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Annual Report of the  
FEDERAL TRADE  
COMMISSION  
1976

FEDERAL TRADE  
COMMISSION

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Annual Report

Report

of the

FEDERAL

TRADE

COMMISSION

For the Fiscal Year Ended

June 30, 1976

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Letter of Transmittal

FEDERAL TRADE COMMISSION  
Washington, D.C.

To the Congress of the United States:

It is a pleasure to transmit the sixty-second Annual Report of the Federal Trade Commission covering its accomplishments during the fiscal year ended June 30, 1976.

By direction of the Commission.

CALVIN J. COLLIER,  
Chairman

THE PRESIDENT OF THE SENATE  
THE SPEAKER OF THE HOUSE OF REPRESENTATIVES

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## **FISCAL YEAR 1976 PROGRAM ACCOMPLISHMENTS**

Major program accomplishments for the Commission for fiscal year 1976 are discussed by mission as follows:

- MAINTAINING COMPETITION
- CONSUMER PROTECTION
- ECONOMIC ACTIVITIES
- EXECUTIVE DIRECTION AND POLICY PLANNING
- ADMINISTRATION AND MANAGEMENT

## **MAINTAINING COMPETITION**

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The Commission continued to emphasize antitrust enforcement activities in those areas of greatest potential impact on the consumer.

The Exxon, et al. case advanced to the second stage of pretrial discovery; the "Breakfast Cereal" (Kellogg Company, et al.) case moved from the pretrial to the trial stage; and complaints were issued against General Motors Corporation, American Medical Association, et al., Perpetual Federal Savings & Loan Association, and Levi Strauss & Company. The Commission issued a number of other complaints and launched investigations with the potential for far-reaching competitive and consumer benefits. Anti-merger litigation continued throughout the year. The Commission also increased its participation in procompetitive actions by other governmental agencies (pursuant to new responsibilities mandated by statute). Antitrust activity by the Commission's regional offices also increased.

A more detailed description of Maintaining Competition Mission activities during fiscal 1976 is presented below. Supplementary discussion of the contributions of regional offices, the General Counsel, and the Office of Administrative Law Judges, is contained in later sections.

### Energy Program

The Commission continued to devote the largest portion of its antitrust efforts to the energy industries. First-wave pretrial discovery was completed in the Exxon, et al. matter (D. 8934). A subsequent request by complaint counsel to obtain subpoenas

duces tecum in second-wave discovery was filed in February. Compulsory process issues make the trial date of this proceeding uncertain.

Three segments of the energy study mandated by statute were completed, and reports on them submitted to Congress. Progress was made in preparation of seven other report segments. The studies of the natural gas industry and bank/energy company interlocks are hi9

## Grower-Producer

Emphasis in the Grower-Producer area during fiscal 1976 was on agricultural cooperatives. A staff report on cooperatives and the Capper-Volstead Act cooperatives exemption was published. The Commission also made specific recommendations to Congress concerning the Capper-Volstead exemption and submitted comments on the administration of agricultural marketing orders to the Department of Agriculture. A number of specific law enforcement investigations are also under way.

## Manufacturer-Processor

Complaints against Coca-Cola Bottling Co. of New York, and Nestle Alimentana S.A., for violations of Section 7 of the Clayton Act and against ITT-Continental Baking Co., Inc., for monopolization of the bread industry in specified markets were issues. The "Breakfast Cereal" case (Kellogg Co., et al.) went to trial in April 1976 after extensive pretrial discovery. The Commission issued a complaint charging that General Foods Corporation had engaged in monopolistic pricing and marketing practices in the sale of its "Maxwell House" brand coffee. Charges of illegal interlocking directorates in the food processing industry were resolved by the entry of consent orders against all the respondents in Kane-Miller Corp. and against some of the respondents in Kraftco, Inc. Resolution of the adjudicatory complaint against the remaining respondent, SCM Corporation, was submitted to the administrative law judge for determination on cross motions for summary judgment.

## Distribution and Marketing

In the distribution and marketing segment of the food program the Commission focused on vertical and distributional restraints involving food manufacturers or processors and their customers. The Commission issued a complaint charging that Frito-Lay discriminated unlawfully in price between competing purchasers of snack food. The Commission also issued a final decision and an order to cease and desist after investigating charges that The Great Atlantic & Pacific Tea Co. induced and knowingly received dis-

crimatory prices from Borden, Inc., in the purchase of packaged fluid milk and other dairy products.

