

tributed significantly to the more effective management of our primary workload, namely, formal proceedings cases.

13. To your knowledge, does this program duplicate or parallel work being done by any other agency?

I know of no program subject to our jurisdiction which duplicates, overlaps, or parallels work being done by any other agency. There are, of course, other agencies responsible for economic regulation, such as the Civil Aeronautics Board, the Maritime Commission, the Federal Power Commission, and others. However, their activities relate to transportation over which this Commission has no jurisdiction nor do they have jurisdiction over the transportation regulated by this agency.

14. Is your organizational structure such that the program is being carried out most efficiently and effectively?

Yes. We always are seeking ways to improve our practices and procedures. For many years, one of the Commission's most pressing problems has been how to cope with its huge caseload. In fiscal year 1966, 11,572 cases were filed with the Commission, and over 80 percent of those involved were motor carrier applications. Since 1961 the number of filings has increased by 60 percent, while the size of the staff has been reduced slightly. In spite of this, we have reduced the average time it takes to dispose of a formal proceeding.

We have greatly increased the number of cases being handled without oral hearings. Improvements have been made in our mostly widely used application form which have the effect of requiring those seeking motor carrier authority to prepare their cases more fully before filing their applications. In 1966, we adopted, for the first time, a schedule of filing fees. We have taken a number of steps to expedite the handling of cases.

One of our most successful innovations to deal with our workload has been the assignment of decisionmaking responsibility to three-man employee boards. Following amendment of the act in 1961, employee boards began handling contested as well as unopposed cases, and they have relieved the Commission of the responsibility of considering several thousand proceedings annually.

15. Are there any outstanding GAO reports on this program? If so, what is the status of the GAO recommendations the report contains?

No.

16. What significant problems, if any, are you facing in accomplishing the program objectives?

Some significant problems encountered in accomplishing the program objectives are in the legislative area. Included are needed changes in the act related to service. These involve substantive and procedural changes in those provisions concerned with train discontinuances and additional authority to encourage the handling of small shipments by motor carriers through control over through routes and joint rates.

SMALL SHIPMENTS

The Commission is very much concerned with improving the transportation system over which it has jurisdiction. One problem which we intend to continue to study intensively and in depth during 1968 is the transportation of small shipments. The number of informal shipper complaints about the deterioration of service for the movement of small shipments has been increasing sharply in the past year or two. The carriers, too, are unhappy about the situation, complaining that there is no profit in small shipment transportation. Whether the root of the problem lies in carrier practices, the rate structure, or somewhere else, we hope to find solutions.

Closely associated with the small shipment problem is the matter of motor carrier joint rates and through routes. Shippers need motor carrier service between widely scattered points, and must rely to a great extent upon the coordinated services of two or more carriers for the movement of any given shipment. The Commission now has no power to compel motor carriers to establish through routes and to publish joint rates, although it does have this power with respect to railroads and water carriers. Refusals on the part of motor carriers to handle shipments originating on the lines of other carriers are being brought to our attention with increasing frequency. We are convinced that if adequate motor service is to be made available to the Nation's small businesses, we must be in a position to require carriers to enter into through route arrangements where there is a public need for service. Legislation to remedy this matter is pending in both Houses of the Congress.