

PART III. Determination of Resource Requirement

STAFF: A number of unknown factors are confronted in the planning for the staffing of branch offices:

- A) the volume of applications that will be directed to Branch Offices,
- B) the percentage of applications involving urgent service,
- C) the number of inquiries for passport and related travel information, and
- D) the degree of efficiency and productivity that these offices will be able to achieve.

Analysis of workload indicates that the estimated 15% of total business that comes through travel agencies will most likely be sent to the local office. However, this is a national estimate, while travel agencies are located primarily in the large metropolitan areas, a perhaps more realistic figure would be 30%. It is therefore suggested that, for staff purposes, an arbitrary estimate be used, say 50% of the total volume of applications estimated to originate from the area in close proximity to the branch office.

By computing the number of non-fixed man years (as opposed to administrative permanent staff) expended to produce last years volume so we can estimate in general the number of man years required to process applications.

In view of the number of unknowns it is felt that no major reduction in manpower at headquarters should be foreseen but that after the first year, substantial reduction should be realized.

PASSPORT WRITING EQUIPMENT:

The number of passport writing machines to be provided to Branch Offices should be based on the estimated maximum workload during the peak demand months. Since the actual number of applicants who will go to Branch Offices is not known and since a certain portion of applications originating from the branch office