

Withdrawal/Redaction Sheet

Clinton Library

DOCUMENT NO. AND TYPE	SUBJECT/TITLE	DATE	RESTRICTION
001. memo	To rose M. Zamaria from Deputy Assistant Director/WHSC re: Arrival Ceremony Access Control (3 pages)	02/04/92	b(7)(E)
002. memo	Re: Arrival Ceremony Ticketing Issues (5 pages)	06/12/91	b(7)(E)
003. memo	Re: Arrival Ceremony Ticketing/Access (1 page)	06/25/91	b(7)(E)
004. memo	To David Watkins from Melinda Bates re: Scenario for June 13 Ceremonial Arrival (7 pages)	02/28/94	b(7)(E)
005. briefing paper	Recommendations on How To Proceed (1 page)	n.d.	b(6)

COLLECTION:

Clinton Presidential Records
First Lady's Office
Maggie Williams (Subject Files)
OA/Box Number: 10811

FOLDER TITLE:

White House Visitor Office Info [1]

2013-0359-S

ry1465

RESTRICTION CODES

Presidential Records Act - [44 U.S.C. 2204(a)]

Freedom of Information Act - [5 U.S.C. 552(b)]

P1 National Security Classified Information [(a)(1) of the PRA]
P2 Relating to the appointment to Federal office [(a)(2) of the PRA]
P3 Release would violate a Federal statute [(a)(3) of the PRA]
P4 Release would disclose trade secrets or confidential commercial or
financial information [(a)(4) of the PRA]
P5 Release would disclose confidential advice between the President
and his advisors, or between such advisors [(a)(5) of the PRA]
P6 Release would constitute a clearly unwarranted invasion of
personal privacy [(a)(6) of the PRA]

C. Closed in accordance with restrictions contained in donor's deed
of gift.

PRM. Personal record misfile defined in accordance with 44 U.S.C.
2201(3).

RR. Document will be reviewed upon request.

b(1) National security classified information [(b)(1) of the FOIA]
b(2) Release would disclose internal personnel rules and practices of
an agency [(b)(2) of the FOIA]
b(3) Release would violate a Federal statute [(b)(3) of the FOIA]
b(4) Release would disclose trade secrets or confidential or financial
information [(b)(4) of the FOIA]
b(6) Release would constitute a clearly unwarranted invasion of
personal privacy [(b)(6) of the FOIA]
b(7) Release would disclose information compiled for law enforcement
purposes [(b)(7) of the FOIA]
b(8) Release would disclose information concerning the regulation of
financial institutions [(b)(8) of the FOIA]
b(9) Release would disclose geological or geophysical information
concerning wells [(b)(9) of the FOIA]

File
Visitors
Office

THE WHITE HOUSE
WASHINGTON
MEMORANDUM

June 26, 1996

TO: Gary Walters
Chief Usher

FROM: Melinda Bates MB
Special Assistant to the President and
Director, Visitors Office

RE: Friday, June 21

Thank you for writing to make me aware of this problem. I apologize on behalf of the Visitors Office for our failure to end tours at the time we had agreed upon. I regret the pressure this put on you and the household staff to prepare for the First Lady's event as thoroughly as you would wish.

I am puzzled, however, that you did not page me or contact my office to locate me when the situation was first apparent. While you did leave a message on my private voice mail, I did not listen to it until I returned from meetings at 11:15 am. If I had been paged I would have immediately responded to you, and perhaps a quicker solution could have been found. I hope that in the future, should any urgent need arise, you will use that system to contact me, so that we can work together as quickly as possible.

All of us in the Visitors Office recognize the challenging circumstances you confront on a daily basis in serving the First Family. We appreciate your consistent efforts to assist us in making the tours happen, and we are committed to working together with you in this service.

cc: Margaret Williams
Jodie R. Torkelson
Capricia P. Marshall
Ann Stock

File Visitors

THE WHITE HOUSE
WASHINGTON

November 13, 1996

The Honorable Joseph R. Biden, Jr.
United States Senate
Washington, D.C. 20510

Dear Senator Biden:

Thank you for writing to Mrs. Clinton's Chief of Staff regarding tours of the West Wing of the White House. Ms. Williams sent your letter to us, as the Visitors Office administers all tours.

To our knowledge the West Wing has never been opened to the public for tours. This is because it is the site of the Oval Office, the President's personal office, as well as a very busy office space. For reasons of privacy and security it cannot be opened to such tours, which would also be disruptive to the conduct of the nation's business. It is true that White House passholders have limited access to the West Wing during evening and weekend hours, if the President is not in his office. Staff are limited to six guests per visit. Perhaps Ms. Strickland came on such a tour when she was young. There is no process for taking groups during this very limited access.

We have checked with the White House Curators who confirm that there is no statue of Martin Luther King anywhere in the White House. There are three presidential busts in the West Wing: Lincoln, Truman and Washington. None of the three works is particularly famous or noteworthy. There are no other statues in the area.

While we understand Ms. Strickland's interest in the West Wing for her grandchildren and the students at Forest Oak Elementary, unfortunately a tour of this area is not possible. We hope the children would have an opportunity to visit the White House itself on the public tour. Over one and one half million visitors come annually to see the rooms your staff person correctly described to her. For many it is the thrill of a lifetime to set foot in "the President's House".

We hope this information is helpful in responding to your constituent. Please feel free to refer Ms. Strickland directly to the Visitors Office should she have further questions. Our 24-hour tour information recording line is (202) 456-7041, and our office line is (202) 456-2322.

Cordially,

Melinda N. Bates

Melinda N. Bates
Special Assistant to the President and
Director, Visitors Office

cc: Maggie Williams

*File -
White House
Visitors
Office*

THE WHITE HOUSE
WASHINGTON

February 16, 1995

MEMORANDUM FOR: MARGARET A. WILLIAMS
ASSISTANT TO THE PRESIDENT AND
CHIEF OF STAFF TO THE FIRST LADY

FROM:

GARY J. WALTERS
CHIEF USHER

Gary J. Walters

SUBJECT: NEW WHITE HOUSE VISITORS CENTER

Attached is a copy of information provided to me by Mr. James McDaniel, White House Liaison, National Park Service, concerning the request for Mrs. Clinton's participation in the official opening of the new White House Visitor's Center in the north end of the Commerce Building at the corner of E and 15th Streets. Mrs. Clinton has previously expressed a desire to be involved in the opening of the new facility.

The Park Service is interested in opening the facility prior to the busy Easter visitation period. With Easter coming on Sunday, April 16, 1995, the preferred opening is the end of March to allow for a "shakedown" period for both staff and visitors. With Mrs. Clinton's scheduled trip to the Far East, the Park Service would like to have an official opening including supportive member of Congress, public interest groups, and those who have been helpful through the years in bringing this new visitor center to reality after years of discussion and study.

The National Park Service's preferred date and time for the opening would be Thursday, March 23, 1995, at 3:00 pm.

Mr. Robert Stanton, Regional Director, National Capitol Region, National Park Service has sent a letter to Patti Solis concerning this opening (copy attached).

As I mentioned yesterday, the National Park Service is also discussing with the White House Visitor's Office the possibility of doing a preview opening for White House Passholders.

WHITE HOUSE VISITOR CENTER

National Park Service
National Capital Region

Background

When selecting a site for the President's House in 1790, George Washington could not have anticipated the growth and development of the city, the throngs of visitors seeking to set foot inside the White House, and the elaborate security measures needed to protect the Chief Executive in the 1990's. Today, responsible managers are concerned about the lack of facilities to accommodate the more than one and one-half million people who visit the White House and the hundreds of thousands of others who are unable to visit because they cannot meet the strict time and capacity criteria for such a visit. In addition, the priceless historic heritage represented by nearly 5,000 White House Collection artifacts is stored in an offsite warehouse facility away from the view and enjoyment of the public.

While the White House visit has been enhanced by recent program and facility improvements, many basic visitor needs are not served adequately or at all. A permanent, year-round facility is needed to house information services, interpretive and educational programs, museum displays and exhibits, restrooms and research functions.

During the summer of 1990, an interagency committee convened by the Assistant Secretary of the Interior agreed that a White House Visitor Center would solve a number of existing problems and would be an appropriate development for the bicentennial of the White House.

A permanent solution is being studied within the scope of the White House Comprehensive Design Plan. For the immediate future, however, a White House Visitor Center is being developed in Baldrige Hall in the Commerce Department at Pennsylvania Avenue and 15th Street, NW.

Project Summary

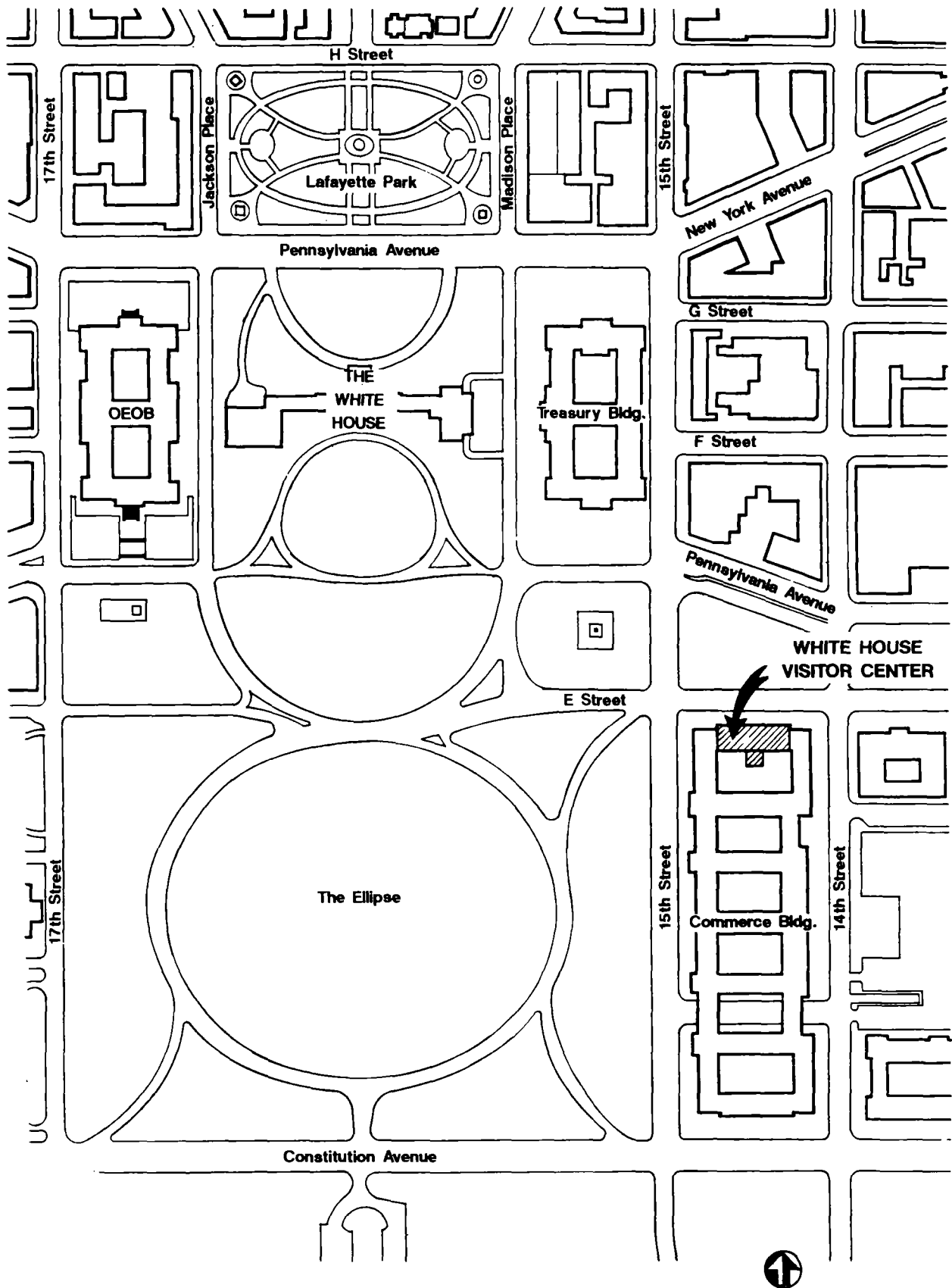
Baldrige Hall is located at one of the major intersections before visitors enter the President's Park enroute to the White House tours. Its entrance is on Pennsylvania Avenue between 14th and 15th Streets, NW., and it has approximately 10,000 square feet of floor space.

The White House Visitor Center will primarily serve the 1.5 million annual visitors to the White House as well as those others who are unable to take the White House tour and those who would just like to learn more about the history of the White House.

The Visitor Center will include distribution of White House tour tickets, restroom facilities, information, and interpretive programs and exhibits.

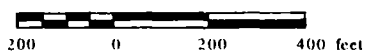
The fine architectural details of this historic room, the Great Hall, will be restored to the extent that funding allows. Special fixtures will be added to provide for queuing, ticket distribution, sales of appropriate materials, visitor information, and interpretive exhibits. Out of respect for the interior architecture of the space, the new fixtures are being mounted on, and wired through, the floor only. Public restroom facilities have been created in space adjoining the Great Hall.

Information services are intended to facilitate taking the White House tour and to assist visitors in planning their time. Visitor information will be available to orient visitors, describe the tour, and introduce interpretive events through a coordinated approach of National Park Service rangers, signs, video monitors and interactive computer consoles.



