



POSTAL NEWS

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THE POSTAL SERVICE GETS IT THERE F-A-S-T

Washington, D.C. – For the second straight year, the U.S. Postal Service reached a 95 percent on time performance score for overnight delivery of First-Class Mail. The assessment, which is measured independently by IBM Consulting Services, was announced today during the agency's Board of Governors meeting in Sarasota, FL.

This first quarter measurement for fiscal year 2005 also cites 90 percent for two-day and 86 percent for three-day delivery, according to Postmaster General Jack Potter. This period included the holiday mailing season and four back to back hurricanes which prompted great transportation challenges. Residential Customer Satisfaction scores are steady at 93 percent for the third consecutive year.

This report provides an independent assessment of the time it takes a piece of First-Class Mail, once it's deposited into a collection box, to be delivered to one of more than 141 million American homes, businesses and Post Office boxes.

Three of the Postal Service's districts in the Western United States reached 97 percent on-time scores during this reporting period. They are Big Sky, which includes the state of Montana; Spokane, which includes eastern Washington state and Idaho; and Central Plains, which includes Nebraska, southwest Iowa, and most of Kansas.

Four district within the Western and Northeast United States reached 97 percent level for Customer Service performance. They are Albany, NY; Western NY; the Dakotas, which includes North and South Dakota and northeast Minnesota; and Big Sky.

Since 1775, the Postal Service has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits 142 million homes and businesses every day and is the only service provider delivering to every address in the nation. The Postal Service receives no taxpayer dollars for routine operations, but derives its operating revenues solely from the sale of postage, products and services. With annual revenues of more than \$69 billion, it is the world's leading provider of mailing and delivery services, offering some of the most affordable postage rates in the world. The Postal Service delivers more than 46 percent of the world's mail volume—some 206 billion letters, advertisements, periodicals and packages a year—and serves seven million customers each day at its 37,000 retail locations nationwide.

(more)

**EXFC Overnight Service Results
October 1 - December 31, 2004 (PQ I, FY 2005)**

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	ZIP CODE SERVICE AREAS
ALABAMA	95	350, 351, 352, 358, 361, 366
ALASKA*	96	995, 996
ALBANY	96	120, 121, 122, 123, 128, 130, 131, 132, 135, 139
ALBUQUERQUE	94	870, 871
APPALACHIAN	96	240, 250, 251, 252, 253, 263, 264, 265
ARIZONA	96	850, 852, 853, 855, 856, 857
ARKANSAS	94	720, 721, 722, 723, 727
ATLANTA	94	300, 301, 302, 303
BALTIMORE	96	210, 211, 212, 214, 217, 219
BAY VALLEY	95	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	92	009
CENTRAL FLORIDA	92	327, 328, 329, 334
CENTRAL ILLINOIS	96	604, 605, 616, 617, 618, 627
CENTRAL NEW JERSEY	95	077, 085, 086, 088, 089
CENTRAL PENNSYLVANIA	94	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	93	410, 436, 450, 451, 452, 454, 458, 470
COLORADO/WYOMING	96	800, 801, 802, 803, 809, 820
COLUMBUS	92	430, 431, 432, 433
CONNECTICUT	95	060, 061, 062, 064, 069
DAKOTAS	96	570, 571, 573, 581
DALLAS	94	750, 751, 752, 754, 757
DETROIT	95	481, 482, 492
ERIE	96	159, 161, 164, 165, 166
FORT WORTH	95	760, 761, 762, 764, 791, 794
GATEWAY	95	620, 622, 630, 631, 633, 652
GREATER INDIANA	94	460, 461, 462, 463, 464, 466, 468, 469, 473, 478, 479

GREATER MICHIGAN	95	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	95	500, 501, 502, 503, 507, 511, 520, 524, 612
HONOLULU	95	967, 968
HOUSTON	95	770, 772, 773, 774
KENTUCKIANA	94	400, 401, 402, 405, 406, 471, 477
LAKELAND	95	530, 531, 532, 535, 537, 543, 544, 549
LONG ISLAND	94	115, 117, 118, 119
LOS ANGELES	94	900, 902, 903, 904, 905
LOUISIANA	95	700, 701, 705, 708, 711
MAINE	94	040, 041, 043, 044, 045, 048
MASSACHUSETTS	95	010, 011, 012, 013, 015, 016, 017, 018, 019
MID-AMERICA	95	640, 641, 658, 661, 662
MID-CAROLINAS	94	280, 281, 282, 283, 288, 297
MISSISSIPPI	96	386, 390, 391, 392, 395
NEVADA-SIERRA	95	890, 891, 895
NEW HAMPSHIRE/ VERMONT	94	030, 031, 032, 033, 034, 038, 050, 054
NEW YORK	94	100, 104
NORTH FLORIDA	93	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 OHIO	94	440, 441, 442, 443, 445, 447, 449
NORTHERN VIRGINIA	95	201, 220, 221, 222, 223
NORTHLAND	96	540, 546, 550, 551, 553, 554, 559, 563
OKLAHOMA	95	730, 731, 740, 741, 743
PHILADELPHIA METRO	96	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	95	765, 767, 780, 781, 782, 784, 786, 787, 788, 789, 797, 799
ROYAL OAK	95	480, 483, 484, 485
SACRAMENTO	95	937, 952, 956, 957, 958
SALT LAKE CITY	95	840, 841, 844
SAN DIEGO	96	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	94	330, 331, 332, 333
SOUTH GEORGIA	95	309, 310, 312, 314, 319
SOUTH JERSEY	94	080, 081, 082, 083, 084, 197, 198
SOUTHEAST NEW ENGLAND	94	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	95	370, 371, 372, 374, 379, 380, 381
TRIBORO	95	110, 112, 113, 114, 116
VAN NUYS	95	911, 913, 914, 915, 916, 930, 931, 933
WESTCHESTER	94	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.