, establishes principles for affirmative action plans, and conduct

As a complainant or respondent agency named in a federal employment complaint, you can expect us to:

- Treat you with respect and dignity.
- Look at all the ways we do business and the way we relate to you and others. We want to find ways to improve the quality and speed of our services.
- Involve complainants and federal agencies to help us understand what you want, what you need,

and what you think about the way we serve you.

- Support our front-line employees by giving them the tools and knowledge they need to provide the best possible service to you.
- Strengthen our commitment to customer service.

EXECUTIVE OFFICE OF THE PRESIDENT

Admittance to the White House Complex

Manages admittance process to the complex.

Admittance to the White House Complex

We will base our success on how well we meet the following standards:

- To greet all customers in a friendly manner.
- To expedite your entry to the Complex.
- To ensure that appointments are made correctly and in a timely manner to minimize delay.
- To provide a comfortable waiting environment for customers should there be an unlikely delay.
- To continually educate White House Complex employees about the admittance process.

EXECUTIVE OFFICE OF THE PRESIDENT

Conference Rooms

Provides conference support for the Executive Office of the President.

White House Conference Rooms

We will base our success on how well we continue to ensure the following standards:

- That the conference rooms fully meet your expectations.
- That you receive accurate and helpful assistance at all stages of the conference room process.
- That your schedulers are given clear directions for how to reserve conference rooms.
- That the conference rooms are well maintained (lighting, heating/cooling, quiet environment).
- That the room is ready at the time of your event.

EXECUTIVE OFFICE OF THE PRESIDENT

Library and Information Services

Operates general reference libraries in the White House Complex.

We will base our success on how well we continue to ensure the following standards:

- That the libraries meet your immediate needs.
- That library staff is helpful, knowledgeable, and professional.
- That you are given the necessary tools to be able to quickly find what you need.
- That information you need is available through the libraries.

FEDERAL LABOR RELATIONS AUTHORITY

Office of General Counsel

Manages federal sector labor-management relations

We exercise leadership in Federal sector labor-management relations. We do this in the following ways:

- We know our customers and we understand their needs.
- We provide our customers with the highest quality service.
- We treat our customers with respect, and we merit their trust by our professional conduct.
- We enforce the Federal Service Labor-Management Relations Statute impartially and efficiently.
- Our customers can rely upon our national and field offices to interpret the Statute with clarity, consistency, and uniformity.
- We provide leadership and training, tailored to our customers' needs, to enable them to develop productive labor-management relationships.
- We assist management and unions in fashioning alternative dispute resolution procedures, which reduce the cost of conflict and engender trust.
- When our efforts fail, our customers look to us for assistance in resolving meaningful disputes.
- We obtain effective remedies for unfair labor practices.

We create an environment for promoting the exercise of leadership in Federal sector labor-management relations in the following ways:

- We treat people at all levels of our organization fairly and respectfully.
- We value highly their commitment, their hard work and their views about the organization.
- We care about one another's personal and professional welfare.
- Diversity is valued and reflected at all levels of the organization.
- Managers and the Union of Authority Employees, as the recognized exclusive representative of the employees, are partners in developing and implementing goals and plans.
- We value initiative and innovation, and so we reward people who take risks which result in improved service to our customers.
- Our work environment provides job satisfaction and opportunities for professional growth and career advancement.
- We are committed to providing training to employees at all levels of the organization to enable them to excel at their work and to meet the challenge of new directions.
- Communications flow easily throughout the organization and intra-regional communication is promoted.
- Employees at every level are provided the information they need.
- The national office provides clear guidance and effective support to the field offices.
- Work is distributed equally among the regions and among the agents within the regions.
- As a result of our commitment to providing the highest quality service to our customers, and to

creating a working environment that promotes dedication to making that goal a reality.

- Our customers view us as fair minded, professional leaders who provide services vital to the development of successful labor-management relationships.
- Our work is recognized at all levels of the Federal Government as superior.
- We are viewed as a model for labor-management cooperation and partnership within the Federal sector.
- Our employees receive substantial personal satisfaction in performing their jobs.
- High levels of trust exist within our organization, and between us and our customers.
- We are given the resources necessary to provide the highest quality service.
- Government works better, and the public interest is better served.

GSA

FEDERAL SUPPLY SERVICE

Fleet Management

Provides federal customers with quality vehicles and management services at a competitive cost.

Value:

- IFMS rates paid by customers for vehicles, including maintenance and

fuel, are below the average rate for commercial lease of comparable models, including maintenance and fuel.

Quality:

- Customer satisfaction with the quality of the vehicles provided

at the rates charged will be maintained at a 90% level.

- Customer satisfaction with repairs to IFMS vehicles will be maintained

at a 90% level.

Timeliness:

- Vehicles will be replaced within the time frames agreed upon by IFMS and customers at a 90% satisfaction level.
- Establish a period of time for vehicle maintenance and repair activities that is acceptable to the customer at a 90% satisfaction level.

Ease of accessibility and convenience of service process:

- Customer questions, problems, and concerns will be resolved by Fleet Management Centers within five working days.
- A Maintenance Control Center technician will be on the line with

a customer within 75 seconds of the call being answered.

- SF 149 and SF 149A credit cards used by customers will be

accepted at fueling stations convenient for the customer at a 95% satisfaction level.

Note: Standards are subject to change after customer review and comments.

GSA

FEDERAL SUPPLY SERVICE

Property Management

Transfers for re-utilization or disposes of Government-owned assets other than real property.

Value:

- To be developed by January 1, 1996.

Quality:

- Customers will be satisfied with the quality of information provided for at least 95% of the total number of lines transferred and sold.

Timeliness:

- Customer satisfaction is maintained by transferring 95% of all property reported for Utilization or Donation within established time frames (transfers within 60 days; donations within 21).
- Customer satisfaction is maintained by selling 90% of all property reported for sale within established time frames (vehicles within 60 days; all other within 90 days).

Ease of Accessibility and Convenience of Service Process:

- Using our data collection techniques, we will validate our achievement of a standard of 95% customer satisfaction with the ease of access and convenience provided in Utilization, Donation, and Sales transactions as of January 1, 1996.

Note: Standards are subject to change after customer review and comments.

GSA

FEDERAL SUPPLY SERVICE

Supply and Procurement

Provides Federal customers with supplies, equipment, and services

Value:

- Customers will benefit from savings of 20% over competitive sources.

Quality:

- Customer satisfaction with the quality of our products and services will be maintained at 90% or better.