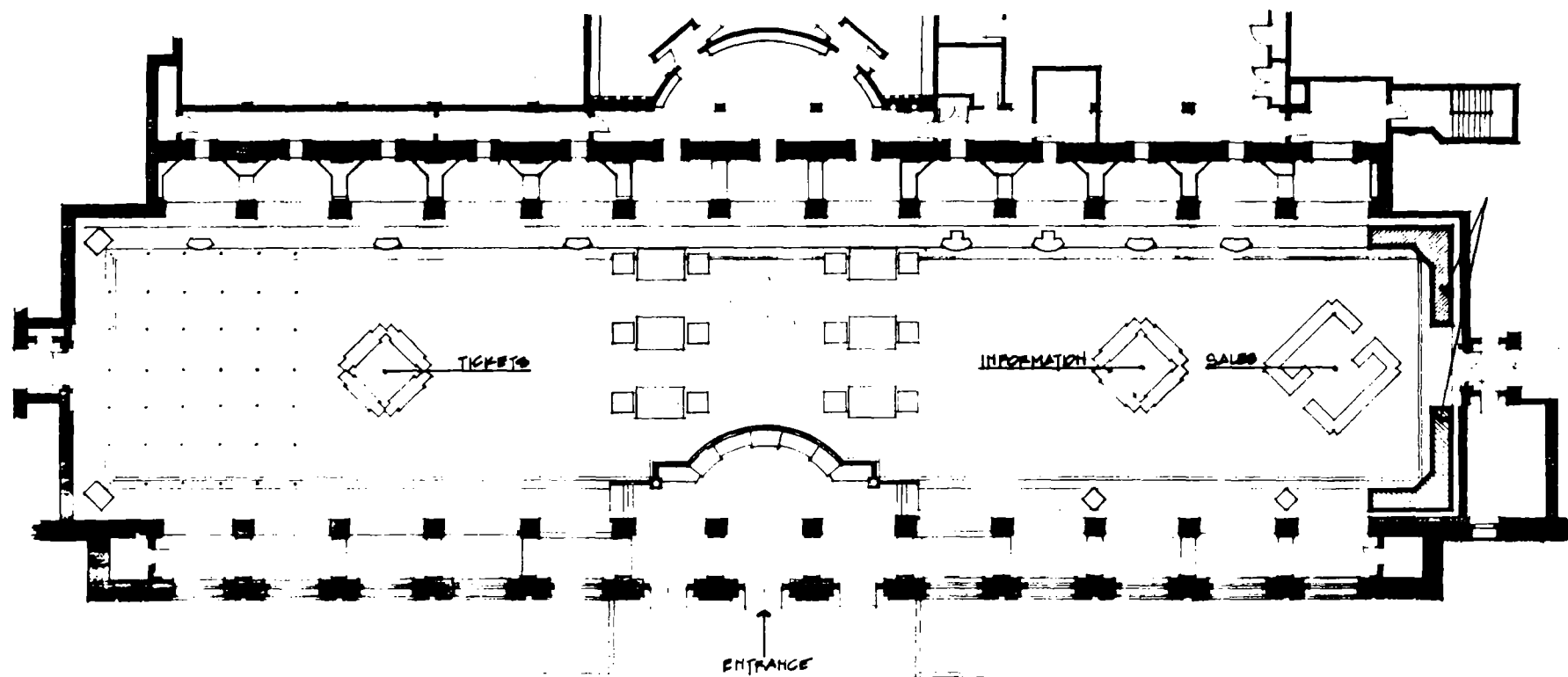
White House Visitor Center

Site Plan



FOURTEENTH STREET

FIFTEENTH STREET



PENNSYLVANIA AVENUE

White House Visitor Center
Proposed Floor Plan

0 5 10 feet



A8215(NCR-WHL)

COPY

Ms. Patty Solis, Director
Office of Scheduling for the
First Lady
The White House
Washington, D.C. 20500

Dear Ms. Solis:

For many years, visitors to the White House have had to wait in long lines in all kinds of weather before going into the White House on the public tour. If visitors could not make the narrow window of opportunity for the public tour, they were left with no meaningful alternative White House experience. . And for those who went through the tour and wanted to learn more about the White House, there was no nearby place where they could go to satisfy this desire.

Now, with the opening of the new White House Visitor Center in the Department of Commerce building at 1455 Pennsylvania Avenue, we can begin to address some of these problems.

We would like to invite Mrs. Clinton to help us "cut a ribbon" and open this new service facility to visitors on one of the following dates:

First Choice....Thursday, March 23, 1995 at 3 p.m.
Second Choice...Thursday, March 30, 1995 at 3 p.m.
Third Choice....Wednesday, March 29, 1995 at 3 p.m.
Fourth Choice...Tuesday, March 28, 1995 at 3 p.m.

Mrs. Clinton has indicated that she would like to be involved in the opening of the White House Visitor Center and we would do whatever we could to accommodate her participation.

Our preliminary plans call for an informal, low-key reception to introduce the facility, its visitor services and exhibits to the public and to thank those who made this project possible. We would hope that Mrs. Clinton might comment on the importance of improving the service that we provide to White House visitors, and help us celebrate the higher level of quality service that this partnership effort has yielded.

We would certainly welcome the opportunity to work with you to plan for Mrs. Clinton's possible participation.

Mrs. Clinton's interest in improving the experience of White House visitors is foremost in our minds as we extend this invitation. We hope for your favorable consideration and we would be most pleased to work with you to address any questions. You may contact me, or James McDaniel, Office of White House Liaison at (202) 619-6344.

We appreciate Mrs. Clinton's continuing active interest in the people and programs of the National Park Service.

Sincerely,

A handwritten signature in cursive script, appearing to read "Robert Clinton".

Regional Director, National Capital Region

Enclosure (2)

bcc: NCR-Surname
NCR-Files
WHL-Files

JMcDaniel:cs0:2/7/95:619-6344:WHT-HOUSE\EVENTS\HRC.REQ

File Visitor's
office

September 21, 1994

Margaret Williams
Chief of Staff to the First Lady
Rm. 100
Old Executive Office Building
Washington, D.C. 20500

Dear Maggie:

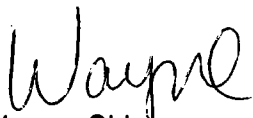
I want to apologize and take full responsibility for the events that have taken place regarding the Charlie Sheen visit to the White House on Sunday, September 18th, 1994. I have admired and respected Mrs. Clinton for over 10 years, and I want to assure you that I would never knowingly allow anyone to video tape in the house if they were going to use it in a story. I fully respect the President and Mrs. Clinton's right of privacy. Since the Secret Service has allowed the use of camcorders on private tours, I did not see a problem with allowing Charlie the use of his.

I hope the actions from Sunday will not cause any harm whatsoever to the First Lady or her staff. Because of the Sunday tour, I want to let you know that I will not allow anyone else to bring a camcorder on any of the tours I give.

I take my job very seriously and try to represent the Clintons the best I can.

Again, please accept and express my apologies to the First Lady.

Sincerely,



Wayne Skinner
The White House
Visitors Office

Full
Visitors
Office

THE WHITE HOUSE
WASHINGTON
MEMORANDUM

July 16, 1993

TO: Mack McLarty, Assistant to the President and
Chief of Staff

Marcia Hale, Assistant to the President and
Director for Scheduling and Advance

Maggie Williams, Assistant to the President and
Chief of Staff to the First Lady

Patsy Thomasson, Special Assistant to the President and
Director of the Office of Administration

FROM: Melinda Bates *MB*
Director, Visitors Office

RE: Impact Of Official Functions on Tours

The Visitors Office is looking for ways to maximize the use of the White House as a tool to make friends for the Administration, particularly during these times when we need as much public support as possible.

We are especially concerned at how often POTUS events are scheduled in locations and at times which require the House to close:

During summer months over 5,000 people daily take the public self-guided tour. About 1,700 are on the earlier guided tours. On a regular basis we have cancelled or reduced the number of tours (usually public, but occasionally both) for press conferences scheduled in the East Room at 1:30 p.m., or events like yesterday's announcement. This event, arranged on the East side of the lawn, delayed tours for three hours. (If we had known the arrangements in advance, we would simply have canceled tours.)

It appears that the extremely negative impact of such cancellations is not being factored into the decision-making process for scheduling. When 5,000+ visitors are told "no tours today" virtually every one of them goes away angry - and not angry with the Visitors Office, but **angry with Bill Clinton** who "spoiled their vacation". They blame the President (after all, it is his house) and they are so irate about it that they make sure to tell all their friends and relatives. The Administration is making enemies when we could be making friends.

When tours are reduced in number or delayed (both of which happened Thursday) we lose an opportunity to make 3,000 potential friends for the President (who would go back home raving about the "Clinton White House"). People who feel connected to the Administration, no matter how casually, are more likely to support us (and encourage their friends to do so).

Your assistance is requested in these areas:

- alert the President and Mrs. Clinton to the potential problems created by events that impact on tours
- include the Visitors Office in longer-range event planning to speak for the 7,000 daily visitors
- set the policy that events are scheduled only at times when tours will not be impacted (Mondays and afternoons), except for extraordinary circumstances

You should be aware that during the Bush administration, Congressional offices were notified **one month** in advance of any closings.

*File
Visitors'
Office*

THE WHITE HOUSE

WASHINGTON

July 6, 1993

MEMORANDUM FOR ALL STAFF

FROM: PATSY THOMASSON *Patsy Thomasson* SPECIAL ASSISTANT TO THE PRESIDENT FOR
MANAGEMENT AND ADMINISTRATION AND DIRECTOR OF THE OFFICE
OF ADMINISTRATION

RE: WEST WING TOURS

Earlier this year, we published a policy regarding tours of the West Wing. Since this is a very heavy tourist season, we thought it might be helpful to restate the policy and to remind you of the necessity of carefully adhering to it. The policy is as follows:

- Tours are allowed during the following times as long as the President, the First Lady, or the Vice President is not in the West Wing. If they are in the area, a security officer may delay your tour. Please cooperate, they are simply doing their job.

Monday through Friday	8:00 p.m. to 10:00 p.m.
Saturday	1:00 p.m. to 10:00 p.m.
Sunday	8:00 a.m. to 10:00 p.m.
- Please conduct your tour in a quiet and orderly fashion. Remember the West Wing houses the President as well as his senior staff who may be working during the approved times for tours.
- Tour groups should include no more than six people.
- All tours should begin on the Ground Floor West Wing Entrance and proceed to the first floor by using the staircase near the Press Office.
- The taking of photographs during tours is strictly prohibited.
- Appropriate dress is required; remember you are in the West Wing of the White House.
- Remember the Oval Office and the Cabinet Room may be only viewed from the door.
- Finally, if a security officer reminds you of the terms of the tour policy or suggests that you delay your tour until another time, the officer is simply asking you to adhere to the policy.

We need your cooperation in compliance with the policy. Thank you for your concurrence.

United States Senate

WASHINGTON, DC 20510-0401

July 1, 1993

JUL 2 1993

Ms. Melinda N. Bates
Director, Visitors Office
White House
Washington, D.C. 20500

Dear Melinda:

I want to thank you for the courteous manner in which you and your staff handle the requests that my office funnels to you. I know you are being deluged with congressional requests, but your prompt and courteous treatment of my requests is appreciated.

When I am home, I am amazed by the number of constituents who want to visit the White House. I believe this speaks well for the Administration. I also understand that the increased volume makes the job for all of you more difficult, and we certainly understand when you must disapprove a request. Again, thank you for your fine work.

Sincerely,



Dale Bumpers

cc: Mack McLarty
Bruce Lindsey

no

file

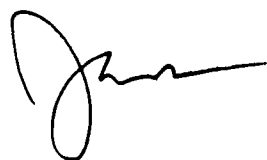
MEMORANDUM

Date: July 1, 1993
To: Maggie Williams
Chief of Staff
Office of the First Lady
From: Jack Quinn
Acting Chief of Staff and Counsel
Office of the Vice President
Re: 4th of July Staff and Family South Lawn Event

As you know, Vice President Gore was asked by the President to lead the National Performance Review. The National Performance Review is staffed by approximately 200 representatives from Federal agencies who were selected because of their outstanding credentials. They dedicate their time and talents to work for the Vice President and be part of this massive project, whose success is vital to the Administration.

We would be very grateful if the National Performance Review staff could be included in the July 4th South Lawn celebration. These staffers work long hours preparing for the report which the Vice President will present to the President on September 7. When their work is finished, they will return to their agencies in relative obscurity. Being part of the July 4th celebration would go a long way towards making them see and feel the importance of their role in the success of this Administration and is perhaps their only opportunity to participate in a White House event.

Thank you for your consideration.

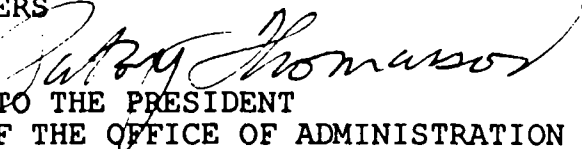


THE WHITE HOUSE

WASHINGTON

June 29, 1993

MEMORANDUM FOR ALL BLUE PASS HOLDERS

FROM: PATSY L. THOMASSON 
SPECIAL ASSISTANT TO THE PRESIDENT
AND DIRECTOR OF THE OFFICE OF ADMINISTRATION

SUBJECT: WEST WING TOURS

The West Wing will be closed for tours from Tuesday, July 6, through Tuesday, July 13, for general maintenance and repairs. Work includes replacement of carpet in the public areas and painting and refurbishing of the Roosevelt Room.

West Wing tours will be permitted on the first floor only on Sunday, July 4, and Monday, July 5. Maintenance and repairs, specifically replacement of the carpet in the public areas, on the Second Floor and the Ground Level will happen on these dates.

The Press Briefing Room is also going through major renovations. It will be closed to tours from July 4 through July 12, 1993.

The West Wing will again be open for tours on the evening of July 14, 1993. We regret any inconvenience to you. We appreciate your being cooperative in staying out of these areas during the specified times. Thank you for your assistance.

Maggie

✓

MEMORANDUM

To: ROY NEEL, DAVID WATKINS, MAGGIE WILLIAMS ✓ 6/30
From: Nancy Hernreich
Date: June 27, 1993
Re: DNC STAFF AND THE 4TH OF JULY

Craig Smith called today about the DNC staff being invited to the White House to watch the fireworks on the 4th. He says that Carter did it for the DNC and that the staff there really needs it. He has been told by Robyn Dickey that they are not going to be invited, that only hard pass holders are. Can we fix this? i think that they should be invited.

cc: Skip Rutherford

Group Tour Requests for May 19, 1995

*To: Marge
From: Melinda
19 April '95*

*File
Visitors*

Member/Requested by	Number in Group Request
Andrews, R	50
Barrett, B	26
Biden, J	42
Bradly, B	49
Bond, C	11
Burr, R	14
Camp, D	19
Coats, D	12
Coleman, R	10
DeLauro, R	25
Dingell, J	10
Ehlers, V	18
Ehrlich, R	13
Faircloth, L	35
Foley, M	14
Franks, B	50
Gorton, S	55
Hatfield, M	45
Heflin, H	40
Hobson, D	30
Hoke, M	14
Holden, T	44
Holden, T	45
Klink, R	16
Klink, R	35
Levy, D	50
Lieberman, J	50

Mack, C	35
Mack, C	44
Martinez, M	19
McDade, J	47
Meehan, M	45
Moakley, J	34
Montgomery, G	30
Murtha, J	35
Ney, R	15
Nickles, D	15
Nunn, S	30
Payne, L	40
Payne, L	45
Porter, J	20
Porter, J	50
Porter, J	40
Quinn, J	43
Robb, C	44
Santorum, R	23
Sarbanes, P	10
Shays, C	10
Simon, P	10
Sisisky, N	50
Thurmond, S	36
Thurmond, S	50
Warner, J	44
Wynn, A	50
Wynn, A	50
SUBTOTAL	1,786

POTUS-WH	48
NSC-WH	50
OPL-WH	100
DOS-AG	28
CAPUC-DC	23
MIL-WH	20
MIL-WH	50
SHIEM-CA	50
SUBTOTAL	369
GRAND TOTAL	2,155

I can schedule 300 at 8am, guided tours
and 300 at 9:45 self-guided tours

I will then say NO to 1,555 people represented
by the Members listed above

If I schedule the ~~200~~¹⁰⁰ students from PS 203,

I will have to say NO to 1,655 Members' guests.