#### Retailing

The food retailing program includes a study of the impact on prices of high levels of concentration

## Industrywide Matters

### General

mission in Beatrice Foods, Liggett & Myers and British Oxygen, and initial decisions of violations were issued and appealed to the Commission by respondents in American General Insurance, Retail Credit Co., RSR, Inc., and Jim Walter Corp.

The Commission accepted consent agreements and entered divestiture orders in Borg Warner Corp., Bird and Sons, Inc., Kaiser Steel, Associated Dry Goods, and Anaconda Co., and placed accepted consent agreements on the public record for comment in Walter Kidde & Co., Inc. (handled by the New York Regional Office) and Gifford-Hill & Company, Inc. Complaints were dismissed by the Commission in Budd Company and Cargill, Inc.

#### Horizontal Restraints

The Commission issued a complaint charging that Perpetual Federal Savings & Loan Association violated Section 5 of the Federal Trade Commission Act by having six joint directors with with C o m m ~~Section 5~~ (with CFTJ) 8-32-07 FD 9

## Distributional Restraints

Enforcement effort in the distributional restraints program is shared among the Bureau of Competition and individual regional offices. Of five new complaints issued, one was handled by the San Francisco Regional Office (Levi Strauss & Co.), one by the Bureau of Competition (Reuben H. Donnelley Corp.), and three by the New York Regional Office (MacLeod Mobile Homes, Mobile Homes Multiplex Corp., and Harper Sales, Inc.).

A final Commission decision and order was entered in



The Commission accepted a consent agreement and entered a final order to cease and desist unlawful customer restrictions and unlawful maintenance of resale price by a direct sales organization, Shaklee Corporation (handled by the San Francisco Regional Office). Recommendations concerning five applications for prior Commission approval of proposed acquisitions were also prepared by the staff and acted on by the Commission. An additional acquisition proposal was withdrawn and another was pending at staff level at the close of the fiscal year.

At the beginning of fiscal year 1976, there were ten civil penalty cases pending at various stages. Three of these were successfully concluded while seven are still pending at the year's close. Civil penalties were assessed or paid totaling \$342,693. In addition, two court-ordered divestitures were accomplished. One of these, U.S. v. Beatrice Foods Company, involved the first case where divestiture had been granted for violation of a Commission order.

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Commission in a total of 177 collateral cases during fiscal 1976, including subpoena enforcement, injunction, and Freedom of information Act proceedings. Forty-three of these cases involved the Commission's activities in the area of competition.

In fiscal 1976, the major court litigation in the area of competition had to do with judicial enforcement of Commission subpoenas. Several significant decisions were handed down reaffirming the Commission's broad subpoena powers. In the two Checker Motors Corp. cases, the Sixth Circuit and the Seventh Circuit enforced subpoenas over the objection that the Commission lacked jurisdiction to make the investigation. In Kellogg Co., the District of Columbia Circuit upheld the Commission's right to obtain confidential information. In Texaco, the District of Columbia Circuit granted rehearing en banc and vacated the panel decision upholding the district court order which substantially limited the subpoenas on the grounds that the Commission was collaterally estopped from inquiring into certain matters decided in a previous Federal Power Commission investigation. In First National City Bank, the Second Circuit affirmed the order of the district court dismissing suits brought to enjoin enforcement subpoenas.

In other competition cases the Tenth Circuit denied a request by Kennecott Copper Corporation to modify the court's decree affirming the order requiring Kennecott to divest Peabody Coal Co. In Food Town the Commission sought a preliminary injunction under Section 13(b) against consummation of a merger between two competing retail food chains. Although the injunction was denied by the district court, that denial was reversed by the Fourth Circuit. In British Oxygen Co., on appeal of a preliminary injunction requiring that British Oxygen maintain the company whose stock it had acquired as a separate entity, the Third Circuit vacated one paragraph of the injunction.

