



U.S. Department of
Transportation

Office of the Secretary
of Transportation

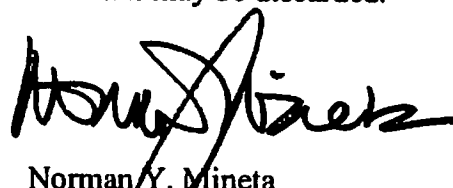
ORDER

DOT 1100.72A

1-14-02

Subject: DEPARTMENT OF TRANSPORTATION ORGANIZATION MANUAL
FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION

1. **PURPOSE:** To reissue the Federal Motor Carrier Safety Administration's (FMCSA) portion of the Department of Transportation Organization Manual.
2. **CANCELLATION:** DOT 1100.72.
3. **EXPLANATION OF CHANGES:** This change documents organizational changes within the FMCSA, and replaces DOT 1100.72. The more substantive changes follow.
 - a. The Office of Strategic Planning and Program Evaluation is established as a fourth staff office within the Office of the Administrator, and is responsible for the agency's strategic planning and program evaluation functions. It also serves as FMCSA's liaison to the National Transportation Safety Board.
 - b. The Office of the Assistant Administrator/Chief Safety Officer (CSO) provides executive direction and guidance to FMCSA's field organizations through four Field Administrators – the field organization reports to the Assistant Administrator/CSO. Also, the Office of the Assistant Administrator/CSO is the agency's liaison regarding Office of the Inspector General and General Accounting Office audits and evaluations.
 - c. The Associate Administrator for Administration (Office of Budget, Finance, and Management Services) serves as the central clearing point for written communications directed to, or issued by, the Office of the Administrator. Also, this office serves as the liaison to the Department of Transportation's Chief Information Officer, and is the agency's principal advisor on information technology infrastructure.
4. **FILING INSTRUCTIONS:**
 - a. Remove Pages Dated Insert Pages Dated
Replace all pages of DOT 1100.72.
 - b. After filing the attached pages, this transmittal may be discarded.


Norman Y. Mineta
Secretary of Transportation

DISTRIBUTION: All Secretarial Offices
All Operating Administrations
Bureau of Transportation Statistics

OPI: Federal Motor Carrier
Safety Administration

**DEPARTMENT OF TRANSPORTATION ORGANIZATION MANUAL
FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION**

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Departmental Overview

FEDERAL MOTOR CARRIER SAFETY ADMINISTRATION

1. General Description. The Federal Motor Carrier Safety Administration (FMCSA) is responsible for:
 - a. managing program and regulatory activities, including administering laws and promulgating and enforcing regulations on safety matters relating to motor carrier safety;
 - b. carrying out motor carrier registration and authority to regulate household goods transportation;
 - c. developing strategies for improving commercial motor vehicle, operator, and carrier safety;
 - d. inspecting records and equipment of commercial motor carriers, and investigating accidents and reporting violations of motor carrier safety regulations; and
 - e. carrying out research, development, and technology transfer activities to promote safety of operation and equipment of motor vehicles for the motor carrier transportation program.
2. Origin. The Federal motor carrier program was established by Congress in the Motor Carrier Act of 1935. The program consisted of both economic (or commercial) and safety regulation of the interstate truck and bus industries and was administered by the Interstate Commerce Commission (ICC). The motor carrier safety regulatory functions of the ICC were housed in its Bureau of Motor Carrier Safety (BMCS).

In 1966, Congress enacted the Department of Transportation Act, creating the United States Department of Transportation (DOT). The DOT was formed in 1967 pursuant to the Department of Transportation Act, and the ICC's BMCS and its safety regulatory authority were transferred to the Federal Highway Administration (FHWA), a statutorily established operating administration within the DOT.

In 1986, the FHWA reorganized certain of its operations, eliminated the BMCS, and established the Office of Motor Carriers which was headed by an FHWA Associate Administrator. In 1995, the Congress enacted the ICC Termination Act. This Act, among other things, transferred to the DOT the remaining interstate truck and bus economic regulatory authority, which the DOT in turn delegated to the FHWA.