As Director of the Visitors Office I believe it is
appropriate for us to stay within the guidelines we
have established. Certainly any time Mr. Green has
a personal request it should be accommodated. But
I believe this is too 3rd hand to merit special
accommodations. Please let me know your preference.

MB

THE WHITE HOUSE
WASHINGTON
MEMORANDUM

March 10, 1995

TO: Maggie Williams
Chief of Staff to the First Lady

FROM: Melinda N. Bates *MB*
Director, Visitors Office

RE: Tour Request of Ernie Green

Enclosed is the complete package of correspondence between the Visitors Office and PS 203, Queens. I thought you might find it interesting.

Of course the bottom line is that we will do whatever you wish. The President's and the First Lady's friends and guests are our highest priority. However, when decisions are made to make special accommodations for groups (especially groups twice the normal limit) we hope that the "cost" of that arrangement is considered.

The "cost" in this case is that to accommodate 100 school children from one location at the height of the touring season will require us to reject requests from (for example) Sen. Rockefeller's 50 veterans; Sen. Moynihan's 50 senior citizens; OPL's 50 labor leaders... In the middle of May **each day's** folder of requests represents **4,000 more people than we can squeeze in**. And the sad reality is that many of the requests are as important to us as the examples above, and as difficult to reject. (Sometimes I think I should have trained as a juggler!)

I hope you will explain to Mr. Green why we chose to continue the limit of 50 per group (under normal circumstances) and that it serves this administration well.

If you do decide that this should happen, please remind Mr. Green that group tour decisions are made 4 weeks in advance, and therefore the decisions for May 19 will be made in the third week of April. Thanks.

THE WHITE HOUSE

WASHINGTON

MEMORANDUM

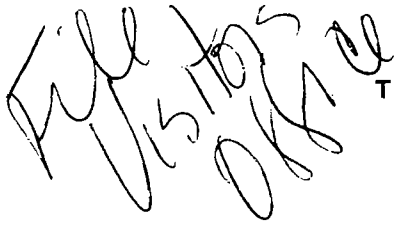
June 30, 1993

TO: Nancy Hernreich
Maggie Williams

FROM: Melinda Bates *MB*

RE: WH Staff Retirement

Today, Wednesday June 30, was the last day at work for Mr. Wilson, the Chief Maitre d' for the White House. He served here **36 years**. I have been told that the Ushers' Office was "too busy" to acknowledge this milestone, therefore the Visitors Office will celebrate his retirement tomorrow, Thursday at 10:00 a.m., when he comes in to conduct some business. I thought you would like to know about this.



THE WHITE HOUSE
WASHINGTON
MEMORANDUM

June 30, 1993

TO: Patsy Thomasson
Maggie Williams ✓

FROM: Melinda Bates 

RE: Visitors Office/Members Relationship

On Monday I met Sen. Mitchell's District AA. Without being prompted she immediately began to tell me, in the most emphatic way, how furious she was with the Roll Call article. She said that it was information leaked by a Republican staffer who did not tell his Member that he was speaking to Roll Call until after he had done so. She also expressed her and Senator Mitchell's strong approval and appreciation for the way the Visitors Office is run. She acknowledged the difficulty of the job, and praised us for our fairness and graciousness. It was a very encouraging conversation!

Enclosed in this package are some recent comments from Members. (Most of what we hear is by phone.) It seems the consensus is that while no one likes to hear "No", the majority believe that WH access is being evenly and courteously administered. In addition, Senator Bradley's staff assistant, who has been arranging tours for six years, sent me copies of memos from the Bush Visitors Office (enclosed). These memos confirm that our policies are virtually identical to those previously in place, and that even then the WH was frequently "booked". Hill staffers or Members who say that they were always accommodated are either mistaken or trying to force a favor.

One of my staff assistants spoke to my immediate predecessor in this job, who said that "The policy was never strictly first-come, first served. We always considered other factors such as the number of tours per office and sharing the Yeses as fairly as possible."

In a conversation yesterday with Senator Bryan's Chief of Staff, Jean Neal, she indicated they were all puzzled about the "rumor" that the Senator was unhappy with the Visitors Office. (I did not mention HRC.) She said that they were generally satisfied, but expressed concern over the idea that because they had already had 5 tours, and were only entitled to 4.4, they would not have any more this year. This simple misunderstanding was straightened out and an apology was made for any confusion. In addition, the primary reason for my call was to inform them that two late requests from their office for group tours were being accommodated. We ended on very cordial terms.

I hope you find this latest information as encouraging as I do.

Daniel Patrick Moynihan
New York

United States Senate
Washington, D. C.

June 29, 1993

Dear Hillary:

Bravo! And my thanks to you and your staff. Terry Anderson mentioned that he and his daughter will soon be in Washington and would very much like to tour the White House this Friday, July 2. My staff got on the phone with yours, and two minutes later the predicament was resolved. I don't know how. But Melinda Bates does. Because she did it!

Ms. Bates has my very great thanks and so do you.

Best,



Mrs. Hillary Rodham Clinton
The White House
Washington, DC 20500

JAMES E. CLYBURN
6TH DISTRICT, SOUTH CAROLINA

COMMITTEES:
PUBLIC WORKS AND
TRANSPORTATION

SURFACE TRANSPORTATION
ECONOMIC DEVELOPMENT
PUBLIC BUILDINGS AND GROUNDS

VETERANS' AFFAIRS

EDUCATION TRAINING AND EMPLOYMENT
OVERSIGHT AND INVESTIGATIONS

CONGRESSIONAL RURAL CAUCUS
EXECUTIVE COMMITTEE

MAJORITY ZONE WHIP

Congress of the United States
House of Representatives
Washington, DC 20515-4006

June 28, 1993

319 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-4006
(202) 225-3315

DISTRICT OFFICES:
1703 GERRAIS STREET
POST OFFICE BOX 11449
COLUMBIA, SC 29211
(803) 799-1100

181 EAST EVANS STREET
SUITE 314
POST OFFICE BOX 6286
FLORENCE, SC 29502
(803) 662-1212

NORTH CHARLESTON CITY HALL
1ST FLOOR
4900 LACROSSE ROAD
NORTH CHARLESTON, SC 29418
(803) 747-9660

Ms. Melinda N. Bates
Director
Visitors Office
The White House
Washington, DC 20500

JUN 29 1993

Dear Ms. Bates:

In light of the recent press your office has been getting, I thought a word of encouragement might be in order.

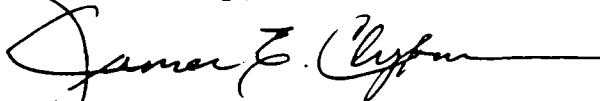
I am a new member of Congress quickly learning the many services available to my office. I must say that the service you and the White House staff have provided me and my constituents has been consistently accessible, enjoyable, and most importantly appreciated. The tour itself has been repeatedly complimented in the letters I receive from visitors.

Although I have run into problems with schedule changes, last minute requests, and high demand weeks, I have always found your staff very agreeable and eager to assist. Though I have not always gotten the answer I wanted, I have gotten the courtesy and fairness I would expect.

Again, I commend you on the efficiency and professionalism of your office and express sincere gratitude on behalf of my constituents for the opportunities you provide.

With kindest regards, I am

Sincerely,


James E. Clyburn
Member of Congress

JEC:pbm

RICHARD E. NEAL
SECOND DISTRICT, MASSACHUSETTS

WHIP AT-LARGE



COMMITTEE ON WAYS AND MEANS
SUBCOMMITTEE ON TRADE
SUBCOMMITTEE ON SELECT REVENUE MEASURES

Congress of the United States
House of Representatives
Washington, DC 20515

June 24, 1993

JUN 28 1993

Ms. Melinda Bates
Director
White House Visiting Office
1600 Pennsylvania Ave.
Washington D.C. 20500

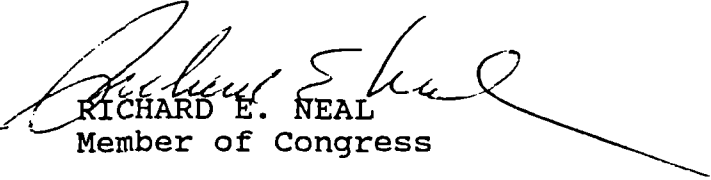
Dear Ms. Bates:

I would like to thank you for your assistance in approving the request of ten visitor passes to Mr. Jason Marias and his family of 13 Hancock Street Milford, MA 01757.

I was very pleased that this matter was resolved in this way. Needless to say, your involvement and cooperation were most helpful in bringing this matter to a conclusion.

Thank you once again. Your input is most appreciated.

Sincerely,


RICHARD E. NEAL
Member of Congress

REN/tjr

Constituent	No. in Party	Dates (Mo./Days) Available	(for Visitors Office use only)	
			Time (8:15 = a, 8:30 = b, 8:45 = c)	Ticket Nos.
Kobeil *	2	July 29 or 30		
Mackay	2	July 29 or 30		
Stillman	4	July 31		

Member's name: Marge Roukema Telephone: 225-4465 Contact: Anne K. Comments: Staff's family. We think the Roll Call article unkind. Your office has been very supportive and we appreciate it. The demand has just been excessive. Thank you - Hope that makes you feel better and we're even from "that other party"	Booked by: Date:
---	-------------------------



Photo by Christopher Martin

Rep. Ron Klink's bill calls for the creation of a Congressional Office of Public Opinion Research and Assessment.

Freshman Klink Wants Hill To Open Own Polling Office

By Karen Foerstel

Rep. Ron Klink (D-Pa) has drafted legislation that would establish an internal, non-partisan polling office to survey public opinion on national issues.

The legislation, which Klink plans to introduce in the next few weeks, calls for the creation of a Congressional Office of Public Opinion Research and Assessment overseen by a bipartisan panel of 12 House Members and Senators. The panel would set the rules and pick the research priorities of the office.

Individual Members would be

allowed to request specific polls with the approval of the board.

Klink, who defeated Rep. Joe Kolter (D) in a primary election last year, sent out a Dear Col-

So far, there are no co-sponsors for Klink's bill.

league letter on June 9 asking for co-sponsors. So far, no one has signed on.

"It would take the influence of

lobbyists and diminish it quite a bit," Klink told Roll Call. "The people generating the flood of phone calls and cards are the ones [we hear from]. This bill would give the great silent majority, those not sending the cards, a say."

Klink said the polls conducted by the Congressional office would more accurately reflect public opinion than surveys conducted by private firms.

The Congressional polls would be more in-depth, Klink said. The typical call to a person being surveyed would last more than 25 minutes to "ensure that each voter understands the issue at hand."

Klink said the data gathered by the polls would not necessarily determine Congressional action

The office would cost \$10 million for 25 surveys each year.

but would be used simply to supplement Members' information on an issue.

The cost of running the office would be about \$10 million a year, which would fund about 25 surveys annually.

White House Seeks to Clarify Tour Policy

By Glenn R. Simpson

The director of the White House Visitors Office last week sent a memo to all Members of Congress, seeking to clarify the Clinton Administration's policy on distributing White House tour tickets to Hill offices.

"I appreciate the concerns voiced recently by some Members of Congress regarding changes in the White House tour policy," wrote director Melinda Bates. "I want to take this opportunity to clarify how the system operates and to assure you that the Visitors Office will work hard to satisfy your requests and the needs of your constituents."

The June 24 memo was sent just four days after a Roll Call article revealed that Hill denizens have been angered by their inability to obtain tour tickets for constituents and by a new policy requiring that the mix of groups touring the White House on a given day be diverse — some senior citizens, some Boy Scouts, some Rotarians, some Shriners, etc. (Roll Call, June 21).

The memo, which Bates made available to Roll Call, does not rescind the controversial policy, which also emphasizes geographical diversity.

Bates wrote that the number of tickets and tours available to

each office has not changed. "In fact, this year we have increased the Members' tours from one to two each day, doubling the number of constituents you can accommodate on these morning tours.

"What has changed dramatically is the volume of visitors coming to the White House daily," she wrote. "Since President Clinton took office, requests for tours of all types have doubled."

Bates said the tour-scheduling policy has been streamlined "to ensure that all congressional offices are treated equitably and fairly." The old policy of first-come, first-served has been dis-

carded, and the office now keeps a computerized log of requests "so that requests from a majority of Members can be obliged."

The office is hoping "to avoid parceling out the bulk of group tours to a few offices whose constituents are close enough to Washington to travel easily to the White House, while scores of other Members and constituents have no access at all."

Bates told the Members that the Visitors Office wants "to make sure that your offices find the system fair and convenient. We feel strongly that the changes instituted will serve you and your constituents better."

Congress
of the
United States
House of Representatives

June 28, 1993

H. MARTIN LANCASTER
NORTH CAROLINA
THIRD DISTRICT



President William Jefferson Clinton
The White House
Washington, D.C. 20500

JUN 30 1993

*Recd from
his office*

Dear President Clinton:

On June 23, forty-five of the brightest young people of Eastern North Carolina visited Capitol Hill. They are formed impressions while here much as you did during your experience with Boys Nation. One of the impressions that they formed last week was that your Administration is anti co-op. These young people are rural youth whose parents homes are served by REA's.

I always visit with these young leaders when they come to Washington because I am so stimulated by their inquisitiveness and eagerness to learn. In the past they have always visited the White House, so in my conversation with them I asked when they would be visiting the White House. They very dejectedly said that the White House had refused to allow them to visit, since you "are opposed to co-ops." I know that is not true, but that is the message they got.

I hope that you read the article in June 21 Roll Call. In case you did not see it, I am enclosing it. Mr. President, your current tour policy is really hurting you in the House Chamber. One of the few ways that you can help Members of Congress and in turn help them with their constituents on a regular and sustained basis is providing tours. In the six years I served under Presidents Reagan and Bush, I never had a single request for a tour turned down. Now my colleagues and I are finding ourselves in the uncomfortable position of having to explain to our constituents that though their similar group under a Republican Administration was able to consistently obtain tours, now with a Democrat in the White House, they do not have that opportunity.

I have discussed this problem with Ms. Melinda N. Bates, Director of your Visitor's Office, and was told that your request for tours are appreciably up this year. Perhaps that is true overall, but our office is not asking for any more tours than we did in the past. The occasion of my discussing this matter with your Visitor's Office was their rejecting a request from my Wife that she personally take a group through the White House. It is absolutely unheard of that Congressional spouses would be denied the opportunity to take their guests to the White House. Ms. Bates

At-Large Majority Whip
Committees:
Armed Services
Merchant Marine and Fisheries
Small Business

Washington Office:
2436 Rayburn House Office Building
Washington, D.C. 20515
(202) 225-3415
Fax: (202) 225-0666

□ District Office:
Room 108 Federal Building
134 N. John Street
Goldsboro, N.C. 27530
(919) 736-1844
(800) 443-1
Fax (919) 734-4731

Please talk to Howard Paster about this

This is impossible

possibly a members tour or booked day?

