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Consumer's

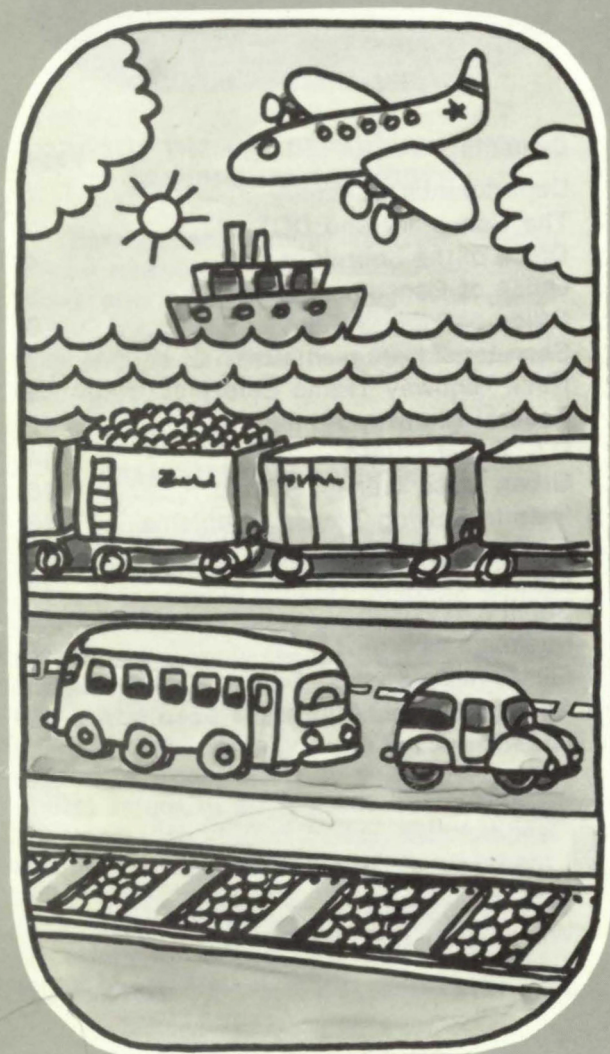
Guide to Programs and Services

of the United States
Department of Transportation

DEPARTMENT OF
TRANSPORTATION

JUL 6 1974

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**Transportation Consumer's
Guide to Programs
and Services
of the U.S.
Department of Transportation,**
compiled by
The Office of Consumer Affairs
produced by
The Office of Public Affairs

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U.S. Department of Transportation
Washington, D.C. 20590

June 1974

DOT P 5200.1



ABOUT THE U.S. DEPARTMENT OF TRANSPORTATION (DOT)

Established October 15, 1966. Began official operations April 1, 1967—bringing under one administrative roof new transportation programs plus activities formerly in more than 30 offices throughout the Federal Government.

DEPARTMENTAL COMPONENTS

Office of the Secretary (OST)

The Secretary of Transportation is appointed by the President. Included in the Office of the Secretary are the Under Secretary, two Deputy Under Secretaries, the General Counsel and five Assistant Secretaries who head staff units having responsibilities that generally cross the lines of all modes of transportation. These responsibilities relate to such areas as consumer affairs, transportation policy, international affairs, technology, systems development, safety and the environment. Ten Secretarial Representatives act on behalf of the Secretary in each of the ten Federal Regions of the Nation.

Operating Administrations

The heads of seven operating administrations appointed by the President are assigned the responsibility for modal operations and report directly to the Secretary. The administrations are:

- United States Coast Guard (USCG)
- Federal Aviation Administration (FAA)
- Federal Highway Administration (FHWA)
- National Highway Traffic Safety Administration (NHTSA)
- Federal Railroad Administration (FRA)
- Urban Mass Transportation Administration (UMTA)
- Saint Lawrence Seaway Development Corporation (SLSDC)

National Transportation Safety Board

(autonomous)

Composed of five members appointed by the President. Investigates transportation accidents and makes recommendations for improving safety.

Field Offices

Departmental field units are stationed at some 3,000 locations in this country and overseas to support and implement Departmental programs.

DOT Headquarters

400 Seventh Street, S.W.
Washington, D. C. 20590

ABOUT THIS BOOKLET

This publication is designed as a handy reference for people interested in transportation matters as they affect the individual users and purchasers of transportation services and goods. It contains:

- Brief, basic information on consumer-related programs of the Department of Transportation
- A list of Department publications, films, and other consumer helps, with costs and addresses from which to order
- A chart and listing of Departmental operating administrations and other Federal agencies with primary responsibilities relating to the most common transportation problems of consumers

It should be noted that most complaints about a transportation product (tires, automobiles, etc.) or services (bus schedules, airline baggage handling, etc.) can be resolved on the local or State level by working through business, community or government consumer programs. If efforts at the local level fail—or if you are unsure what agency to address about a particular idea or problem after consulting the source information in this booklet—write:

Office of Consumer Affairs
U. S. Department of Transportation
Washington, D. C. 20590

or contact the DOT Secretarial Representative for your State.

TRANSPORTATION CONSUMER AND THE U.S. DEPARTMENT OF TRANSPORTATION

As Americans, we are heavy consumers of transportation and transportation services. Each year we spend, cumulatively, some \$200 billion—a fifth of our Gross National Product—for public and private mobility. We depend on the roadways and the railways of our Nation, the airways and the waterways, both for our personal transportation and for the delivery of virtually all our consumer goods.

