



POSTAL NEWS

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POSTAL SERVICE DELIVERS RECORD BREAKING SERVICE FOR AMERICA OVERNIGHT SERVICE SCORES CONTINUE TO IMPROVE

PORTLAND, ME – The U.S. Postal Service has achieved its highest overnight service score for First-Class Mail delivery for the second consecutive quarter, again breaking all previous records and raising the bar for overnight service performance in the nation's major metropolitan areas.

Francia G. Smith, vice president and consumer advocate, told the Postal Service Board of Governors at their meeting here, that overnight First-Class Mail maintained the milestone score of 95 percent on-time delivery service performance during Postal Quarter III, the period between February 22 and May 16, 2003. This is the fifth consecutive quarter First-Class Mail delivery hit the 94 percent and above benchmark.

First-Class Mail delivery performance is measured externally and independently by IBM's Business Consulting Services unit, using the External First-Class measurement system, or EXFC. It provides an independent assessment of the time it takes a piece of First-Class Mail, once its deposited into a collection box, to be delivered to one of the more than 140 million American homes, businesses and post office boxes that are serviced six days a week.

The Postal Service maintains a system of 85 management units by geographic areas, known as Performance Clusters (PCs). According to Smith, six PCs achieved on time delivery performance scores of 97 percent: Erie, PA; Richmond, VA; Albany, NY; Big Sky (Montana); Sacramento, CA; and Portland, OR.

Smith also reported that the most recent customer satisfaction survey shows 93 percent of households nationwide reported having a positive view of the Postal Service, rating overall performance as excellent, very good, and good. This is the seventh consecutive quarter in which ratings of overall performance have reached 93 percent.

Customer Satisfaction Measurement (CSM) is independently measured by The Gallup Organization which conducts surveys on a variety of postal issues and services from a customer's perspective. These include accuracy and consistency of delivery; retail clerk courtesy, knowledge, and responsiveness to customers; and telephone courtesy and accuracy of information provided, to name a few. The Postal Service uses survey results to identify opportunities to improve customer satisfaction.

The Gallup poll is supported by a recent survey conducted for the independent Presidential Commission on the Postal Service that found that "Americans have and overwhelmingly favorable view of the United States Postal Service as four in five (79 percent) say they feel positive about it, including 47 percent who say very positive." This independent survey was conducted by Black & Veatch, Peter D. Hart Research Associates, and American Viewpoint in May.

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**EXFC Overnight Service Results
FEBRUARY 22- MAY 16, 2003 (PQ III, FY 2003)**

EXFC externally measures collection box to mailbox delivery performance. EXFC continuously tests a panel of 463 ZIP Code areas selected on the basis of geographic and volume density from which 90% of First-Class volume originates and 80% destinates. EXFC is not a system-wide measurement of all First-Class Mail performance.

PERFORMANCE CLUSTER	RESULTS	LOCAL 3-DIGIT ZIP CODES
AKRON	95	436, 442, 443, 445, 447, 449
ALABAMA	95	350, 351, 352, 358, 361, 366
ALASKA*	97	995, 996
ALBANY	97	120, 121, 122, 123, 128, 130, 131, 132, 135, 139
ALBUQUERQUE	95	870, 871
APPALACHIAN	96	240, 250, 251, 252, 253, 263, 264, 265
ARIZONA	95	850, 852, 853, 855, 856, 857
ARKANSAS	94	720, 721, 722, 723, 727
ATLANTA	95	300, 301, 302, 303
BALTIMORE	96	210, 211, 212, 214, 217, 219
BIG SKY	97	590, 591, 598
BOSTON	95	021, 024
CAPITAL	96	200, 206, 207, 208, 209
CARIBBEAN	91	009
CENTRAL FLORIDA	94	327, 328, 329, 334
CENTRAL ILLINOIS	96	604, 605, 616, 617, 618, 627
CENTRAL NEW JERSEY	94	077, 085, 086, 088, 089
CENTRAL PLAINS	96	515, 516, 666, 670, 671, 672, 680, 681, 685
CHICAGO	95	606, 607
CINCINNATI	95	410, 450, 451, 452, 454, 458, 470
CLEVELAND	95	440, 441
COLORADO/WYOMING	93	800, 801, 802, 803, 809, 820
COLUMBUS	95	430, 431, 432, 433
CONNECTICUT	94	060, 061, 062, 064, 069
DAKOTAS	96	570, 571, 573, 581
DALLAS	94	750, 751, 752, 754, 757
DETROIT	95	481, 482, 492
ERIE	97	159, 161, 164, 165, 166
FORT WORTH	95	760, 761, 762, 764, 791, 794
GATEWAY	95	620, 622, 630, 631, 633, 652
GREATER INDIANA	96	460, 461, 462, 463, 464, 466, 468, 469, 473, 478, 479
GREATER MICHIGAN	95	486, 488, 489, 490, 493, 494, 495
GREATER SOUTH CAROLINA	95	290, 291, 292, 293, 294, 295, 296
GREENSBORO	95	270, 271, 272, 273, 274, 275, 276, 277, 278, 286
HARRISBURG	95	170, 171, 172, 178, 180, 185, 187
HAWKEYE	95	500, 501, 502, 503, 507, 511, 520, 524, 612
HONOLULU	96	967, 968