President Clinton

Page Two

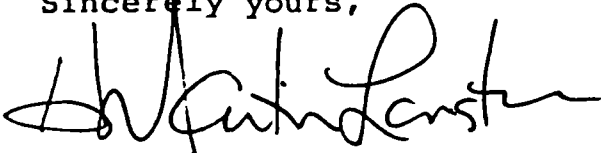
June 28, 1993

reluctantly agreed to make the exception for Alice, but she made it very clear to me that she was not happy about doing so. To emphasize that point, she called my Tour Coordinator after my telephone conversation to point out the tours which had been approved for our office since she took the job. I hear enough discussion of how the Visitor's Office is being run over lunch and between meetings to know that this is a problem being experienced in every office and not just mine.

Mr. President, please do not underestimate the Congressional good will you can generate with a cooperative and smooth-running White House tour system! This is no "little matter" for us in responding to our constituents.

With kindest regards, I am

Sincerely yours,

A handwritten signature in dark ink, appearing to read "H. Martin Lancaster". The signature is fluid and cursive, with a large initial "H" and a long, sweeping underline.

H. Martin Lancaster

Member of Congress

HML:tgj

THE WHITE HOUSE
WASHINGTON

March 9, 1989

MEMORANDUM TO CONGRESSIONAL OFFICES
ATTENTION: WHITE HOUSE TOUR SCHEDULER

FROM: DEBBIE ROMASH *DR*
DIRECTOR
WHITE HOUSE VISITORS OFFICE

SUBJECT: CONGRESSIONAL TOURS

Please note: The correct phone number for Congressional Guided Tours of the White House is 456-2203. Unfortunately, the number was listed incorrectly on the blue sheet in your White House Information Folder.

The spring season is the busiest time for White House tour requests. We will try to accommodate your requests whenever possible. Please understand that we cannot guarantee weekly allotments during these hectic weeks, and some of your constituents will be disappointed.

Thank you for your understanding and cooperation.

THE WHITE HOUSE
WASHINGTON

April 26, 1989

FACTS

The White House is the only presiding Head of State's residence in the world open to the public.

1.5 million people visit the White House yearly.

As many as 40,000 people visit the White House weekly.

Congressional guided tours and groups accommodate 1500 people daily.

Guided tours leave every 3 minutes during peak visitation season.

The house may close for various reasons such as swearing-in ceremonies and visits of dignitaries. Presidential scheduling requirements may prompt the closing of the White House without advance notice.

The maximum number for a group tour is 50 persons. Due to the overwhelming number of requests, we are unable to subdivide large groups into smaller groups of 50 or less.

NEW TICKET POLICY

When the White House is booked and/or you have reached your quota, we are unable to issue additional tickets. We will keep a list of requests and review it several days prior to the tour date. We will then determine which of these we can accommodate (if any) and notify accordingly.

First priority will be given to offices which have no tickets for that week. Cancelling tickets through the Visitors Office will enable our redistribution.

This policy will help with the equal distribution of tickets. Thank you for your cooperation in this difficult matter.

MEMBER TOUR POLICY

The Member or spouse must accompany guests to the White House (limit 6 guests).

Arrangements must be made in advance.

GROUP TOUR

Please use the following list format to request a group tour:

1. Name of group
2. Type of group/organization (school, retirement home, elk club, aged anglers, hunters, herders, and gatherers)
3. Number in group (10-50 is considered a group)
4. Contact person for group who will tour White House with group
5. Member's name, staff contact and phone number
6. Additional comments

After submitting a group tour request, you will receive an acknowledgment card indicating consideration of your request 3-4 weeks prior to the tour date. We will send confirmations or regrets by mail as soon as possible. Your patience is greatly appreciated.

Q & A's

-Can someone use a ticket on a day other than the date written on the ticket?

No. The ticket can only be used on the date for which it is issued.

-Does every person in a family or group need a ticket?

Yes. Everyone over the age of 6 MUST have a ticket.

-Are strollers permitted?

No. Constituents are encouraged to leave strollers in the car or hotel. The White House is not responsible for strollers left outside the gate.

-What about handicapped accommodations?

Handicapped with Congressional tickets go to the usual Visitors Center entrance where an officer will provide assistance. Wheelchairs are available. Handicapped going on the public tour go to the Northeast gate where assistance will be provided.

SECURITY

Each office is responsible for its guests' behavior and actions while visiting the White House.

Tickets are non-transferrable. That means your constituents may not sell them or give them away.

NUMBER TO KNOW

456-7041 - Call 24 hours a day for all public tour and special event information.

HOLIDAYS

Memorial Day, Monday, May 30 - No Congressional tours (member, ticketed or group), open to the public 10:00 am to 12:00 noon.

July 4th, Tuesday - No Congressional tours (member, ticketed or group), open to the public 10:00 am to 12:00 noon.

Labor Day, Monday, September 4 - No Congressional tours (member, ticketed or group), open to the public 10:00 am to 12:00 noon.

REFERENCE NUMBERS

Debra Romash, Director	456-2322
Member tours	456-2867
Congressional tickets	456-2203
General information	456-2200

Visitors Office Staff:

Bo Bryant
Marja Morris
Jeannie Mozley
Janet Schuler
Maryann Stevens
Amy Swartz

THE WHITE HOUSE
WASHINGTON

March, 1992

WHITE HOUSE TOUR INFORMATION

F.Y.I

Tours of the White House were initiated by our third President, Thomas Jefferson. With the exception of WW I, WW II, the Persian Gulf War and the Truman Restoration, when tours were interrupted, tours have been continuous since that time. The White House is a working residence. It is open to the public for tours in the morning (Tuesday through Saturday) and is used for official functions in the afternoons and evenings. Every room in the residence is used by the President. Rooms normally open to tours may be occasionally closed in preparation for a special event. All tours are cancelled on days that Official Arrival Ceremonies are scheduled.

One and a half million people visit the White House each year. In the summer months, as many as 40,000 visitors tour the White House in one week. Congressional guided tours accommodate 1,500 people (groups included) daily within an hour and a half. 1993-1750

A recent survey conducted by the National Park Service gave generally high marks to the tour operation. The survey recommended that everyone involved in tours "lower expectations." Many visitors expect a private tour and are surprised when their group is not taken separately. Please be sure to advise your guests that the Congressional guided tours are not conducted individually. It would also be helpful to explain that ticketed guests will have a waiting time while being processed through the East Visitors Entrance. The waiting time is longest during the spring and summer months, sometimes up to 45 minutes. Many visitors do not anticipate a line and are surprised when they encounter one.

Because of the large number of visitors, no photos are permitted. Guests may check strollers upon entering the East Wing of the White House.

The Visitors Office wants to accommodate your requests whenever possible. However, there is always great competition for popular days, and when the White House is "booked," we cannot issue any additional tickets for that day. Summer months are particularly busy, and because of the heavy demand we must occasionally notify you that tickets cannot be switched from one day to another. Please ask your constituents to be sure of their travel plans before they request specific dates. Your patience and understanding is greatly appreciated. We look forward to working with you to ensure your constituents a memorable tour.

THE WHITE HOUSE
WASHINGTON

TROUBLESHOOTER LIST

1. Ticket requests by card are made for 30 calendar days only. A three day grace period is permitted. Request cards sent in more than 33 days in advance must be returned.
2. Please write neatly on the request card. We are not as familiar with your Members signature as you are-please be sure it is legible. Please allow enough time for your card to be returned before calling the Visitors Office for ticket numbers.
3. Please be sure you do not request tickets on Sundays or Mondays, as no tours are scheduled on those days. Also, when requesting tickets for February remember it is a short month, only 28 days. Please request each week on a separate card.
4. Ticket numbers below 500 are scheduled at 8:15 a.m., numbers 501 to 1000 at 8:30 a.m., and 1001 and above at 8:45 a.m.
5. When requesting additional tickets above your allotment, or on a booked day, during our busy summer season, please have your Member or A.A. call the Visitors Office. Granting extra tickets or placing your guests on a gate list is not automatic, we have limited space and ask you to use discretion when making these requests. Please understand we are not always able to grant these requests, and they must be reviewed by the Director.
6. Please only request tickets for days your constituents have actually requested. Requesting blocks of tickets for Saturdays in advance of requests is not fair to other Hill offices.
7. Tickets can be used only for the day they are issued.
8. When filling out tickets, please remember:
 - Write numbers on tickets
 - Write date on tickets
 - Ticket stub must be filled out
 - Name of Congressional Office must be on ticket
 - Do not use cancelled tickets
 - Altered or damaged tickets will not be accepted
9. When borrowing tickets from another office, make sure both the name of your Member and their Member is on the ticket.
10. Tickets may not be sold or auctioned.

11. Requests for tickets by phone are made for dates within the next 10 calendar days only.
12. Please encourage constituents to pick up their tickets from your office whenever possible. Tickets sent by mail are often forgotten and are sometimes delayed in the mail.
13. Senate stationery does not include a telephone number, please include it when requesting a group tour.
14. Group tours consist of 10 to 50 people. Please do not split large groups into two or more requests.
15. When requesting a group tour give proper name for the group, please don't refer to a group as "constituents".
16. Please include the name of the contact person for the group, who will be taking the tour with them.
17. Remember to notify the Visitors Office as soon as possible with cancellations or reductions in group size.
18. Please remind your constituents not to request tours or tickets on days they are traveling to Washington. Congressional and group tours are available only in the mornings before 10:00 a.m.
19. Be sure you listen to the tape on 456-2203. It is updated each day with valuable information regarding White House tours.

*Full
Visitors
Office*

THE WHITE HOUSE

WASHINGTON

June 24, 1993

TO: Members of Congress

FROM: Melinda N. Bates *MB*
Director, Visitors Office

I appreciate the concerns voiced recently by some Members of Congress regarding changes in the White House tour policy. I want to take this opportunity to clarify how the system operates and to assure you that the Visitors Office will work hard to satisfy your requests and the needs of your constituents.

As you know, congressional offices are able to request individual tickets, group tours, and Members tours. A variety of constituents from as wide a geographic range as possible is to be admitted daily, including youngsters, senior citizens, families, civic groups, and others.

The number of tickets and tours reserved for each office has not changed. In fact, this year we have increased the Members tours from one to two each day, doubling the number of constituents you can accommodate on these morning tours.

What has changed dramatically is the volume of visitors coming to the White House daily. Since President Clinton took office, requests for tours of all types have doubled. Currently, nearly 7,000 visitors tour the White House on an average summer day. For June 22 alone, we received 300 letters from congressional offices requesting group tours. As I'm sure you understand, it was impossible to accommodate everyone on that particular day.

Given the surge in demand, we streamlined the process to ensure that all congressional offices are treated equitably and fairly.

Instead of relying solely on the previous system of first-come, first-served, we now keep a computerized log of visits so that requests from a majority of Members can be obliged. In this way, we hope to avoid parceling out the bulk of group tours to a few offices whose constituents are close enough to Washington to travel easily to the White House, while scores of other members and their constituents have no access at all.

Regrettably, even with a fairer system, there are days when not all requests for tours can be met.

Our principal goal is to make the White House accessible to as many visitors as possible. We also want to make sure that your offices find the system fair and convenient. We feel strongly that the changes instituted will serve you and your constituents better.

Please don't hesitate to call if you encounter difficulties or if you have questions about this system as we address the many, many requests we receive for tours every day.

THE WHITE HOUSE
WASHINGTON
MEMORANDUM

June 23, 1993

New file
Visitors
Office

TO: Maggie Williams
HRC Chief of Staff

FROM: Melinda N. Bates MB
Director, Visitors Office

RE: Senator Bryan 224-6244

Congressional tickets:

for a 16 week period: at or close to his allotment (15) 8 weeks

below allotment 8 weeks

4 favors.

Individual Tickets

Being below his allotment does not necessarily mean that he could not get tickets, it just as often means that tickets were not requested. Any Member who personally calls for a "favor" is always accommodated. If the AA calls the favor depends on whether or not it would be tickets in excess of the allotment or how booked the day is.

Group tours:

Yes/5

Automatic No/4
(3 late, 1 too many)

Judgment No/1

Again, the Members have been reminded that the average number of tours, per office, per year, is 4.4. (In fairness, no office is entitled to expect more than that, though in reality many offices will receive more than that.)

Senator Bryan has been well treated by the Visitors Office, and I am baffled as to why he is unhappy. I will be delighted to call him, as well as the other Senators we discussed last night, to determine the focus of their discontent. As the records show, it is rooted more in perception than reality - so we need to fix the perception.

Group Tours

Group Tours of the White House are conducted **Tuesday through Saturday at 8:00 a.m. and 9:45 a.m.** for groups of 10 to 50 people. Entrance is through the East Visitors Entrance on East Executive Avenue. Tickets are not required; the group is included on a list for that day and time. Tour narrations are geared for people over age nine.

We cannot consider groups of more than 50 people. Requests for groups over 50 are considered only if the group is split over multiple days. Unfortunately, it is unlikely that more than one part of the group will be approved. Large groups should be encouraged to take advantage of the public tours.

Group tours are scheduled three to four weeks prior to the earliest requested tour date. At that time your office receives a letter either confirming or regretting your request. Groups unable to obtain a reserved group tour are encouraged to attend the public tour.

Group tour requests must be submitted in writing, using the form on the next page. Requests may be submitted as far in advance as complete information is known. All requests should receive an acknowledgement card if the requested date is more than five weeks from the date the request is received. **The acknowledgement card is not a confirmed tour.** Please tell groups that they will hear from you about three to four weeks before the requested date. Because the White House must first be available for official events, it is not possible to approve tour reservations more than four weeks in advance.

Group tour request forms less than 30 days in advance should be faxed to the Visitors Office (456-2370). If faxed, **do not** send the original letter. Please advise the requester that it is unlikely that the request can be approved, given the large demand for limited spaces.

How can a group be guaranteed a tour?

Given the large number of requests for group tours, it is not possible to suggest a way that the request is certain to be approved. Chances of approval, however, are increased if requests:

- are submitted at least five weeks before the requested date
- are for groups within the 10 to 50 desired size
- are submitted through a Senator or Member of Congress
- are easy for our data-entry staff to process (use the form on the next page)
- are lucky enough to be chosen for the variety of characteristics that are included each day: some young people, some senior citizens, some families, some civic groups, etc. and (most importantly) allow wide geographic distribution for that day

*Not first come first serve
Nikolski - whose turn is it
to get
a go*

If the group is important to your office, *please indicate why* in the comments section.

Help everyone by setting realistic expectations. On a typical day in April, about 600 people were accommodated on group tours and about 2,600 were asked to use the public tours (told no).

Based on the daily capacity for the White House and the number of Congressional offices, each office should receive approval for about 4.4 tours per year. Please let us know if you do not.