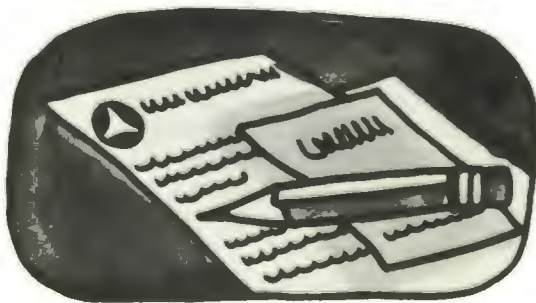
The quality of transportation—how safely, effectively and efficiently it meets our needs—affects the quality of our lives.

The Department of Transportation is the Federal organization responsible for formulating and implementing national transportation policies and programs, to forge and to foster a better national mobility.

The goal of these policies and programs is to serve the needs of the consumer—the user—of transportation services and facilities.

So it is important that we, in the Department, know what consumers' complaints are and what ideas they have for improvement of the system. We welcome your cooperation and your comments. We can sometimes help to resolve an individual problem if all efforts at the local level have failed.

Three units in the Office of the Secretary and six of the seven operating administrations of the Department of Transportation are discussed in relation to their particular interest to consumers. The seventh administration, the Saint Lawrence Seaway Development Corporation—with its Canadian counterpart—operates the St. Lawrence Seaway, which gives the North American continent its "fourth seacoast."



OFFICE OF THE SECRETARY

The consumer has three direct channels of communication within the Office of the Secretary of Transportation:

Office of Consumer Affairs

Office of Public Affairs

Secretarial Representatives in ten major cities across the Nation



OFFICE OF CONSUMER AFFAIRS

The Office of Consumer Affairs is the voice of the transportation consumer in the Department of Transportation—a direct channel between the public and Departmental proposals for programs and legislative action.

This office helps to funnel consumer views to the appropriate action agencies within the Department of Transportation. It also serves to inform the public of Federal policies and programs designed to provide better transportation for the consumer.

Among other functions, the Director and staff members of this office:

- Develop programs for consumer information and education, including advice on ways to get full value for your transportation dollar.
- Work with the President's Consumer Affairs Advisor and with other consumer, government and business groups on transportation consumer problems.
- Conduct public hearings in communities throughout the United States to sound out public opinion on transportation services and problems.
- Encourage citizen involvement in Federal transportation planning and rule-making.

- Establish ways for consumer and community leaders and Departmental components to interact on issues of primary concern to transportation users. The Citizens' Advisory Committee on Transportation Quality—composed of 21 citizens from across the Nation—meets with Departmental staff quarterly on various transportation issues.



OFFICE OF PUBLIC AFFAIRS

The Office of Public Affairs keeps the public, through the national and local news media—press, radio, television—informed of what is going on in the Department of Transportation, particularly in the Office of the Secretary. It also answers thousands of individual telephone and written requests for information each year.

In addition to news releases, staff members prepare and distribute informational booklets, articles, and audio-visual materials.

Wherever possible, they arrange to honor requests for speakers or slide shows from groups interested in transportation. The Secretarial Representatives in the field also assist with such requests.



SECRETARIAL REPRESENTATIVES

President Nixon, in 1969, directed establishment of ten Federal Regions with headquarters in metropolitan areas. The purpose is threefold: to bring the Federal Government closer to the people; to make it more convenient for anyone having business with several agencies by providing central locations; and to provide, through Federal Regional Councils, for interchange of ideas between government agencies and correlation of such closely related programs as housing, land use, and transportation. A Secretarial Representative performs these functions for the Secretary in each of the ten Federal Regions.

Regional headquarters of most of the operating administrations are also located in these cities. Listed below are the Region, address and states served for each of the Secretarial Representatives.

Region	Address	States Served
I	Secretarial Representative U.S. Department of Transportation Transportation Systems Center 55 Broadway Cambridge, Mass. 02142	Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont
II	Secretarial Representative U.S. Department of Transportation 26 Federal Plaza, Room 1811 New York, New York 10007	New York New Jersey Puerto Rico Virgin Islands

- | | |
|---|---|
| <p>III Secretarial Representative
U.S. Department of Transportation
Mall Building, Suite 1214
325 Chestnut Street
Philadelphia, Pa. 19106</p> | <p>Delaware
District of Columbia
Maryland
Pennsylvania
Virginia
West Virginia</p> |
| <p>IV Secretarial Representative
U.S. Department of Transportation
Suite 515
1720 Peachtree Rd., N.W.
Atlanta, Ga. 30309</p> | <p>Alabama
Florida
Georgia
Kentucky
Mississippi
North Carolina
South Carolina
Tennessee</p> |
| <p>V Secretarial Representative
U.S. Department of Transportation
17th Floor
300 S. Wacker Drive
Chicago, Illinois 60606</p> | <p>Illinois
Indiana
Minnesota
Michigan
Ohio
Wisconsin</p> |
| <p>VI Secretarial Representative
U.S. Department of Transportation
9-C-18 Federal Center
1100 Commerce Street
Dallas, Texas 75202</p> | <p>Arkansas
Louisiana
New Mexico
Oklahoma
Texas</p> |
| <p>VII Secretarial Representative
U.S. Department of Transportation
601 E 12th Street, Room 634
Kansas City, Mo. 64106</p> | <p>Iowa
Kansas
Missouri
Nebraska</p> |
| <p>VIII Secretarial Representative
U.S. Department of Transportation
Prudential Plaza, Suite 1822
1050 17th Street
Denver, Colorado 80202</p> | <p>Colorado
Montana
North Dakota
South Dakota
Utah
Wyoming</p> |
| <p>IX Secretarial Representative
U.S. Department of Transportation
Box 36133
450 Golden Gate Avenue
San Francisco, California 94102</p> | <p>Arizona
California
Hawaii
Nevada
Guam</p> |
| <p>X Secretarial Representative
U.S. Department of Transportation
1321 Second Avenue, Room 5079
Seattle, Washington 98101</p> | <p>Alaska
Idaho
Oregon
Washington</p> |



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)

Consumer complaints to the Federal Government regarding auto safety defects are directed to the NHTSA Consumer Affairs Office.

