

FOR IMMEDIATE RELEASE
November 4, 2004

Contact: Media Relations
202 / 268-2155
Release No. 078
www.usps.com

POSTAL SERVICE'S 2004
PERFORMANCE AT ALL TIME HIGH

WASHINGTON, D.C. — Praising employees' performance at every level of the organization, Postmaster General John E. Potter today hailed 2004 as the Postal Service's best year ever for customer satisfaction and on-time delivery of First-Class Mail.

Speaking to the Board of Governors of the Postal Service, Potter said that 94 percent of customers – an all-time high – rated their postal service good to excellent during the last quarter of 2004. During that time, the Postal Service also delivered 95 percent of local First-Class Mail overnight, while two- and three-day scores were the highest ever.

“Service performance remains my top priority,” said Potter.

The Pittsburgh and New Hampshire/Vermont districts scored highest in the nation with 98 percent Customer Satisfaction Measurement (CSM) results, as recorded by the Gallup Organization.

The Dakotas district led the nation with an overnight delivery score of 98. Eight other districts scored 97, according to the External First Class Measurement System (EXFC) which is administered independently by IBM Consulting Services.

This year marks the 15th anniversary of the Postal Service's using the EXFC system to measure its service performance. “EXFC has helped transform the way the Postal Service conducts business,” Potter said.

In other action today, the Board approved funding for replacement of an aging fleet of more than 300,000 Mobile Data Collection Devices. The new generation of hand-held scanners is known as Intelligent Mail Devices (IMD) and will be used in most Postal Service facilities nationwide. In 2003, more than 800 million pieces of mail were scanned.

The new IMD will be able to read advanced barcodes such as the 4-State and 2-D barcodes. In July, the Postal Service competitively awarded a contract to Motorola to design, manufacture and support a family of hand-held scanner devices. Today's funding authorization will be carried out under that contract but also includes funding for infrastructure and applications development.

- more -

EXFC Overnight Service Results

JULY 1, 2004 – SEPTEMBER 30, 2004 (PQ IV, FY 2004)

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% destines. EXFC is not a system-wide Measurement of all First-Class Mail performance.

<u>PERFORMANCE CLUSTER</u>	<u>RESULTS</u>	<u>ZIP CODE SERVICE AREAS</u>
ALABAMA	93	350, 351, 352, 358, 361, 366
ALASKA*	93	995, 996
ALBANY	96	120, 121, 122, 123, 128, 130, 131, 132, 135, 139
ALBUQUERQUE	95	870, 871
APPALACHIAN	95	240, 250, 251, 252, 253, 263, 264, 265
ARIZONA	96	850, 852, 853, 855, 856, 857
ARKANSAS	96	720, 721, 722, 723, 727
ATLANTA	94	300, 301, 302, 303
BALTIMORE	97	210, 211, 212, 214, 217, 219
BAY VALLEY	96	939, 945, 946, 947, 948, 950, 951
BIG SKY	97	590, 591, 598
BOSTON	95	021, 024
CAPITAL	96	200, 206, 207, 208, 209
CARIBBEAN	88	009
CENTRAL FLORIDA	91	327, 328, 329, 334
CENTRAL ILLINOIS	96	604, 605, 616, 617, 618, 627
CENTRAL NEW JERSEY	95	077, 085, 086, 088, 089
CENTRAL PENNSYLVANIA	95	170, 171, 172, 176, 178, 185, 187, 196
CENTRAL PLAINS	97	515, 516, 666, 670, 671, 672, 680, 681, 685
CHICAGO	95	606, 607
CINCINNATI	94	410, 436, 450, 451, 452, 454, 458, 470
COLORADO/WYOMING	97	800, 801, 802, 803, 809, 820
COLUMBUS	93	430, 431, 432, 433
CONNECTICUT	96	060, 061, 062, 064, 069
DAKOTAS	98	570, 571, 573, 581
DALLAS	96	750, 751, 752, 754, 757
DETROIT	96	481, 482, 492
ERIE	96	159, 161, 164, 165, 166
FORT WORTH	96	760, 761, 762, 764, 791, 794
GATEWAY	95	620, 622, 630, 631, 633, 652
GREATER INDIANA	95	460, 461, 462, 463, 464, 466, 468, 469, 473, 478, 479
GREATER MICHIGAN	96	486, 488, 489, 490, 493, 494, 495
GREATER SOUTH CAROLINA	94	290, 291, 292, 293, 294, 295, 296
GREENSBORO	95	270, 271, 272, 273, 274, 275, 276, 277, 278, 286
HAWKEYE	96	500, 501, 502, 503, 507, 511, 520, 524, 612
HONOLULU	97	967, 968
HOUSTON	95	770, 772, 773, 774
KENTUCKIANA	95	400, 401, 402, 405, 406, 471, 477
LAKELAND	95	530, 531, 532, 535, 537, 543, 544, 549
LONG ISLAND	95	115, 117, 118, 119
LOS ANGELES	95	900, 902, 903, 904, 905
LOUISIANA	94	700, 701, 705, 708, 711
MAINE	94	040, 041, 043, 044, 045, 048
MASSACHUSETTS	95	010, 011, 012, 013, 015, 016, 017, 018, 019