Congressional & Agency Ticketed (CAT) Tours

Congressional & Agency Ticketed (CAT) tours are guided by U.S. Secret Service-Uniformed Division Tour Officers in groups of about seventy at **8:15 a.m., 8:30 a.m. and 8:45 a.m., Tuesday through Saturday**. These are the only scheduled times for CAT tours. Visitors, including those in wheelchairs, enter through the East Visitors Center entrance gate. (Guests in wheelchairs on the Public tour enter at the Northeast Gate.)

Each Congressional and Agency office has an allotted number of tickets for each week (Senate = 15; House = 10; Leadership + 2 additional). Often, the total number of requests exceeds the capacity of the White House. The allotment is not a guarantee that space is available.

For reservations more than 10 days in advance, but no more than 33 days, a tour request card (sample on next page) is sent to the Visitors Office, by inside mail. Cards must be **typed**. Complete **both sides** to facilitate inside mail delivery. All requests for a one-week (Tue-Sat) period should be on one card. Please keep completed cards on file as a reference until after the tour dates have passed.

For requests within 10 days of the requested date, reservations may be made by phone (456-2203), from 10 a.m. to 1 p.m. and 2 to 5 p.m.

If a tour reservation is available, you are given the date, time, and ticket numbers for the tour. This information must be recorded on a blank tour ticket. The tickets are cross-checked at the gate by the U.S. Secret Service/Uniformed Division Tour Officers on duty. **Invalid tickets are not honored**. Because of the large demand for access, your unhappy constituent is told the ticket is not valid, referred to your office, and politely turned away.

Borrowing tickets from other offices is acceptable, but **write the name of the Member who scheduled the tour on that ticket along with your own Member's name**. This helps to ensure the ticket is accepted as valid.

It is suggested that **tickets are picked up by constituents at your office** since there have been problems with tickets being lost in the mail. Tickets may **not** be picked up at the gate.

Tickets are good for the day of issue only. CAT tour tickets are not valid during the Public tour (10:00 a.m. - 12:00 noon).

The Visitors Office should be notified of cancellations as soon as possible, as this increases the availability of tickets for other offices.

Children 7 years and under do not need a ticket.

Should you require additional tickets over your allotment or on a booked day, the Member or AA may call this office for a **"Special Request."** The staff assistants complete a form that is reviewed by the Director each afternoon. Special Requests are not guaranteed to be approved, and should only be made for emergencies.

House Sample CAT Tour Request Card

Constituent	No. in Party	Dates (Mo./Days) Available	(for Visitors Office use only)	
			Time (8:15 = a, 8:30 = b, 8:45 = c)	Ticket Nos.

Member's name:

Telephone:

Contact:

Comments:

Booked by:

Date:

INSIDE MAIL

through: B-227 Longworth

to: WHITE HOUSE VISITORS OFFICE

return to: *(please stamp name and address)*

INSIDE MAIL



VISITORS OFFICE

CONGRESSIONAL
TOUR COORDINATOR'S
HANDBOOK

APRIL 1993

THE WHITE HOUSE
WASHINGTON

Visitors Office

Director:	Melinda N. Bates
Deputy Director:	Robyn G. Dickey
Assistant Director:	Marc Hoberman
Senior Staff Assistant:	Claudia J. Derricotte
Staff Assistants:	Carla L. Duryea Holly H. Holt Christine M. Maloy

Telephone Contacts
area code (202), exchange 456-

2200	public number, recorded information about special events	
7041	recorded information about public tours	
2322	congress and agency number	
2370	fax	
2121	TDD (telephone device for the deaf)	
2867	members tours	Robyn G. Dickey
2202	group tours	Marc Hoberman
2203	congressional & agency ticketed (CAT) tours 10 am - 1 pm; 2 - 5 pm	Carla L. Duryea Holly H. Holt Christine M. Maloy

Types of White House Tours

(please refer to additional specific information about each type of tour)

Members (additional information on page 7)

This tour is the most special. It is limited in size, includes a greeting in the East Reception room, and usually features a visit to the Jacqueline Kennedy garden where pictures may be taken. Coats may be left in the East Reception Room during the tour. To ensure the uniqueness of this tour, a Member or spouse **must** accompany all guests to the East Appointment (A-1) gate and, for security reasons, escort them to the East Reception room. The privilege of escorting guests on the Members tour is also extended to the Cabinet Secretaries and Ambassadors of Foreign Powers. It is not necessary for the Member or Spouse to stay for the tour.

The car containing the Member or spouse may park on East Executive Avenue if the Visitors Office is advised in advance. The car must have Congressional plates and the driver a Congressional ID. Unmarried Members may authorize their Chief of Staff to escort guests. **Reservations are required.** No tickets are necessary since the guests are included on a list for that date and time. Guests are limited to six or fewer. Numbers between seven and ten, when escorted by the Member or spouse, are included in the ticketed group tours without waiting in that line. More than ten guests require a group tour reservation.

Groups of 10 - 50 (additional information on page 9)

Requests are usually considered only if made through a Senator, Member of Congress, or the administrative contact of a Federal agency or White House office, but requests directly to the Visitors Office are not prohibited. Given the number of requests for group tours, unfortunately only a small percentage can be accommodated. Tickets are not required; the group is included on a list for that date and time and use the East Visitors Center Entrance gate (also called the Visitors Center). Groups are combined with others to accommodate about 70 people per tour.

Congressional & Agency Ticketed (CAT) (additional information on page 11)

This ticketed tour procedure is designed to accommodate individuals and families who want to confirm a tour reservation in advance. Tours are scheduled at 8:15 a.m., 8:30 a.m., and 8:45 a.m., Tuesday through Saturday. The overwhelming majority of these tickets are distributed to Senators and Members of Congress for use by their constituents.

These tours are guided, usually in groups of seventy people, by a U.S. Secret Service/Uniformed Division Tour Officer. The officers at the entrance gate cross-check each ticket by date, number, and name of the Member whose office issued the ticket. Improperly issued tickets are **not** honored, and the unhappy visitor is referred to the issuing office.

Public

All White House tours are free. The White House is open from 10 a.m. until 12 noon, Tuesday through Saturday and is closed every Sunday and Monday. During the peak spring and summer months, tickets are required. In 1993 this system operates from Tuesday, March 23, through Saturday, September 11.

Members Tour

This tour is the most special. It is limited in size, includes a greeting in the East Reception room, and usually features a visit to the Jacqueline Kennedy garden where pictures may be taken. Coats may be left in the East Reception room during the tour.

The Member or spouse **must** accompany all guests to the East Appointment (A-1) gate and, for security reasons, escort them to the East Reception room. The privilege of escorting guests on the Members tour is also extended to the Cabinet Secretaries and Ambassadors of Foreign Powers. It is not necessary for the Member or Spouse to stay for the tour.

The car containing the Member or spouse may park on East Executive Avenue if the Visitors Office is advised in advance. Unmarried Members may authorize their Chief of Staff to escort guests. **Reservations are required.** No tickets are necessary since the guests are included on a list for that date and time. Guests are limited to six or fewer. Numbers between seven and ten, when escorted by the Member or spouse, are included in the ticketed group tours without waiting in that line. More than ten guests require a group tour reservation. Please count children over age two.

New Information About Members Tours:

Guests must check in by 8:40 a.m. so the tour can start on time. Other group tours are stopped to accommodate this special tour. Therefore, latecomers are now placed in the ticketed tour line.

Reservations are required to ensure the tour retains its small size. Requests should be faxed using the form on the next page. A response is sent by fax to the requesting office. Unfortunately, requests may not be confirmed if space is booked.

THE WHITE HOUSE

WASHINGTON

May 18, 1993

DRAFT

Senator xxx
Inside address

Dear Senator xxxx:

Now that the new administration has been in place for 100 days, we want to review the operations of the Visitors Office. The tour organizer in your office has received a comprehensive manual we produced to explain all the tour systems. I believe you will find this brief overview helpful.

The demand for Congressional tickets is extraordinarily high, and we are frequently booked almost as soon as each week becomes available. Your office (and every other office) continues to have the same allotment as in the past. If we are booked when your office requests a specific date, that request may be difficult to accommodate, even if you have not exceeded your allotment.

The Members tour is often booked as well, and it is wise to plan ahead. President and Mrs. Clinton are happy to welcome you or your spouse to the White House at these tours. Please remember that we can accept no more than six guests.

Requests for group tours are now more than double the requests in previous years. For example, on an average day in April approximately 1,900 people were told that an advance reservation is not possible. On a similar day in May, just over 2,600 could not be accommodated. We wish we could accept every request but the capacity of the House has not expanded to meet the extraordinarily high demand. We hope you will explain this to your disappointed constituents, and encourage them to use the National Park Service same-day ticketing system. Thousands of people visit the White House that way each day.

In response to this high demand, we reorganized the group tour process. In response to your needs, we continue to book these groups one month in advance. Therefore, to be considered, letters should be in my office at least 5 weeks ahead of the requested date. The maximum number in any one group is fifty. Groups larger than that are automatically rejected. Early dates on requests are a factor in positive decisions, but not the sole criterion.

Perhaps the most useful statistic for your purposes is this one: when all the available tours for a year are divided by the number of Congressional offices making requests, the total number of group tours per office, per year is 4.4.

Rawls
Letter

While we are trying very hard to be fair, we know our system is not perfect. If you believe you are receiving too many "No" responses, we want to hear from you. Conversely, there are many offices on the Hill for which we have gone to extraordinary lengths to be helpful. We would appreciate hearing your appreciation voiced to your colleagues.

Our new computer systems provide us with accurate tracking records for each office. This information is primarily for internal use, but is easily accessible when needed to answer inquiries from you or the press.

We are absolutely committed to the idea that the White House tours are not a political item. It is important to us that you understand that I have **never** been asked, by anyone in the White House, to refuse to accommodate tour requests from any office. In fact, the only calls I have received have been to ask me to say yes as often as possible.

Please continue to contact me with any concerns you have about the Visitors Office.

Cordially,

Melinda N. Bates
Director, Visitors Office

THE WHITE HOUSE

WASHINGTON

MEMORANDUM

February 12, 1993

file

TO: Maggie Williams
Chief of Staff for HRC

FROM: Melinda N. Bates *MB*
Director, Visitors Office

RE: January 21 Open House

I'd like a phone number

2322

Enclosed are all the letters I received from your office, from the Park Service, and sent to me directly. I have responded individually to each. Some have letters over my signature, some are proposed for HRC to sign. It was a judgement call on which response to which letter.

Earlier this week I called all the local letter writers to invite them to the Wed. helicopter departure. Many were able to attend and enjoyed it very much. Others could not come on Wed. but will be called by my office for subsequent ones. This went a LONG way towards soothing ruffled feathers.

I have continued to work on a new run of the bags, and have succeeded in arranging for the Comptroller of the PIC to fund the production of 100 units. They will be delivered to my office on Thurs. 2/18. We also have a box of the original embossed programs, and boxes of Presidential M&Ms. I do not yet know about posters or books (they are iffy). I think a nice photo of BC and HRC would be wonderful.

I hope the letters are acceptable. We will send out the bags from my office.

Anything else?

*file
Visitors office*

THE WHITE HOUSE
WASHINGTON

MEMORANDUM

March 4, 1993

*Call
Melinda
and let her know
OK*

TO: Gary Walters
Chief Usher

cc: Lt. Jeff Purdie, USSS

FROM: Melinda N. Bates *MB*
Director, Visitors Office

RE: Privacy Screen Set-Up

We have experienced an ongoing problem in starting morning tours. The privacy screens have been going up at various and ever-later times. Consequently, it is impossible to begin the tours on time. The reason given has been that your office puts the screens in place only after the President, Mrs. Clinton, and Chelsea have left the residence.

President and Mrs. Clinton have repeated, in the strongest terms, that they do not want their schedules to interfere with the daily tours. They are not bothered by walking past the screens on their way out. They are bothered by hearing that our tour guests have been unnecessarily delayed or inconvenienced.

Please schedule the set-up of the privacy screens by 7:30 a.m. each Tuesday through Saturday so that people can move through the House as efficiently as possible.

Thanks for your help.

Maggie : FYI

*File
W.H. Visitors
Office*

THE WHITE HOUSE

WASHINGTON

MEMORANDUM

February 24, 1993

TO: Maggie Williams
HRC Chief of Staff

FROM: Melinda N. Bates *MB*
Director, Visitors Office

RE: Responses to Open House Participants

Thank you for your call and the kind words - it meant a lot to me.

All of the letters approved by HRC went out last week, and all of the souvenir bags went out yesterday. A large number of the local participants have now attended a helicopter departure. They were universally delighted and excited. We have the other names on file and will continue to contact them for future events.

I believe all of us succeeded in turning this incident into an public-relations asset for the President.

*Visitors
Office*

THE WHITE HOUSE

WASHINGTON

December 10, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON

cc: David Watkins

Maggie Williams ✓

Patsy Thomasson

FROM: Melinda Bates *MB*
Director, Visitors Office

RE: Seniors Holiday Tours

The Visitors Office is still receiving calls and letters of thanks from groups which participated in Monday's event.

The consistent comment (examples enclosed) is that this year was the most gracious, best organized, loveliest event ever. They were particularly grateful for the special procedures we developed which allowed them to wait on their buses, instead of out in the cold. The Visitors Office is grateful to you for the extra time you granted for these tours - it made the difference between a buffalo stampede (last year) and a gracious, friendly Holiday event. Approximately 6,000 people attended, and were delighted. It was particularly nice of you and BC to greet so many of them - they will never forget it.

We wanted to share with you how much people appreciated this.

VOLUNTEER NAME CHIANESE

MESSAGE INFORMATION

DEC 9 1993

MESSAGE FOR: PRESIDENT CLINTON/OTHER Pres. and Mrs.

TIME OF CALL: Date: 12/7 11:00 am pm

CALLER'S NAME Joseph Center

TELEPHONE NUMBER: (410) 732 5000

ADDRESS: _____ APT. _____

CITY: Baltimore STATE: Md. ZIP: _____

MESSAGE/COMMENTS:

Senion citizens want to
thank you for a wonderful
White House tour at 5:15
on Dec 6. Such warmth!
Best tour of the W.H. they
have ever had. Even the
Bus was allowed to drive
up close to entrance!
Sister Terese in
charge.



Evergreen House

6925 Columbia Pike
Annandale, Virginia 22003
(703) 941-8707

DEC - 9 1993

December 7, 1993

Melinda N. Bates
Director, Visitors Office
The White House
Washington, D.C. 20500

Dear Ms. Bates,

This letter is to thank you and those others who were responsible in planning the wonderful Senior Citizens Christmas Tour yesterday. I have been taking seniors to this special tour since the Carter years and I can say that this was the best organized ever.