The legislative and congressional liaison activities of the Commission included the preparation of reports and testimony submitted to the House of Representatives as a separate entity and to the Senate as a separate entity.

competitive practices under the Defense Production Act, and the Energy Policy and Conservation Act. Commission and staff spokesmen testified in a number of other areas of congressional inquiry, including Commission enforcement of the Robinson-Patman Act; the competitive affects of decontrolling crude oil and petroleum products; merger enforcement activities of the Commission and the need for Clayton Act amendments; franchisee protection; amendments to enhance the administrative, procedural, and jurisdictional effectiveness of the Federal Trade Commission Act; the marketing of petroleum products; exclusive territorial arrangements in the soft drinks and trademarked food industries; and "government-in-the-sunshine" legislation. The Commission also submitted comprehensive reports on bills dealing with amendments to the Administrative Procedure Act.

Significant fiscal 1976 activities in the legal counsel area included continuing support to the line of business and corporate patterns reports. Advisory opinions were rendered with respect to tripartite promotional assistance plans and backhaul allowances, and an index of all staff opinion letters since 1962 was prepared. A proposal for revision of the Commission's discovery rules for adjudicative proceedings was also prepared.

#### Administrative Law Judges' Participation In Maintaining Competition Mission

It is not uncommon for a record before an administrative law judge in a major antitrust case to consist of thousands of pages of transcript and of

Corporation; Heublein; ITT-Continental Baking Co.; Kellogg; Kraftco, Inc.; Liggett & Myers; Martin-Marietta Corp.; Pepsico, Inc.; Retail Credit Company; and Textron, Inc.

Fiscal 1971-1976 competition caseload statistics follow:

Fiscal Year	On Hand Beginning of Year	Received	Dispositions
1971	20	16	9
1972	27	19	15
1973	31	19	12
1974	38	12	14
1975	36	14	17
1976	33	14	17

## **CONSUMER PROTECTION MISSION**

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The dominant activity of the Consumer Protection Mission at the Commission during 1976 was trade regulation rulemaking. By the end of the year, two trade regulation rules on which work had begun prior to the Magnuson-Moss Act had been promulgated and work had begun on a number of other rules developed under authority conferred in that Act. The common denominator of these various rules was that they addressed restrictions, whether private or governmental, on consumer access to information material to purchasing decisions. The Commission believes that honest and vigorous competition is the most effective form of consumer protection and that restrictions on such competition may raise consumer prices and increase the likelihood of consumer injury. In addition, the Commission explored the need to codify into trade regulation rules the principles of law previously established in hundreds of past decisions.

This review of 1976 accomplishments details these activities and also highlights litigation efforts of the Bureau and regional offices as well as support provided the Consumer Protection Mission by the General Counsel, Office of Administrative Law judges and the Bureau of Economics.

### Trade Regulation Rule Promulgation and Enforcement

The Commission devoted substantial effort to proposing, promulgating and enforcing trade regulation rules during fiscal 1976. The significant activities included:

- Issuance of final trade regulation rules begun before the Magnuson-Moss Act involving mail order merchandise and

the preservation of consumer claims and defenses. The latter rule eliminated the holder-in-due course doctrine as a legal defense for separating the consumer's obligation to pay from the seller's duty to perform.

- Promulgation of three rules delineating the duties of businesses that offer written warranties on consumer products and proposal of one additional rule involving depreciation deductions for refunds under full warranty, all under Title I of the Magnuson-Moss Act.
- Pursuant to Title II of the Magnuson-Moss Act, the publication of a proposed trade regulation rule on used cars.
- Completion of hearings on separate rules proposed under the Magnuson-Moss Act concerning funerals, hearing aids, vocational schools and prescription drugs, and one rule proposed before Magnuson-Moss, involving sales of franchises.
- Publication of proposed rules which, if adopted, would end restrictions on price advertising of eyeglasses and contact lenses, prohibit in over-the-counter drug advertising any claim which the Food and Drug Administration prohibits in labeling, require certain affirmative disclosures in the advertising of antacids, and other affirmative disclosures for protein supplements. Also published, in response oer of 0 Tc ( ) at 01102 rev.09c (discl) apcs ad

make funds available to groups with interests that otherwise would not be represented in rulemaking proceedings.

### Regulatory Reform

During fiscal 1976, the Commission's Bureau of Consumer Protection continued to study the problem of regulations that prohibit or impede competition - whether imposed by the state or by private professional associations. The focus of these efforts was to identify regulations whose effect was to shelter sellers from competition by limiting entry, forbidding advertising, or other



Commission established a program director system in which designated attorneys assumed responsibility for ensuring that Commission-approved programs are implemented in accordance with Commission directives and Bureau policy.