Since Congress passed two basic highway and motor vehicle safety laws in 1966, the highway death rate per 100 million miles driven in the United States has declined—from 5.50 in 1967 to 4.56 in 1972, or more than 17 percent in six years. But—until the energy shortage developed, people were driving more vehicles over more miles each year. The death toll has been hovering around 57,000 annually, with some four million men, women and children injured and a total cost to society of \$50 billion each year. There has been a substantial drop in lives lost during the energy situation due to reduced speed limits and less driving.

The National Highway Traffic Safety Administration was created in 1970 from a former safety bureau to accelerate the national effort to reduce these tolls. It has since been given additional consumer-related functions in the automotive field.

NHTSA (we pronounce it NITSA) administers three principal laws:

- National Traffic and Motor Vehicle Safety Act of 1966 as amended.

- Highway Safety Act of 1966 as amended (jointly administered by NHTSA & FHWA).
- Motor Vehicle Information and Cost Savings Act of 1972.

Of particular interest to car buyers and owners is the last of these, under which NHTSA:

- Establishes front and rear bumper standards for all cars.
- Is establishing diagnostic inspection demonstration centers.
- Is developing a consumer information program to publish comparisons of the average repair costs of various car models, their ability to withstand damage, and their relative "crash-worthiness." (As currently written, the Act will insure that car dealers furnish prospective buyers with information comparing differences in insurance costs for cars based on the model's ability to withstand damage and its ability to protect passengers.)
- Establishes State standards requiring that true odometer readings must be furnished with the title of any passenger motor vehicle being sold. Tampering with odometers is now a Federal offense.

In carrying out its safety responsibilities, NHTSA:

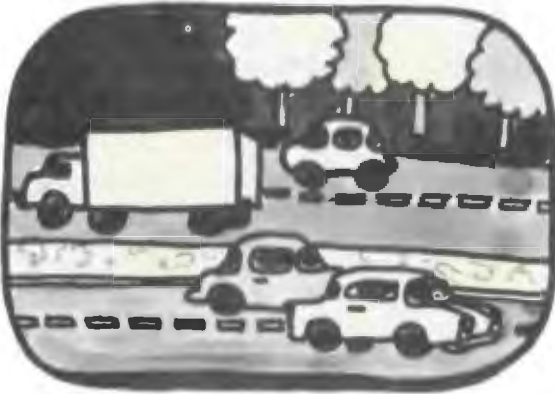
- Develops and issues mandatory safety performance standards for all new motor vehicles and related equipment, both domestic and foreign. These include such vehicles as automobiles, buses, trucks, motor homes, recreational vehicles and motorcycles.
- Develops and issues, with the consent of Congress, uniform national standards

for such State and local highway safety programs as: vehicle registration and inspection, driver training, traffic law enforcement, vehicle codes and laws, and other aspects of traffic safety; and grants matching funds to States and communities to implement approved highway safety programs.

- Conducts research on accident causes and prevention.
- Investigates as necessary all evidence of safety-related motor vehicle defects and enforces requirements for notification to owners of record (holders of warranties or extended warranties) whenever such defects are determined to exist.
- Takes action on safety-related consumer problems and complaints within its jurisdiction and expedites consumer complaints through case examinations with manufacturers.
- Exercises injunctive and inspection powers to insure compliance with the law that provides for civil penalties up to \$400,000 for manufacturing, selling, or importing motor vehicles or motor vehicle equipment not conforming to standards.
- Through the National Motor Vehicle Safety Advisory Council—representing the general public, including State and local governments, motor vehicle and equipment manufacturers, and dealers—advises the Secretary on motor vehicle safety standards; and through the National Highway Safety Advisory Committee—representing State and local governments, public and private interests, and specialists in highway safety advises the Secretary on State highway standards and research.

The National Highway Traffic Safety Administration has its own Office of Con-

sumer Affairs and Public Information as a function of the Office of the Administrator. Consumer requests concerning any of the above programs may be addressed to that office.



FEDERAL HIGHWAY ADMINISTRATION (FHWA)

Since 1916 the Federal Government has worked in a unique partnership with State and local governments to give this country its fine highway system. First they were simple roads to "get the farmer out of the mud." Today the Federal-aid highway network comprises more than 900,000 miles of primary and secondary routes and their urban extensions. And four out of every five Americans old enough to drive have a driver's license.

The States and their local subdivisions have primary responsibility for planning, locating, constructing, maintaining and operating publicly owned highways and highway facilities.

The Federal Highway Administration oversees the national interest in these operations. It derives its authority from the many acts relating to highways passed by Congress from 1894 to 1970 (Title 23 of the United States Code). The principal enabling legislation is the Federal Aid Highway Act and its amendments.

FHWA performs functions of importance to everyone who drives or uses the

highway system. The agency:

- Grants financial aid to States for highway construction and safety improvements, subject to compliance with standards approved by the Federal Highway Administrator.
- Improves highway safety through a program of standards relating to highway design, maintenance and construction, traffic control and traffic engineering, and pedestrian protection.
- Stimulates improvement and uniform use of street and highway accessory facilities such as signs, signals and markings, lighting, electronic aids to the driver, and similar equipment.
- Conducts highway transportation and safety research and development projects.
- Regulates safety-related aspects of motor carriers (trucks, buses, etc.) operating in interstate commerce.
- Administers the highway beautification program, particularly as it relates to billboard removal and junkyard control along the highways.
- Constructs and services roads on public lands such as national parks, forests, and defense installations.
- FHWA encourages multiple use of highway rights of way, so that a highway project can be the means of meeting other community needs—for parking, bikeways, and recreational, commercial, or even housing facilities. It also maintains environmental protection guidelines and enforces the requirement that Federal-aid funds will not be made available for any highway improvement until proper replacement housing is assured for anyone to be displaced by the project.
- There may well be a field office of the Federal Highway Administration in your area. Look in the telephone directory under United States Government.



