



POSTAL NEWS

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POSTAL SERVICE DOES IT AGAIN IN OVERNIGHT FIRST-CLASS MAIL DELIVERY

WASHINGTON, D.C. – The U.S. Postal Service's high level of service performance remains constant through another measurement period. Its on-time overnight delivery of First-Class Mail earned a 95 percent performance score as measured independently by IBM Consulting Services and announced today during the agency's Board of Governors meeting in Washington, D.C.

This accomplishment marks the 11th consecutive measurement period in which the organization has scored 95 percent or better for on-time overnight delivery of First-Class Mail.

This fourth quarter measurement for fiscal year 2005 also cites two-day service performance at 91 percent and three-day, which is carried by air and can be subject to delays, at 90 percent once again, up from 83 percent in the second quarter.

This report provides an independent assessment of the time it takes First-Class Mail, once it's deposited into collection boxes, to be delivered to homes, businesses and Post Office boxes nationwide.

Five of the USPS' geographic service territories reached 97 percent on-time overnight scores during this reporting period. They are Spokane (eastern Washington State and Idaho); Central Plains (Nebraska, southwest Iowa and most of Kansas); Albany (northern, eastern, central portions of New York State); Richmond, VA; and Baltimore, MD.

During the same period, customer satisfaction was also measured. At 94 percent, this score is up from 93 percent last quarter. This achievement marks the sixteenth continuous quarter the Postal Service has earned a 93 percent or better customer satisfaction measurement score.

In addition, eight Postal Service territories achieved customer satisfaction scores of 97 percent. They are Dakotas (North and South Dakota and northeast Minnesota); Massachusetts (most portions of the State of Massachusetts); Western New York (western portion of New York State, including Buffalo and Rochester); Albany (northern, eastern, central portions of New York State); New Hampshire/Vermont (all of each state); Pittsburgh, PA; Appalachian (Kentucky and West Virginia); and Hawkeye (Missouri, Iowa and portions of Kansas).

Also, Chairman Miller noted the board had received from the Postal Rate Commission its recommendation on the escrow rate case that is intended to cover the 5.4 percent, \$3.1 billion escrow obligation contained in Public Law 108-18. He said the Governors will consider that recommendation on Monday, November 7, 2005 and possibly vote on it later in the month.

In other business, the Board of Governors announced rate changes for Micronesia and the Marshall Islands, and that international rates will increase 5.9 percent. Also, announced was that the HSBC North America Holdings Inc. National Service Agreement is effective today.

– Hurricane-affected ZIP Codes 700, 701 and 395 were not tested in the later portion of this measurement period. –

**EXFC Overnight Service Results
July 1 - September 30, 2005 (PQ Iv, 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% destinate. 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	97	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	95	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	95	939, 945, 946, 947, 948, 950, 951
BIG SKY	96	590, 591, 598
BOSTON	96	021, 024
CAPITAL	96	200, 206, 207, 208, 209
CARIBBEAN	93	009
CENTRAL FLORIDA	95	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	94	606, 607
CINCINNATI	95	410, 436, 450, 451, 452, 454, 458, 470
COLORADO/WYOMING	96	800, 801, 802, 803, 809, 820
COLUMBUS	95	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	94	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	96	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	96	967, 968
HOUSTON	95	770, 772, 773, 774
KENTUCKIANA	96	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	93	900, 902, 903, 904, 905
LOUISIANA	95	700, 701, 705, 708, 711
MAINE	95	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	95	030, 031, 032, 033, 034, 038, 050, 054
NEW YORK	94	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	93	440, 441, 442, 443, 445, 447, 449
NORTHERN VIRGINIA	96	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	95	150, 151, 152, 153, 154, 156
PORTLAND	95	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
SACRAMENTO	94	937, 952, 956, 957, 958
SALT LAKE CITY	96	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
SOUTHEAST MICHIGAN	94	480, 483, 484, 485
SOUTH FLORIDA	92	330, 331, 332, 333
SOUTH GEORGIA	96	309, 310, 312, 314, 319
SOUTH JERSEY	96	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	96	370, 371, 372, 374, 379, 380, 381
TRIBORO	95	110, 112, 113, 114, 116
VAN NUYS	94	911, 913, 914, 915, 916, 930, 931, 933
WESTCHESTER	96	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.

Since 1775, the Postal Service and its predecessor, the Post Office Department, has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits 142 million homes and businesses every day, six days a week 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 and a half million customers each day at its 37,000 retail locations nationwide. Its website, usps.com, attracts more than 21 million visitors each month.