In February 1999, the FHWA Headquarters was restructured and the motor carrier program was combined with other highway safety functions, forming the Motor Carrier and Highway Safety Core Business Unit. Later that year on October 9, 1999, Congress rescinded FHWA's authority over the motor carrier program, thus leading to the establishment of a separate Office of Motor Carrier Safety within the DOT. On December 9, 1999, the President signed the Motor Carrier Safety Improvement Act of 1999 [Public Law No. 106-159, 113 Stat. 1748 (December 9, 1999)] establishing within the DOT a Federal Motor Carrier Safety Administration effective on January 1, 2000.

ORGANIZATION AND STRUCTURE

1. Headquarters Organization. The Federal Motor Carrier Safety Administration's (FMCSA) Headquarters organization provides policy and overall program direction to the Agency and is comprised of the following offices:
 - a. the Office of the Administrator which includes the Deputy Administrator, the Regulatory Ombudsman, and four staff offices (i.e., Chief Counsel, Public and Consumer Affairs, Civil Rights, and Strategic Planning and Program Evaluation);
 - b. the Office of the Assistant Administrator (Chief Safety Officer); and
 - c. four Associate Administrators (i.e., Administration; Research, Technology, and Information Management; Policy and Program Development; and Enforcement and Program Delivery).
2. Field Organization. The field organization, which consists of Service Centers and Division Offices, delivers program services to FMCSA's partners and customers. Designated Field Administrators within Field Operations, a Headquarters element under the executive direction of the Assistant Administrator (Chief Safety Officer), provide direction to and supervision of the FMCSA Service Centers and Division Offices.
 - a. Service Centers. The Service Centers support the Division Offices in their primary role of program delivery to FMCSA's partners and customers by providing enforcement appeal processing and technical expertise in highly specialized program areas, such as Hazardous Materials, Intelligent Transportation Systems/Commercial Vehicle Operations (ITS/CVO), etc. The FMCSA has four Service Centers, i.e., Eastern (Baltimore, MD), Southern (Atlanta, GA), Midwestern (Olympia Fields, IL), and Western (San Francisco, CA).
 - b. Division Offices. The Division Offices provide front line motor carrier program delivery assistance to partners and customers who are responsible for motor carrier highway safety and compliance, including but not limited to, technical assistance relating to regulations and standards, and compliance investigations and determinations. The FMCSA has 52 Division Offices. Additionally, satellite offices are located in several states with high concentrations of motor carrier activity.

Vertical lines denote changes.

MISSION AND FUNCTIONS

OFFICE OF THE ADMINISTRATOR

1. **Mission.** Administers the Federal Motor Carrier Safety Administration and advises and assists the Secretary of Transportation in matters pertinent to the Agency and its functions.
2. **Functions.**
 - a. **The Administrator:**
 - (1) Provides executive direction over the various FMCSA Headquarters and field organizations and is directly accountable to the Secretary and Deputy Secretary for accomplishing the Agency's mission and supporting the Secretary's goals and objectives.
 - (2) Provides executive direction to the FMCSA Regulatory Ombudsman, and consults with the Federal Highway Administrator, the National Highway Traffic Safety Administrator, and other modal Administrators, as appropriate, on matters related to highway and motor carrier safety.
 - b. **The Deputy Administrator:**
 - (1) Assists the Administrator in the discharge of the Administrator's responsibilities, with authority to act for the Administrator in all matters not reserved to the Administrator by law, order, or instruction of the Administrator.
 - (2) Acts on matters not requiring the personal attention of the Administrator and recommends action when the Administrator's review/approval is required. Assists the Administrator in the overall executive direction of FMCSA Headquarters and field organizations.

Regulatory Ombudsman

1. Mission. Expedites rulemaking proceedings, ensuring the timeliness and completeness of policy, procedural, and analytical approaches.
2. Functions. Under the executive direction of the FMCSA Administrator, and through delegations from the Secretary and the FMCSA Administrator:
 - a. Acts to resolve conflicts identified by FMCSA and departmental officials who are participating in the rulemaking process.
 - b. Evaluates adequacy of staff and funding support assigned to rulemaking projects and recommends whether additional staff and/or resources are needed to meet all deadlines, particularly Congressionally-mandated deadlines.