UNITED STATES COAST GUARD (USCG)

Americans own close to eight million small boats and their number increases by some 5,000 a week. Pleasure boat casualties now total about 1,500 a year. The Coast Guard and its volunteer arm, the Coast Guard Auxiliary, conduct an intensive safety education and enforcement program to train private owners in the safe handling of their boats under all conditions. As an example of the lengths to which they'll go to get their message across—in 1973, 60 commuters on a morning rush-hour commuter train of the Long Island Railroad took a course of five one-hour lectures by Auxiliary members on their way to work. The last car of the train was outfitted with a slide projector, life preservers, charts and other necessary training aids and the course covered a variety of subjects dealing with basic boating procedures and safety.

This responsibility stems from the Federal Boat Safety Act of 1971. The main body of laws governing the Coast Guard is contained in Title 14 of the U.S. Code.

The United States Coast Guard traces its origins back to 1790. It became part of the Department of Transportation in 1967. It is charged with enforcement of Federal laws on the high seas and navigable waters

of the United States, and with the saving of life and property.

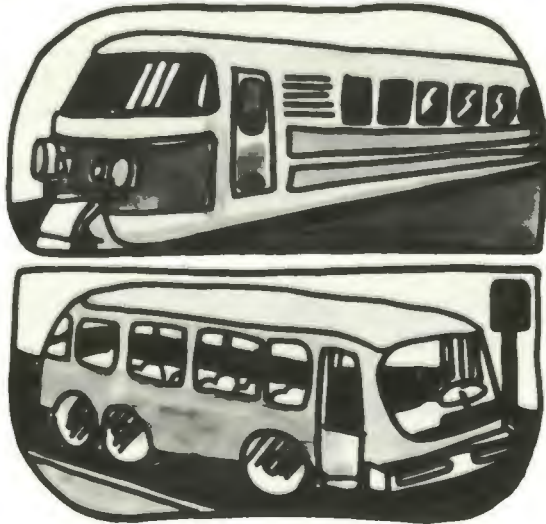
Coast Guard services are vital to water travelers and consumers of marine services. The Coast Guard:

- Protects passengers and crews on American ships by enforcing Federal safety standards.
- Aids mariners in distress from Coast Guard stations around the world.
- Establishes and maintains more than 48,000 maritime navigation aids, ranging from relatively simple river buoys to the highly sophisticated Long Range Aid to Navigation (LORAN) network that extends around the globe and serves both marine and air traffic.
- Uses its icebreakers to open ice-blocked channels and ports for commerce.
- Enforces anti-pollution laws, particularly through prevention of cleanup of oil spills on the high seas or threatening our shores.
- Enforces fisheries conservation treaties and laws.
- Establishes minimum safety standards for recreational boats and associated equipment.
- Conducts an active boating safety information program. It is assisted by a non-military Coast Guard Auxiliary which provides, upon request, courtesy examination of boats for compliance with laws and safety standards and affixes a decal to each boat that qualifies. The Auxiliary also provides courses in small boating, basic seamanship, and motor boat handling. These include instruction in navigation, boating laws, piloting, maneuvering, seamanship, and boat handling.

At the public's service:

To reach Coast Guard stations in emergency situations, check under the Department of Transportation in the U.S. Government section of the phone book or with the operator. Coast Guard Auxiliary boating safety classes are advertised locally and inspection services are provided at most boat basins and yacht clubs.

Information on the Coast Guard and its programs is provided through any of the district offices in Boston, New York, Norfolk, Miami, New Orleans, St. Louis, Cleveland, Long Beach, San Francisco, Seattle, Juneau, and Honolulu or by writing: Commandant, U. S. Coast Guard, Department of Transportation, Washington, D. C. 20590.



URBAN MASS TRANSPORTATION ADMINISTRATION (UMTA)

The decline of urban public transportation since the end of World War II has created real hardship for millions of people. Today, in addition to that hardship, air pollution, energy shortages, and traffic congestion make it imperative that cities upgrade and modernize their mass transportation systems.

The Urban Mass Transportation Administration was established in 1968 when the Federal responsibility in urban mass transportation was transferred to the Department of Transportation from the Department of Housing and Urban Development.

The agency administers the Urban Mass Transportation Act of 1964, as amended. It operates primarily through three categorical grant programs designed to benefit the consumer by providing improved transit service:

- Capital improvement grants and loans to assist States and other public bodies in financing the acquisition, construction, reconstruction, and improvement of facilities and equipment for use in mass transportation services in urban areas. Many bus systems that were about to go out of business have been rescued under this program; others are being modernized and expanded; and a number of new rapid transit systems are under construction.
- Grants for research, development and demonstrations to assist in the reduction of urban transportation problems, improvement of mass transportation service, or the contribution of such service toward meeting total urban transportation needs at minimum costs. Dial-A-Ride, Personal Rapid Transit Systems, and other advanced concepts are being developed and tested under this program.
- Grants for technical studies—made to States and local public bodies for planning, engineering, and design of urban mass transportation projects, and other technical studies to be included in a unified or officially coordinated urban mass transportation system. Such studies frequently precede applications for capital grants.