Timeliness:

- We will meet or exceed our shipping commitments at least 95% of the time.

Ease of Accessibility and Convenience of Service Process:

- Over 93% of all items will be available when ordered.
- Customer inquiries will be addressed immediately; concerns and problems will be responded to within two (2) business days.

Note: Standards are subject to change after customer review and comment.

GSA

FEDERAL SUPPLY SERVICE

Travel and Transportation

Provides travel and transportation services to the federal worker

Value:

- Savings attributable to our air fare program will continue to average 40%.

- Savings attributable to our traffic services will continue to average 30% off commercial rates.

Quality:

- Our household goods carrier program will result in good to excellent quality on at least 80% of moves.

Timeliness:

- To be developed by January 1, 1996.

Ease of Accessibility and Convenience of Service Process:

- Contract airlines will be used when available for 80% of flights.
- Customer questions, problems and concerns will be resolved within 5 working days.

Note: Standards are subject to change after customer review and comment.

GSA

INFORMATION TECHNOLOGY SERVICE

Emerging Technology

Examines successful models and potential usage of emerging Information Technologies within the Federal Government

Emerging Technology

Value:

- Early deployment of emerging technologies will meet or exceed 90% of customers' requirements and expectations.

Quality:

- Pilot projects will produce results that directly influence the decision on strategic use of appropriate technologies for 90% of the participating agencies.

Timeliness:

- Timeliness will be measured by meeting 95% of the target service dates established by the customers.

Ease of Accessibility:

- The IT Access Working Group, comprised of Federal workers with disabilities and their agency program officials, will participate in the planning and testing of 100% of this office's projects. This function will leverage capacity building by government bodies to address poorly understood customer requirements of citizens with disabilities.

GSA

INFORMATION TECHNOLOGY SERVICE

General Standards

Provides telecommunications and computer policy, equipment and services for the federal government

The Information Technology Services (ITS) Customer Service standards are:

- Value: ITS services will be customer, price and cost-competitive and reflect the best value to the Government.
- Quality: ITS will provide solutions that meet or exceed customers' requirements and expectations and will involve customers in the development and improvement of services and standards

- Timeliness: ITS will respond to customer needs in a timely, professional, and effective manner.
- Ease of Accessibility: ITS will make it easy for customers to do business with us.

GSA

INFORMATION TECHNOLOGY SERVICE

GSA-Wide Information Technology

Provides federal workers with network and information management support, including E-mail and data networks

Value:

- Services will be provided at the same or lower prices and costs than comparable suppliers. Comparisons with the marketplace will be accomplished using semi-annual surveys.

Quality:

- 95% of customers will be satisfied with their network, information, and support services.

Timeliness:

- Services provided will meet customer needs and expectations for responsiveness 95% of the time.
- GSA equipment delivery orders will be prepared and transmitted to the contractor within 4 days from receipt of a valid requisition.
- Requests for information/services will be responded to within 24 hours.

Ease of Accessibility:

- Customers will be involved in 95% of reinvention, policy determination, and focus group initiatives.
- Follow-up visits/calls will be made on at least 95% of completed technical support services.

GSA

INFORMATION TECHNOLOGY SERVICE

Provides Information Security services

Value:

- Rates paid by customer agencies for Information Security services will result in a significant (10% or greater) cost savings to the Government when compared with alternative sources.

Quality:

- Customer satisfaction with the quality of Information Security services will be maintained at a 95% level.

Timeliness:

- The Office will respond in a timely, professional and effective manner to customer requests for emergency service within 6 hours, 95% of the time.

Ease of Accessibility:

- Every Office customer will have continual access to emergency service through an "after hours" and weekend hotline for customer response.
- All customer inquiries directed to an account executive will be

responded to within 1 business day.

GSA

INFORMATION TECHNOLOGY SERVICE

Information Technology Acquisition

Provides program and services for Federal, state and local government workers can buy commercially available computer products and services

Value:

- Contracts will be awarded at or below compatible commercial offer at least 95% of the time.

Quality:

- Achieve a 95% approval rating by customers.

Timeliness:

- Acquisitions will be awarded on-time 95% of the time.

Ease of Accessibility:

- Employees will respond to customer inquiries within 24 hours.

GSA

INFORMATION TECHNOLOGY SERVICE

Information Technology Integration

Provides technical assistance for Federal contracting of Information Technology systems

Value:

- ITI will employ benchmarking to determine process improvements in standard procurement practices resulting in a 20% time/dollar savings on 50% or more of all procurements.

Quality:

- ITI will develop new services, including at least one new major business line each year, in response to customer requests.

Timeliness:

- ITI will respond to all customer needs in a timely and professional manner achieving a customer satisfaction rating of 95% on its customer satisfaction surveys.

Ease of Accessibility:

- ITI will develop more effective service delivery by reviewing 100% of customer suggestions and incorporating customer and employee suggestions into work processes. These suggestions will be culled from client satisfaction surveys, client focus groups, and employee focus groups.

GSA

INFORMATION TECHNOLOGY SERVICE

Information Technology Policy and Leadership

Provides policy for delegated authority to federal agencies to acquire Information Technology

Value:

- 20% savings in governmentwide technology acquisitions through cost reductions.

Quality:

- 95% of customers will find that their agency's Information Resources Procurement and Management Review was conducted fairly and professionally.

Timeliness:

- 95% of customers will be satisfied with the responsiveness (i.e. promptness, communication, full attention to your needs) of GSA's conduct in their Agency Procurement Request.

Ease of Accessibility:

- 95% of customers will find that the Federal Information Resources Management Regulation (FIRMR) has been published in sufficient types of media (e.g. hard copy, CD-ROM, EBB) to meet their agency's needs.

GSA

INFORMATION TECHNOLOGY SERVICE

Local Telecommunications

Provides voice and data services, telecommunications equipment and technical assistance for Federal workers.

Value:

- Products and services in the POTS program will attain at least a 25% cost savings over similar commercial lines.
- Local Telecommunications lines will achieve at least a 38% cost-savings per line compared to commercial and governmental organizations.

Quality:

- This office will achieve a 95% satisfactory rating on customer surveys.

Timeliness:

- All POTS/TSC contracts will be recompeted and awarded at 60% of the maximum dollar limit or 18 months before expiration date (whichever occurs first).
- 95% of Agency Procurement Requests will be completed within 10 business days from receipt of notification.

Ease of Accessibility:

- 100% of Technical Contract Management Division contracts during FY95 will allow customers to order directly from the contractor and receive direct billing in return.
- After the first year of TOPS implementation, customers will be able to electronically place orders from personal computers and obtain immediate access to current account information.