Office of the Chief Counsel

1. **Mission.** Provides legal advice to the Administrator and provides a comprehensive program of legal services to the Federal Motor Carrier Safety Administration.
2. **Functions.** Under the executive direction of the FMCSA Administrator and the general professional supervision of the DOT Office of the General Counsel:
 - a. Renders legal services and provides legal advice to all FMCSA Headquarters and field offices concerning all aspects of the programs, functions, or activities for which FMCSA is responsible, including but not limited to: interpretation, administration, and enforcement of the motor carrier safety and hazardous materials regulations and prosecution of violators; minimum financial responsibility; commercial driver's license (CDL) regulations; Agency contracting activities; Agency personnel, civil rights, and ethics issues; and the Agency's administration of laws relating to public access to Government information.
 - b. Provides legal representation and other legal services in connection with litigation or administrative proceedings involving FMCSA or its officials. Provides appropriate liaison and assistance to the Department of Justice and the DOT Office of the General Counsel on such matters.
 - c. Performs all legal services associated with the drafting of legislation and the preparation of comments on pending bills. In coordination with the Agency's Office of Policy, Plans, and Regulations and the DOT Office of the General Counsel, drafts legislative proposals, prepares reports on legislation, prepares testimony, responds to Congressional inquiries regarding legislation, attends Congressional hearings and committee staff meetings, and prepares witnesses.
 - d. Provides legal services in connection with the development and coordination of all FMCSA regulations. Reviews directives and rulemaking actions for legal sufficiency and compliance with applicable Federal laws, Executive Orders, and regulations.

Office of Public and Consumer Affairs

1. **Mission.** Promotes public and consumer understanding of, and support for, Federal Motor Carrier Safety Administration programs, activities, policies, and strategies.
2. **Functions.** Under the executive direction of the FMCSA Administrator:
 - a. Serves as the FMCSA's official spokesperson, including but not limited to, communications involving the motor carrier industry, motor carrier safety interest groups, and other governmental interests affected by or involved in motor carrier activities. Monitors industry and governmental developments that might impact FMCSA programs.
 - b. Coordinates educational and informational events to promote awareness of FMCSA programs, activities, objectives, and goals by the public, industry, safety interest groups, state and local governmental agencies, and the media.
 - c. Plans, initiates, and coordinates interviews by the press, radio, or television media with Agency officials as well as other informational opportunities, including public forums, hearings, symposia, and conferences.
 - d. Develops informational materials, utilizing a range of media, for use in educational and informational campaigns and for use by Agency officials in both internal and external settings including speeches, briefing materials, hearings, conferences, public forums, etc.
 - e. Provides advice and assistance to field offices on techniques and approaches for providing information to the public with respect to FMCSA programs.
 - f. Provides technical advice and assistance to other FMCSA offices in the development and implementation of marketing strategies to promote and foster program initiatives.
 - g. Administers the consumer affairs aspects of the Agency's Household Goods Program, responding to industry and public inquiries. Manages a consumer hotline for responding to complaints. Refers safety, enforcement, and other actions to the appropriate FMCSA offices.

