

## Remarks Prior to a Meeting With Congressional Leaders *September 20, 1994*

Good morning to all of you, and welcome. In just a moment Secretary Perry and General Shalikashvili will brief you on the status as of this morning of Operation Uphold Democracy and the situation in Haiti as we see it unfolding.

But before they begin, I'd like to touch on just a few points. This is a very different and a much better day than it would have been had we not been able to successfully combine the credible threat of force with diplomacy. I want to thank President Carter, General Powell, and Senator Nunn again for their mission to Haiti and for their work in securing an agreement that will permit the peaceful departure of the military leaders.

Our troops have already entered Haiti peacefully. Under the command of Lieutenant General Hugh Shelton, our troops are working with full cooperation with the Haitian military. We must be prepared for the risks that remain to the troops, but we should recognize that we are in a much stronger and safer position to achieve our goals in Haiti today. The de facto leaders are leaving power, and the democratically elected government will be restored.

I want to emphasize that, in a matter of months, the United States troops will hand over to the United Nations the responsibility for completing this mission and for maintaining basic security. A much smaller contingent of United States forces would take part in the United Nations mission which will end after the next elections in Haiti in 1995.

I was gratified by the action of the House of Representatives yesterday, and I hope the Senate will follow in providing its support today. It's important, I think, that we also keep this in proper context. We have much other important business to do in the relatively small number of days that remain with the Congress.

First, we have to continue to meet the challenges of the global economy. I hope that you will pass GATT. It is the largest world trade agreement in history. It will provide a global tax cut of \$740 billion, reducing tariffs worldwide by more than a third. It means more jobs and growth and higher incomes for ordinary Americans. GATT was started under President Reagan, continued under President Bush, completed under our administration. It has been a bipartisan effort all the way, and I hope it can be completed in a speedy and bipartisan fashion this year.

I also would urge you, as we reform the global economy, to take these last few days to reform the way we do business here in Washington. That means passing campaign finance reform, lobby reform, making laws that now apply to the private sector apply also to Congress. The American people clearly want these actions, and they deserve them. And again, I believe they want them on a completely non-partisan or bipartisan basis.

Lastly, let me say I know that Senator Mitchell, in rapidly accelerating his aging process, had further meetings yesterday on health care reform, and I look forward to hearing a progress report from him on that, and I know that all of you do, too.

Now I'd like to recognize Secretary Perry and General Shalikashvili. Let me say, General Shalikashvili has to go back to the Pentagon; Secretary Perry does, too. So we can't take any questions here this morning, but he will be in the Briefing Room soon.

NOTE: The President spoke at 10:29 a.m. in the Cabinet Room at the White House.

## Remarks Announcing the Report on Customer Service Standards *September 20, 1994*

Ladies and gentlemen, I want to thank all of you for being here. Under Secretary Frank

Newman and all those who were on the subcommittee on customer service to the Presi-

dent's Management Council, in particular, I thank you for your work.

Today we are releasing a report that I think is literally unique in the annals of the Federal Government. It is called "Putting Customers First: Standards for Serving the American People." It contains specific new commitments for more than 100 agencies to improve the way Government serves the American people.

The Vice President released a report of the National Performance Review a year ago this month. It included dozens of extremely important reforms that have already had a profound impact on our Federal deficit, on funding the crime bill, and on making Washington work better for ordinary citizens. Of all the recommendations it contained, however, one I chose to enact immediately by Executive order was designed to force the Government to respect the needs of ordinary citizens again by treating them as valued customers. This report describes what has taken place as a result of that order.

The order called for a fundamental change in Government. It set forth a requirement that Government services shall be equal to the best in business. And it commanded the agencies, for the first time, to set and publish specific standards for the services they provide to the public. Over the past two decades, there has been a renaissance in quality and customer service in corporate America. There's no reason these same principles cannot apply with equal force in our Government. There's no reason for an application to Government agencies to take months or for a phone call to go unanswered.

We face many great challenges as a nation, and we can and will meet them. But in order for Government to do the big things well and in partnership with the American people, it must do the small things better as well, in ways that increase the confidence of the American people. It must earn that confidence in many ways, one customer at a time. This report will help us to do that.

Better customer service will also save us money. For example, Veterans Affairs is already redesigning the way it handles benefit applications so that veterans get faster and more personalized service. The new system takes 8 steps instead of 25, requires fewer people, costs 20 percent less. When the IRS stopped generating puzzling form letters in response to taxpayers' questions and—[laughter]—I used to be one of those taxpayers that got those published—and

let their employees write and sign sensible answers instead, believe it or not, the cost decreased by \$600,000. That's the equivalent of what 100 average families pay in Federal taxes each year.