GSA

OFFICE OF FTS 2000

Long Distance Telecommunications

The Federal Government's program for long distance voice data and video telecommunication services.

The Office of FTS2000 has identified the following customer service standards based on information and direction from you, our customers.

Value:

- Prices for FTS2000 services will remain below the average of the lowest commercial rates.

Quality:

- Our customers will receive error-free bills. In those rare cases

when an error is identified, it will be corrected within the next billing cycle..

Timeliness:

- Monthly Statements of Account will be provided by the 16th of each month.
- Service enhancements will be completed within an average of 135 work days.
- At least 95 percent of service order due dates will be met.

Ease of Accessibility & Convenience of Service Process:

- All calls will be returned within the business day.

GSA

General Standards

Serves as the federal government's real estate advisor.

GSA has established the following standards to guide its relations with its federal customers:

Value:

- Competitive prices at the quality specified.
- Added value for the prices GSA is paid.
- Value as defined by our customers.

Quality:

- Products and services of consistently high quality.

Timeliness:

- Timely delivery of products and services.
- Prompt response to customer inquiries and requirements.

Ease of accessibility and convenience of service process:

- Competent and knowledgeable staff.
- Ease of access to people who can help.

GSA

PUBLIC BUILDINGS SERVICE

Commercial Broker

Act as the federal government's commercial broker

Customer agencies want their needs met responsively and courteously and in a timely manner.

Value:

- Lease payments for large leases will be below the appraisal rate.

Quality:

- The Commercial Broker will achieve a customer satisfaction rating of 90% according to the Transactional Report Cards.

Timeliness:

- Space Assignments will be delivered within the agreed upon time frame.

Ease of Accessibility and Convenience of Service Process:

- Customer satisfaction will be measured via transactional report cards against expectations established in the occupancy agreements. If the transactional report cards indicate any area of concern, appropriate personnel

will contact the customers within 5 working days.

- Project managers and/or real estate specialists shall provide bi-weekly status reports on a transaction-by-transaction basis either verbally or in writing in order to be proactive in communicating with customers.

GSA

PUBLIC BUILDINGS SERVICE

Federal Protective Service

Provides law enforcement and security services to federal employees in property managed by GSA

Value:

- The operating costs for protective services will be equal to or below the average costs published by the Buildings Owners and Managers Association (BOMA).

Quality:

- The Federal Protective Service will achieve a customer satisfaction rating of 85% as measured by the International Facilities and Management Association (IFMA) Survey.

Timeliness:

- The standard for emergency and/or life-threatening situations such as homicide, rapes, aggravated assaults, arson, robberies, bomb threats and other similar incidents will be a maximum response time of 5 minutes.
- Non-emergency responses will be accomplished within 20 minutes.

Ease of Accessibility and Convenience of Service Process:

- Customers will be queried on a random basis to obtain feedback on response time and quality of work. Service Call Report Cards will be left with the customers to be filled out on a voluntary basis after a transaction has been completed. If the report cards indicate an area of concern, appropriate personnel will contact the customer within 5 working days.
- Assign Physical Security Specialists as single points of contact to provide an ongoing customer relationship.

GSA

PUBLIC BUILDINGS SERVICE

Fee Developer

Provides repair/alteration and modernization of existing buildings, buildings newly constructed or lease-purchased through GSA

Value:

- Project construction budgets will be less than or equal to comparable industry-based costs.

Quality:

- The Fee Developer will achieve a customer satisfaction rating of 90% according to the Transactional Report Cards.

Timeliness:

- Complete projects in accordance with the agreed upon schedule approved by the customer.

Ease of Accessibility and Convenience of Service Process:

- Project managers shall provide bi-weekly status reports on all projects either orally or in writing in order to be proactive in communicating with customers.
- Assign Project Managers to all major projects. The Project manager will contact and involve the customer at the onset of project development and will serve as the one point of contact to the customer through final occupancy.
- Customers will be queried to obtain feedback on response time and quality of work. Transactional Report Cards will be left with the customers to be filled out on a voluntary basis after a transaction has been completed. If the Transactional Report Cards indicate an area of concern, appropriate personnel will contact the customer within 5 working days.

GSA

PUBLIC BUILDINGS SERVICE

Property Disposal

Provides a full range of disposal and appraisal services for federal agencies

Value:

- The actual sales price of property sold is greater than the fair market value.

Quality:

- Property Disposal will achieve a customer satisfaction rating of 90% according to the Transactional Report Cards.

Timeliness:

- Dispose of reimbursable real property within 135 days.

Ease of Accessibility and Convenience of Service Process:

- Customers will be queried on a regular basis to obtain feedback on response time and quality of work. Report Cards will be left with the customer to be filled out on a voluntary basis. Areas of concern will be addressed within 5 working days.

GSA

PUBLIC BUILDINGS SERVICE

Property Management

Provides a full range of property management services for properties and buildings managed by GSA

Value:

- The operating costs for property management will be equal to or below the average costs published by the Buildings Owners and Managers Association (BOMA).

Quality:

- Property Management will achieve a customer satisfaction rating of 85% as measured by the International Facilities Management Association (IFMA) Survey.

Timeliness:

- The cycle time for RWA's and the response time of service calls will meet customers' expectations. The performance will be

measured through the use of Transactional Report Cards.

Ease of Accessibility and Convenience of Service Process:

- Customers will be queried on a random basis to obtain feedback on response time and quality of work. Transactional Report Cards will be left with the customers to be filled out on a voluntary basis after a transaction has been completed. If the Transactional Report Cards indicate an area of concern, appropriate personnel will contact the customer within 5 working days.

JUSTICE

BUREAU OF PRISONS

Federal Prison Industries

To train and employ inmates at Federal institutions.

FPI is committed to total customer satisfaction, striving to maintain the highest standards of customer service. FPI's fundamental customer service standards are the following:

- Deliver all products and services on time.
- Process all orders received within two working days.
- Provide a customer acknowledgment of all orders within five working days.
- Expand the QuickShip program significantly for products shipped within 30 days.
- Answer each incoming call to the Customer Service 800 number within 30 seconds.
- Respond to all customer waiver requests within five working days.
- Meet marketplace pricing and customer quality requirements on all products and services.
- Conduct customer surveys each year.
- Insure products and services pass each customer's quality testing and cost-pricing requirements.
- Respond to all customer inquiries within two working days.
- Provide timely and accurate marketing information to customers on all UNICOR products and services.
- Offer specific customer feedback mechanisms in its catalogs, direct mailings, advertisements, and trade shows.
- Mail the full-line catalog within fourteen working days of customer requests.

