

additions of staff unless additional regulatory authority is assigned by the Congress.

The principal benefit from an effective compliance program is a national transportation system adequate to meet vital national needs and that the following domestic surface transportation concepts and objectives are met: adequate, economical, and efficient transportation service; sound economic conditions in the industry, reasonable charges; prevention of unjust discriminations; undue preferences or advantages; and unfair or destructive competitive practices. Our efforts are geared toward producing these benefits, and it is expected that these benefits will continue to accrue to the shipping public and the nation.

11. At what level are the personnel responsible for the various parts of the program coordinated to determine if the program as a whole is being efficiently carried out?

The compliance program in the field is administered in six geographical regions, and it is headed by a regional counsel and a regional director. Other staff members are located in the regional headquarters offices and in other offices located throughout each region. There are a total of 82 offices throughout the United States. The regional counsel coordinates the activities of the trial attorneys in their handling of formal actions before the Commission or in the Federal courts. The regional director coordinates investigative and administrative portions of the program at the field level. These field program directors, in turn, are responsible to their bureau directors in Washington, who assure that the entire program is coordinated and efficiently administered.

12. Is there a continual program review within the agency, other than the annual budgetary review, to determine more effective and efficient ways to achieve these program objectives?

In addition to the annual budgetary review, the compliance program is included in the Commission's intensive program evaluation system which is administered quarterly by the managing director to assure that program objectives are being adhered to and the goals set are being met. In each region there is a required internal inspection program, wherein the individual staff members and their office staffs are visited to determine their on-the-job performance and if they are properly performing their work. Additionally, Washington headquarters officials make internal inspection visits to the field offices to assure the effectiveness of the field inspection program. Quarterly reports are required from field staff members, which are utilized both at the regional office level and at the Washington headquarters level in the quarterly program evaluations. Statistical results of the compliance efforts are reviewed by both the regional program directors and by the Washington office staffs, with a view to ascertaining conformance with the established program objectives. In addition to the formal inspection and evaluation programs, there is a continuing dialog between the regional managers and the field program directors and between headquarters and the field on specific program and current problem areas. Monthly progress reports are received in Washington covering investigatory matters. When final investigations have been completed in the field, memorandums of review are prepared and submitted to Washington with the recommendations of the regional director and regional counsel as to whether or not the matter should be given further handling in the courts or before the Commission. These are reviewed in the Washington office so that there will be uniformity in the compliance program throughout the entire country.

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

There are no other agencies duplicating or paralleling the work being performed by the Commission's compliance program.

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

The Commission's organization has undergone several reorganizations and realignments, both in the field and at headquarters, during the past several years. These changes have assured both the efficiency and the effectiveness of the compliance program.

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?