Office of Civil Rights

1. **Mission.** Manages and promotes civil rights programs to ensure fair and equitable treatment of all persons employed or impacted by the Federal Motor Carrier Safety Administration and the programs and activities of its recipients, sub-recipients, and contractors irrespective of race, color, religion (in the context of employment), gender, national origin, age, sexual orientation, or disability.
2. **Functions.** Under the executive direction of the FMCSA Administrator:
 - a. Reviews FMCSA programs and activities and develops policies and programs to ensure equal opportunity, equal employment opportunity, and nondiscrimination in the conduct of all FMCSA programs and operations, regarding impacts, benefits, participation, treatment, services, contracting opportunities, employment, and training opportunities. Develops and conducts training on same.
 - b. Advises the FMCSA Administrator on civil rights matters. Serves as the focal point for providing advice and assistance to FMCSA management regarding the interpretation and application of Civil Rights statutes, Executive Orders, policies, programs, and procedures.
 - c. Monitors the programs and activities of state and local governments and those of FMCSA grant recipients, sub-recipients, contractors, subcontractors, suppliers, vendors, and consultants to determine compliance with applicable civil rights laws and regulations.
 - d. Establishes and maintains liaison with organizations representing minority, women, and other socially and economically disadvantaged individuals in order to design and deliver programs which promote awareness of interests, concerns, and issues as they relate to equal opportunity, equal employment opportunity, and nondiscrimination.
 - e. Develops and implements policies and programs, in collaboration with the Office of Human Resources and management officials, to ensure equal opportunity, equal employment opportunity, and nondiscrimination regarding FMCSA employees and applicants for employment, and in administering internal programs such as the Hispanic Employment, Federal Women's, minority educational institutions, diversity management, and counseling and complaints programs.
 - f. Provides for the processing, by the Departmental Office of Civil Rights, of internal discrimination complaints. Investigates external civil rights complaints filed against FMCSA's programs or activities.

Vertical lines denote changes.

- g. Coordinates with other departmental elements, Federal agencies, and governmental entities, and the private sector regarding internal and external civil rights policies, programs, and activities as appropriate.
- h. Develops the FMCSA's Multi-Year Affirmative Action Plan.

Office of Strategic Planning and Program Evaluation

1. Mission. Develops FMCSA overall safety strategies and evaluates agency performance.
2. Functions. Under the executive direction of the FMCSA Administrator:
 - a. Develops, in coordination with other FMCSA offices, the Agency's strategic and performance plans and quality initiatives. Monitors activities and evaluates accomplishments against established plans, goals, and objectives. Facilitates and coordinates the development of performance measures and evaluates their effectiveness.
 - b. Serves as liaison to the Office of the Secretary regarding FMCSA's strategic planning, quality initiatives, and performance. Coordinates strategic initiatives with the other surface modes.
 - c. Conducts systematic evaluation of FMCSA programs and operations.
 - d. Supports the Administrator and other agency key executives in the development of individual performance agreements that are linked to agency plans, goals, and objectives.
 - e. Maintains and administers and Agency performance tracking system to monitor progress toward achieving Agency goals in a timely and efficient manner.
 - f. Provides leadership and serves as a focal point for the development of agency quality management initiatives. Develops quality improvement plans and assesses progress.
 - g. Serves as FMCSA's liaison to the National Transportation Safety Board.

OFFICE OF THE ASSISTANT ADMINISTRATOR (CHIEF SAFETY OFFICER)

1. **Mission.** Provides overall advice, guidance, and direction for Federal Motor Carrier Safety Administration programs. Provides oversight to and interagency coordination of the Agency's safety programs, policies, and initiatives.
2. **Functions.** Under the executive direction of the FMCSA Administrator:
 - a. Serves as the FMCSA's Chief Safety Officer.
 - b. Provides programmatic direction to all FMCSA Associate Administrators.
 - c. Provides executive direction and guidance to FMCSA's Field Operations through the four Field Administrators.
 - d. Maintains liaison with Federal, state, local, and international associations and agencies to promote and coordinate effective international motor carrier programs. Coordinates and provides assistance in promoting motor carrier safety procedures and technologies to other countries. Develops and advocates policies, strategies, and procedures for the international harmonization of vehicle, driver, and carrier operations standards, including medical standards and the electronic transfer of data to foreign governments.
 - e. Develops and coordinates FMCSA's non-border international policies, programs and participation in events and affairs.
 - f. Represents the FMCSA on the Department's Safety Council.
 - g. Serves as liaison to the DOT Office of the Inspector General and to the Office of the Assistant Secretary for Administration on General Accounting Office audits and evaluations.

Field Operations

1. Mission. Provides operational direction and guidance to the Federal Motor Carrier Safety Administration field organizations.
- | 2. Functions. Under the executive direction of the Assistant Administrator (Chief Safety
| Officer), designated Field Administrators provide direction and supervision to the FMCSA's field organizations:
 - a. Service Centers, and the
 - b. Division Offices.

