



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY  
WASHINGTON, D.C. 20460

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OFFICE OF  
SOLID WASTE AND EMERGENCY RESPONSE

**OERR Directive 9200.4-11**

**MEMORANDUM**

**SUBJECT:** Use of Public Information Center (PIC) and  
RCRA/Superfund Hot Line by OERR Staff

**FROM:** Henry L. Longest II, Director *Jim Hall*  
Office of Emergency and Remedial Response *(for)*

**TO:** OERR Staff

**Purpose.** This memorandum provides new information and procedures for using the Public Information Center and the RCRA/Superfund Hot Line.

**Background.** To assist the PIC and Hot Line to serve all of their constituencies more efficiently, we have been requested to centralize our access to these services. This request is consistent with our ongoing efforts to manage document and program information requests through the centralized activities of the Superfund Documents Coordinator.

The PIC serves the entire agency, and its main function is to distribute only documents which are truly "public," in that they are of general interest to the average reader. Under this mandate, no technical or general guidance documents would be distributed from the PIC, and only a few of the current titles in the bibliography are appropriate for PIC distribution.

Likewise, the RCRA/Superfund Hot Line's function has changed slightly under its new management. For Superfund, its primary responsibility is to correctly answer or refer the large volume of general information calls. Special projects undertaken previously are to be carefully examined and diverted to alternate mechanisms whenever possible.

**Implementation.** To facilitate the efficient management of both programs, and to provide the necessary link with the other information management activities, all requests for assistance from PIC or the Hot Line are to be coordinated through Betti VanEpps, Superfund Documents Coordinator. This will remove the pressure from these support services and will also allow a central analysis of needs so that alternate solutions may be centrally developed.