JUSTICE

OFFICE OF THE INSPECTOR GENERAL

General Standards

Enforces and investigates

OIG-wide Standards:

- All OIG employees will maintain the highest standards of professionalism and integrity.
- The OIG will provide reports that are well-written, report facts accurately, and provide information that is useful to the recipient.
- OIG personnel will minimize disruption of DOJ operations to the extent practicable.

- All OIG work will be conducted in a timely manner.

Audit Division Standards:

- Audit Division personnel will foster open and frequent communication with auditees throughout the audit regarding areas for review, audit objectives, findings, and recommendations.
- In addition to frequent communication with the component being audited, any negative condition discovered during an audit will be communicated to management.
- At the conclusion of every audit, and in addition to the yearly customer surveys, the Audit Division will survey orally the respective component to solicit feedback as to the positive and negative aspects of the audit as well as additional work the auditee would like to have pursued.
- The Audit Division will adhere to the requirements of the United States Trustees reimbursable agreement by issuing a targeted percentage of trustee audit reports within the specified time frames.

Inspections Division Standards:

- During the review process, the Inspections Division will seek input from program managers to identify the most significant issues facing our customers and the most useful approaches for addressing them.
- The Inspections Division will communicate with program managers, at agreed upon intervals, during the inspection review process.
- Issues arising during the course of our reviews that are determined to be significant by Inspections Division management will be brought to customers' attention within three business days.
- Customers will be given an opportunity to comment on the service provided to them by the Inspections Division.

Investigations Division Standards:

- On average, investigative case days will not exceed 170 days.
- OIG Special Agents will conduct themselves in a fair and unbiased manner during all inquiries.
- The confidentiality of a complainant or a source of information will be maintained.
- Disclosure of the identity of an employee complainant or employee source of information will be made only with the employee's consent, unless it is determined that disclosure is unavoidable during the course of the investigation.
- All OIG Special Agents, especially supervisors, will ensure that no unnecessary risks are taken and that operations are conducted with the safety of all in mind.

LABOR

EMPLOYMENT STANDARDS ADMINISTRATION

Office of Workers Compensation Programs
Division of Federal Employees' Compensation

Provides Federal employees who sustain work-related injury or disease with benefits for medical care and wage loss replacement, as well as assistance in returning to work

Services our customers can expect

Prompt Adjudication. If you are an injured worker, you can expect timely adjudication of your compensation claims:

- For traumatic injuries, this means a decision within 45 days of receipt in all but the most complex cases.
- For the large majority of occupational illness cases, which require more extensive evidentiary development, a decision should be forthcoming within six months of receipt.
- For very complex occupational illness cases, a decision should be rendered within 10 months of receipt.

Prompt Payment. Injured workers can also expect prompt payment of claims in accepted cases:

- Where medical evidence supports disability, compensation payments are usually made within 14 days of submission to our district office by the employing agency.
- Medical bills, whether submitted directly by the providers or as reimbursement requests by injured workers, are usually approved for payment (or denied if not payable) within 28 days of receipt.

Assistance in Returning to Work. The Federal Employees I Compensation Act gives injured workers the right to reclaim their Federal jobs within one year of the onset of wage loss. We will do everything we can to assist employees in returning to work during that time period, and, if necessary, beyond. Injured workers and employing agencies can expect timely and quality case management services, which include the following:

- Assignment of a registered nurse to work with any injured worker who cannot return to work soon after the injury. The nurse ensures that appropriate medical care is provided and assists the worker in returning to employment.
- Referral to a medical specialist for a second opinion examination where required by the worker's medical condition or the office's need for additional medical information.
- Vocational rehabilitation services if the employee is unable to return to work at the employing agency or in his or here previous job category.

MERIT SYSTEMS PROTECTION BOARD

General Standards

Protect federal employees' rights

We have established these standards to assure our customers that they receive the quality of service to which they are entitled and to assure the public as a whole that we are ably promoting and protecting the Federal merit systems.

MISSION I -- Adjudication of Appeals

- We will make our regulations easy to understand and our procedures easy to follow.
- We will process appeals in a fair, objective manner, according respect and courtesy to all parties.
- We will promptly and courteously respond to customer inquiries.
- We will facilitate the settlement of appeals.
- We will issue readable decisions based on consistent interpretation and application of law and regulation.
- We will issue decisions in initial appeals within 120 days of receipt and within 110 days on petitions for review, except where full and fair adjudication of an appeal requires a longer period.
- We will make our decisions readily available to our customers.

MISSION II -- Oversight of the Federal Merit Systems and the U.S. Office of Personnel Management

- We will conduct research on topics and issues relevant to the effective operation of the Federal merit systems and the significant actions of the U.S. Office of Personnel Management; perform sound, objective analysis; and where warranted, develop practical recommendations for improvement.
- We will issue timely, readable reports on the findings and recommendations of our research and make these reports available to all interested individuals and parties.
- We will enhance the constructive impact of our studies and reports through outreach efforts.
- We will conduct surveys of our customers from time to time to see how well we are meeting these standards. However, if at any time, you have comments or suggestions concerning our service, we invite you to provide feedback to our Chairman, Mr. Ben Erdreich, through our Clerk of the Board, at 1120 Vermont Avenue, NW, Washington, DC 20419, telephone (202) 653-7200, FAX number (202) 653-7130. Electronic mail may be sent over the Internet to mspb@mspb.gov.

OFFICE OF PERSONNEL MANAGEMENT

EMPLOYMENT SERVICE

Federal Employment Information System

Serves job seekers and displaced Federal employees by providing information on federal employment

Our Customer Service Standards:

- We will provide you with courteous and timely service.
- We will update our nationwide job listings every business day.
- We will have Employment Information Specialists available to answer your questions on the nationwide Career America Connection telephone system, 912-757-3000.
- We will provide 24 hour a day, 7 days a week access to nationwide job information.

- We will respond to your requests for applications and routine information within one business day.
- We pledge to respond to your requests for employment information within one business day, and requests for more detailed information within five days.
- We will use your suggestions and complaints to improve our service continually. We will always remember we work for you, the American public.

OFFICE OF PERSONNEL MANAGEMENT

OFFICE OF INSURANCE PROGRAMS

Retirement and Insurance Service
Federal Employees' Group Life Insurance Program

Provides a stable, cost-effective, and quality program of life insurance to meet the needs of federal employees, retirees, and their families.