Service Centers

1. Mission. Provides formal appeal review of enforcement actions ordered by Federal Motor Carrier Safety Administration Division Offices and provides geographically-proximal expertise to these offices in highly specialized, technical areas such as hazardous materials.
2. Functions. Under the direction and supervision of the designated Field Administrator, service centers:
 - a. Serve as a formal appeals office for motor carriers and vehicle drivers who are subject to enforcement actions ordered by FMCSA Division Offices.
 - b. Review, analyze, and evaluate enforcement actions for consistency and uniformity in appeal decisionmaking. Conduct trend analyses of enforcement actions and appeals processing to identify educational and/or information needs of FMCSA staff and/or customers; needed process improvements; and/or possible regulatory or program initiatives.
 - c. Provide highly-specialized technical advice and assistance to FMCSA Division Offices regarding hazardous materials, ITS/CVO, etc.

Division Offices

1. **Mission.** Administers motor carrier laws, regulations, and programs.
2. **Functions.** Under the direction and supervision of the designated Field Administrator, division offices:
 - a. Administer FMCSA programs within each state, the District of Columbia, and Puerto Rico, including those relates to enforcement, compliance, grant, technology, transfer, information collection/reporting, and outreach programs. Develop short and long-range plans for the effective implementation and administration of FMCSA programs within the states. Plan and implement a program of compliance reviews, inspection activities, accident investigations, and enforcement activities. Monitor state inspection programs.
 - b. Represent the FMCSA in contacts with state governmental and legislative officials, motor carrier industry representatives, and the general public. Promote and advocate FMCSA programs, goals, and objectives.
 - c. Work cooperatively with state and local officials involved in motor carrier safety functions. Plan and conduct joint training, seminars, investigations coordinated multi-agency road checks, and cooperative information exchange. Negotiate formal cooperative agreements.
 - d. Provide authoritative technical advice to state officials and industry representatives regarding motor carrier safety laws, regulations, and procedural requirements.

ASSOCIATE ADMINISTRATOR FOR ADMINISTRATION

1. **Mission.** Serves as the principal advisor to the Administrator on all management and administrative matters, and information technology infrastructure, as they relate to the Federal Motor Carrier Safety Administration's missions, programs, and objectives.
2. **Functions.** Provides executive direction over the activities of the following offices:
 - a. Office of Budget, Finance, and Management Services; and the
 - b. Office of Human Resources.

Office of Budget, Finance, and Management Services

1. **Mission.** Develops agencywide policies and plans and provides support and assistance to the Federal Motor Carrier Safety Administration's Headquarters and field offices in matters relating to budget and finance, acquisition, management, administrative support services, and information technology infrastructure.
2. **Functions.** Under the executive direction of the Associate Administrator for Administration:
 - a. Develops budgetary and fiscal policies, programs, and systems for the Agency. Formulates and presents the Agency budget, develops financial plans, monitors budget execution, and ensures the fiscal integrity of the Agency. Provides for financial tracking and reporting systems.
 - b. Develops and manages the Agency's acquisition policies and programs.
 - c. Provides accounting, travel services, voucher examining, small purchase, contracting, and other fiscal and acquisition processing programs, services, and assistance to the Agency and its employees.
 - d. Develops and manages agencywide policies and programs for the full range of management support services regarding space management, records and forms management, organizational analysis, delegations of authority, facilities and equipment management, mail services, telecommunications services, property management, motor vehicles, occupational safety, energy conservation, printing and publication services, physical and telecommunications security, and other administrative support services.
 - e. Serves as the central clearing point for written communications directed to, or issued by, the Office of the Administrator.
 - f. Administers Freedom of Information Act and Privacy Act programs for the Agency.
 - g. Manages the Agency's information technology infrastructure supported by strategic, capital, and architectural plans that address privacy issues, security, and operational procedures and policies. Provides IT user support and guidance. Serves as liaison to the DOT CIO.