### Consumer Protection Litigation

The Commission issued 21 complaints in consumer protection cases during fiscal 1976. In addition, the Commission accepted 131 consent orders negotiated by the Bureau and regional office staff.

Most significant were two litigated decisions in which the Commission took action against advertisers that were misleading the public with health claims. In Warner-Lambert Corp., the Commission issued its first corrective advertising order in a litigated case requiring the respondent to expend ten million dollars on advertising over the next two years that would correct consumer misimpressions concerning the effectiveness of Listerine mouthwash in the treatment of colds and sore throats. In National Commission on Egg Nutrition, the Commission ordered an egg industry group to cease false and unsubstantiated advertising relating to the state of scientific opinion on the relationship among egg consumption, dietary cholesterol and heart disease.

The advertising substantiation program continued as the mainstay of the Commission's advertising enforcement effort. In Chrysler Corp., the Commission sustained an administrative law judge's finding that Chrysler had engaged in deceptive gasoline mileage advertising. In Ford Motor Corp., the Commission affirmed in part a summary decision granted against respondent for unsubstantiated mileage claims and ordered trial of certain disputed factual issues. t r i a l



Among the new litigation matters commenced by the Commission was the issuance of complaints against Ford Motor Co., Chrysler Corp., and General Motors Corp. (Seattle), for the retention of surpluses on the resale of repossessed vehicles.

## Compliance

In surpluseson

## New Statutory Authority

In fiscal 1976, the Commission was delegated new consumer protection authority in areas involving energy labeling and equal rights to credit.

Under the Energy Policy and Conservation Act, the Commission is charged with promulgating and enforcing trade regulation rules requiring disclosure of energy efficiency for designated consumer products. Although planning

## General Counsel Support to Consumer Protection

As noted earlier, the General Counsel staff represented the Commission in 207 court cases during fiscal 1976. Twenty-two of these cases involved appeals to appellate courts from Commission orders resulting from adjudicative proceedings in the area of consumer protection. One hundred seventy-four of the collateral suits initiated by or against the Commission were related to the Commission's consumer protection activities.

Among the decisions issued were several in which the court reviewed final orders to cease and desist issued by the Commission. In *Crown Central Petroleum Corp.*, the District of Columbia Circuit affirmed, with a minor modification, a Commission order prohibiting a refiner of gasoline from misrepresenting the anti-pollution properties of a gasoline additive. In *Fedders Corp.*, the Second Circuit affirmed, in its entirety, a Commission order prohibiting a manufacturer of air conditioners from misrepresenting the cooling properties of its products, and in *National Dynamics Corp.*, the same court approved, in its entirety, a Commission order prohibiting, as misrepresentations, claims as to the earnings which could be realized from selling respondent's battery additives. In the *ITT-Continental Baking Co.* case, the same court affirmed that part of a Commission order which prohibited as misleading claims that the company's food products will contribute to children's growth, but struck down other prohibitions as not reasonably related to the violations found.

In collateral lawsuits involving consumer protection matters, the Ninth Circuit in *Simeon Management Corp.*, affirmed a district court order refusing to enter a preliminary injunction under either Section 13(a) or 13(b) against representations regarding a weight reduction treatment. The Commission was challenging the representations as unfair and misleading. In *Ford Motor Co.*, the Sixth Circuit upheld the Commission's determination that a respondent could not unilaterally withdraw from a consent order prior to final disposition by the Commission of the order, but further found that the Commission had erred in not according respondent a hearing on its claim that the order placed respondent at an unfair

competitive disadvantage because of a subsequent consent order entered against a competitor. In *Brown & Williamson Tobacco Corp.*, the Second Circuit Court of Appeals affirmed the order of the district court refusing to stay civil penalties while the question of compliance with a Commission cease and desist order is being litigated. In *National Funeral Directors Association of the United States*, the United States District Court for the District of Columbia dismissed, for lack of jurisdiction, a complaint seeking to enjoin an ongoing rulemaking proceedings.