- When you use the FEGLI Booklet, you will find it is clear, factual and gives you the information you need.
- You and your beneficiaries will receive prompt, accurate and courteous assistance from OFEGLI, which can be reached directly through a toll-free hotline (1-800-OFE-GLIA, 1-800-633-4542).
- Once a claim for death benefits or dismemberment is fully documented, OFEGLI will generally pay it within 10 work days.
- We will respond to correspondence within 30 days of when we receive your letter. If we need more information before giving you an answer, we will send you an interim response.

OFFICE OF PERSONNEL MANAGEMENT

OFFICE OF INSURANCE PROGRAMS

Retirement and Insurance Service
Federal Employees Health Benefits

Provides a stable, cost-effective, and quality program of health insurance to meet the needs of Federal employees, retirees, their families and others enrolled in the Federal Employees Health Benefits Program.

- Your choice of health benefits plans will compare favorably for value and selection with the private sector.
- When you use the FEHB Guide and plan benefit brochures, you will find they are clear, factual, and give you the information you need.
- When you change plans or options, you should receive your new identification card within 45 days after your new plan gets your enrollment form from your agency.
- Your fee-for-service plan should pay your claims within 20 work days; if more information is needed, it should pay within 60 days.
- If you ask us to review a claim dispute with your plan, our decision will be fair and easy to understand; and we will send it to you within 60 days.

- If you need to do more before we can review a claim dispute, we will tell you within 14 work days what you still need to do.
- We will respond to correspondence within 30 days of when we receive your letter. If we need more information before giving you an answer, we will send you an interim response.

OFFICE OF PERSONNEL MANAGEMENT

OFFICE OF RETIREMENT PROGRAMS

Retirement and Insurance Service

Retirement Benefits

Provides accurate, efficient, and timely retirement benefits and services to Civil Service Retirement System and Federal Employees Retirement System employees, retirees and their families.

For our new customers.

Retiring Employees:

- We will make your transition to retirement as seamless as possible. As agencies begin to participate in this program, your Federal income tax and direct deposit arrangements will be automatically maintained by us.
- Your first annuity payment will probably be on its way to you within five working days from when we receive your retirement papers from your agency. If you are participating in the direct deposit program, your account will be credited within seven working days. We will meet this standard 90% of the time by the end of 1995.
- You can expect to receive professional and personalized information concerning your retirement and the status of your application for benefits.

Survivors of Retirees:

- We will be prepared to assist you in filing the paperwork needed to obtain benefits.
- We will initiate processing your benefit when you call us about your loss.

For our established customers (account holders).

- You can count on our reliability: you will receive your recurring benefit payment on the first business day of every month.
- We will tailor our services to meet your needs. For example, we will accept tax withholding requests based on dollar amounts or exemptions and filing status. Your requests for this and other selected services will be accepted by us either in writing or by phone.

STATE

DIPLOMATIC SECURITY SERVICE

Personnel Security/Suitability Division

Conduct and adjudication of investigations to ensure suitability of applicants

The standards listed below represent our commitments and goals for providing quality service and leadership in the foreign affairs security community:

- Work with our bureau customers to clear their prospective employees or identify clearance

problems with 65 working days from the date of their request

- Provide information on personnel security programs regularly to all State Department employees so they can contribute effectively to making our work environment secure, worldwide
- Continue streamlining security clearance procedures including work on common clearance standards across government lines

STATE

OFFICE OF FOREIGN MISSIONS

Diplomatic and Consular Missions

Provides services to diplomatic personnel stationed in the U.S., while assuring reciprocity, as required.

The goal of the Department of State is to establish, for foreign nations' diplomatic and consular missions and their personnel, a regime of service which is readily understood, simple in execution, and sensitive to the time constraints of the consumers involved. OFM currently operates the following programs which are subject to the provisions of this Customer Service Plan:

- Diplomatic Motor Vehicles
- Goods and Services
- Travel
- Real Property
- Customs
- Tax Exemption

Note: The established standards for each of these programs are spelled out in applicable diplomatic notes which have been used to notify the customers involved. The standards employed are governed by our commitment to quality, but tempered by reciprocity as required.

STATE

OFFICE OF OVERSEAS SCHOOLS

Promotes quality educational opportunities at the elementary and secondary level for dependents of American citizens overseas

Body:

The Office of Overseas Schools is committed to providing its customers with service of the highest possible quality within resources available. In doing so, the Office strives to meet the following standards:

- If you request information on overseas schools, we will provide professional, knowledgeable and courteous service. When written material is pertinent, we will send it to you within 24 hours of the request.
- In accord with legislative criteria and post recommendations, we will provide grant assistance each year to schools which enroll U.S. citizen school-age dependents
- If you request assistance on locating an appropriate school for your child(ren), including those with special needs, we will provide options within one week of your request.
- To enhance appropriate education for dependents of U.S. citizens abroad, we will administer technical support activities to encourage school improvement and foster excellence in elementary and secondary education in

American-sponsored overseas schools.

TRANSPORTATION

FEDERAL RAILROAD ADMINISTRATION

General Standard

Promotes rail safety throughout the U.S. railroad system, and encourages policies that help rail realize its full potential

Government

- Answer Congressional letters within 5 working days and all other letters from our customers within 10 working days.
- Promptly process grant applications and contract proposals submitted by States, localities, private entities, and Amtrak in connection with programs which the Office of Railroad Development administers.
- Reach out to and consult with organizations, including labor unions, affected by reports and policy recommendations for which the Office of Railroad Development is responsible. Develop reports and publish conclusions and policy recommendations.
- Actively guide States in the development of applications for available funds under the Local Rail Freight Assistance (LRFA) program in response to continued restructuring by freight railroads.
- Communicate continuously with state participants in Section 1010, high speed rail, and LRFA programs to obtain input in the effectiveness of grant programs.
- Sponsor outreach meetings and attend association meetings and conferences to foster customer partnerships.
- Obtain input from states in the effectiveness of grant programs.
- Work with commuter rail agencies and State DOTs, including Amtrak to develop financing and operations coordination plans for the Northeast Corridor.
- Develop evaluation tools to provide states, Metropolitan Planning Organizations (MPOs), and railroads assistance in determining the rate of return to prioritize projects in order to better allocate limited infrastructure dollars.
- Promptly publish results of R&D projects within 30 days of final approval.
- Promote Partnership Transportation Investment (PTI) initiative at conferences.
- Conduct briefing sessions to help customers mold projects that will fit Federal Highway Administration (FHWA) guidelines for the PTI initiative.
- Develop a brochure to detail the status of the PTI initiative, including types of projects approved to date.

