



# POSTAL NEWS

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## **POSTAL SERVICE HIGHLIGHTS** **PERFORMANCE SCORES**

Washington, D.C. – The men and women of the U.S. Postal Service attained a 95 percent on-time performance score for overnight delivery of First-Class Mail for the second quarter of fiscal year 2006, the agency's consumer advocate told the Board of Governors during its meeting today in Washington, D.C.

The assessment, measured independently by IBM Consulting Services, also cites 89 percent on-time for two-day delivery and 86 percent on-time for three-day delivery – which is carried by air – from January 1 through March 31, 2006,

"Service performance remains the top priority of the U.S. Postal Service," said Delores Killete, Vice President and Consumer Advocate for the organization. "And this measurement system has helped transform the way the Postal Service conducts business," she added.

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 145 million American homes, businesses, and Post Office boxes.

Five Postal Service districts lead the nation by reaching a 97 percent on-time delivery score. They are: Big Sky, comprised of the State of Montana; Capital, comprised of Washington, D.C. and portions of Maryland; the Dakotas, comprised of North and South Dakota and northeast Minnesota; Seattle, comprised of most of western Washington and portions of central Washington; and Spokane, comprised of eastern Washington and Idaho.

During the same period, residential customer satisfaction was measured at 91 percent. Six of the Postal Service's districts earned 96 percent and better scores for customer satisfaction. They are: Western New York, at 97 percent, comprised of the western portion of New York State, including Buffalo and Rochester. Additionally, achieving a 96 percent score are: Albany, comprised of the northern, eastern, and central portions of New York State; Massachusetts, comprised of most portions of the State of Massachusetts; the State of Maine; Hawkeye, comprised of Missouri, Iowa and portions of Kansas; and Erie, which is comprised of most of western Pennsylvania.

"While there's always room for improvement in these scores," Killete said, "clearly the strategies laid out by Deputy Postmaster General Patrick Donahoe are working."

In other business, the Board received the results of the 2006 Privacy Trust Study of the United State's Government from Zoe Strickland, the Postal Service's chief privacy officer.

The study, published by Ponemon Institute LLC, seeks to understand the level of confidence Americans have in the many government agencies that routinely collect and use the public's personal information. For the second year in a row, Americans rated the Postal Service as the number one agency they trust to protect their privacy. Not only did the Postal Service retain the top spot with a score of 82 percent, it was also one of the few federal agencies able to increase its customer satisfaction and trust scores from the year before. While overall scores declined an average of five percent, the rate for the Postal Service

increased by four percentage points.

In other action, Acting Chief Financial Officer Robert Pedersen reported on the results of the Second Quarter (January 1 through March 31) financial performance figures. For the quarter, revenue was up 7.7 percent and expenses rose by 4.5 percent over the same period last year. On a year-to-date basis, revenue is up by 2.9 percent over last year, while expenses are up by 4.2 percent.

For the first six months of the fiscal year, First-Class volume is 1.3 percent below the same period last year, while Standard volume grew by 1.5 percent and Priority volume rose by seven percent. Year-to-date transportation costs, including fuel-related expenses, are 11.7 percent higher than the same period last year.

Additionally, the Board approved \$101 million to fund design and construction of a new 831,000 square-foot mail processing center in Oklahoma City, OK, to replace the 40-year-old structure currently serving customers in the Oklahoma District. The project also will include construction of a 29,000 square-foot vehicle maintenance facility and a 12,000 square-foot warehouse.

The Board of Governors also approved funding to purchase additional Delivery Bar Code Sorter equipment for sorting letter mail in the sequence in which mail carriers deliver it. This purchase consists of entirely new machines and stacker modules for existing Delivery Bar Code Sorters. It will reduce the manual sorting of letter mail required today for new addresses that have been established since the last Delivery Bar Code Sorter equipment deployments were completed.

Funding to purchase 148 Automatic Induction Systems for retrofit onto existing Automated Flat Sorting Machine 100s was also approved by the Board. The Automatic Induction System includes automatic feeders that induct flats (oversized pieces of mail such as catalogs) directly into the machine. This enhancement will enable the Postal Service to reduce operating costs through improved mail preparation methods and reduced staffing requirements.

### EXFC Overnight Service Results

#### JANUARY 1- MARCH 31, 2006 (PQ II-FY 2006)

*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*	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	94	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	94	021, 024
CAPITAL	97	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	95	170, 171, 172, 176, 178, 185, 187, 196
CENTRAL PLAINS	96	515, 516, 666, 670, 671, 672, 680, 681, 685
CHICAGO	93	606, 607
CINCINNATI	94	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	97	570, 571, 573, 581
DALLAS	94	750, 751, 752, 754, 757
DETROIT	96	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	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	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	96	967, 968
HOUSTON	95	770, 772, 773, 774
KENTUCKIANA	94	400, 401, 402, 405, 406, 471, 477
LAKELAND	96	530, 531, 532, 535, 537, 543, 544, 549
LONG ISLAND	96	115, 117, 118, 119
LOS ANGELES	93	900, 902, 903, 904, 905
LOUISIANA	91	700, 701, 705, 708, 711
MAINE	96	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	93	280, 281, 282, 283, 288, 297

MISSISSIPPI	95	386, 390, 391, 392, 395
NEVADA-SIERRA	95	890, 891, 895
NEW HAMPSHIRE/ VERMONT	95	030, 031, 032, 033, 034, 038, 050, 054
NEW YORK	94	100, 104
NORTH FLORIDA	94	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	95	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	95	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
SOUTHEAST MICHIGAN	96	480, 483, 484, 485
SACRAMENTO	95	937, 952, 956, 957, 958
SALT LAKE CITY	96	840, 841, 844
SAN DIEGO	95	919, 920, 921, 924
SAN FRANCISCO	94	940, 941, 943, 944, 949
SANTA ANA	94	906, 907, 908, 917, 918, 926, 927, 928
SEATTLE	97	980, 981, 982, 984, 985
SOUTH FLORIDA	95	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	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	95	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	95	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 more than 144 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 \$70 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 U.S. Postal Service delivers more than 46 percent of the world's mail volume—some 212 billion letters, advertisements, periodicals and packages a year—and serves seven million customers each day at its 37,000 retail locations nationwide.

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