MAJOR FEDERAL SOURCES FOR CONSUMER INFORMATION ON TRANSPORTATION PROBLEMS

Several Federal agencies may be involved in any one transportation problem area. This chart is intended as a general guide to the consumer who wants to contact the Federal Government and has no idea where

to start. Your letter will be forwarded if another agency has primary responsibility. The agency names [abbreviated here] and addresses are on page 36.

Transportation Related Problem or Concern	U.S. DEPARTMENT OF TRANSPORTATION							OTHER FEDERAL AGENCIES			
	OST	NHTSA	FHWA	USCG	UMTA	FRA	FAA	CAB	ICC	FTC	EPA
Transportation Safety	X										
Automobile and bus		X									
Motor home and recreational vehicle*		X									
Motorcycle		X									
Bicycle*	X	X	X								
Pedestrian		X	X								
Motor carrier (including trucks, busses, etc. involved in interstate commerce)		X	X								
Highway			X								
Aviation							X				
Rail						X					
Boating				X							
Pipeline	X										
Environmental Protection	X		X				X				X
Air							X				X
Water				X							X
Noise	X						X				X
Passenger and cargo security	X										
Air fares, schedules and services (including charter flights)								X			
Interstate rail**, bus and truck fares and services, including moving of household goods									X		
Warranties, guarantees and deceptive advertising, selling and credit transactions										X	
Development and improvement of the total transportation system	X										
Urban transportation improvements and grants to cities					X						
Grants to States for highway construction, bicycle lanes and other improvements			X								
Grants to cities and States for airport construction and improvements							X				
Car pooling			X		X						

* Bicycle design and the household products within motor homes are among the areas of concern of the new Consumer Product Safety Commission (CPSC). For information write the Commission's Bureau of Information and Education, 5401 Westbard Avenue, Bethesda, Maryland 20016.

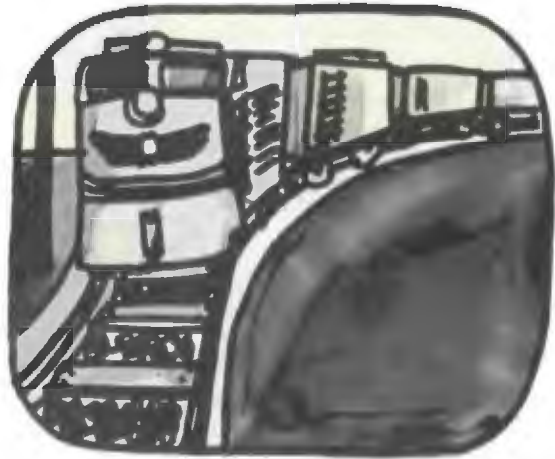
**AMTRAK (The National Railroad Passenger Corporation) operates and regulates most rail passenger service. The Consumer Service Office is located at 955 L'Enfant Plaza, Washington, D.C. 20024.

UMTA gives full consideration to environmental, social, and economic aspects of all proposed projects. National policy also requires that consideration be given in the planning and design of mass transportation facilities and services to the special needs of the elderly and the handicapped. Both public agencies and private non-profit organizations may now apply for grants for transportation needs of the elderly and handicapped.

Most mass transit-related consumer inputs, problems and complaints are properly directed to State and local agencies or organizations. UMTA has, therefore, directed its efforts to solving those consumer problems common to the transit industry. Some of these problems and related programs are:

- Providing adequate mobility for the transportation disadvantaged. Projects are exploring ways and means to provide more convenient, comfortable public transportation for the elderly and the handicapped, and to provide transportation services so that poor youth can participate in job training and recreation.
- Developing and evaluating improved information systems to acquaint urban residents with availability of public transit.
- Applying automation to bus scheduling so that the 2:20 gets there on time instead of leaving you standing in the rain until 2:55.
- Reducing vandalism and increasing passenger security on transit vehicles.
- Reducing air pollution, noise and vibration from bus operations.
- Improving bus technology, through development of an all-new vehicle designed specifically for the comfort, safety, and convenience of the urban transit rider.

Specific program information and selected publications, including a copy of the Urban Mass Transportation Act, are available from the Urban Mass Transportation Administration, Department of Transportation, Washington, D. C. 20590.



FEDERAL RAILROAD ADMINISTRATION (FRA)

The average consumer little realizes how dependent he is upon railroad freight service. Railroads carry three-fourths of all coal, a source not only of heat but of power. In addition to such bulk and raw materials as ore and grain, their traffic includes: 86 percent of all pulp and paper; 78 percent of all lumber and wood; 76 percent of new automobiles and automobile parts; 74 percent of all frozen and canned goods; 73 percent of all cotton for textile mills; 71 percent of all household appliances; and 60 percent of all manufactured products. Present forecasts indicate that the railroad industry will be expected to increase its freight haulage to more than one trillion ton-miles annually by 1980. This will require a concerted effort by government, industry, and labor to keep the railroads healthy.

The two Federal agencies whose op-

erations most directly affect the future of the railroads are:

- The independent Interstate Commerce Commission which regulates rates, fares and charges; acts on applications to construct or abandon lines of railroad; rules upon applications for mergers; and performs other related functions.
- The Federal Railroad Administration of the Department of Transportation, which is charged with fostering and improving vital rail freight services, and which administers the Rail Safety Act of 1970, operates the government-owned Alaska Railroad, and has responsibilities in relation to the Rail Passenger Service Act of 1970.