These examples demonstrate a larger truth. That is, employees of the Federal Government have become partners in the search for better service. They also are fed up with the redtape. They, too, want to serve customers better, and the National Performance Review has empowered them to do so.

Let me give you another example closer to home. This report recounts the story of Jackie Collins-Miller, the branch manager of Baltimore's Social Security office. Not long ago, she got a call from a woman who had received someone else's check by mistake. Jackie Collins-Miller jumped in her car, picked up the check, mailed it to the rightful owner, and called a few days later to make sure it had arrived. That's service that rivals anything you'll see in the private sector.

This story reflects the work that has been done throughout the Government, simply to listen to the people who pay the bills and are supposed to receive the service. When taxpayers said they wanted forms and instructions that were easier to understand, the IRS listened. When businesses going through customs in Miami said they wanted to get in and out quicker, the U.S. Customs listened. When veterans said they wanted more personal attention, Veterans Affairs listened.

This report contains more than 1,500 new standards for customer service that reflect the direct input of the American people. The standards are promises and commitments. In the days ahead, we'll measure our performance against these standards and report back to our customers.

The principles represent a major step toward the goal that Congress set in the Government Performance and Results Act to promote a new focus on results, service quality, and customer satisfaction in Government. And these standards help to fulfill the promise that the Vice President and I made a long time ago, to put the American people first again.

Again, this report was not written to sit on a shelf; it's meant to be read, used, and followed. It's written and organized to be customer-friendly, with chapters labeled Business, Veterans, and so on. Its contents are arranged not

by agency or department but by customer group. It's organized for those who use Government, not for those in Government.

Finally, if you're wondering where the Cabinet Secretaries are and the agency heads are while I am bragging about what they're doing, they're not hiding in a bunker and hoping this will go away. [Laughter] Instead, they're busy. We have declared this day Customer Service Day all over the United States. And our Cabinet Secretaries are out there serving their customers. In Chicago, the Veterans Affairs Secretary, Jesse Brown, will help veterans file benefit claims in the regional office. In New Britain, Connecticut, HUD Secretary Henry Cisneros will help renovate the home of Steven and Rachel Rival, recent recipients of a loan which allows people with low or moderate incomes to renovate distressed property. Altogether, there are 24 Customer Service Day activities taking place across our Nation today.

Let me close by thanking the Vice President for the extraordinary work that he and the National Performance Review folks have done since

we embarked upon this task. Most people gave our efforts to reduce and improve Government service little chance to succeed. But he has proven them wrong; all of you have proven them wrong; events have proven them wrong. We just have to keep doing what we've been doing.

I want to thank him for the job he's done in general, and specifically for this report, which he will discuss in a moment.

I said when we introduced the NPR on March 3d, 1993—1993, I'm not that old—[laughter]—although I feel that old today—[laughter]—and I quote, "We must change the way Government does business and make the taxpayer the valued customer and the boss again." We have made a very strong beginning. And with the energy and dedication of the people in this room and the leadership of the Vice President, we intend to keep on doing that as long as we are here.

Thank you very much.

NOTE: The President spoke at 11:50 a.m. in the Roosevelt Room at the White House.

## Message to the Congress Reporting on the National Emergency With Respect to Angola

September 20, 1994

*To the Congress of the United States:*

I hereby report to the Congress on the developments since March 26, 1994, concerning the national emergency with respect to Angola that was declared in Executive Order No. 12865 of September 26, 1993. This report is submitted pursuant to section 401(c) of the National Emergencies Act, 50 U.S.C. 1641(c), and section 204(c) of the International Emergency Economic Powers Act, 50 U.S.C. 1703(c).

On September 26, 1993, I declared a national emergency with respect to Angola, invoking the authority, *inter alia*, of the International Emergency Economic Powers Act (50 U.S.C. 1701 *et seq.*) and the United Nations Participation Act of 1945 (22 U.S.C. 287c). Consistent with United Nations Security Council Resolution No. 864, dated September 15, 1993, the order prohibited the sale or supply by U.S. persons or from the United States, or using U.S.-registered vessels or aircraft, of arms and related materiel

of all types, including weapons and ammunition, military vehicles, equipment and spare parts, and petroleum and petroleum products to the territory of Angola other than through designated points of entry. The order also prohibited such sale or supply to the National Union for the Total Independence of Angola ("UNITA"). United States persons are prohibited from activities that promote or are calculated to promote such sales or supplies, or from attempted violations, or from evasion or avoidance or transactions that have the purpose of evasion or avoidance, of the stated prohibitions. The order authorized the Secretary of the Treasury, in consultation with the Secretary of State, to take such actions, including the promulgation of rules and regulations, as might be necessary to carry out the purposes of the order.

1. On December 10, 1993, the Treasury Department's Office of Foreign Assets Control ("FAC") issued the UNITA (Angola) Sanctions