Your detailed confirmation letter was very clear and the map was easy to follow. We arrived on time and there was no backup of traffic as had been in previous years. Waiting in the bus by the visitors entrance was much appreciated by the seniors as in the past we had to wait on line on the sidewalk in the cold. Entering the White House and beginning the tour was very smooth and the crowds seemed to be very well controlled - there was no pushing and shoving or large masses of people to contend with. The staff, Secret Service personnel and police were very gracious and helpful and their calm demeanor added to the pleasant atmosphere during the tour. The delicious Christmas cookies were a nice surprise as well as a delightful touch to the end of our visit. We were also given great assistance in finding our bus by the police.

Again we offer our thanks and congratulations for a job well done in making our Christmas visit a truly "holiday" one.

Sincerely,

Therese (Terry) Cummo
Program Director

THE WHITE HOUSE
WASHINGTON
MEMORANDUM

February 28, 1994

File
Visitors
Office

TO: David Watkins
Assistant to the President for Management and Administration

FROM: Melinda Bates *MB*
Director, Visitors Office

RE: Ceremonial/State Arrivals

As you requested, here is a brief history of Visitors Office connection to Ceremonial Arrivals:

- Previous Directors of VO, going back to the Reagan administration, briefed me on VO responsibility for these events
- US Secret Service/Uniform Division briefings began in Jan. 1993, to prepare us to administer an Arrival as soon as necessary
- US Secret Service, Dignitary Protective Division briefings, (6 to date) starting in Jan. 1993, to prepare the VO to coordinate the event. The head of this office, with 30 yrs. experience, confirms that they are accustomed to working with the Visitors Office on all arrangements
- Logistical memos from previous administrations confirm that the VO is responsible.
- WH Military Office began briefings in Jan. 1993 to prepare the VO to coordinate the event

Copies of some of the confirming memos from previous administrations are enclosed here.

Activities since January 1993 related to Ceremonial Arrivals:

- The enclosed scenario reflects the numerous meetings we have had with the offices referenced above to plan the organization, lay-out, ticketing system, distribution system and other elements of the event.

Recommendations:

- Responsibility for the coordinating Ceremonial Arrivals should remain with the VO.
 - We are prepared
 - We established the open communications necessary for a successful event
 - Career staff in the USSS, State Dept. and WH Military Office are accustomed to Visitors Office oversight on Arrivals
 - There is a State Dinner (our first) on the night of an Arrival. The Social Office will be busy arranging the dinner, and has neither the time or staff to handle both these major events on the same day.

I have had considerable experience with Japanese dignitaries and press during my years at the National Gallery of Art. They were so scrupulous about punctuality and correctness that we would synchronize our watches each morning to ensure that events were on time. Obviously, we have our own reasons for wanting our first Arrival to be "perfect". I believe this is more likely to be the case if we follow longstanding tradition and the responsibility remains in the Visitors Office.

Thank you for your attention to this.

THE WHITE HOUSE

WASHINGTON

CALENDAR OF EVENTS

JANUARY: INAUGURAL EVENTS

FEBRUARY: TOURS ARE SCHEDULED ONE MONTH AHEAD - REQUESTS FOR
SPRING TOURS BEGINS

MARCH: TICKETING FOR PUBLIC TOURS BEGINS MID MARCH
NOTIFY HILL & WHITE HOUSE OFFICES
HEAVY DEMAND FOR SPRING TOURS CONTINUES

APRIL: APRIL 12TH - EASTER EGG ROLL
SPRING GARDEN TOUR - MID APRIL WEEKEND
SATURDAY & SUNDAY AFTERNOON 2-5 P.M.
MOST HEAVILY REQUESTED TOUR MONTH

MAY - AUGUST HEAVY DEMAND FOR TOURS

JULY 4TH: JULY 4TH EVENT ON SOUTH LAWN

OCTOBER: FALL GARDEN TOURS - MID OCTOBER WEEKEND
SATURDAY & SUNDAY AFTERNOONS 2-5 P.M.
CHRISTMAS CALENDAR APPROVED

NOVEMBER: THANKSGIVING WEEKEND TOUR REQUESTS VERY HEAVY
CHRISTMAS CHOIRS SELECTED & NOTIFIED
SENIOR CITIZEN CANDLELIGHT TOUR LETTERS SENT &
TIMES OF ARRIVAL SCHEDULED
CITIZENS WITH DISABILITIES TOUR LETTERS SENT &
TIMES OF ARRIVAL SCHEDULED
CHOIRS AND BELLRINGERS SELECTED & TIME OF
PERFORMANCE SCHEDULED

DECEMBER: CHRISTMAS EVENTS

* ARRIVAL CEREMONIES ARE SCHEDULED THROUGHOUT THE YEAR-SOMETIMES
SEVERAL CEREMONIES ARE SCHEDULED IN SAME MONTH

This is the cover memo of a detailed briefing book
prepared for MB by departing Bush Visitors office
staff.

Jan 1993

ARRIVAL CEREMONIES

Arrival Ceremonies are held on the South Lawn of the White House the morning of a State Visit.

SCHEDULING: Arrival Ceremonies are scheduled by the NSC and State Department. Notification of Arrival Ceremonies is through Task Sheets from the Social Office, Scheduling pink sheets and the Residence/Mrs. Bush/President calendars. They are generally scheduled on Tuesdays, Wednesdays or Thursdays at 10:00 a.m.

When an Arrival Ceremony is scheduled, all tours are cancelled. The day is "blocked" on our computers, and no ticket numbers can be issued for that day.

A memo is immediately sent to the Hill notifying them of the cancelled tour day.

A memo is sent to the White House staff informing them of the event and instructing them that any guests must be ticketed. Clearance lists must be submitted to the Visitors Office. Passholders do not need to be ticketed.

A memo is also sent to Agency contacts and the ~~Republican~~ ^{Dewey} National Committee inviting employees and instructing them that clearance lists must be submitted to the Visitors Office.

TICKETS: The tickets are delivered^{to VO} by Doc Watson, Ernie Johnson and Vic Vigureto, Diplomatic Protection Service, approximately ten days before the event. If additional tickets are needed, they are always pleased to print more.

The deadline for the Visitors Office to receive clearance lists for tickets is usually three days before the event.

Two days before the event, the lists are reviewed and groups are assigned to gates and special areas. We request volunteers through the Volunteer Office to assist with ticketing. A memo is included with the tickets giving arrival instructions and notifying the event will be cancelled if weather is inclement.

The day before the event, tickets are distributed at the East Appointments Gate between Noon and 3:00 p.m., and clearance lists for all gates are hand delivered to WAVES. In agreement with PPD and USSS, WAVES runs only VIP areas on the north side of the Lawn.

The Visitors Office compiles a gatelist for reference on the day of the event.

Tickets are non-transferable.

VISITORS OFFICE BRIEFING

SET-UP OF SOUTH LAWN: The South Lawn is set-up by Tom Groppel, from the Military District of Washington and Gary Walters from the Residence.

The set-up can be altered depending on the size of the groups attending and placement of special groups.

It is always a good idea to check the set-up of the South Lawn the morning of the event. Be sure the gold ropes are in place and all areas are the size expected. The side path in the First Ladies Garden should be roped off so all guests approach the driveway and South Lawn at the top portion.

Prior to opening, confirm that volunteers are in place, the mags are set-up, Visitors Office staff is in place and USSS Officers are posted at VIP areas.

TICKET REQUESTS: All requests for tickets are through the Protocol office, the Social Office, Legislative Affairs and the Visitors Office.

PROTOCOL OFFICE: This office is responsible for the Welcoming Committee, who are placed on the toe marks, the Gold Rope guests, who are placed in the Gold Rope Area on the west side, and the Embassy area guests, who are placed behind the Gold Rope guests on the west side.

The Welcoming Committee and the Gold Rope guests enter through the Visitors Entrance and are met by a Protocol officer.

The Embassy guests are ticketed, and enter through the Southwest gate. To gain access to the Embassy area, the Southwest tickets must be stamped "Embassy" and a name must be on the ticket or an Embassy identification must be presented. Guests with "Embassy" stamped tickets without a name or Embassy identification are directed to the public area. The Office of Protocol is given 250 Southwest Gate tickets for the Embassy area.

The day before the event, a scenario is sent from the State Department listing the Welcoming Committee and the Gold Rope Guests. This list is included in the Visitors Office gatelist for reference on the day of the event. The clearance list for the embassy guests is faxed to the Visitors Office the day before the event and included in Visitors Offices clearance lists delivered to WAVES.

The State Department is given an additional allotment of 250 for VIP W area tickets. We must be aware of how many of these tickets they plan to issue for each Arrival so this area is not overbooked. (See attached memo)

The State Department is also given 200 Southeast Gate tickets.

VISITORS OFFICE BRIEFING

SOCIAL OFFICE: This office is responsible for the State Dinner guests attending the Arrival Ceremony.

State Dinner guests enter through the East Appointments Gate and are escorted by a staff member from the Social Office to the First Ladies gold rope area on the east side of the Lawn. The Social Office is responsible for clearing their guests through WAVES.

The day before the event, the Social Office sends the Visitors Office a list of these guests attending the event and it is included in the Visitors Office gatelist for reference on the day of the event.

LEGISLATIVE AFFAIRS: The Visitors Office is notified if any Members of Congress or their spouses are bringing guests to the Arrival Ceremony. These guests enter through the East Appointments Gate and are escorted to the gold rope area on the East side of the Lawn by a staff member from Legislative Affairs.

VISITORS OFFICE: The Visitors Office receives requests for tickets from White House staff, Agency employees, Congressional offices and various other groups.

Tickets requested by the White House staff are generally accommodated. Although, this is not necessary valid if an Ceremony is anticipated to be exceptionally popular. During the visit for President Gorbachev, passholders were ticketed and unable to bring guests. During the visit for the Queen of England, passholders were limited to two guest per staff member.

White House staff and their guests enter through the **Southwest Gate** and are placed in the **VIP W** area.

East Wing staff members must request tickets for their guests. Often these guests are escorted unticketed through the East Wing which we want to avoid.

Our contact at the agencies is usually the White House Liaison office. After receiving the Visitors Office memo regarding the Ceremonies, the agencies compile a list of political appointees interested in attending. These guests usually enter through the **Southeast Gate**.

Group tours requested from Congressional offices for the day of an Arrival are usually invited to the Ceremony as a substitution for the tour. Other requests for groups from Congressional offices are accommodated if space permits. These groups usually enter through the **Southeast Gate**.

Additional lists come from area colleges, public requests, interest groups and Public Liaison.

VISITORS OFFICE BRIEFING

PLACEMENT: Placement of guests and special groups is reviewed by the Director of the Visitors Office. The **VIP special** area and the **VIP E** area are used for these "special groups."

We always try and place the Public Liaison groups in a special area if space permits, usually **VIP W**.

The Diplomatic Childrens area is a prime viewing area for young childrens groups.

SUGGESTIONS:

Water should be requested for exceptionally hot days.

Withdrawal/Redaction Marker

Clinton Library

DOCUMENT NO. AND TYPE	SUBJECT/TITLE	DATE	RESTRICTION
001. memo	To rose M. Zamaria from Deputy Assistant Director/WHSC re: Arrival Ceremony Access Control (3 pages)	02/04/92	b(7)(E)

COLLECTION:

Clinton Presidential Records
First Lady's Office
Maggie Williams (Subject Files)
OA/Box Number: 10811

FOLDER TITLE:

White House Visitor Office Info [1]

2013-0359-S
ry1465

RESTRICTION CODES

Presidential Records Act - [44 U.S.C. 2204(a)]

P1 National Security Classified Information [(a)(1) of the PRA]
P2 Relating to the appointment to Federal office [(a)(2) of the PRA]
P3 Release would violate a Federal statute [(a)(3) of the PRA]
P4 Release would disclose trade secrets or confidential commercial or financial information [(a)(4) of the PRA]
P5 Release would disclose confidential advice between the President and his advisors, or between such advisors [(a)(5) of the PRA]
P6 Release would constitute a clearly unwarranted invasion of personal privacy [(a)(6) of the PRA]

C. Closed in accordance with restrictions contained in donor's deed of gift.

PRM. Personal record misfile defined in accordance with 44 U.S.C. 2201(3).

RR. Document will be reviewed upon request.

Freedom of Information Act - [5 U.S.C. 552(b)]

b(1) National security classified information [(b)(1) of the FOIA]
b(2) Release would disclose internal personnel rules and practices of an agency [(b)(2) of the FOIA]
b(3) Release would violate a Federal statute [(b)(3) of the FOIA]
b(4) Release would disclose trade secrets or confidential or financial information [(b)(4) of the FOIA]
b(6) Release would constitute a clearly unwarranted invasion of personal privacy [(b)(6) of the FOIA]
b(7) Release would disclose information compiled for law enforcement purposes [(b)(7) of the FOIA]
b(8) Release would disclose information concerning the regulation of financial institutions [(b)(8) of the FOIA]
b(9) Release would disclose geological or geophysical information concerning wells [(b)(9) of the FOIA]

From: Visitors Office Briefing
Jan 1993

THE WHITE HOUSE

WASHINGTON
REVISED

CHECK LIST-ARRIVAL CEREMONIES

- _____ 1. Block out date of Arrival Ceremony on computer.
- _____ 2. Call Joni Stevens or Bobby Chunn in Military Office,
(2150) for proper title/spelling of name for visiting
Head of State.
- _____ 3. Prepare and send memo to Hill notifying tour schedulers
that the day is not available for tours.
- _____ 4. Prepare and send memo to White House staff with
notification of closing and instructions for inviting
guests.
- _____ 5. Prepare and send memo to Agency White House Liaison
Offices requesting names, birth dates and social
security numbers for guests wishing to attend.
(List of Liaison Offices is attached.)
- _____ 6. Prepare and send memo to Dian Moore, Volunteers Office,
requesting: 4 volunteers to help write tickets (give
date)
6 volunteers to help at Ceremony
2 volunteers to answer phones in Visitors
Office the morning of Ceremony
- _____ 7. Select and contact **elementary** school group (25-40
children) to be placed in Diplomatic Children area.
- _____ 8. Prepare 3 ring Event Binder ~~for~~ Ceremony, with following
divisions.
 - A. MEMOS-All memos sent regarding ceremony
 - B. GATE ASSIGNMENTS: A1 (including FLOTUS Guests),
Visitors, SW, SE Gates
 - _____ 1. If name of group appears in body of request, be
sure the name of group is highlighted in yellow.
 - _____ 2. Place alphabetical index in front of each gate
designation. Lists behind index in **alphabetical
order**.
- _____ 9. TICKET ALL GUESTS ACCORDING TO GATE OF ENTRY

- _____ 10. Prepare instruction memo to be included with ticket package for invited guests.
- _____ 11. XEROX 1 COPY OF ALL LISTS AND DELIVER TO:
 1. WAVES-hand carry to OEOB as faxed lists can be difficult to read.
 2. ORIGINALS OF ALL LISTS REMAIN IN BINDER
- _____ 12. Make master list by Gate of all groups and guests attending ceremony.
 1. Xerox a copy for each staff member
 2. Be sure to include: GOLD ROPE AREA GUEST LIST RECEIVED FROM STATE DEPARTMENT
- _____ 13. FLAGS AND PROGRAMS: Count out and label boxes afternoon before the event.
 - A. POTUS: 4 foreign flags, 4 programs (Amy will hand deliver the morning of Ceremony.)
 - B. WEST WING: 25 foreign flags and arrival programs
 - C. VISITORS ENTRANCE: 300 foreign flags
300 American flags
300 programs
 - D. SOUTH EAST GATE: 500 foreign flags
300 American flags
500 programs
 - E. SOUTH WEST GATE: 500 foreign flags
300 American flags
500 programs
 - F. DON RHODES: 1 foreign flag, 1 program for Bush Library
 - G. Remainder put in Debbie's office for SS & staff requests
- _____ 14. CHANGE MESSAGE ON 2203-2205 & 2200-2202 (Night Service)
Visitors Office not available until 11:30 a.m. due to Arrival Ceremony
- _____ 15. Confirm with Ushers Office that NPS ropes off all but one path through First Lady's Garden.