In serving the consumer's rail transportation needs and interests, the Federal Railroad Administration:

- Sponsors research, development and demonstration programs to improve both passenger and freight service and to test the feasibility of new technologies and systems. The success of the Metroliner and TurboTrain demonstration program between Boston and Washington, D. C., for instance, suggested that the public would patronize rail service if it were comfortable, convenient, and reliable.
- Issues and enforces standards for achieving greater railroad safety. Prior to the enactment of the Rail Safety Act, Federal regulations covered only a few specific areas. This limitation impaired effectiveness and resulted in only minimal public agency involvement in many safety-related problem areas.
- Exercises general regulatory authority over the entire broad range of railroad safety-related activities including grade crossings, railroad rights of way, haz-

ardous materials handling and shipment, employee training and physical standards, equipment design, and construction and maintenance standards.

- Has broad responsibility for the administration of the Rail Passenger Service Act of 1970. Through this legislation, the National Rail Passenger Corporation (AMTRAK) was created and on May 1, 1971, began operating most of the Nation's intercity passenger trains. FRA evaluates AMTRAK operations and reports to the President and Congress. AMTRAK is not a Federal agency. It is a "for profit" corporation. The address of the AMTRAK Consumer Service Office is on page 19



FEDERAL AVIATION ADMINISTRATION (FAA)

A walk through any metropolitan airport convinces us that flying is no longer for the favored few. It is a way of life for countless Americans who fly on business or for pleasure. Their safety in the air is a prime concern of the Federal Aviation Administration.

Two Federal agencies largely influence the aviation picture:

- The Civil Aeronautics Board (CAB), an independent agency, regulates the economic aspects of air transportation, including fares, routes and services.
- The Federal Aviation Administration administers the Federal Aviation Act of 1958, Noise Abatement Amendments of 1968, and the Airport and Airways Development Act of 1970. Among its services to consumers, FAA:
- Promotes aviation and insures safety and efficiency of the national aviation system. This includes certification of all civil airmen and aircraft; maintenance of navigation aids and the airway system; distribution of funds for airport development; research into all phases of aviation safety.
- Assures that aviation activities are made increasingly compatible with environmental standards in respect to noise and air pollution.
- Assists the National Transportation Safety Board in investigating aircraft accidents.
- Works with schools, colleges and the general public in the development of aviation education programs.

Service to the public

The FAA has a number of field offices throughout the United States to serve the public. For address, see phone book listings under U.S. Government or write to Federal Aviation Administration, Department of Transportation, Washington, D. C. 20591.



**CONSUMER-ORIENTED
PUBLICATIONS, FILMS, SLIDES,
TEACHING AIDS**
(As of Fall, 1973)

OFFICE OF THE SECRETARY
400 Seventh Street, S.W.
Washington, D.C. 20590

Office of Consumer Affairs

PUBLICATIONS

Transportation Topics for Consumers. A newsletter published quarterly. Free. Office of Consumer Affairs, DOT.

A Report to the Secretary of Transportation By The Citizens' Advisory Committee on Transportation Quality (1970). Available from the National Technical Information Service, 5285 Port Royal Road, Springfield, Virginia 22151, Cost \$3.00, Order No. PB 195-134.

Community Participation in Highway Planning (1972). A report to the Secretary of Transportation by the Citizens' Advisory Committee on Transportation Quality. Single copy free, Office of Consumer Affairs, DOT.

Gasoline: More Miles Per Gallon (1974). Single Copy, Office of Public Affairs, DOT or purchase from Consumer Product Information, Pueblo, Colo. 81009, Price 35¢. Order No. 217B.

Office of Public Affairs

PUBLICATIONS

Single copies available on request from: Office of Public Affairs, DOT.

U.S. Department of Transportation—Facts and Functions

America on the Move (informal history of transportation)

About Bicycling

Let's Unravel the Urban Snarl

Directory of Transportation Education *

Better Transportation for Our Senior Citizens

Contracting with the U.S. Department of Transportation (January, 1974)

Publications of interest to consumers, developed by other offices under the Office of the Secretary:

Transportation Noise and Its Control (1972). Order from the Superintendent of Documents, Washington, D.C. 20402. Price 70¢. Order No. TD 1.2:N69.

Motor Vehicle Crash Losses and Their Compensation in the United States (1971). Order from the Superintendent of Documents, Washington, D.C. 20402. Price 65¢. Order No. TD 1.17:M85/2. From the automobile insurance and compensation study conducted by the Department—basis for the thrust toward "no-fault" automobile insurance. A complete listing of the 24 publications in this study may be requested

without charge from the Office of Public Affairs, DOT.

Evaluation of Traveler Service Problems— Order from National Technical Information Service, 5285 Port Royal Road, Springfield, Virginia 22151. Price \$3.00, Order No. PB 210-644.

* Publication being updated, write for availability date

FILMS AND SLIDE SHOW

These 16 mm motion pictures, sound-on-film, are cleared for use on television. They may be ordered on a loan basis, without charge, from the Office of Public Affairs, DOT.

This Is The Department of Transportation— 18 minutes.

TRANSPO 72: Red, White and Blue—14½ minutes. Highlights of the first International Exposition; covers present and future forms of transportation.