*No Overnight standard. Score shown is for two-day performance.

PERFORMANCE CLUSTER	RESULTS	LOCAL 3-DIGIT ZIP CODES
HOUSTON	94	770, 772, 773, 774
KENTUCKIANA	95	400, 401, 402, 405, 406, 471, 477
LAKELAND	96	530, 531, 532, 535, 537, 543, 544, 549
LANCASTER	94	176, 189, 193, 194, 196
LONG BEACH	95	902, 903, 904, 905, 906, 907, 908
LONG ISLAND	95	115, 117, 118, 119
LOS ANGELES	95	900
LOUISIANA	96	700, 701, 705, 708, 711
MAINE	95	040, 041, 043, 044, 045, 048
MID-AMERICA	96	640, 641, 658, 661, 662
MID-CAROLINAS	94	280, 281, 282, 283, 288, 297
MIDDLESEX-CENTRAL	95	015, 016, 017, 018, 019
MISSISSIPPI	96	386, 390, 391, 392, 395
NEVADA-SIERRA	96	890, 891, 895
NEW HAMPSHIRE	96	030, 031, 032, 033, 034, 038
NEW YORK	94	100, 104
NORTH FLORIDA	94	320, 321, 322, 323, 325, 326
NORTHERN ILLINOIS	95	600, 601, 602, 603, 611
NORTHERN NEW JERSEY	95	070, 071, 072, 073, 074, 075, 076, 078, 079
NORTHERN VIRGINIA	95	201, 220, 221, 222, 223
NORTHLAND	95	540, 546, 550, 551, 553, 554, 559, 563
OAKLAND	96	945, 946, 947, 948
OKLAHOMA	96	730, 731, 740, 741, 743
PHILADELPHIA	94	190, 191
PITTSBURGH	96	150, 151, 152, 153, 154, 156
PORTLAND	97	970, 971, 972, 973, 974, 986
RICHMOND	97	224, 225, 230, 231, 232, 233, 234, 235, 238
RIO GRANDE	95	765, 767, 780, 781, 782, 784, 786, 787, 788, 789, 797, 799
ROYAL OAK	95	480, 483, 484, 485
SACRAMENTO	97	952, 956, 957, 958
SALT LAKE CITY	96	840, 841, 844
SAN DIEGO	95	919, 920, 921, 924
SAN FRANCISCO	96	940, 941, 943, 944, 949
SAN JOSE	96	933, 937, 939, 950, 951
SANTA ANA	96	917, 918, 926, 927, 928
SEATTLE	96	980, 981, 982, 984, 985
SOUTH FLORIDA	95	330, 331, 332, 333
SOUTH GEORGIA	94	309, 310, 312, 314, 319
SOUTH JERSEY	94	080, 081, 082, 083, 084, 197, 198
SOUTHEAST NEW ENGLAND	95	020, 023, 027, 028, 029
SPOKANE	96	835, 837, 838, 990, 991, 992, 994
SPRINGFIELD	96	010, 011, 012, 013, 050, 054
SUNCOAST	95	335, 336, 337, 338, 339, 341, 342, 346
TENNESSEE	94	370, 371, 372, 374, 379, 380, 381
TRIBORO	94	110, 112, 113, 114, 116
VAN NUYS	96	911, 913, 914, 915, 916, 930, 931
WESTCHESTER	94	105, 106, 107, 108, 109, 125
WESTERN NEW YORK	96	140, 141, 142, 143, 144, 145, 146