

4. Would you describe the output generated by this program?

The output of this program is providing for the distribution and processing of the 82.1 billion pieces of mail.

5. Can you quantify this output in any way?

The output is quantified by the number and types of mail handled by the 32,000 postal installations.

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

Principally the distribution of all classes of mail from the office of origin to office of address is involved in this output.

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

There are approximately 208,000 clerks and mail handlers, plus 9,000 supervisors involved in this category.

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

The clerk and mail handlers are predominantly in PFS levels 4, 5, and 6. The supervisors are in levels 8, 9, and 10. There are limited numbers of supervisors in the high levels. There are no supergrades allocated to this program.

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

No capital equipment of the type described above is included in this category.

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

The cost for future years will increase commensurate with the workload.

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 post office level, the postmasters will be responsible for the programs. At the national level, the category manager will administer the program.

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 category manager maintains a continual review of the scope of the program and the means of achieving the objectives.

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? If so, what is the status of the GAO recommendations the report contains?

Recommendations relating to consolidating mail-processing operations, and discontinuing the name of the city in the postmark. This GAO recommendation is being studied by the Department.

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

Because of our limited management staff, it is difficult to manage the highly decentralized postal system to attain the objectives which are programmed.

17. Do you administer any grants, loans, or other disbursed funds related to this program? If so, is the size of your administrative staff commensurate with the magnitude of the outlays?

No.

18. If your appropriations were reduced, how would you absorb the cut—by an overall reduction, or by cutting or curtailing certain activities?

If the appropriation is reduced, each program would be reviewed to determine the priority of service that could be funded from the available funds. Dependent on the magnitude of the appropriation reduction, various levels of service curtailments would be necessary.

19. If additional funds were available, what would you do with the new money?

We would invest in improvement and expansion of our management staff at the headquarters and regional levels so that projects and programs could be initiated toward improvement of service and increasing the level of productivity. In future years, this action would result in providing better service at reduced cost.