



POSTAL NEWS

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POSTAL SERVICE HOLDING STRONG IN OVERNIGHT DELIVERY

ATLANTA, GA -- Postmaster General John E. Potter told to Postal Service Board of Governors today that the agency continues to deliver record service and customer satisfaction across the nation.

"Nationally, we achieved an on-time score of 95 percent for overnight First-Class Mail service for the 9th consecutive quarter. We also achieved a customer satisfaction measurement score of 93 percent marking the 14th consecutive quarter at that mark or better.

The board also heard from Chief Financial Officer Richard J. Strasser, Jr., that mail volume in the 2nd Quarter showed a gain of 600 million pieces, to 52.1 billion, and a \$17 million increase in revenue.

"There was a dip in revenue and volume in January, with slight increases in February and March. Increased expenses—due to cost inflation, additional volumes and deliveries—were contained by productivity gains through workhour savings," Strasser said.

IBM Consulting Services provided the assessment on service performance. For more than two straight years, the U.S. Postal has maintained a 95 percent on-time performance score for overnight delivery of First-Class Mail.

Six of the Postal Service's districts, all in the Western United States, reached 97 percent on-time scores during this reporting period. They are Big Sky (Montana); Spokane (eastern Washington state and Idaho); Central Plains (Nebraska, southwest Iowa and most of Kansas); Dakotas (North and South Dakota and northeast Minnesota); Colorado / Wyoming (all portions of these two states); and Northland (most of Minnesota and part of Wisconsin.)

This second quarter measurement for fiscal year 2005 also cites two-day on-time service performance of 90 percent and three-day, which is carried by air, of 83 percent.

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 142 million American homes, businesses and Post Office boxes.

During the same period, customer satisfaction was also independently measured. Twelve districts achieved scores of 96 or 97; and, for fourteen continuous quarters, the national customer satisfaction measurement score has been 93 percent or higher.

Strasser also noted that total revenue of \$17.3 billion exceeded total expenses of \$17.0 billion, producing a net income of \$275 million, down from \$741 million in Quarter 2 of last year.

In addition, he said the number of delivery addresses continues to increase, up 400,000 in Quarter 2, bringing total delivery points to 143.2 million, 1.8 million over the number of addresses a year ago.

In other board activity, Vice President, Strategic Planning Linda A. Kingsley outlined the actions being taken by senior leadership to build additional strategies that will extend the benefits realized from the agency's original Transformation Plan, it's blueprint for the future, to guide the organization through 2010. She said these strategies, which will include information solicited from all Postal Service stakeholders, will be published September 30 after they have been reviewed and approved by the Board of Governors.

Since 1775, the Postal Service has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits more than 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.

EXFC Overnight Service Results

JANUARY 1- MARCH 31, 2005 (PQ II, 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% destines. EXFC is not a system-wide Measurement of all First-Class Mail performance.

ALABAMA	96	350, 351, 352, 358, 361, 366
ALASKA*	97	995, 996
ALBANY	96	120, 121, 122, 123, 128, 130, 131, 132, 135, 139
ALBUQUERQUE	94	870, 871
APPALACHIAN	95	240, 250, 251, 252, 253, 263, 264, 265
ARIZONA	95	850, 852, 853, 855, 856, 857
ARKANSAS	95	720, 721, 722, 723, 727
ATLANTA	93	300, 301, 302, 303
BALTIMORE	96	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	94	009
CENTRAL FLORIDA	94	327, 328, 329, 334
CENTRAL ILLINOIS	96	604, 605, 616, 617, 618, 627
CENTRAL NEW JERSEY	95	077, 085, 086, 088, 089
CENTRAL PENNSYLVANIA	92	170, 171, 172, 176, 178, 185, 187, 196
CENTRAL PLAINS	97	515, 516, 666, 670, 671, 672, 680, 681, 685
CHICAGO	94	606, 607
CINCINNATI	94	410, 436, 450, 451, 452, 454, 458, 470
COLORADO/WYOMING	97	800, 801, 802, 803, 809, 820
COLUMBUS	94	430, 431, 432, 433
CONNECTICUT	95	060, 061, 062, 064, 069
DAKOTAS	97	570, 571, 573, 581
DALLAS	95	750, 751, 752, 754, 757
DETROIT	94	481, 482, 492
ERIE	96	159, 161, 164, 165, 166
FORT WORTH	94	760, 761, 762, 764, 791, 794
GATEWAY	93	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
GREATERSOUTH CAROLINA	95	290, 291, 292, 293, 294, 295, 296
GREENSBORO	94	270, 271, 272, 273, 274, 275, 276, 277, 278, 286
HAWKEYE	96	500, 501, 502, 503, 507, 511, 520, 524, 612
HONOLULU	95	967, 968
HOUSTON	94	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	94	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	96	890, 891, 895
NEW HAMPSHIRE/ VERMONT	94	030, 031, 032, 033, 034, 038, 050, 054
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 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	95	730, 731, 740, 741, 743
PHILADELPHIA METRO	94	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	94	480, 483, 484, 485
SACRAMENTO	96	937, 952, 956, 957, 958
SALT LAKE CITY	96	840, 841, 844
SAN DIEGO	96	919, 920, 921, 924
SAN FRANCISCO	96	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	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	94	335, 336, 337, 338, 339, 341, 342, 346
TENNESSEE	96	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	95	105, 106, 107, 108, 109, 125
WESTERN NEW YORK	95	140, 141, 142, 143, 144, 145, 146

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