Office of Human Resources

1. **Mission.** Develops agencywide policies and plans and provides support and assistance to the Federal Motor Carrier Safety Administration's Headquarters and field offices in matters relating to human resources.
2. **Functions.** Under the executive direction of the Associate Administrator for Administration:
 - a. Develops Agency policies, programs, plans, and procedures for the recruitment, retention, compensation, and development of FMCSA personnel.
 - b. Provides for the administration of human resource programs: Senior Executive Service program, recruitment, staffing, diversity management, workforce planning, classification, position management, pay and leave, performance management, awards and recognition, employee conduct and discipline, employee benefits and services, personnel security, drug testing, and employee training and development programs.
 - c. Provides consultative services to managers, supervisors, and employees on the full range of human resource programs and associated issues. Serves as the focal point within FMCSA for all human resource related plans, programs, policies, systems, and services.
 - d. Provides payroll services; employee counseling services; wellness programs; and, information systems and recordkeeping related to employment, compensation, training, benefits, performance management, and employee recognition.
 - e. Manages the FMCSA's National Training Center. Determines curricula; formulates and executes operational budgets; and plans, schedules, and conducts a program of courses for Federal, state, and local officials involved in the administration and implementation of motor carrier safety programs and related drug interdiction, and judiciary programs.
 - f. Coordinates with the Field Administrators and field organizations on various personnel issues.

Vertical lines denote changes.

**ASSOCIATE ADMINISTRATOR FOR
RESEARCH, TECHNOLOGY, AND INFORMATION MANAGEMENT**

1. **Mission.** Serves as the principal advisor to the Administrator on all research, technology, and information systems matters.
2. **Functions.** Provides executive direction over the activities of the following offices:
 - a. Office of Research and Technology; and the
 - b. Office of Data Analysis and Information Systems.

Office of Research and Technology

1. **Mission.** Manages agencywide research and technology development programs and the deployment of pilot or emerging technologies.
2. **Functions.** Under the executive direction of the Associate Administrator for Research, Technology, and Information Management:
 - a. Working with other program offices, identifies research and application needs. Conducts research related to driver, vehicle operations, and carrier issues, including in-house, contract, Congressionally-mandated, and joint-funded studies with other DOT elements and the private sector.
 - b. Coordinates motor carrier research and technology programs with other departmental offices, Federal agencies, and governmental entities; public/private transportation research organizations; and, private industry as appropriate. Forms partnerships to facilitate research and the development and testing of technologies.
 - c. Plans, implements, coordinates, and evaluates operational tests, pilot programs and/or prototypes of innovative technologies related to motor carrier vehicle operations and drivers. Manages FMCSA's Intelligent Vehicle Initiative (IVI) Truck Platform and other commercial motor vehicle operational safety-related Intelligent Transportation Systems programs. Documents and disseminates the results widely; and, identifies ways to accelerate their use.
 - d. In close coordination with the FMCSA Office of Budget, Finance, and Management Services, and other appropriate DOT offices, formulates research and technology program budgets and financial plans.

Office of Data Analysis and Information Systems

1. **Mission.** Develops and implements agencywide information systems to support program development and conducts statistical analyses of programs.
2. **Functions.** Under the executive direction of the Associate Administrator for Research, Technology, and Information Management:
 - a. Develops and implements strategic plans and information systems for collecting and evaluating data and disseminating information to fulfill FMCSA's program requirements. Designs, in close coordination with the appropriate FMCSA program offices, information systems responsive to regulatory and program requirements.
 - b. Conducts studies on commercial vehicle operations. Works with NHTSA's Center for Statistics and Analyses to conduct and/or coordinate studies and creates databases on crash causation and other analytic areas that will improve safety.
 - c. Maintains Agency program-related information systems and data bases, monitors performance, troubleshoots operational problems, and designs and implements systems enhancements. Develops, tests, and maintains software related to FMCSA program-related information systems.
 - d. Administers the FMCSA's licensing and related operating authority programs. Maintains the Unified Carrier Registry.
 - e. Responds to inquiries and requests for information regarding the motor carrier industry and provides information needed to support motor carrier related rulemaking processes and studies, program review efforts, and performance measurement and/or accomplishment activities.
 - f. Identifies, plans, and conducts statistical analyses and studies to assess the implications of the Agency's actions, programs, regulations, and recommendations on the safety and economic elements of the motor carrier industry. Prepares reports on statistical analyses. Recommends needed research based on analyses of motor carrier information.
 - g. Consults with and assists in establishing appropriate analytical frameworks for studies being performed by other FMCSA and DOT offices, external organizations, and other customers.
 - h. Reviews FMCSA reports, contracts, publications, and studies that involve statistical data and data analysis for statistical integrity.

