



U.S. Department  
of Transportation

**Federal Motor Carrier  
Safety Administration**

**NOV 20 2007**

1200 New Jersey Ave., S.E.  
Washington, D.C. 20590

Refer to: MC-ESO

Mrs. Barbara Sachau  
15 Elm Street  
Florham Park, NJ 07932-1709

Dear Mrs. Sachau:

Thank you for your comments received on September 27, 2007, to our Federal Register Notice (Docket No. FMCSA-2007-28618), *"Request for Information (RFI): Household Goods Consumer Information Program Assessment Study."* We appreciate your concern about safe and reliable delivery of consumer household goods.

The requirements mandated in the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU, P.L. 109-59) guides FMCSA's activities for conducting outreach and education programs. The goal of the Household Goods (HHG) Consumer Information Program is to improve the level of consumer protection provided by HHG motor carriers to individual consumers; and to improve the awareness of consumer's rights and responsibilities to enable them to protect themselves from abuse.

Should you need additional information or assistance, you may call Brian Ronk, program manager at (202) 366-1072, or e-mail him at [brian.ronk@dot.gov](mailto:brian.ronk@dot.gov).

Sincerely yours,

A handwritten signature in black ink that reads "Gladys M. Cole".

Gladys M. Cole  
Chief, Outreach Division