Federal Employees

- Guarantee that managers will set an example of their commitment to customer service and communicate this to every employee.

- Establish that senior management will ensure customer service requirements are understood and responded to throughout the agency.
- Create a customer service 'contract' by every employee, identifying ways that they will provide customer service.
- Answer Congressional letters within 5 working days and all other letters from our customers within 10 working days.
- Survey and review the Office of Chief Counsel's processes and procedures that are of concern to its staff and other FRA offices.
- Publicly recognize and reward the Office of Chief Counsel's staff achievements.
- Ensure that the headquarters attorney assigned as the primary Chief Counsel contact for a region should visit that region at least one or two weeks a year to increase the physical presence of the legal staff in the field.
- Enhance Chief Counsel's ability to provide customer service through the use of video-conferencing.
- Provide standardized responses under the Federal Torts Claim Act to typical situations, including specific instructions to claimants as to how to comply with applicable laws and regulations to reduce confusion with respect to legal requirements for first time claimants.
- Improve information flow to requesters under the Freedom of Information Act (FOIA) by providing interim responses acknowledging their requests within 3 days of receipt in Chief Counsel's Office. Respond to telephone calls seeking the status of pending FOIA requests within 24 hours.
- Develop Quality Review Teams to ensure that legal services are consistent with the needs and desires of all our regional customers.
- Provide the general public and all FRA employees with requested information as quickly as possible.
- Ensure that the Office of the Secretary (OST) staff has adequate time to review fact-check, and clear news releases for public distribution.
- Ensure that FRA's Highway-Rail Grade Crossing Safety Regional Managers have the tools necessary to promote the life-saving messages of the "Always Expect A Train" campaign.
- Determine consistency in policies and procedures for creating Equal Employment Opportunity (EEO) for all personnel.
- Issue the Administrator's Civil Rights Policy Statement to all FRA employees and new personnel.
- Identify problems and barriers and provide assistance to employees on procedures for filing complaints of discrimination.
- Publicize Equal Employment Opportunity (EEO) and Affirmative Program policies.
- Notify employees on impacts of newly enacted Civil Rights

legislation and/or interagency changes.

- Provide FRA employees with formal customer service training, on-the-job training, and explore new ways of doing business and implement the most efficient ones.
- Develop Alternative Work Schedule (AWS) program and make changes based on evaluation results.
- Develop and implement a Telecommuting Program.
- Complete needs assessment to provide adequate training opportunities for managers, executives, and employees.
- Provide Partnership Training to address issues that are of mutual benefit to the Union and Management.
- Review current Performance Management System to determine feasibility/disability of revising it.
- Implement and provide training on all facets of new Integrated Personnel and Payroll System (IPPS) as they become available.
- Utilize all appointing authorities and personnel programs to reach diverse candidates for hiring and advancement.
- Distribute customer service surveys to a representative sampling of all customers, review and tabulate the results, revise or modify its policies, procedures, and programs, if necessary, and notify customers of any changes.
- Rate the quality of the service provided by our computer technicians and identify areas for improvement.
- Empower staff and agency IMPAC credit card holders with maximum dollar delegations of authority with minimal reviews.
- Review wants and needs, as well as problems, noted with computer hardware, software, and remote connectivity of FRA customers.
- Review ways to streamline the Information Technology (IT) acquisition process.
- Provide accounting information about various FRA programs to program managers and fund administrators.
- Provide current information to employees on travel entitlements, status of vouchers and develop a new methodology for electronically preparing, processing, and paying for all travel expense vouchers to reimburse individual employees for various expenses incurred while performing their assigned duties.
- Clarify guidelines, including policy and technical issues, to all program offices.
- Track all adjustments during the three phases of the budget cycle and provide feedback to program offices.
- Issue financial plans and related documents for all program offices.
- Determine status of funds and adjustments needed to maximize funding options.

- Bring 'systems' approach to rail safety that emphasizes uniformity and consistency in safety assurance.
- Streamline the regulatory process with an emphasis on developing quantitative data justifications for decision making purposes.
- Minimize the amount of time necessary to generate and distribute inspection reports.
- Review the first year's activities of the Technical Review Committee (TRC) and make refinements accordingly to make TRC's more efficient.
- Develop improved performance standards for inspectors.
- Ensure consistency of information presented on hours of service.
- Assist FRA personnel in preparation of hours of service presentations.
- Furnish briefing information to the rail industry, the public, and FRA employees on recent alcohol and drug control and engineer certification requirements.
- Promptly publish results of R&D projects.

TREASURY

BUREAU OF ENGRAVING AND PRINTING

Currency and Stamps

Prints and provides paper money to the Federal Reserve Banks and

prints stamps for the U.S. Postal Service.

Paper money:

- You can expect us to deliver 100 percent of your orders for currency to the Federal Reserve banks each week. We will measure compliance on a monthly basis by reporting the proportion of total orders completed to the total number of items delivered.
- You can expect us to conduct an audit of your currency destruction activities annually.
- You can expect us to assist you in calibrating your currency verification systems equipment monthly.
- You can expect us to respond within 24 hours to complaints regarding discrepancies in shipments or defects in product quality.

Stamps:

- You can expect to participate in the review and concurrence process for equipment and materials specifications.
- You can expect to be included in the pre-press artwork and models review.
- You can expect the BEP to deliver a product that matches the expectations agreed upon in artwork reviews.
- You can expect us to deliver 100 percent of agreed upon postage stamp orders to you in accordance with your 13 accounting periods. We measure compliance daily by reporting the proportion of total orders completed and a count of items delivered. The measure is calculated by the proportion of the total stamps ordered and a count of stamps delivered to the USPS vault. Feedback can be directed to our Office of Production Management, (202) 874-2615.
- We measure our effectiveness by verifying the production and

shipment schedules. Finished goods produced in advance for the convenience of the Bureau of Engraving and Printing are not billed to you until delivery. You can call the Office of Production Management, (202) 874-2615, with any questions.

- We respond to your request for a change in production scheduling within 24 hours.
- Once we make a proposal for a revised production schedule, you can expect us to deliver within the parameters of that proposal.

