

5. Can you quantify this output in any way?
The estimated and actual program output are:

Output	Items completed or processed		
	Actual, 1967	Estimate, 1968	Estimate, 1969
A. Formal actions.....	26	28	38
B. Informal actions.....	421	441	450
C. Court cases.....	2	0	2
D. Investigations.....	260	254	284
E. Consumer complaints.....	2,561	3,000	3,250

6. Would you describe the principal operations that are involved in producing this output?

The principal operations involved in carrying out this program include:

A. The handling of passenger and shipper complaints;

B. Investigation of alleged or suspected violations of the economic provisions of the Federal Aviation Act and with all of the regulations, orders, certificates, permits, exemptions, and other requirements issued thereunder;

C. The taking of enforcement action and the achievement of compliance by informal (nonhearing) enforcement action, formal (hearing) administrative proceedings, and the prosecution of enforcement cases in the courts.

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

There are approximately 34 man-years authorized for this program in fiscal year 1968 and the employment categories are air transport analysts, attorneys and the clerical support required.

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

Positions with designated grades, including supergrades, are assigned to each organizational unit of the Board. The time of employees filling these positions is charged to the programs on which they work on a man-year basis and an employee's time may be charged to more than one program. Therefore the grade structure of a program would not be meaningful as the aggregate of positions by grade would exceed the total number of agency positions. An organizational chart showing the number of positions in each organizational component by grade is attached as an exhibit. The Board has no nonquota supergrades.

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

None—except the usual office equipment.

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

The results of this program are productive and salutary. Expenditures are not expected to increase although benefits from this program should continue to grow.

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?

At the Board, Chairman, and Executive Director level. Lateral coordination is also carried out at the office and bureau level.

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?

The Board's review process is an integral part of its management system as presented on the chart and text in exhibit D. The major components, both formal and informal, include Chairman's staff meeting, monthly management report, monthly financial statements, quarterly reviews, and special studies and reports.

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

No.

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

Yes.

15. Are there any outstanding GAO reports on this program?

No.