The legislative staff provided support in a number of legislative and congressional inquiries of direct interest to the Bureau of Consumer Protection. The Commission and staff testified on children's advertising, proposed amendments to the Fair Credit Reporting Act, advertising of over-the-counter drugs, amendments to the Truth in Lending Act, congressional review of administrative rulemaking, debt collection practices and abuses, and condominium practices and problems. Additionally, the Commission reported on, or participated through Bureau spokesmen in, hearings on several bills of particular interest to the Bureau which were enacted during the fiscal year. These included the Real Estate Settlement Procedure Act Amendments of 1975, and the Equal Credit Opportunity Act Amendments of 1976.

Legal counsel activities dealing with the consumer protection mission included drafting final regulations implementing the Commission's trade regulation rulemaking authority. Advisory opinions were rendered on the preemptive effect of the Commission's rules on state and local laws. Responsibilities under the Freedom of Information and Privacy Act were shared with the drafting of regulations.

issues, both of liability and proper relief. The following were among the consumer protection cases in trial before the administrative





### Quarterly Financial Report (QFR)

Publication of the four quarterly reports was accomplished on schedule. As a part of our Program Impact Evaluations, special statistical studies to determine whether there could be a reduction in sample size without serious loss of precision in the estimates of universe totals were initiated. In late fiscal 1976, the Federal Register published the proposals that resulted from these studies and solicited comments from users of the QFR. Final Commission action to reform the QFR sampling procedures should be completed during fiscal 1977.

### Corporate Patterns Survey

The 1972 Corporate Patterns Report Survey was sent out to some 1,200 large manufacturing corporations. About 850 of those firms have complied with the 6(b) survey and their data is now being processed. Some 240 corporations have not complied and are currently engaged in litigation with the Commission, which should be completed during fiscal 1977.

### Industry Analyses

Bureau economists, along with legal staff from the Bureau of Competition, completed two formal staff reports that were published in fiscal year 1976.

Bureau economists contributed to a third published report, Staff Report on Agricultural Cooperatives, that analyzed the operation of modern agricultural cooperatives under the CapperVolstead Act exemption to the antitrust laws.

Bureau staff has completed several additional reports which have not yet been published. A technical study of market share instability as a measure of competition was approved for publication by the Commission. In addition, two important technical studies, one dealing with the relationship between inflation and market structure and the other dealing with the relationship between the distribution of firm size in an industry and industry profitability were completed, and submitted to professional journals for publication.

Bureau staff also provided economic analysis of the Commission's existing and proposed trade regulation rules including the Preservation of Consumer Claims and Defenses Rule, the Creditor's Remedies Rule, as well as many others. Economists were active participants in the occupational licensure investigations, the real estate brokerage investigation and others. Staff also provided testimony, comments or gave conference papers on the soft drink bottling industry, inflation and market structure, the relation between advertising and monopoly power, the advisability of import quotas on specialty steel and of HEW's "Maximum Allowable Cost" proposal on prescription drug prices.

Major studies of the world steel and the semiconductor industries neared completion. Further studies of prescription drug promotion strategies and of pricing behavior in concentrated industries were initiated. Litigation concerning compliance with the Commission's electrical equipment questionnaire survey continued.

General Counsel  
Support to Economics

In fiscal year 1976, the Office of General Counsel continued to be heavily involved in support of the work of the Bureau of Economics. The line of Business program was the subject of extensive litigation in cases filed by companies in anticipation of the Commission's efforts to require them to participate in the Line of Business surveys for 1973 and 1974. In an effort to secure a comprehensive resolution of the legal issues in one proceeding, the General Counsel secured the reversal of a preliminary injunction barring enforcement of Line of Business orders, initiated a proceeding to enforce the 1974 Line of Business orders, and obtained transfers of the pre-enforcement suits to the court where the enforcement proceeding is pending. These actions should expedite a definitive resolution of the issues that have been raised. Similar procedural rulings were secured in pre-enforcement litigation concerning the Corporate Patterns Survey and a study of electrical equipment manufacturers.

Testimony was furnished congressional committees on the food industry price-cost and profit margins; the effects of increasing concentration in the food processing and retailing industries; the projected impact of decontrolling crude oil and petroleum products; the effects of the federally-owned energy resources policy on government revenue and competition; and merger trends and patterns.

Legal counsel activities dealing with the Economics mission included advising the Commission about revisions in the Line of Business program and responses to motions to quash orders to file special reports as part of that program, the Corporate Patterns Survey, and the study of electrical equipment manufacturers.

