cent in mail volume in the past seven years since the annual volume in 1953 was 50.9 billion pieces

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we can't deny that we still make mistakes and that the human element still plays a vitally important part in daily operation, but the statistics in the Department's annual report the Department's annual report offer positive proof of impres-sive progress on a nation-wide basis. As an example, while the mail volume showed an in-crease of 16 billion pieces han-dled annually, the employment increase during this same per-iod amounted to only 11 per cent," she said.

"BY WAY OF explanation, it should be mentioned that the employment figures — based on thousands of man-years — are first worked out under two

"It should also be mentioned that there has been a steady and substantial increase in 'city carriers' each year as compared with 1953, ranging from 4.5 per cent in 1954 to 29.2 per cent in the latest es-timates. This increase has been essential to keep pace with the ever-expanding growth of es-tablished cities as well as the establishment of new ones.

"CITY DELIVERY service has been started in 800 com-munities in addition to the extension of literally hundreds of routes which were already in operation. This required the equivalent of 31,000 more letter carriers to serve approxi-mately 9,000,000 more Ameri-can families and upwards of 700,000 more business con-

"There is perhaps no better way of demonstrating the De-partment's ever-improving ef-ficiency than by showing just how steadily the annual vol-ume handled per man-year of ormalourent — excluding city employment — excluding city carriers — has been increasing since 1953. In that year the total handled by one man was 132,000 pieces of mail. For 1960 the corresponding figure was 157,000.

"IT IS OF course true that all the additional service has made it necessary to take on many new employees and that our total increased from 506, 520 in 1953 to 562,868 on June 20, 1660, but as pointed cut in 30, 1960, but as pointed out in the original 1960 report figures. the workload increase during the same period was nearly 25 per cent," the report stated.

"To my way of thinking that's the story in a nutshell and I seriously doubt if there has ever been a story just like it in the entire history of the Post Office Department. I am else of the opinion that it also of the opinion that it would be impossible to over-emphasize the importance of

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