

C. Program Category III—Delivery Services

1. What is the nature of and authority for this program?

This category was established based on guidelines published in Bureau of the Budget Circular No. 68-9. The authority to perform the service is included in title 39 of the United States Code.

2. Who is the person primarily in charge of this program at the operative level (name and title)?

William M. McMillan, Assistant Postmaster General, Bureau of Operations, is responsible for the overall management of this program category.

3. How much money and capital equipment is available under this program for fiscal 1968?

For fiscal year 1968, we have allocated for this program \$2,092,797,000 out of the operations appropriation.

The capital equipment supporting this program is included in the logistical postal support category.

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

The output of this program is providing the various types of delivery services to 200 million Americans and business firms.

5. Can you quantify this output in any way?

The output is quantified by number of daily deliveries.

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

The principal operations in producing this output are:

Sorting the mail in delivery sequence.

Effecting delivery to the patron by the delivery employee.

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

There are approximately 261,000 delivery employees, plus 10,000 supervisors. The employees are in the supervisor, city delivery carrier, rural carrier, and special delivery messenger crafts.

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

The delivery employees are predominantly at PFS level 5, with a limited number in PFS level 6. The supervisors are predominantly in PFS levels 8 and 9. There are no supergrade positions in this program.

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

The equipment used in fulfilling this program are the motor vehicles used for delivering the mail, which equipment is provided in logistical postal support.

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

There has been a continuous growth in this program, directly related to the growth in population and the concentration of the population in and around urban areas. We anticipate this growth will continue for the foreseeable future. This growth is expected to approximate 2 to 3 percent each year.

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 postmaster will be responsible for this program. At the national level, the category manager will administer this 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?

Yes, potential savings through changes in legislation affecting vehicles used by rural carriers. Legislation was proposed several years ago but no legislative action was taken.