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Janice L. Peters,
Designated Official.

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RTCA, Inc.; Free Flight Implementation Task Force

Pursuant to section 10(a)(2) of the Federal Advisory Committee Act (P.L. 92-463, 5 U.S.C., Appendix 2), notice is hereby given for the Free Flight Implementation Task Force meeting to be held August 15-16, 1995, starting at 9:00 a.m. The meeting will be held at ARINC, 2551 Riva Road, Annapolis, Maryland.

The agenda will be as follows:
Tuesday, August 15 Plenary Session: Review of Task Force Objectives and Status (Task Force Chairman and Working Group Co-Chairs). Remainder of August 15 and all of August 16: Separate and Concurrent Working Group Deliberations.

Attendance is open to the interested public but limited to space availability. With the approval of the chairman, members of the public may present oral statements at the meeting. Persons wishing to present statements or obtain information, should contact the RTCA Secretariat, 1140 Connecticut Avenue, N.W., Suite 1020, Washington, D.C. 20036; (202) 833-9339 (phone) or (202) 833-9434 (fax). Members of the public may present a written statement to the committee at any time.

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Research and Special Programs Administration

[Notice No. 95-9]

Improving the Hazardous Materials Safety Program; Public Meetings Related to Regulatory Review and Customer Service

AGENCY: Research and Special Programs Administration (RSPA), DOT.

ACTION: Notice of public meetings.

SUMMARY: This notice announces five public meetings to seek information from the public on regulatory reform and improved customer service for RSPA's hazardous materials safety program. This series of meetings is a follow-up to the initial series of public

outreach meetings held earlier this year. Please note that meetings three through five below are tentatively scheduled pending approval of FY 1996 funding.

ADDRESSES: See Supplementary Information for specific times, locations, and agendas.

DATES: Public meetings will be held as follows:

- (1) September 14, 1995, in Cambridge, Massachusetts.
- (2) September 28, 1995, in Philadelphia, Pennsylvania.
- (3) October 31, 1995, in Seattle, Washington.
- (4) November 2, 1995, in Charlotte, North Carolina.
- (5) November 16, 1995, in San Diego, California.

FOR FURTHER INFORMATION CONTACT: Edmund J. Richards, Interagency Hazardous Materials Program Coordinator, (202) 366-0656; or Suezett Edwards, Training and Information Specialist, (202) 366-4900; Hazardous Materials Safety, RSPA, Department of Transportation, Washington, DC 20590-0001.

SUPPLEMENTARY INFORMATION: On March 4, 1995, President Clinton issued a memorandum to heads of departments and agencies calling for a review of all agency regulations and elimination or revision of those that are outdated or in need of reform. The President also directed that front line regulators " * * * get out of Washington and create grassroots partnerships" with people affected by agency regulations.

On September 11, 1993, the President signed an Executive Order on setting customer service standards. The Executive Order promotes continuing reform of the executive branch's management practices and operations to provide service to the public that matches or exceeds the best service available to the private sector. RSPA is seeking information from individuals and businesses impacted by its hazardous materials safety program to determine the kind and quality of services they want and their level of satisfaction with existing services.

A series of outreach meetings to address these two topics was held earlier this year in San Francisco, California; Chicago, Illinois; Clearwater and Tampa, Florida; Houston, Texas, and Minneapolis, Minnesota. Many participants requested that these meetings be continued on a regular basis and scheduled in areas of the country not previously covered. RSPA is attempting to be responsive to their requests.

Areas of Regulatory Concern

In calling on agencies to review, revise, and when necessary, cut obsolete regulations, the President directed each agency to consider the following issues:

- Is the regulation obsolete?
- Could its intended goal be achieved in more efficient, less obtrusive ways?
- Are there better private sector alternatives, such as market mechanisms, that can better achieve the public good envisioned by the regulation?
- Could private business, setting its own standards and being subject to public accountability, do the job as well?
- Could the states or local governments do the job, making Federal regulation unnecessary?
- Can certain regulatory provisions be relaxed without unduly impacting safety?

Improvements to Customer Service

At these meetings, RSPA will solicit comments on the kind and quality of services its customers want and their level of satisfaction with the services currently provided by the hazardous materials safety program. RSPA will use the comments received to establish service standards and measure results against them; provide choices in both the sources of service and the means of delivery; make information, services, and complaint systems easily accessible; and provide a means to address customer complaints. RSPA's current customer services include providing guidance in understanding and complying with the HMR and processing exemptions, approvals, registrations, grant applications and enforcement actions. Other customer services include conduct of multi-modal hazardous materials seminars, operation of the Hazardous Materials Information Exchange (HMIX) electronic bulletin board, and development and dissemination of training and information materials.

Conduct of Meetings

The meetings will be informal, intended to produce a dialogue between agency personnel and those persons directly affected by the hazardous materials safety programs, regulations and customer services. The meeting officer may find it necessary to limit the time allocated each speaker to ensure that all participants have an opportunity to speak. Conversely, a meeting may conclude before the time scheduled if all persons wishing to participate have been heard.