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

400 Seventh Street, S.W.
Washington, D.C. 20590

PUBLICATIONS

Order from: Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402:

What to Buy in Child Restraint Systems (1971, Price 20¢, Order No. TD8.2:C43

Read Before Driving, 15¢, Order No. TD8.2:D83/971

Consumer Aid Publications (10 separate booklets compiled from data supplied by manufacturers (1970-73)

Performance Data for Passenger Cars and Motorcycles

- (1) 1970 vehicles—Order No. TD2.213: 1/1, Price \$2.25
- (2) 1971 vehicles—Order No. TD8.14: 2/1, Price \$2.00
- (3) 1972 vehicles—Order No. TD8.14: 3/1, Price \$2.00
- (4) 1973 vehicles—Order No. TD8.14:4, Price \$2.85

Brakes: A Comparison of Braking Performance For Passenger Cars

- (5) 1971 vehicles—Order No. TD8.14/2: 1/pt. 1, Price 40¢
- (6) 1972 vehicles—Order No. TD8.14/2: 2/pt. 1, Price 50¢
- (7) 1973 vehicles—Order No. TD8.14/2: 3/pt. 1, Price 55¢

Tires: A Comparison of Tire Reserve Load for Passenger Cars

- (8) 1971 vehicles—Order No. TD8.14/2: 1 pt. 2, Price 40¢
- (9) 1972 vehicles—Order No. TD8.14/2: 2/pt. 2, Price 45¢
- (10) 1973 vehicles—Order No. TD8.14/2: 3/pt. 2, Price 65¢

School Bus Safety Problems, 1971—Price 70¢, Order No. TD8.2:B96

Automobile Safety Belt Fact Book, Price 25¢, Order No. TD8.2: Au8

The Case for Seat Belts, Experimental and Statistical Evidence, January 1973, Price 25¢, Order No. TD8.2: Se1

Safety Belt Instructional Booklet, Price 20¢, Order No. TD8.8: Sa1

Teaching Children About Safety Belts,

Grades K thru 3, Price 30¢, Order No. TD 8.2: Sa1/4

Suggestions for Increasing the Use of Vehicle Restraint Systems—September 1972; Price 45¢, Order No. TD8.8: R31

Automobile Safety Belt Activities Book—Grades 4 thru 7, Price 25¢, Order No. TD8.2: Au 8/2/973

The Safety Belt Game, Price 75¢, Order No. TD8.2: Sa 1/5

Standards: Federal Motor Vehicle Safety Standards, June 1972, Price 15¢, Order No. TD8.6: M85/972

Summary of Film Evaluations, Price 30¢, Order No. TD8.2: F48/2

Single copies of the following fact sheets, developed by NHTSA, as news releases, to inform consumers, may be ordered from Consumer Product Information, Pueblo, Colorado 81009:

Current Listing of Automobiles Being Investigated for Possible Safety-Related Defects and Investigations Recently Completed—

Facts to Know About Importing a Foreign Car

Minibikes—What Every Parent Should Know, Order No. 042B

Studded Tires—What Every Motorist Should Know, Order No. 022B

The Hazards of “Mixing” Tire Types, Order No. 024B

Safety Tips on the Purchase and Use of Hydraulic Brake Fluids, Order No. 021B

Other NHTSA publications and where available:

Local Participation in State and Community Highway Safety Programs (November 1969), available from General Services Division, NHTSA, on request

There Are Lots of Safety Belt Myths. Why Not Consider the Truths? (June 1972) Free from NHTSA

Three Rules for Maximum Tire Life (1973), Fact Sheet, free from NHTSA

Fatality Trend Charts (Quarterly), available from Mathematical Analysis Division, NHTSA

Passive Protection at 50 Miles Per Hour, June 1972, available from General Services Division, NHTSA, on request, Order No. DOT HS 810 197

Societal Costs of Motor Vehicle Accidents, A preliminary report (April 1972), available from General Services Division, NHTSA, Order No. HS-820 185

New Hope—New Possibilities, A report to the Religious Communities on the Alcohol Safety Action Projects (ASAP), for sale by the National Technical Information Service, Springfield, Virginia 22151, Price \$3.00, Order No. PB 213 319

Consumer Protection Under the New Anti-Tampering Odometer Law (1973) Fact sheet, Single copy free from NHTSA.

FILMS

Available on loan. Schedule from NHTSA well ahead.

The Drinking Driver—F-47, 16 mm, color, sound, 25 minutes

ESV Interim Film—F-389. This film reviews tests of Fairchild and AMF experimental safety vehicles, 16 mm, color, sound, 6 minutes

Ladies and Gentlemen of the Jury—F-675-9. After an accident, tests show driver was unable to control his automobile because of alcohol, 16 mm, color, 27½ minutes

To Save Your Life—F-250-9—Seat belts and air bags in automobiles, 16 mm, color, sound, 25 minutes

FEDERAL HIGHWAY ADMINISTRATION

400 Seventh Street, S.W.
Washington, D.C. 20590

PUBLICATIONS

For free booklet, **FHWA Publications**, listing all publications available from the Superintendent of Documents, write the Federal Highway Administration at the above address.

The following selected publications are for sale by: Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402:

A Book About Space, Price 75¢, Order No. TD2.102:Sp1 (1968)

Federal Aid Highway Map (1970), Price \$1.50, TD2.116:F-31/970

The Freeway in the City (1968), Price \$3.00, Order No. TD2.102:F87

The National System of Interstate and Defense Highways (1972), Price 15¢, Order No. TD2.2:In8/2/972

Manual on Uniform Traffic Control Devices for Streets and Highways (1971), Price \$3.50, Order No. TD2.8:T67

America's Lifelines: Federal Aid for Highways (1969), Price 35¢, Order No. TD2.102: L62

Federal Assistance Available When Natural Disaster Damages Roads, Streets and Bridges (1971), Price 10¢, Order No. TD2.2: F31/3

Fatal and Injury Accident Rates on Federal-Aid and Other Highway Systems (1971), Price 65¢, Order No. TD2.20:971

Handbook of Highway Safety Design and Operating Practices (Revised 1973), Price \$2.00, Order No. TD2.8:H53/973

The New Look in Traffic Signs and Markings—Signs, Signals and Pavement Markings, (1972), Price 35¢, Order No. TD2.2: T67

Cost of Operating An Automobile (1974), Price 25¢, Order from Consumer Product Information, Pueblo, Colorado 81009

Are We Running Out of Gas? (1973), single copy free, write to Public Affairs, FHWA.