ASSOCIATE ADMINISTRATOR FOR
POLICY AND PROGRAM DEVELOPMENT

1. Mission. Serves as the principal advisor to the Administrator on the Federal Motor Carrier Safety Administration policy, legislative initiatives, rulemaking, and standards.
2. Functions. Provides executive direction over the activities of the following offices:
 - a. Office of Policy, Plans, and Regulations; and the
 - b. Office of Bus and Truck Standards and Operations.

Office of Policy, Plans, and Regulations

1. **Mission.** Develops the Federal Motor Carrier Safety Administration's motor carrier safety policies, legislative initiatives, and regulations.
2. **Functions.** Under the executive direction of the Associate Administrator for Policy and Program Development:
 - a. Develops legislation and policy for motor carrier safety programs. Acts as liaison to industry, safety organizations, and governmental agencies for policy development. Coordinates efforts with the Office of the Chief Counsel and other offices, as appropriate.
 - b. Coordinates with the Office of the Assistant Secretary for Governmental Affairs regarding contacts with all Capitol Hill officials, and State and local officials as appropriate.
 - c. Provides policy and program guidance on motor carrier safety programs to other segments of the FMCSA, the Department, other Federal entities, the Congress, the states, and industry.
 - d. Serves as the programmatic contact point for Congressional contacts regarding FMCSA programs, policies, and activities; tracks implementation of Congressional requirements; and, takes the lead, in coordination with other FMCSA program offices, for developing Congressional reports and mandated studies.
 - e. Develops rulemaking documents for the Agency and coordinates all rulemaking efforts throughout the Agency, the Department, other Federal agencies, and the Congress as appropriate. Provides a focal point for FMCSA regulations development and processing. Serves as the FMCSA's Federal Regulations Officer.
 - f. Develops security strategies in coordination with the Office of the Secretary (Office of Intelligence and Security), and serves as FMCSA's security contact to that office in resolving security issues and incidents. Coordinates security matters with other offices, as appropriate. Serves as the liaison to DOT's Security Working Group. Provides transportation-related security information and guidance to FMCSA Headquarters and field offices. Also, in support of our national security, develops plans and programs to ensure that the agency is prepared to respond appropriately to emergency situations. Manages FMCSA's Emergency Preparedness Program. With regard to DOT Order 1900.9 (DOT Emergency Management Policies and Programs), serves as the agency's contact to the Research and Special Programs Administration's Office of Emergency Transportation.

Vertical lines denote changes.

Office of Bus and Truck Standards and Operations

1. **Mission.** Develops and promotes national motor carrier safety program goals, priorities and initiatives; provides technical expertise and advice in the development and deployment of motor carrier safety programs, including the development of regulations. Determines national motor carrier safety operational program requirements, standards, and procedures for vehicle and roadside operations, driver and carrier operations, and bus safety.
2. **Functions.** Under the executive direction of the Associate Administrator for Policy and Program Development:
 - a. Develops and promotes national motor carrier safety program goals, priorities, initiatives and operational standards, including those for vehicle and roadside operations, driver and carrier operations, and bus safety.
 - b. Manages the Commercial Passenger Carrier (Bus) Safety Program, providing an Agency focal point for the industry, the public, other agencies, and internal staff.
 - c. Provides the technical substance for Agency rulemaking activities related to vehicle and roadside operations, driver and carrier operations, and bus safety. Serves as the Agency focal point for technical information and guidance regarding driver, vehicle, and carrier operations.
 - d. Provides program and technical interpretations on motor carrier safety programs, regulations, and standards, to other segments of the FMCSA, the Department, other Federal entities, the Congress, the states, and the industry.
 - e. Cooperates and maintains liaison with the National Highway Traffic Safety Administration, other government agencies, and the private sector regarding standards for design, manufacturing, testing, and use of vehicle parts, equipment, and safety devices.
 - f. Manages the Medical Exemption and Qualifications Programs.
 - g. Manages the Motor Carrier Regulatory Information System.

