



FOR IMMEDIATE RELEASE
July 24, 2008

Media Contact: Betsy Adeboyejo
(O) 202-268-2832
(C) 202-664-2232
betsy.m.adeboyejo@usps.gov
Release No. 08-079

U.S. Postal Service Delivers Record-Breaking Performance *Postal customers receiving historic levels of delivery service*

WASHINGTON D.C. — National on-time performance scores for the delivery of First-Class Mail set another new record for highest level of service during the third quarter of fiscal year 2008.

National overnight delivery service climbed a full percentage point from the previous fiscal quarter, reaching an average of 97 percent on-time delivery, the highest score ever achieved by Postal Service employees.

In fact, delivery service performance reached record highs for all three categories of mail the Postal Service tracks:

- Overnight service was 97 percent on-time, up from 96 percent the same period last year.
- Two-day service was 95 percent on-time, up from 93 percent the same period last year.
- Three-day service was 94 percent on-time, up from 91 percent the same period last year.

The third quarter covers April, May and June 2008.

Since 1990, the Postal Service has contracted with an outside entity to measure First-Class Mail service performance independently and objectively.

First-Class Mail performance is measured by IBM Global Business Services. The review measures First-Class Mail from the time it is deposited into a collection box or lobby mail chute until it is delivered to a home or business.

"These record delivery levels are the direct result of employees all across the country working as a team to provide excellent service to our customers," said Delores Killete, Postal Service vice president and consumer advocate.

Thirteen of the Postal Service's 80 districts lead the nation with a 98 percent on-time score for overnight delivery. They are: Northern Virginia, Arkansas, North Florida, Big Sky (the state of Montana), Baltimore, Fort Worth, Suncoast (western central Florida from Tampa/St. Petersburg to Ft. Myers), Dakotas, Greater South Carolina, Mid-Carolinas, Mid-America (northwest Missouri to the south, central and southeastern Missouri, and eastern Kansas), Portland and Central Plains (Nebraska, southwest Iowa, and the majority of Kansas).

"We are committed to providing our customers with the level of service they have come to expect. Our scores remain strong and we'll continue striving to make them even better," said Killete.

An audio news release on this topic is available in the newsroom at usps.com.

###

Please Note: For broadcast quality video and audio, photo stills and other media resources, visit the USPS Newsroom at www.usps.com/communications/newsroom/welcome.htm.

An independent federal agency, the U.S. Postal Service is the only delivery service that reaches every address in the nation, 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, not tax dollars, to pay for operating expenses. The Postal Service has annual revenue of \$75 billion and delivers nearly half the world's mail.