<u>PERFORMANCE CLUSTER</u>	<u>RESULTS</u>	<u>ZIP CODE SERVICE AREAS</u>
MID-AMERICA	96	640, 641, 658, 661, 662
MID-CAROLINAS	94	280, 281, 282, 283, 288, 297
MISSISSIPPI	95	386, 390, 391, 392, 395
NEVADA-SIERRA	95	890, 891, 895
NEW HAMPSHIRE/ VERMONT	96	030, 031, 032, 033, 034, 038, 050, 054
NEW YORK	95	100, 104
NORTH FLORIDA	95	320, 321, 322, 323, 325, 326
NORTHERN ILLINOIS	96	600, 601, 602, 603, 611
NORTHERN NEW JERSEY	95	070, 071, 072, 073, 074, 075, 076, 078, 079
NORTHERN OHIO	94	440, 441, 442, 443, 445, 447, 449
NORTHERN VIRGINIA	96	201, 220, 221, 222, 223
NORTHLAND	97	540, 546, 550, 551, 553, 554, 559, 563
OKLAHOMA	96	730, 731, 740, 741, 743
PHILADELPHIA METRO	95	180, 189, 190, 191, 193, 194
PITTSBURGH	96	150, 151, 152, 153, 154, 156
PORTLAND	96	970, 971, 972, 973, 974, 986
RICHMOND	96	224, 225, 230, 231, 232, 233, 234, 235, 238
RIO GRANDE	96	765, 767, 780, 781, 782, 784, 786, 787, 788, 789, 797, 799
ROYAL OAK	95	480, 483, 484, 485
SACRAMENTO	96	937, 952, 956, 957, 958
SALT LAKE CITY	96	840, 841, 844
SAN DIEGO	97	919, 920, 921, 924
SAN FRANCISCO	95	940, 941, 943, 944, 949
SANTA ANA	95	906, 907, 908, 917, 918, 926, 927, 928
SEATTLE	96	980, 981, 982, 984, 985
SOUTH FLORIDA	92	330, 331, 332, 333
SOUTH GEORGIA	95	309, 310, 312, 314, 319
SOUTH JERSEY	95	080, 081, 082, 083, 084, 197, 198
SOUTHEAST NEW ENGLAND	95	020, 023, 027, 028, 029
SPOKANE	97	835, 837, 838, 990, 991, 992, 994
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	95	911, 913, 914, 915, 916, 930, 931, 933
WESTCHESTER	95	105, 106, 107, 108, 109, 125
WESTERN NEW YORK	96	140, 141, 142, 143, 144, 145, 146

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