

pertinent processing step to determine whether they are being processed within the time frame established. Any case which fails to meet the criteria established for individual steps will be printed out as a potential out-of-line condition for management review. The target date subsystem has been of particular benefit to expedite cases and reduce the so-called regulatory lag.

An additional subsystem analyses of all cases closed during the calendar and fiscal year to determine various statistical data such as processing times, annual volume, etc.

The central status system has proved of immeasurable benefit in our program to expedite cases, improve procedures, and identify needed organizational realignments.

23. Did you perform a "requirements" analysis of the entire agency, or just selected areas?

A "requirements" analysis of the entire agency has not been performed because our limited staff has been tied up in high-priority areas. However, several years ago Bureau of Standards' personnel surveyed and identified major areas which promised the greatest payoff.

24. To what extent have you considered the need of other agencies for exchanging information with your agency in the development of your system?

The exchange of information with other agencies and with industry (especially input from carriers) was one of the reasons for the installation of a compatible third-generation computer and its related hardware. The extensive use of COBOL programming language, which with minor changes allows the interchange of programs, makes us quite flexible in the exchange of information. We have also incorporated into our system standard coding procedure, when they existed such as the standard GSA location codes and the standard transportation commodity codes (STCC).

25. Are you developing a standard data base of information for the entire agency?

A standard data base of information is being studied. This data base which will contain all the information for financial control, personnel control, and to some extent budgeting is presently being designed. It will incorporate the existing payroll file, personnel and time and attendance file, fiscal accounting file, and the budget and fiscal file. This integrated file will then constitute a complete data base of information needed for the administrative and financial functions of the Commission.

Other data bases are being considered with the overall needs of the Commission in mind.

26. In reporting statistical information, what standards for coding are you using?

Where standard codes have been adopted by either Government agencies or by industry (AAR, ATA) then we have not hesitated to also adopt such codes. We are currently using the standard transportation commodity codes, standard point location codes, standard station numbers, etc.

27. Have you explored all of the information requirements common to your agency which might exist within the data base of other agencies?

We have investigated the majority of the obvious ones. We are currently exchanging or receiving data from Department of Transportation, Bureau of Census, Weather Bureau, NASA, and also many groups in private industry such as Association of American Railroads, American Trucking Association, and the Southwest Trucking Association.

28. Are you performing the work in-house, or are you utilizing contractor personnel?

All ADP functions of the Commission currently are performed in-house. We are not now utilizing contractor personnel except on a very limited basis for keypunching. However, several years ago we utilized professional ADP personnel from the Bureau of Standards in an advisory capacity and also to perform a general survey of the Commission's ADP requirements.

29. What main benefits do you feel your management information system will provide in the management of your agency's activities?

We believe our management information systems have provided us with tools needed for effective control over our principal workload and utilization of manpower and other resources. It enables us to measure operating performance against established goals, identifies critical problem areas, and is invaluable in carrying out our planning functions.