## **EXECUTIVE DIRECTION AND POLICY PLANNING**

### **Executive Director**

The Executive Director's activities have focused upon improving the methods through which the Commission reviews the status of pending matters and renders guidance to the staff. The highlight of this effort was the Mid-Year Review, held in January 1976. During this session the full Commission used the program budget and information provided by recently-implemented management information systems to evaluate resource commitments to each Commission program. The evaluation included a comparison of actual accomplishments to planned accomplishments and a review of financial status. This review resulted in a shift in resources among some programs, increased guidance to the staff, and an enhanced level of accountability.

In an effort to reduce delay in the processing of cases, a redundant layer of review was eliminated by the abolishment of the Office of Regional Operations. Now regional offices deal directly with the operating bureaus instead of through an intermediary. The bureaus, to streamline their operations, reduce unnecessary

- Decentralizing by assigning responsibility for financial and programmatic control to the operating units.

#### Office of Policy Planning and Evaluation

The Office of Policy Planning and Evaluation (OPPE) prepared and submitted to the Commission the fiscal 1976 Mid-Year Review Report, the fiscal 1977 Budget Overview Report, and the fiscal 1978 Budget Overview Report. In those reports, the Office of Policy Planning and Evaluation made resource allocation recommendations based on its evaluation of the likely consumer benefit. In addition, in its budget documents, Office of Policy Planning and Evaluation proposed several new programs.

OPPE developed, and the Commission approved, two sets of issue-oriented questions, i.e., policy protocols. These policy protocols sought information the Commission needed to assess the value to the public of individual bait-and-switch cases and false or unsubstantiated claims cases. Several other policy protocols have been drafted and are under analysis by the operating bureaus. Additional policy protocols are currently being developed.

OPPE continued to work closely with the Bureau of Consumer Protection and the regional offices in developing the Occupational Licensure Program, which the Commission had created in fiscal 1975 upon OPPE's recommendation. Further, memoranda were submitted recommending five new investigations.

Several impact evaluations are also in progress.

#### Office of the Secretary

The Office of the Secretary has the responsibility for establishing, maintaining and disposing of all formal and informal records of the Commission, preparing all manuscripts for publication, processing consumer letters, answering requests for public information, and providing those records that are available under the Freedom of Information and Privacy Acts. In fiscal 1976, the FOIA

requests have been triple the number received before the 1974 amendments became effective. Between September 1975 and June 1976, there were 373 Privacy Act requests.

A comprehensive study of the records management in this office was conducted during fiscal 1976. The final report contained a 12-point program, including a suggested reorganization.

Under the reorganization plan, three divisions have been established along functional lines. Significant progress has been made in the coding of all consumer letters enabling the operating bureaus to identify types and numbers of alleged violations throughout the country. The newly-established Record Disposition Branch has disposed of 750 cubic feet of FTC records. All divisions have written detailed plans and procedures in order to make the transition from manual recordkeeping systems to computer-based systems.

#### Office of Public Information

The Commission's public information staff distributed copies of approximately 500 news and information releases to reporters, consumers, attorneys, educators, businesses and other groups; handled approximately

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## **ADMINISTRATION AND MANAGEMENT**

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During fiscal 1976, the Commission's Administration and Management Mission continued to provide the Commission and its staff with a full range of support services. This section outlines the accomplishments of the personnel, financial, administrative services, management services, and library activities under this mission.

### Personnel

#### Training

Over 16,000 employee hours of in-house training were offered to the legal, professional and secretarial/clerical staff with a total attendance of 1,125 employees. The training programs, both internal and external, were outlined for the entire fiscal year for the first time in a booklet entitled "Training Opportunity." This systems approach to training was a major breakthrough in giving employees and managers a tool for long-term planning of developmental activities. Programs for new as well as experienced attorneys included work on legal skills and related subjects such as economics and accounting. Supervisors were offered training in supervisory techniques.

The agency refined and improved its Executive Development Program. A program was instituted to identify and train highpotential candidates for executive positions. Training was provided for incumbent executives as well. The program has begun to pay dividends in that several participants have been selected for executive positions.



