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USPS CONTINUES TO DELIVER ON TIME FOR AMERICA

WASHINGTON, DC – The Postal Service reported today that it continues to achieve record breaking delivery scores for First-Class Mail in the nation's major metropolitan areas.

Francia G. Smith, vice president and consumer advocate, told the Postal Service Board of Governors that local First-Class Mail achieved a 94 percent on time delivery service performance score during the period of September 7 through November 29, 2002. This is the third consecutive quarter First-Class Mail delivery hit the 94 percent benchmark.

First-Class Mail delivery performance is measured externally and independently by IBM's Business Consulting Services unit, formerly PricewaterhouseCoopers Consulting, using the External First-Class measurement system, or EXFC. It provides an independent assessment of the time it takes a piece of First-Class Mail, once its deposited into a collection box, to be delivered to one of the 138 million American homes, businesses and post office boxes that are serviced six days a week. EXFC service performance scores are measured by testing 463 ZIP Code areas selected on the basis of geography and volume density from which 90 percent of First-Class Mail volume originates and 80 percent destinates. EXFC is not a system-wide measurement of all First-Class Mail performance.

The Postal Service maintains a system of 85 management units by geographic areas, known as Performance Clusters (PCs). According to Smith, the Erie (Pennsylvania), Big Sky (Montana), Albany (New York), Dakotas (North and South Dakota) and Lakeland (Minnesota and western Wisconsin) PCs each achieved on-time delivery performance scores of 96 percent. Thirty-three additional PCs reached the 95 percent mark.

IBM Business Consulting Services measures service performance for overnight, two-day and three day service commitment areas to provide national, area office, and PC estimates of service performance. This data is compared with Postal Service delivery standards and the results are presented to the public each postal quarter.

Smith also reported that the most recent Gallup survey shows 93 percent of households nationwide reported having a positive view of the Postal Service. This is the fifth consecutive quarter in which ratings of overall performance have reached 93 percent. Customer Satisfaction Measurement (CSM) is independently measured by The Gallup Organization which conducts surveys on a variety of postal issues and services from a customer's perspective. These include accuracy and consistency of delivery; retail clerk courtesy, knowledge, and responsiveness to customers; and telephone courtesy and accuracy of information provided, to name a few. The Postal Service uses survey results to identify opportunities to improve customer satisfaction.

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EXFC Overnight Service Commitment
SEPTEMBER 7, 2002 TO NOVEMBER 29, 2002 (PQ I, FY 2003)

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	LOCAL 3-DIGIT ZIP CODES
AKRON	95	436, 442, 443, 445, 447, 449
ALABAMA	93	350, 351, 352, 358, 361, 366
ALASKA*	95	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	95	850, 852, 853, 855, 856, 857
ARKANSAS	94	720, 721, 722, 723, 727
ATLANTA	95	300, 301, 302, 303
BALTIMORE	95	210, 211, 212, 214, 217, 219
BIG SKY	96	590, 591, 598
BOSTON	94	021, 024
CAPITAL	95	200, 206, 207, 208, 209
CARIBBEAN	92	009
CENTRAL FLORIDA	94	327, 328, 329, 334
CENTRAL ILLINOIS	95	604, 605, 616, 617, 618, 627
CENTRAL NEW JERSEY	92	077, 078, 079, 085, 086, 088, 089
CENTRAL PLAINS	95	515, 516, 666, 670, 671, 672, 680, 681, 685
CHICAGO	93	606, 607
CINCINNATI	95	410, 450, 451, 452, 454, 458, 470
CLEVELAND	94	440, 441
COLORADO/WYOMING	94	800, 801, 802, 803, 809, 820
COLUMBUS	94	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	94	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	94	460, 461, 462, 463, 464, 466, 468, 469, 473, 478, 479
GREATER MICHIGAN	94	486, 488, 489, 490, 493, 494, 495
GREATER S CAROLINA	94	290, 291, 292, 293, 294, 295, 296
GREENSBORO	94	270, 271, 272, 273, 274, 275, 276, 277, 278, 286
HARRISBURG	95	170, 171, 172, 178, 180, 185, 187
HAWKEYE	95	500, 501, 502, 503, 507, 511, 520, 524, 612
HONOLULU	95	967, 968

*2-day service commitment only

PERFORMANCE CLUSTER	RESULTS	LOCAL 3-DIGIT ZIP CODES
HOUSTON	93	770, 772, 773, 774
KENTUCKIANA	95	400, 401, 402, 405, 406, 471, 477
LAKELAND	96	530, 531, 532, 535, 537, 543, 544, 549
LANCASTER	93	176, 189, 193, 194, 196
LONG BEACH	94	902, 903, 904, 905, 906, 907, 908
LONG ISLAND	94	115, 117, 118, 119
LOS ANGELES	94	900
LOUISIANA	91	700, 701, 705, 708, 711
MAINE	94	040, 041, 043, 044, 045, 048
MID-AMERICA	94	640, 641, 658, 661, 662
MID-CAROLINAS	95	280, 281, 282, 283, 288, 297
MIDDLESEX-CENTRAL	95	015, 016, 017, 018, 019
MISSISSIPPI	95	386, 390, 391, 392, 395
NEVADA-SIERRA	95	890, 891, 895
NEW HAMPSHIRE	95	030, 031, 032, 033, 034, 038
NEW YORK	94	100, 104
NORTH FLORIDA	94	320, 321, 322, 323, 325, 326
NORTHERN ILLINOIS	93	600, 601, 602, 603, 611
NORTHERN NEW JERSEY	93	070, 071, 072, 073, 074, 075, 076
NORTHERN VIRGINIA	95	201, 220, 221, 222, 223
NORTHLAND	94	540, 546, 550, 551, 553, 554, 559, 563
OAKLAND	94	945, 946, 947, 948
OKLAHOMA	95	730, 731, 740, 741, 743
PHILADELPHIA	93	190, 191
PITTSBURGH	95	150, 151, 152, 153, 154, 156
PORTLAND	94	970, 971, 972, 973, 974, 986
RICHMOND	95	224, 225, 230, 231, 232, 233, 234, 235, 238
RIO GRANDE	93	765, 767, 780, 781, 782, 784, 786, 787, 788, 789, 797, 799
ROYAL OAK	93	480, 483, 484, 485
SACRAMENTO	94	952, 956, 957, 958
SALT LAKE CITY	93	840, 841, 844
SAN DIEGO	95	919, 920, 921, 924
SAN FRANCISCO	93	940, 941, 943, 944, 949
SAN JOSE	95	933, 937, 939, 950, 951
SANTA ANA	94	917, 918, 926, 927, 928
SEATTLE	95	980, 981, 982, 984, 985
SOUTH FLORIDA	95	330, 331, 332, 333
SOUTH GEORGIA	94	309, 310, 312, 314, 319
SOUTH JERSEY	93	080, 081, 082, 083, 084, 197, 198
SOUTHEAST NEW ENGLAND	94	020, 023, 027, 028, 029
SPOKANE	95	835, 837, 838, 990, 991, 992, 994
SPRINGFIELD	94	010, 011, 012, 013, 050, 054
SUNCOAST	95	335, 336, 337, 338, 339, 341, 342, 346
TENNESSEE	94	370, 371, 372, 374, 379, 380, 381
TRIBORO	93	110, 112, 113, 114, 116
VAN NUYS	94	911, 913, 914, 915, 916, 930, 931
WESTCHESTER	94	105, 106, 107, 108, 109, 125
WESTERN NEW YORK	95	140, 141, 142, 143, 144, 145, 146