

U.S. Government Printing Office

Performance Measures September 30, 1995 (Unaudited)

Operating Performance Measures

Congressional Record Delivery

One measure of the plant's performance is the percentage of time that the *Congressional Record* is delivered on time, that is, by 9 A.M. the following day, regardless of whether the Senate or the House of Representatives is in session. Because this publication plays an extremely important role in the legislative process, Congress expects, and GPO strives for, timely delivery of the *Congressional Record*. During fiscal year 1995, our goal was to deliver the *Congressional Record* on schedule at least 95 percent of the time, including instances when late-evening congressional sessions and other reasons caused the copy to be furnished to GPO later than the scheduled time.

Our actual on-time delivery rate was 96.9 percent in fiscal year 1995 compared with 98.2 percent in fiscal year 1994. Management believes that this indicator will continue to be a useful barometer of GPO service to Congress in fiscal year 1996; therefore, our goal is to again achieve at least a 95 percent on-time delivery rate of the *Congressional Record*.

Overtime Management

GPO makes an ongoing effort to minimize overtime hours. In fiscal year 1995, overtime hours decreased to 358,000 hours from 454,000 hours in fiscal year 1994, or 21.1 percent. The cost of overtime in fiscal year 1995 decreased to \$10,860,000 from \$13,430,000 in fiscal year 1994, or 19.1 percent. We were successful in achieving our goal in fiscal year 1995, which was a maximum of 467,000 overtime hours, equivalent to fiscal year 1991's level. For fiscal year 1996, our goal has changed to reflect current staffing levels: we will set fiscal year 1995's level of 358,000 overtime hours as our upper-limit for 1996.

Production Chargeable Hours

Chargeable hours decreased from 1,259,000 in fiscal year 1994 to 1,138,000 in fiscal year 1995, a decrease of 121,000 hours, or 9.6 percent. The results for 1995 did not meet our goal of equaling or exceeding the chargeable hour target necessary to achieve break-even operations. The decrease in chargeable hours is due to continued downsizing as evidenced by 90 fewer employees in GPO's central plant in 1995. Our fiscal year 1996 chargeable hour goal in the central plant is to achieve the sufficient level of hours to break even.