Car Pool and Bus Pool-Matching Guides, write Urban Planning Division, FHWA.

The Effect of Speed on Automobile Gasoline Consumption Rates (1973), single copy free, write to Public Affairs, FHWA.

FILMS

A catalog listing all FHWA 16 mm films is available without charge from the Publications and Visual Aids Branch of FHWA. Although many of these are technical, several—having to do with such subjects as winter driving and automobile tire hydroplaning—are of consumer interest. The catalog includes instructions for ordering.

UNITED STATES COAST GUARD

400 Seventh Street, S.W.
Washington, D.C. 20590

PUBLICATIONS

Coast Guard publications for sale by: Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402:

U.S. Coast Guard Recreational Boating Guide, 1971, 93 p. Price 60¢, sets forth the basic principles of safe boating. Order No. TD5:8:B63.

Skipper's Course (1972), 96 p. Cost \$1.50, a programmed learning course in the fundamentals of boating safety. Order No. TD5.2SK3.

A single copy of each of the following publications is available from U.S. Coast Guard (BD-3):

Pleasure Craft, Federal Requirements for Boats, (CG-290)

Almost Everything You Wanted to Know About Boating But Were Ashamed to Ask (CG-428)

Does a BOSDET Bite? (CG-427), information on Coast Guard boating safety detachments

Emergency Repairs Afloat (CG-151)

What's Your Move? The USCG Auxiliary (AUX-203)

Marine Communications for the Boating Public (CG-423)

FILMS AND SLIDE PRESENTATION

The following films are available for sale from the National Audio-Visual Center (GSA), Washington, D.C. 20409. They are also available on a free loan basis from the 12 Coast Guard District Offices.

Suddenly and Without Warning, (about capsizing) (1971), 16 mm, color, 6 minutes, Cost \$25.50

What Now Skipper, (fire fighting on small boats) (1972), 16 mm, color, 20 minutes, Cost \$78.00

Capsizing, Sinkings, and Falls Overboard (1968), 16 mm, color, 14 minutes, Cost \$52.00

Legal Requirements for Boatmen (1968), 16 mm, color, 17½ minutes, Cost \$66.00

Boating Safety-B—Courtesy Afloat (1962), 16 mm, color, 20 minutes, \$77.00

Rules of the Road for Boatmen (1959), 16 mm, color, 16 minutes, Cost \$63.00

The SOS Course (1973), 35 mm slides and text, basic boating safety course, 2 hours, \$28.50. No boating knowledge required to utilize.

URBAN MASS TRANSPORTATION ADMINISTRATION

400 Seventh Street, S.W.
Washington, D.C. 20590

Specific program information and selected publication, including a copy of the Urban Mass Transportation Act, are available from the above address.

FEDERAL RAILROAD ADMINISTRATION

400 Seventh Street, S.W.
Washington, D.C. 20590

A booklet entitled **FRA Track Safety Standards** is available through the Office of Public Affairs of FRA at the above address. Price—copies 1 to 5: 70¢ per copy; 6 to 25: 55¢ per copy (send check or money order)

FEDERAL AVIATION ADMINISTRATION

800 Independence Ave., S.W.
Washington, D.C. 20591

PUBLICATIONS

FAA: What It Is, What It Does, a photographically illustrated brochure describing the activities of the Federal Aviation Administration. Available free from the DOT Distribution Unit, TAD-484.3, Washington, D.C. 20590.

Federal Aviation Administration, a descriptive brochure available free from the DOT Distribution Unit, TAD-484.3, Washington, D.C. 20590.

FAA Aviation News, FAA's official monthly magazine, containing lively, concise articles on aviation—with important tips on making flying safe and interesting. Subscription \$3.50 per year. Order from: Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Catalog No. TD 4.9 (AVN).

AUDIO-VISUAL MATERIALS

FAA Film Catalog, a 20-page brochure listing all FAA motion picture films, filmstrips, and audio-slide packets available to the public, is available without charge from the DOT Distribution Unit, TAD-484.3, Washington, D.C. 20590.

AGENCY ABBREVIATIONS AND ADDRESSES

Abbreviation	Agency Name and Address	Telephone Number*
DOT	U.S. Department of Transportation 400 7th Street, S.W. Washington, D.C. 20590	Office of Public Affairs 202-426-4321
OST	Office of the Secretary of Transportation.	Office of Consumer Affairs 202-426-4520
NHTSA	National Highway Traffic Safety Administration (address above)	Consumer and Public Affairs 202-426-0670
FHWA	Federal Highway Administration (address above)	Public Affairs 202-426-0648
USCG	United States Coast Guard (address above)	Public Affairs 202-426-1587
UMTA	Urban Mass Transportation Administration (address above)	Public Affairs 202-426-4043
FRA	Federal Railroad Administration (address above)	Public Affairs 202-426-0881
FAA	Federal Aviation Administration U.S. Department of Transportation 800 Independence Avenue, S.W. Washington, D.C. 20591	Public Affairs 202-426-3883
CAB	Civil Aeronautics Board 1825 Connecticut Avenue, N.W. Washington, D.C. 20428	Consumer Phone 202-382-7735
ICC	Interstate Commerce Commission Constitution Avenue and 12th Street, N.W. Washington, D.C. 20423	Consumer Phone 202-382-7735 343-4761
FTC	Federal Trade Commission Pennsylvania Avenue and 6th Street, N.W. Washington, D.C. 20580	Bureau of Consumer Protection 202-962-2358
EPA	Environmental Protection Agency 401 M Street, S.W. Washington, D.C. 20460	Public Information 202-755-0890

*For specific information consumers may
be referred to other numbers)

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