Withdrawal/Redaction Marker

Clinton Library

DOCUMENT NO. AND TYPE	SUBJECT/TITLE	DATE	RESTRICTION
002. memo	Re: Arrival Ceremony Ticketing Issues (5 pages)	06/12/91	b(7)(E)

COLLECTION:

Clinton Presidential Records
First Lady's Office
Maggie Williams (Subject Files)
OA/Box Number: 10811

FOLDER TITLE:

White House Visitor Office Info [1]

2013-0359-S

ry1465

RESTRICTION CODES

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b(9) Release would disclose geological or geophysical information concerning wells [(b)(9) of the FOIA]

Withdrawal/Redaction Marker

Clinton Library

DOCUMENT NO. AND TYPE	SUBJECT/TITLE	DATE	RESTRICTION
003. memo	Re: Arrival Ceremony Ticketing/Access (1 page)	06/25/91	b(7)(E)

COLLECTION:

Clinton Presidential Records
First Lady's Office
Maggie Williams (Subject Files)
OA/Box Number: 10811

FOLDER TITLE:

White House Visitor Office Info [1]

2013-0359-S
ryl465

RESTRICTION CODES

Presidential Records Act - [44 U.S.C. 2204(a)]

- P1 National Security Classified Information [(a)(1) of the PRA]
- P2 Relating to the appointment to Federal office [(a)(2) of the PRA]
- P3 Release would violate a Federal statute [(a)(3) of the PRA]
- P4 Release would disclose trade secrets or confidential commercial or financial information [(a)(4) of the PRA]
- P5 Release would disclose confidential advice between the President and his advisors, or between such advisors [(a)(5) of the PRA]
- P6 Release would constitute a clearly unwarranted invasion of personal privacy [(a)(6) of the PRA]

C. Closed in accordance with restrictions contained in donor's deed of gift.

PRM. Personal record misfile defined in accordance with 44 U.S.C. 2201(3).

RR. Document will be reviewed upon request.

Freedom of Information Act - [5 U.S.C. 552(b)]

- b(1) National security classified information [(b)(1) of the FOIA]
- b(2) Release would disclose internal personnel rules and practices of an agency [(b)(2) of the FOIA]
- b(3) Release would violate a Federal statute [(b)(3) of the FOIA]
- b(4) Release would disclose trade secrets or confidential or financial information [(b)(4) of the FOIA]
- b(6) Release would constitute a clearly unwarranted invasion of personal privacy [(b)(6) of the FOIA]
- b(7) Release would disclose information compiled for law enforcement purposes [(b)(7) of the FOIA]
- b(8) Release would disclose information concerning the regulation of financial institutions [(b)(8) of the FOIA]
- b(9) Release would disclose geological or geophysical information concerning wells [(b)(9) of the FOIA]

Withdrawal/Redaction Marker

Clinton Library

DOCUMENT NO. AND TYPE	SUBJECT/TITLE	DATE	RESTRICTION
004. memo	To David Watkins from Melinda Bates re: Scenario for June 13 Ceremonial Arrival (7 pages)	02/28/94	b(7)(E)

COLLECTION:

Clinton Presidential Records
First Lady's Office
Maggie Williams (Subject Files)
OA/Box Number: 10811

FOLDER TITLE:

White House Visitor Office Info [1]

2013-0359-S
ry1465

RESTRICTION CODES

Presidential Records Act - [44 U.S.C. 2204(a)]

- P1 National Security Classified Information [(a)(1) of the PRA]
- P2 Relating to the appointment to Federal office [(a)(2) of the PRA]
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Withdrawal/Redaction Marker

Clinton Library

DOCUMENT NO. AND TYPE	SUBJECT/TITLE	DATE	RESTRICTION
005. briefing paper	Recommendations on How To Proceed (1 page)	n.d.	b(6)

COLLECTION:

Clinton Presidential Records
First Lady's Office
Maggie Williams (Subject Files)
OA/Box Number: 10811

FOLDER TITLE:

White House Visitor Office Info [1]

2013-0359-S
ry1465

RESTRICTION CODES

Presidential Records Act - [44 U.S.C. 2204(a)]	Freedom of Information Act - [5 U.S.C. 552(b)]
P1 National Security Classified Information [(a)(1) of the PRA]	b(1) National security classified information [(b)(1) of the FOIA]
P2 Relating to the appointment to Federal office [(a)(2) of the PRA]	b(2) Release would disclose internal personnel rules and practices of an agency [(b)(2) of the FOIA]
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RR. Document will be reviewed upon request.	

File Visitors
office

THE WHITE HOUSE

July 13, 1995

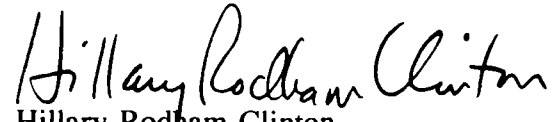
Hon. Steven Schiff
U. S. House of Representatives
Washington, D. C. 20515

Dear Congressman Schiff:

Thank you for your letter praising Melinda Bates and the efforts of the White House Visitors' Office. I am glad we could accommodate Secretary Lujan and I appreciate your taking the time to write to me on Melinda's behalf.

With kind regards, I am

Sincerely yours,

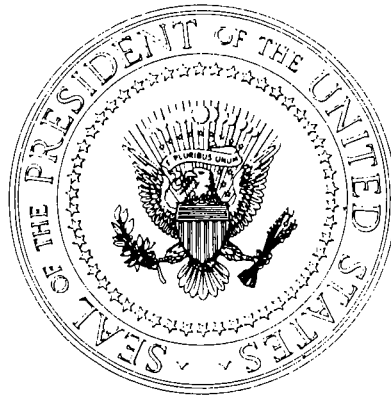

Hillary Rodham Clinton

cc: Melinda Bates, Director
White House Visitors' Office

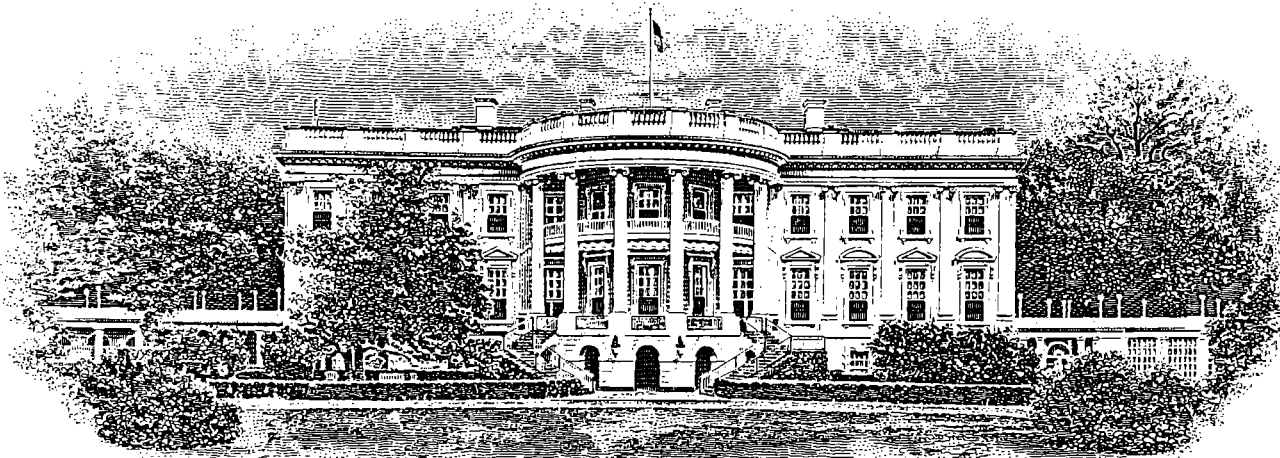
bcc Maggie

Maggie Williams

File
Visitors
Office



The White House



PHOTOCOPY
PRESERVATION



Senate Seminar Program

Seminar Evaluation

Secretary of the Senate • Sergeant At Arms • Phone: 224-5347

5.19.93

1. How do you rate today's seminar?

- (14) Excellent
(16) Good
(0) Adequate
(0) Poor

4. Length of program.

- (0) Too short
(39) Good length
(0) Too long

59 attended
30 evaluations

2. Degree to which this seminar met your expectations.

- (10) More than expected
(17) Met expectations
(1) Did not meet expectations

5. Did you gain new information from this seminar?

- (29) Yes
(1) No

3. Knowledge and effectiveness of speaker.

- (18) Excellent
(12) Good
(0) Adequate
(0) Poor

6. What would have made this session more informative?

I am sorry that people were so uptight!; Nothing - very helpful
I apologize for the rudeness of some of the "young" people.
They should read the handbook!

7. Additional comments/suggestions:

Keep memos coming; Please schedule intern day during
a Senate recess; Address memos to "White House Tour
Coordinators"; Thanks for coming!; Looking forward to
the June tour for Tour Coordinators; Would've liked to have
met Claudia, Holly and others we deal with day-to-day; Thank
you!!; Have these briefings more often; Good luck; I
Appreciate your time today - it was an informative seminar.

THANK YOU

34 Margaretta Terrace
London SW3 5NX

071-352 5352

APR 12 1993

April 5, 1993

Melinda Bates, Director
White House Visitors Office
East Wing 100
Washington, D.C. 20500

Dear Melinda,

Back in London, and suffering this morning the usual jet lag, I hasten to take up pen—or rather typewriter—to thank you for arranging my memorable meeting with the President last Thursday. It was a real pleasure for me to see him again and most certainly the high point of my visit to Washington. I hope my pleasure and gratitude were evident when Richard and I were saying goodbye to you.

It is still difficult for me to realize that the young man of his Georgetown days and his visit to Helsinki is now President and the leader of the Free World at a time so crucial for the future of all of us. I know getting the domestic economic and social order back on the track must have priority but world problems in the post Communist period are pressing and there is a dearth of effective leadership in Europe.

Finally I did enjoy so much seeing you again.

With all good wishes,

Narry Shullman

GALLAND, KHARASCH, MORSE & GARFINKLE, P. C.

CANAL SQUARE

1054 THIRTY-FIRST STREET, N. W.

WASHINGTON, D. C. 20007-4492

ROBERT H. MORSE
MORRIS R. GARFINKLE
EDWARD D. GREENBERG
MARK S. KAHAN
SUSAN B. JOLLIE
MARC C. GINSBERG
ANDREW B. SACKS
DAVID K. MONROE
DAVID P. STREET
RICHARD M. LORENZO*
MARK W. ATWOOD
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GERALD SEIFERT*
STEVEN JOHN FELLMAN
ROBERT D. ROSEMAN
JEFFREY K. KOMINERS
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KEITH G. SWIRSKY
CHARLES H. HELEIN
ANTHONY J. MCMAHON

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DARD F. STAGG*
JULIA A. WAYSORF
OF COUNSEL

(202) 342-5200

TELEX: 89 2520 (WU)
440297 (ITT)
TELECOPY: (202) 342-5219
(202) 337-8787

JUN 7 1993

June 3, 1993

DANIEL R. KIMBALL
WILLIAM E. KLAUONN
ANDREW T. GOODSON
ERIC N. MILLER
PETER J. PETESCH
F. WILLIAM CAPLE
ANITA M. MOSNER
DONALD H. MEIERS
MICHAEL T. DEAN
JOEL E. LAIKS
RICHARD BAR
GREGORY P. CIRILLO
MICHAEL A. MANDIGO
DANIEL B. HASSETT
GEORGE D. NOVAK, II
CYNTHIA C. CRAWFORD
XIANPING WANG*
MARK N. FARMER*
MICHAEL R. CARITHERS, JR.
HOLLY HAMILTON
CAROLE A. FRERET*

*NOT ADMITTED IN D.C.

SAMUEL W. FAIRCHILD
GKMG CONSULTING SERVICES

WRITER'S DIRECT DIAL NUMBER

(202) 342-5265

Ms. Melinda Bates
The White House
Visitor's Office
Room 100 - East Wing
Washington, DC 20500

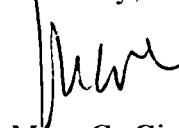
Dear Melinda:

This letter is to thank you for helping me obtain admission to the White House tour on Tuesday, June 1, 1993.

I truly appreciate your kindness, especially on such short notice. In return, if I can be of assistance to you, please feel free to contact me.

Best personal regards.

Sincerely,



Marc C. Ginsberg

June 1, 1993

JUN 7 1993

Ms. Melinda N. Bates
Director, Visitors Office
The White House
1600 Pennsylvania Avenue
Washington, D.C. 20500

Dear Ms. Bates:

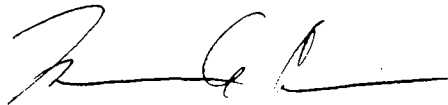
Your recent letter confirming a special White House tour for Girl Scout Troop 715 of Park Ridge, Illinois at 8:00 AM on Saturday, June 19th was received with great enthusiasm. The girls (and leaders) are very excited about visiting the White House!

I wanted to personally thank you for the consideration that you gave our request. It is sincerely appreciated. This is something the girls will never forget. (It is akin to Mr. Clinton, as a youth, visiting the White House and meeting President Kennedy.) These are potent memories for girls from Mrs. Clinton's home town.

As you suggested in your letter, the Troop leaders will call the Hot Line telephone number that you provided.

Again, I thank you for your help and consideration!

Sincerely,



Maureen A. Corcoran

6½ S. Greenwood 2-S
Park Ridge, Illinois 60668

(708) 692-6464

cc: Ms. Margaret Williams



THE SECRETARY OF THE INTERIOR
WASHINGTON

June 2, 1993

JUN 15 1993

Ms. Melinda N. Bates
Director, Visitors Office
The White House
Washington, D.C. 20500

Dear Ms. Bates:

Thank you for your letter of May 20, 1993. I appreciate your making the arrangements for Lynn Personius and the Madison #1 School group to tour the White House. I am sure that the group will take home great memories of this special occasion. Again, thanks for helping to make their trip a success.