**ASSOCIATE ADMINISTRATOR FOR
ENFORCEMENT AND PROGRAM DELIVERY**

1. **Mission.** Serves as the principal advisor to the Administrator on enforcement, compliance, and hazardous materials programs, state programs, the North American Free Trade Agreement and border initiatives, safety action programs, and Intelligent Transportation Systems/Commercial Vehicle Operations delivery programs.
2. **Functions.** Provides executive direction over the activities of the following offices:
 - a. Office of Enforcement and Compliance; and the
 - b. Office of Motor Carrier Safety Programs.

Office of Enforcement and Compliance

1. **Mission.** Implements and manages agencywide enforcement and compliance programs.
2. **Functions.** Under the executive direction of the Associate Administrator for Enforcement and Program Delivery:
 - a. Develops, manages, and implements programs to ensure compliance with and enforcement of motor carrier safety laws, regulations, and procedures, including the Performance and Registration Information Systems Management (PRISM) Program; programs which identify high-risk carriers, drivers, and vehicles; the drug and alcohol program; and the Household Goods Program. Develops policies and procedures for out-of-service orders, civil fines and penalties, and other sanctioning actions. Conducts analyses and develops methodologies to determine the safety fitness of motor carrier operations and performance.
 - b. Develops hazardous materials programs and policies to ensure compliance with regulations and to promote a safe hazardous materials transportation system for motor carriers and shippers. Develops programs to administer regulations on highway routing of hazardous materials. Promotes compliance with regulations governing the manufacture, maintenance, reconditioning, and repair of cargo tank vehicles.
 - c. Provides guidance and technical program interpretation of laws, regulations, and policies to FMCSA field offices, Federal and state governmental entities, and local jurisdictions regarding enforcement and compliance program activities and requirements.
 - d. Reviews and evaluates motor carrier safety enforcement and compliance programs carried out by field staff to ensure compliance with applicable program policies and procedures and to initiate changes to programs and procedures as necessary.
 - e. Provides resources to support the enforcement aspects of the Commercial Passenger Carrier Safety Program.
 - f. Develops and administers programs with respect to motor carrier insurance requirements, including those related to financial security.
 - g. Responds to safety violations/complaints received on FMCSA's 24-hour Hotline.

Office of Motor Carrier Safety Programs

1. **Mission.** Implements and manages agencywide motor carrier safety programs.
2. **Functions.** Under the executive direction of the Associate Administrator for Enforcement and Program Delivery:
 - a. Develops policies, standards, and procedures to implement, administer, and evaluate the Motor Carrier Safety Assistance Program (MCSAP) and other grant programs and activities.
 - b. Develops procedures to implement, administer, and evaluate the states' CDL programs. Develops strategies for the harmonization of CDL standards with the states, in coordination with other government agencies and the private sector. Manages deployment of the CDL Program.
 - c. Plans, develops, promotes, and provides technical assistance and resources to the field to ensure the effective administration of North American border crossing programs and issues. Provides coordination and liaison to foreign governmental officials and entities as appropriate. Develops policies and programs for the implementation and coordination of motor carrier-related provisions of the North American Free Trade Agreement.
 - d. Develops and conducts outreach and education programs and establishes partnerships with other governmental entities and industry which promote data-driven, analysis-based, and innovative programs to achieve continuous safety improvements in motor carrier operations, particularly those related to crash countermeasure and high-incident crash sites.
 - e. Manages and implements programs for the deployment of technologies and best practices by state and other local governmental entities to enhance the safety of motor carriers, drivers, and vehicles.