TREASURY

FLETC

Provides training for federal, state, local and international law enforcement personnel

- We will maintain Administrative Services at a level 4, as measured by the Student Feedback System.
- We will maintain Program Services at a level 5, as measured by the Student Feedback System.
- We will maintain a rating of 90 percent for customer services as reflected in the 1994 Customer Satisfaction Survey.
- We will provide 100 percent of the participating organizations' requests for basic training.

TREASURY

U.S. MINT

Mints and supplies coins to the Federal Reserve Banks.

- We will work to improve our ability to meet Federal Reserve Bank coin requirements and to maintain inventories at sufficient levels to fulfill Federal Reserve Banks' coin distribution mission.
- We will coordinate and communicate planned shipments quarterly in accordance with your orders.

TREASURY

U.S. SECRET SERVICE

Office of Investigations

The goal of the Secret Service investigative mission is to maintain the integrity and public trust of the Nation's financial systems. The Secret Service conducts investigations to assist U.S. Attorneys with their prosecutions of crimes involving counterfeiting, forgery, and other kinds of fraud.

Because we want to provide the U.S. Attorneys with completed investigations consistent with their prosecution priorities, the Secret Service has set the following standards for this relationship:

- Special Agents in Charge will maintain ongoing and frequent liaison with U.S. Attorneys in their districts, to discuss current, now or changing prosecution policies.
- Specific service standards agreements will be determined after consultations between the Secret Service and each U.S. Attorney. These standards will be tailored to reflect the unique needs of each U.S. Attorney and the respective judicial district.
- A minimum of 25 percent of all U.S. Attorneys or their designees will be interviewed each year by a representative of the Director of the Secret Service. These interviews will ensure that the

needs and priorities of the U.S. Attorney's Office are being met by the local Secret Service Office.

U.S. INTERNATIONAL TRADE COMMISSION

Furnishes studies, reports, and recommendations involving international trade and tariffs to the President, Congress, and other government agencies.

- Staff will stay fully abreast of official commission activities and determinations in order to provide complete and accurate information and guidance to their customers.
- Staff will greet all customers in a courteous and helpful manner, and assist them by:
- helping locate requested information,
- putting the customer in direct contact with appropriate ITC technical experts when inquiries exceed staff's own knowledge; and
- helping customers find appropriate information sources outside the ITC when inquiries are not related to the ITC's mission and functions.
- To the extent resources allow, staff will fulfill all requests for published information, reports, and documents within 24 hours of receiving the request.
- To the extent resources allow, telephones will be answered directly by staff. When voice mail must be used, it will be monitored and responded to as promptly as possible. No call will be held unacknowledged for more than 24 hours after its receipt.

Chapter 11: Standards For Veterans

DEFENSE

DEFENSE FINANCE AND ACCOUNTING SERVICE

Retirement Pay

The central financial and accounting office for the Department of Defense.

For retirees/annuitants:

- We will make initial retiree payments within 30 days of retirement.
- We will make initial Survivor Benefit Plan payments within 30 days from date of death notification.
- We will resolve arrears of pay within 60 days from death notification.
- Our service providers will be knowledgeable and courteous.
- We will provide prompt resolution to your inquiry. We will respond to your written inquiry within 15 calendar days.

DEFENSE

OFFICE OF THE SECRETARY

Personnel and Readiness

Operation Transition

Helps people leaving the military to find civilian jobs

- The Operation Transition Help Desk is scheduled to be available to employers from 6 AM to 6 PM Eastern time.
- Adequate staffing of the Help Desk will ensure employers are called back the same business day.
- Enough phone lines are to be installed to ensure that employers don't get busy signals on DORS and TBB. All phones will be answered promptly and professionally.

LABOR

VETERANS EMPLOYMENT AND TRAINING

Employment and Training

Helps veterans seeking employment and provides information and assistance to employers.

For veterans, we will provide:

- Courteous, prompt, and respectful service.
- An Eligibility Data Form: Uniform Services Employment and Reemployment Rights Act (USERRA) Form 1010 within 10 days of receipt of a VRR complaint and within three days of the complaint if unemployed. We will also settle your VRR case, or refer it to the Department of Justice for litigation, within one year of your complaint.

- Referral for a job and/or job training opportunity for which you are deemed qualified and eligible, with first consideration to service-connected disabled veterans.
- Information about all the services for which you are qualified and eligible, with first consideration to service-connected disabled veterans.
- Help in filing a complaint about employment and training matters.
- Information about, and referral to, other agencies providing benefits and services.

For employers, we will provide:

- Courteous, prompt, and respectful service by dedicated veterans' staff.
- Qualified veteran applicants and eligible persons for job openings that are listed.
- A responsive and timely answer to your concerns.
- Answers to your questions about VETS' employment and training programs and help in accessing community resources and incentive programs.

For grantees, we will provide:

- Courteous, prompt, and respectful service.
- Consultation with you about policy and program changes that affect your grant.
- A responsive and timely answer to your concerns.
- Answers to your questions about our employment and training programs

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

Access to Historical Archives and Records

NARA ensures, for the Citizen and the Public Servant, for the President and the Congress and the Courts, ready access to essential evidence.

- We will treat all of our customers with courtesy.
- We will meet or beat our established deadlines for providing customer service.
- We will provide high-quality service by knowledgeable staff.
- We will provide informational products to meet our customers needs.

If you call or visit one of our facilities:

- You will find NARA staff and volunteers available in all offices to assist you during posted business hours. Our business hours will be prominently posted at all sites and noted in our brochures and through other information sources.

If you write to us about our holdings:

- You will be sent a response to your written request about our holdings within 10 work days after we receive your letter. If we cannot provide a full response within that time, we will tell you that we have received your request and tell you how long we expect it will take before we can provide a full reply.

If you attend one of our workshops:

- You will find the instructor to be professional, knowledgeable, and helpful. Upon completion of a workshop, you will have the information to help you understand the principles discussed and apply them confidently to issues within your area of interest.

If you need information about the National Archives:

- You can obtain timely and up-to-date information about NARA, its services, and holdings through the Internet and other on-line services, our fax-on-demand service, through printed publications, or by contacting one of our offices.

If you need information about government rules and announcements:

- You will be provided with timely information on a daily basis through the Federal Register on the following:

-- presidential proclamations and executive orders

-- proposed rules and final regulations

-- public meetings

-- federal grants

This information is published in print and in electronic form by the Government Printing Office.

