

Rates Board then considers the application and supporting data and enters an order either granting or denying the application.

d. Special permission applications are received and analyzed by staff members and a recommendation is made to the Special Permission Board for disposition of the application. The application and the recommendation are considered by the Special Permission Board which then issues an order either granting or denying the application.

e. Informal complaints of shippers, passengers, and others involving rates, failure to give service, and other similar matters are examined by the staff and as a result of their independent research, the interested parties are advised of the informal views of the Commission regarding the matters under consideration.

f. Special docket applications submitted by parts I and III carriers for authority to make reparation on past shipments where lawfully applicable rates have been assessed but which the carriers and shippers believe to be unreasonable, are analyzed and considered and a recommendation submitted to the Commission for disposition of the application. An order is then entered by the Commission either granting or denying the application.

7. How many employees are involved in the program and in what general type of employment categories do they fall?

There are 195 employees involved in this program. They fall in the following general type of categories:

|                                                          |            |
|----------------------------------------------------------|------------|
| Tariff examiners, tariff analysts, and supervisory staff | 68         |
| Rate examiners, rate analysts, and supervisory staff     | 60         |
| Clerical staff                                           | 60         |
| Administrative                                           | 7          |
| <b>Total</b>                                             | <b>195</b> |

8. What is the grade structure and how many super grades—quota and non-quota—are involved?

There are two super grades involved, one GS-17 and one GS-16. Both are within the quota assigned to the Commission. The following shows the grade structure:

|              |            |
|--------------|------------|
| GS-17        | 1          |
| GS-16        | 1          |
| GS-15        | 2          |
| GS-14        | 2          |
| GS-13        | 5          |
| GS-12        | 4          |
| GS-11        | 11         |
| GS-10        | 21         |
| GS-9         | 51         |
| GS-8         | 35         |
| GS-7         | 3          |
| GS-6         | 12         |
| GS-5         | 8          |
| GS-4         | 28         |
| GS-3         | 9          |
| GS-2         | 2          |
| <b>Total</b> | <b>195</b> |

9. What capital equipment, such as ADP, if any, do you rely upon to fulfill this program?

None.

10. Do you expect the expenditures or the benefits of the program to grow appreciably in the future?

The regulated carriers and the shipping and traveling public are responsible for the greater portion of the workload of this Bureau. There have been continuing increases in some areas of this program, and it is assumed that these increases will continue. The expenditures and benefits may be expected to increase commensurate with the increased activity.

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?