## Performance Evaluation

Agencywide performance evaluation systems have been developed and revised. This includes a revised rating form for attorneys and the development of new rating forms for economists, consumer protection specialists, clerical/technical employees, wage board employees, and other administrative/professional employees.

Follow-ups on the implementation of recommendations made in fiscal 1975 personnel management surveys of the Bureau of Consumer Protection, Bureau of Competition, and the Division of Budget and Finance were conducted. In addition, five personnel management evaluation surveys were conducted in fiscal 1976. One of the surveys resulted in a major staff reorganization in a regional office where serious personnel management problems had been identified. Assistance was also given the Dallas Regional Office in reorganizing its staff support structure. Both of these restructurings involved complex and sensitive issues and required large amounts of Division resources.

The Division has been making significant progress in developing internal performance indices and measures of effectiveness. It is anticipated that these systems development activities will provide improved delivery of services.

## Employee Relations

Employee relations services were increased and now include the publication of a newsletter, "Personnel Update," to keep supervisors and employees informed on matters of interest.

Increased employee awareness of rights and the increases in both numbers and complexity of EEO-related matters resulted in the staff devoting two and one-half work years to counseling, data gathering and analysis in this area.



view, a formal assessment was made of all programs' progress against predetermined program objectives and resources; because of this, a realignment of the Commission's mix of resources and program priorities took place.

## Administrative Services

### Consolidation

A

## Management Services

### Records Management Project

The Management Division conducted a comprehensive

equipment to be installed during fiscal 1977 in all FTC organizations replacing existing automatic typewriter equipment. Implementation of this equipment has begun.

#### Operating Manual Revision

A project was initiated to update the FTC Operating Manual. Initial drafts of all chapters have been completed, including a new chapter covering the Commission's rulemaking process.

#### Operational Planning and Control System Project

Definition of requirements for developing and integrating the Commission's financial management and operational planning and control systems was undertaken. This involves a complete review of the Commission's processes and development of a revised set of management processes, if appropriate.

#### Information Systems Activities

During the first half of fiscal 1976 the Information Systems Branch of the Management Division completed a comprehensive "Five Year Plan for Providing Data Processing Support to the Federal Trade Commission." The document specifies the approach the Commission is taking to provide computer support for the legal and economic staff as well as management decision

policy statements (minutes, Rules of Practice, Administrative Manual, Operating Manual), all of which are vital to the Commission's internal legal search requirements.

- The computer has been effectively used to analyze a series of 6(b) questionnaires. Specifically, computerized statistical tools were used for data analysis of the 6(b)'s for land sales, used car dealerships, and vocational schools. In addition, planning was initiated for processing other surveys including a rulemaking survey, the franchise rule enforcement program, a pipeline transportation study, an aspirin questionnaire, an outer continental shelf lease arrangements study, the health spas 6(b), the dental assistants study, an interlocking directorates study, and a study of the AMC warranty

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A computerized serials routing system was designed and implemented, and plans for additional systems in acquisitions and circulation are currently being developed. The recently instituted computerized cataloging system continues to prove highly successful.

The systematic coverage of all current legislation of interest to the Commission remains very important. Five extensive bibliographies related to Commission work were published and five more are projected for the and

**FUNDS AVAILABLE  
TO THE COMMISSION  
DURING FISCAL 1976**

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For fiscal year 1976, funds of \$47,199,000 were appropriated for the Commission. Actual expenditures for the year were \$46,725,000; these expenditures are detailed below by activity.

Obligations by Activities for Fiscal Year 1976

1. Maintaining Competition: .....	<u>\$16,706,000</u>
Investigation and Litigation .....	16,706,000
2. Consumer Protection: .....	<u>19,604,000</u>
Investigation and Litigation .....	15,945,000
Consumer Credit Enforcement .....	1,375,000
Fair Packaging and Labeling .....	64,000
Flammable Fabrics, Textile, Fur and Wool Enforcement .....	809,000
Magnuson-Moss Warranty Act .....	1,067,000
Other Special Statutes .....	344,000
3. Economic Activities: .....	<u>3,918,000</u>
Investigation and Litigation .....	22,000
Economic and Financial Reports .....	3,896,000
4. Executive Direction and Policy Planning .....	<u>2,679,000</u>
5. Administration and Management .....	<u>3,818,000</u>
Total Obligations - Fiscal Year 1976 .....	<u>\$46,725,000</u>