If things go wrong:

- If our service has not matched our values and standards for customer service, we want to know so that we can do something about it and get it right the next time. Our local complaints and suggestions procedures are as follows. You may:
- Discuss the problem with the person who served you.
- Use our Suggestion/Complaint comment form (NA Form 14045). You can mail it or drop it in the box provided. Or, you can simply write us a letter. If you request a reply, we will provide a response within seven working days.
- Speak or write to the supervisor in charge. If we cannot solve your problem immediately, we will provide a response within seven working days.

If you are still not satisfied that we have handled your complaint or provided the service we promised, you can write to the Assistant Archivist for the office with which you have been dealing.

VETERANS AFFAIRS

BOARD OF VETERANS' APPEALS

Veterans Appeals

Reviews appeals made by veterans or their beneficiaries.

Courtesy and respect:

- You will be treated with courtesy and respect by every Board of Veterans' Appeals employee every time you have contact with the Board.

Timeliness:

- Within 30 days from the date you file your appeal, you will receive

a realistic estimate of when to expect a final decision on your appeal.

Thoroughness/fairness:

- All issues in your appeal will be thoroughly reviewed and decided according to the law.
- All information and evidence included in your appeal will be reviewed and considered when deciding your appeal.

Communication:

- You will receive a complete and understandable explanation of the appeal process when you begin your appeal. You will also be provided a phone number and address which you may use to contact us for any questions regarding your appeal.
- You will receive an accurate, current status report on your appeal, upon your request.
- You will be kept informed of all significant developments in the processing of your appeal, including significant changes to the estimated completion date.
- You will receive a plain language explanation of the board's decision along with the formal written decision on your appeal.
- If you receive an unfavorable decision on your appeal, we will provide a plain explanation of your additional appeal rights.

VETERANS AFFAIRS

NATIONAL CEMETERY SYSTEM

Burial Benefits

Provides burial services in National Cemeteries.

Courtesy/compassion/respect:

- We will deliver service in a manner reflecting compassion and respect for you and your family in a time of need.
- We will listen to your requests or questions and provide feedback that ensures understanding and comfort.

Accuracy:

- We will accurately determine eligibility for burial services.
- We will provide a headstone or marker that is correctly inscribed.
- We will record and provide accurate grave site locator information.

Reliability:

- We will provide clear, easily understood explanations of eligibility and all policies.

Timeliness:

- We will determine eligibility for burial benefits within 48 hours.
- We will ensure that a headstone or marker is delivered to the cemetery within three months.
- We will mail Presidential Memorial Certificates within 45 days.

Convenience:

- We will provide scheduling seven days a week for Monday through Friday services.
- We will have office staff available to assist you during regular business hours.

- We will provide a 1-800 phone line for you to make inquiries about headstone and marker applications.

Appearance:

- We will maintain the appearance of individual gravesites, headstones, markers, and monuments in a manner befitting these national shrines.

VETERANS AFFAIRS

VETERANS BENEFITS ADMINISTRATION

Entitlement Benefits

Provides benefits and services to eligible veterans and their beneficiaries.

Courtesy and Respect:

- We will treat customers with courtesy and respect at all times.

Communication

We will communicate with customers accurately, completely, and clearly by:

- Explaining the full range of benefits and services available.
- Providing a realistic estimate of how long it will take to process their claim or answer their request.
- Keeping the customer informed on the status of the claim or request.
- Explaining all reasons for decisions.

Timeliness:

- We will answer or acknowledge benefit inquiries within 10 workdays.
- We will respond to telephone calls within three minutes after the call goes through.
- We will interview customers at our offices within 20 minutes of arrival.
- We will deliver benefits and services in the shortest possible time.

Responsiveness:

- We will ensure ready customer access to our services.
- We will fully address all customer questions, concerns, and complaints.

VETERANS AFFAIRS

VETERANS HEALTH ADMINISTRATION

Veterans Canteen Service

Retail Services

Provides retail services at veterans facilities.

- We will always treat you with courtesy and respect.

Retail stores:

- We guarantee unconditional customer satisfaction.
- We will handle all complaints promptly and to the customer's satisfaction. NO IFS, ANDS, OR BUTS.
- We guarantee the lowest price in town for current "PRICE BUSTER" merchandise or refund the difference plus 10 percent.
- We will provide knowledgeable and helpful responses to your questions.

Food service:

- In canteens with Food Courts, we will serve you within three (3) minutes.
- We guarantee you a positive dining experience each and every time.
- We will offer a "CAREGIVER SPECIAL" every day in the cafeteria or Food Court and price it within the lunch allowance for VA volunteers.

VETERANS AFFAIRS

VETERANS HEALTH ADMINISTRATION

Health Care

Provides health care to eligible veterans and their dependents.

- We will treat you with courtesy and dignity. You can expect to be treated as the first-class citizen that you are.
- We will provide you with timely access to health care.

We have talked to you, our patients, about your expectations for timeliness. You have told us that you expect to have your urgent needs met when they come up and your non-urgent needs taken care of in a reasonable period of time. You also said you understand that it may take some time for your medical facility to meet your expectations for timeliness. For that reason we have asked our medical facilities to do three things so that they eventually meet your expectations:

- post local timeliness standards.
- keep track of how well they meet those standards.
- make continuous improvements in their timeliness.

One health care team will be in charge of your care. Because health care often involves many different providers, it is important that one provider or team have overall responsibility. You can expect to know whom to contact when you need help or have a problem.

- We will involve you in decisions about your care. Your preferences will be met whenever possible and medically appropriate.
- We will listen to your concerns and discuss them with you.
- We will strive to meet your physical comfort needs. This includes help with things like pain management, eating, bathing, or getting to the bathroom while in the hospital. It also includes maintaining privacy during examinations and tests when an inpatient or outpatient.
- We will ensure proper facilities for veterans with special needs.
- We will provide support to meet your emotional needs.
- We will encourage you to share any anxieties and fears you may have about your condition or treatment. You can expect our staff to be sensitive to your feelings and help you deal with your health care experience.
- We will take responsibility for coordination of your care. Health care can be very complicated, and many patients need to see more than one health care professional.
- We will ensure that all your providers talk with each other and give you clear plans for your care. If you need a specialist, you can expect us to make all

arrangements to ensure one is provided for you.

- We will strive to provide information and education about your health care that you understand. You can also expect us to try to answer your questions in a way that you understand.
- We will provide opportunities to involve your family in your care. Whether your family is involved, however, should generally be your choice.
- W will provide smooth transition between your inpatient and outpatient care. You can expect to understand what medicines you are to take, what danger signals to look out for, and what activity level you can have after discharge. You can expect to know whom to contact if you need help or advice right away, and when your first follow-up appointment is.

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