



# 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 in major metropolitan areas for the second quarter of fiscal year 2007, 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 91 percent on-time for three-day delivery — which is carried by air — Jan. 1 through March 31.

"Providing excellent service to our customers remains the top priority of the U.S. Postal Service," said Delores Killete, Postal Service vice president and consumer advocate. "This measurement system has helped transform the way the Postal Service conducts business. It demonstrates our commitment to our customers by alerting us to ways we can continue to improve service."

The report provides an independent assessment of the time it takes a piece of First-Class Mail, once it's deposited into a collection box in a major metropolitan area, to be delivered to a home, business or post office box in that same area.

Six Postal Service districts led the nation with a 97 percent on-time score for overnight delivery. They are: Baltimore; Big Sky, which represents the state of Montana; the Dakotas, comprised of North and South Dakota and northwest Minnesota; Northland, which is most of Minnesota and part of Wisconsin; Spokane, comprised of eastern Washington state and Idaho; and Honolulu.

During the same period, residential customer satisfaction was measured at 92 percent. Six Postal Service districts earned 96 percent or better for customer satisfaction. They are: Albany, comprised of the northern, eastern and central portions of New York state; Hawkeye, which includes most of Iowa and the Quad-City communities of Illinois; Massachusetts, comprised of most portions of the commonwealth of Massachusetts; Pittsburgh; Southeast Michigan; and Western New York, which represents the western portion of New York state, including Buffalo and Rochester.

"While there's always room for improvement, we're pleased that our scores remain strong and that our commitment to providing a high level of customer service is reinforced every day," said Killete.

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An independent federal agency, the U.S. Postal Service is the only delivery service that visits 146 million homes and businesses, six days a week. It has 37,000 retail locations and relies on the sale of postage, products and services to cover its operating expenses. The Postal Service has annual revenues of \$73 billion and delivers nearly half the world's mail.

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## EXFC Overnight Service Results

January 1 Through March 31, 2007 (PQ 2-FY 2007)

*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 percent of First-Class Mail volume originates and 80 percent destinate. EXFC is not a system-wide measurement of all First-Class Mail performance.*

|                        |    |   |
|------------------------|----|---|
| ALABAMA                | 95 | 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            | 96 | 240, 250, 251, 252, 253, 263, 264, 265                |
| ARIZONA                | 96 | 850, 852, 853, 855, 856, 857                          |
| ARKANSAS               | 96 | 720, 721, 722, 723, 727                               |
| ATLANTA                | 95 | 300, 301, 302, 303                                    |
| BALTIMORE              | 97 | 210, 211, 212, 214, 217, 219                          |
| BAY VALLEY             | 95 | 939, 945, 946, 947, 948, 950, 951                     |
| BIG SKY                | 97 | 590, 591, 598   |
| BOSTON                 | 96 | 021, 024  |
| CAPITAL                | 96 | 200, 206, 207, 208, 209                               |
| CARIBBEAN              | 94 | 009   |
| CENTRAL FLORIDA        | 95 | 327, 328, 329, 334                                    |
| CENTRAL ILLINOIS       | 95 | 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         | 93 | 515, 516, 666, 670, 671, 672, 680, 681, 685           |
| CHICAGO                | 90 | 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                | 97 | 570, 571, 573, 581                                    |
| DALLAS                 | 95 | 750, 751, 752, 754, 757                               |
| DETROIT                | 95 | 481, 482, 492   |
| ERIE                   | 96 | 159, 161, 164, 165, 166                               |
| FORT WORTH             | 96 | 760, 761, 762, 764, 791, 794                          |
| GATEWAY                | 95 | 620, 622, 630, 631, 633, 652                          |
| GREATER INDIANA        | 95 | 460, 461, 462, 463, 464, 466, 468, 469, 473, 478, 479 |
| GREATER MICHIGAN       | 95 | 486, 488, 489, 490, 493, 494, 495                     |
| GREATER SOUTH CAROLINA | 96 | 290, 291, 292, 293, 294, 295, 296                     |
| GREENSBORO             | 96 | 270, 271, 272, 273, 274, 275, 276, 277, 278, 286      |
| HAWKEYE                | 95 | 500, 501, 502, 503, 507, 511, 520, 524, 612           |
| HONOLULU               | 97 | 967, 968  |
| HOUSTON                | 94 | 770, 772, 773, 774                                    |
| KENTUCKIANA            | 95 | 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            | 94 | 900, 902, 903, 904, 905                               |
| LOUISIANA              | 96 | 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            | 96 | 640, 641, 658, 661, 662                               |
| MID-CAROLINAS          | 96 | 280, 281, 282, 283, 288, 297                          |

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|-----------------------|----|--|
| 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              | 95 | 100, 104   |
| NORTH FLORIDA         | 96 | 320, 321, 322, 323, 325, 326                               |
| NORTHERN ILLINOIS     | 95 | 600, 601, 602, 603, 611                                    |
| NORTHERN NEW JERSEY   | 94 | 070, 071, 072, 073, 074, 075, 076, 078, 079                |
| NORTHERN OHIO         | 95 | 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              | 96 | 730, 731, 740, 741, 743                                    |
| PHILADELPHIA METRO    | 94 | 180, 189, 190, 191, 193, 194                               |
| PITTSBURGH            | 96 | 150, 151, 152, 153, 154, 156                               |
| PORTLAND              | 95 | 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 |
| SACRAMENTO            | 94 | 937, 952, 956, 957, 958                                    |
| SALT LAKE CITY        | 95 | 840, 841, 844  |
| SAN DIEGO             | 95 | 919, 920, 921, 924   |
| SAN FRANCISCO         | 95 | 940, 941, 943, 944, 949                                    |
| SANTA ANA             | 96 | 906, 907, 908, 917, 918, 926, 927, 928                     |
| SIERRA COSTAL         | 96 | 911, 913, 914, 915, 916, 930, 931, 933                     |
| SEATTLE               | 96 | 980, 981, 982, 984, 985                                    |
| SOUTH FLORIDA         | 95 | 330, 331, 332, 333   |
| SOUTH GEORGIA         | 96 | 309, 310, 312, 314, 319                                    |
| SOUTH JERSEY          | 94 | 080, 081, 082, 083, 084, 197, 198                          |
| SOUTHEAST MICHIGAN    | 96 | 480, 483, 484, 485   |
| 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                                    |
| WESTCHESTER           | 95 | 105, 106, 107, 108, 109, 125                               |
| WESTERN NEW YORK      | 96 | 140, 141, 142, 143, 144, 145, 145                          |

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

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