Best personal regards.

Sincerely,

GALLAND, KHARASCH, MORSE & GARFINKLE, P. C.

CANAL SQUARE

1054 THIRTY-FIRST STREET, N. W.

WASHINGTON, D. C. 20007-4492

ROBERT H. MORSE
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OF COUNSEL

(202) 342-5200

TELEX: 89 2520 (WU)
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TELECOPY: (202) 342-5219
(202) 337-8787

JUN 7 1993

June 3, 1993

DANIEL R. KIMBALL
WILLIAM E. KLA WONN
ANDREW T. GOODSON
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F. WILLIAM CAPLE
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*NOT ADMITTED IN D.C.

SAMUEL W. FAIRCHILD
GKMG CONSULTING SERVICES

WRITER'S DIRECT DIAL NUMBER

(202) 342-5265

Ms. Melinda Bates
The White House
Visitor's Office
Room 100 - East Wing
Washington, DC 20500

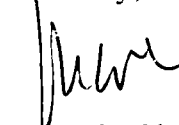
Dear Melinda:

This letter is to thank you for helping me obtain admission to the White House tour on Tuesday, June 1, 1993.

I truly appreciate your kindness, especially on such short notice. In return, if I can be of assistance to you, please feel free to contact me.

Best personal regards.

Sincerely,



Marc C. Ginsberg

June 1, 1993

JUN 7 1993

Ms. Melinda N. Bates
Director, Visitors Office
The White House
1600 Pennsylvania Avenue
Washington, D.C. 20500

Dear Ms. Bates:

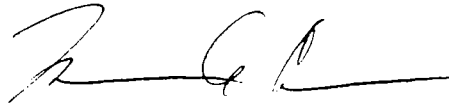
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As you suggested in your letter, the Troop leaders will call the Hot Line telephone number that you provided.

Again, I thank you for your help and consideration!

Sincerely,



Maureen A. Corcoran

6½ S. Greenwood 2-S
Park Ridge, Illinois 60668

(708) 692-6464

cc: Ms. Margaret Williams

STEPHEN I. JOHNSON

7614 GLENVILLE COURT • SPRINGFIELD, VIRGINIA 22153

March 13, 1993
3 MAR 17 P 3:20

Ms. Melinda Bates
Director, White House Visitors Office
The White House
Washington DC 20500

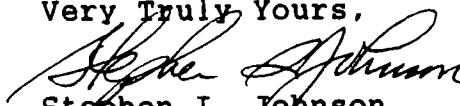
Dear Ms. Bates:

I am an assistant Den Leader for Cub Scout Den #4, Pack #1529, BSA (Springfield VA). The purpose of this letter is to thank you for arranging a group tour of the White House for our den and their families.

On January 28, 1993 I wrote you requesting a group tour of the White House for the Cub Scouts of our Den. You arranged that tour for February 27th. On behalf of the other cub masters, our entire den and their families, I want to thank you for helping make our theme for February, "Old Glory," come alive for our cubs.

Thank you for your support of Cub Scouting.

Very Truly Yours,



Stephen I. Johnson



National Trust for Historic Preservation

March 29, 1993

MAR 30 1993

Ms. Melinda N. Bates
Director of the Visitors Center
The White House
Washington, D.C. 20500

Dear Melinda:

On behalf of the Study Tour Program at the National Trust for Historic Preservation, I want to thank you for your marvelous efforts in setting up our private tour with Rex Scouten this past Friday afternoon. If there were those among our guests who were disappointed at not being able to visit the Diplomatic Reception Rooms at the State Department, their feelings were certainly long forgotten by the time Mr. Scouten had finished his superb tour. I am sure that our National Trust members will return home this afternoon with memories of a most unique and precious experience.

Thank you again for all you did to arrange our tour. It was especially gratifying to know that you were a personal supporter of the National Trust. Please give my regards and thanks to Marc Hoberman for his kind efforts.

Sincerely,

Robert W. Chambers
Director, Study Tour Program

MILBERG WEISS BERSHAD SPECTHRIE & LERACH

MELVYN I. WEISS*
WILLIAM S. LERACH*
DAVID J. BERSHAD*
PATRICIA M. HYNES*
SOL SCHREIBER*
JEROME M. CONGRESS*
RICHARD M. MEYER*
KEITH F. PARK
SHARON LEVINE MIRSKY*
ROBERT P. SUGARMAN*
JOHN E. GRASBERGER
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ARNOLD N. BRESSLER*
ALAN SCHULMAN

JAN M. ADLER
MICHAEL C. SPENCER*
ANITA MELEY LAING
EUGENE MIKOLAJCZYK
ROBERT A. WALLNER*
STEVEN G. SCHULMAN*
BLAKE M. HARPER
SANFORD P. DUMAIN*
PATRICK J. COUGHLIN
GEORGE A. BAUER III*
CHARLES S. CRANDALL
KEVIN P. RODDY
DENNIS J. STEWART
BARRY A. WEPRIN*

600 WEST BROADWAY
1800 ONE AMERICA PLAZA
SAN DIEGO, CALIFORNIA 92101-5050
(619) 231-1058
FAX: (619) 231-7423

ONE PENNSYLVANIA PLAZA
NEW YORK, NEW YORK 10119-0185
(212) 594-5300
FAX: (212) 868-1229

JEFFREY B. ABRAHAM*
NANCY ALDER**
DAYNA S. BABIKIAN
KATHERINE L. BLANCK
CARYL L. SOIES
JOY ANN BULL
JAMES A. CAPUTO
BARRY R. CARUS*
GEORGE H. COHEN*
DENNIS R. DOLLAR
ELLEN F. FENSTERMACHER
LEE M. GINSBURG*
SUSAN B. GONICK
ELLEN A. GUSIKOFF
ELAINE N. HAMM
HELEN J. HODGES
MARY M. HURLEY
ERIC A. ISAACSON
JOHN W. JEFFREY
EDITH M. KALLAS*
JAY K. KUPIETZKY*
VONDA M. LAUGHLIN**
SCOTT D. LEVY***
VERONICA PLATT LONGSTRETH
ALAN M. MANSFIELD
THOMAS D. MAURIELLO

KAITLIN M. MCCARTY
DANIEL J. MOGIN
NANCY A. O'NEAL*
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STEVEN W. PEPICH
THEODORE J. PINTAR
CLYDE A. PLATT
JANINE L. POLLACK
DARREN J. QUINN
HENRY ROSEN
LEE S. SHALOV*
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THOMAS G. STANTON**
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ALISON M. TATTERSALL
JAMES E. TULLMAN*
JOSHUA M. VINIK*
ANDREW M. WALSH**
ERIN C. WARD
RANDI D. WEINBERGER
STEVEN R. WEINMANN*
DEBORAH CLARK-WEINTRAUB*
RICHARD H. WEISS*
JEFF S. WESTERMAN
ROBIN R. WILLIAMS
GREG R. WOODBURN

OF COUNSEL
JARED SPECTHRIE

LAWRENCE MILBERG (1913-1998)

*ADMITTED IN NY
**ADMITTED IN TN
***ADMITTED IN LA

April 7, 1993

FEDERAL EXPRESS

APR 9 1993

Ms. Melinda N. Bates, Director
Visitors Office
THE WHITE HOUSE
1600 Pennsylvania Avenue, N.W.
Washington, DC 20500

Dear Melinda:

You came through -- BIG TIME. Kudos to you.

I spoke with some members of my daughter Shannon's class after their meeting with the President. Words cannot communicate their excitement -- nor my gratitude. These are the kind of things that build relationships that last forever.

Very truly yours,



WILLIAM S. LERACH

WSL:kl



High Point Office Park
559 D'Onofrio Drive, Suite 101
Madison, WI 53719
(608) 833-3131

April 9, 1993

The White House
Ms. Melinda N. Bates
Visitors' Office Tour Director
1600 Pennsylvania Avenue
Washington, D.C. 20500

APR 12 1993

Dear Ms. Bates:

On behalf of my tour company and twenty-six very happy clients who recently returned from a one-week tour to the Washington, D.C., area, I would like to thank you for arranging for our group to tour The White House.

The participants on this tour were primarily seniors, many of whom have "waited all their lives" for the privilege of touring The White House. And, to a person, the tour far exceeded their expectations.

Our company policy is to ask each participant to complete a comment sheet at the end of any extended tour evaluating the trip. One of the questions on the sheet asks for each person to indicate what he (she) perceives as **THE HIGHLIGHT** of the trip. The overwhelming response to this question was, **THE WHITE HOUSE** tour.

We thank you, The White House staff, and President and Mrs. Clinton for helping make this trip such a memorable experience for our travelers.

Very sincerely,

A handwritten signature in cursive script that reads "Gretchen Petersen".

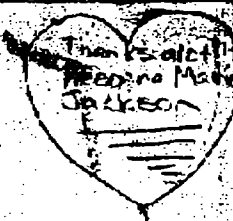
Gretchen Petersen, President
GRETCHEN PETERSEN TOURS, INC.

GP/af



PostNet brand fax transmittal memo 7871		4 of 4 pages	
To	Melinda Carter	From	Courtney Perry
On	Worthington Office	At	Worthington School
In	White House	From	Chillicothe, OH
On	202 YSL 2370	At	614 7750312

Thankyou! Matt Adams
 Thanka Miranda Fairbank
 Thankyou Ryan Disbennett
 Thanks so Much Scott Street
 Thanks Letanya Myers



Thank You very much!! Amanda Fay
 Thankyou very much!! Sara Blenett
 Thank you very much!! Brad Weaver
 Thank you very much Travis Hammond

Jared Kervell Thank you! Misty Larson
 Nathan Eddy Thanks a lot! Allison Miller
 Paul J Moore Thanks a lot! Rebecca Anthony

Thank + list
 Thankyou
 Seth T. Burns
 Thanks Lunette Bushatz
 John Winfield
 Thanks!
 Amanda Knight
 THANK DAVID

Dear Melinda,
 My class and I would like you to know that we really appreciate all that you have done to arrange the White House tour for us on May 13. We have been looking forward to it since President Clinton was in Chillicothe and we learned we might get the tour.

Thank you so very much!!!

Courtney S. Perry
 Worthington School
 Mrs. Greer's 5th grade class

Dennis Shulman, Ph.D.

285 Hardenburgh Avenue
Demarest, NJ 07627
(201) 784-0880

MAY 6 1993

April 28, 1993

Director, Tour Department
The White House

Dear Directors:

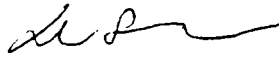
I am a blind clinical psychologist, and a supporter of Bill Clinton in the past campaign. As I was planning a trip to Washington with my wife and children, I contacted Senator Bill Bradley's office to arrange a special White House tour for this past weekend.

Secret Service Agent Daniel E. Price led us on an excellent tour of the White House.

I am very appreciative for the extra efforts in my behalf.

With best wishes,

*Line given a
copy
Gift.*



Dennis G. Shulman, Ph.D.



May 12, 1993

Ms. Melinda Bates
Director
White House Visitor's Office
East Wing 100
Washington, DC 20500

MAY 13 1993

Dear Ms. Bates:

I am writing in follow up to our conversation last week about the confusion surrounding the scheduling of a group of Close Up students for a special access tour. I want to again apologize for the mix up and let you know that we are focusing on ways to improve communication among involved staff so that this problem does not occur again.

I understand that the students who did arrive at the White House expecting a tour never realized there was any problem and were provided with a wonderful experience. I know you had concerns about the students' impressions of the mix up so I am sure you will be happy to know that they knew nothing about it and were thrilled to have had a tour of the White House.

All of us at Close Up are appreciative of the assistance your office provides for these special groups. We look forward to continuing to work with you in the future.

Please feel free to contact me at anytime if I can be of assistance to your office.

Sincerely,

Kathy Buckley
Manager, Government Relations

THE AMERICAN UNIVERSITY
WASHINGTON, D.C.

April 23, 1993

MAY 10 1993

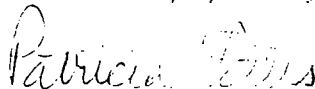
Ms. Melinda Bates, Director
Visitors Office
The White House
Washington, DC 20500

Dear Melinda:

Thank you for arranging for my Washington Journalism Semester class to visit the White House. Your assistance is greatly appreciated. I know the students enjoyed and really benefitted from the opportunity.

Many thanks again and I hope that I can call upon you again in the future.

Sincerely yours,



Patricia Ellis
Assistant Professor

Washington Semester and World Capitals Programs

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May 11, 1993

Melinda Bates
Director
White House Visitors Office
The White House
Washington, D.C. 20500

MAY 17 1993

Dear Melinda:

Thank you so much for the special attention and warm reception you showed the Camp Sunshine group on Saturday during our visit to The White House. We are very grateful for the arrangements you made for the special visit and tour as well as the refreshments. It was certainly an experience those teenagers and chaperones will never forget.

Our afternoon at The White House was most definitely the highlight of the trip and we all appreciate your personal attention for Camp Sunshine.

Sincerely,



Sally Hale
Executive Director

cc: Mr. David Dunn

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May 19, 1993

MAY 21 1993

Ms. Melinda Naumann Bates
Director
White House Visitors Center
The White House
Washington, D.C.

Dear Ms. Bates:

Thank you for your very gracious note of May 12th. As Tim Chorba might have told you, we were only too happy to assist in the Camp Sunshine Event. We did have some concerns about keeping the ice cream at its proper temperature, hence the suggestion of the carts. I understand a workable alternative method was successfully used and kept the product in a shape suitable to send along to the Living Quarters.

If you believe that in the future we can help with other similar events, feel free to contact either me directly or Tim Chorba.

Again, thank you for your note.

Very truly yours,


Edward J. Stegemann

May 18, 1993

MAY 21 1993

Melinda Bates
Director
White House Tours
White House
Washington D.C.

Dear Melinda,

I just wanted to tell you again how much we appreciated all your help in arranging for our school patrol tour. My teacher was very pleased and all the kids really enjoyed it too. Everything was beautiful!

Thank you very much. You are terrific! We had a wonderful time in Washington D.C. and our tour of the White House really made it special.

Your friend,

Courtney L. Perry.

Courtney Perry
308 Piatt Avenue
Chillicothe, OH 45601

To Everyone at Grant - A. Wish,

I thank you all for organizing our recent trip to Washington DC & the tour of the White House. Truly, his brother & 4 cousins & even us adults enjoyed the tour. The accommodations were very comfortable & the people friendly. Washington's flowers & trees were in full bloom, & the weather was gorgeous - did you arrange that, too? Thanks again
(Ann Meyer)