



POSTAL NEWS

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POSTAL SERVICE DELIVERS RECORD BREAKING SERVICE FOR AMERICA

WASHINGTON, DC – The U.S. Postal Service today reported that it has achieved its highest overnight service score for First-Class Mail delivery, breaking all previous records and setting a new bar for service in the nation’s major metropolitan areas.

The announcement came at a time when the Postal Service was also reporting that for the first time in its history, the number of addresses it delivers to in the United States had surpassed the 140 million mark.

“This record-breaking service score is remarkable in its own right,” said S. David Fineman, Chairman of the Postal Service Board of Governors, “but this exceptional level of service was realized during one of the worst winters in recent memory and when the number of addresses reached an all-time high.”

Francia G. Smith, vice president and consumer advocate, told the Postal Service Board of Governors that overnight First-Class Mail achieved the milestone of 95 percent on-time delivery service performance score during Postal Quarter II, the period between November 30, 2002 and February 21, 2003. This is the fourth consecutive quarter First-Class Mail delivery hit the 94 percent and above benchmark.

First-Class Mail delivery performance is measured externally and independently by IBM’s Business Consulting Services unit, 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 over 140 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 destines. 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, fourteen PCs achieved on-time delivery performance scores of 96 percent, while the San Jose Performance Cluster achieved 97 percent.

IBM Business Consulting Services measures service performance for overnight, two-day and three-day service 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 customer satisfaction survey shows 93 percent of households nationwide reported having a positive view of the Postal Service, rating overall performance as excellent, very good, and good. This is the sixth 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.

(more)

EXFC Overnight Service Results

NOVEMBER 30, 2002 – FEBRUARY 21, 2003 (PQ II, 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% destines. EXFC is not a system-wide measurement of all First-Class Mail performance.

PERFORMANCE CLUSTER	RESULTS	LOCAL 3-DIGIT ZIP CODES
AKRON	94	436, 442, 443, 445, 447, 449
ALABAMA	92	350, 351, 352, 358, 361, 366
ALASKA*	95	995, 996
ALBANY	95	120, 121, 122, 123, 128, 130, 131, 132, 135, 139
ALBUQUERQUE	95	870, 871
APPALACHIAN	94	240, 250, 251, 252, 253, 263, 264, 265
ARIZONA	95	850, 852, 853, 855, 856, 857
ARKANSAS	95	720, 721, 722, 723, 727
ATLANTA	94	300, 301, 302, 303
BALTIMORE	95	210, 211, 212, 214, 217, 219
BIG SKY	96	590, 591, 598
BOSTON	94	021, 024
CAPITAL	94	200, 206, 207, 208, 209
CARIBBEAN	90	009
CENTRAL FLORIDA	94	327, 328, 329, 334
CENTRAL ILLINOIS	96	604, 605, 616, 617, 618, 627
CENTRAL NEW JERSEY	93	077, 085, 086, 088, 089
CENTRAL PLAINS	96	515, 516, 666, 670, 671, 672, 680, 681, 685
CHICAGO	94	606, 607
CINCINNATI	95	410, 450, 451, 452, 454, 458, 470
CLEVELAND	95	440, 441
COLORADO/WYOMING	94	800, 801, 802, 803, 809, 820
COLUMBUS	95	430, 431, 432, 433
CONNECTICUT	94	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	94	486, 488, 489, 490, 493, 494, 495
GREATER SOUTH CAROLINA	94	290, 291, 292, 293, 294, 295, 296
GREENSBORO	94	270, 271, 272, 273, 274, 275, 276, 277, 278, 286
HARRISBURG	94	170, 171, 172, 178, 180, 185, 187
HAWKEYE	95	500, 501, 502, 503, 507, 511, 520, 524, 612
HONOLULU	95	967, 968

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

(more)

PERFORMANCE CLUSTER	RESULTS	LOCAL 3-DIGIT ZIP CODES
HOUSTON	94	770, 772, 773, 774
KENTUCKIANA	94	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	93	115, 117, 118, 119
LOS ANGELES	95	900
LOUISIANA	95	700, 701, 705, 708, 711
MAINE	93	040, 041, 043, 044, 045, 048
MID-AMERICA	95	640, 641, 658, 661, 662
MID-CAROLINAS	93	280, 281, 282, 283, 288, 297
MIDDLESEX-CENTRAL	93	015, 016, 017, 018, 019
MISSISSIPPI	95	386, 390, 391, 392, 395
NEVADA-SIERRA	96	890, 891, 895
NEW HAMPSHIRE	94	030, 031, 032, 033, 034, 038
NEW YORK	93	100, 104
NORTH FLORIDA	95	320, 321, 322, 323, 325, 326
NORTHERN ILLINOIS	94	600, 601, 602, 603, 611
NORTHERN NEW JERSEY	93	070, 071, 072, 073, 074, 075, 076, 078, 079
NORTHERN VIRGINIA	95	201, 220, 221, 222, 223
NORTHLAND	95	540, 546, 550, 551, 553, 554, 559, 563
OAKLAND	96	945, 946, 947, 948
OKLAHOMA	95	730, 731, 740, 741, 743
PHILADELPHIA	92	190, 191
PITTSBURGH	95	150, 151, 152, 153, 154, 156
PORTLAND	96	970, 971, 972, 973, 974, 986
RICHMOND	95	224, 225, 230, 231, 232, 233, 234, 235, 238
RIO GRANDE	95	765, 767, 780, 781, 782, 784, 786, 787, 788, 789, 797, 799
ROYAL OAK	95	480, 483, 484, 485
SACRAMENTO	96	952, 956, 957, 958
SALT LAKE CITY	96	840, 841, 844
SAN DIEGO	95	919, 920, 921, 924
SAN FRANCISCO	95	940, 941, 943, 944, 949
SAN JOSE	97	933, 937, 939, 950, 951
SANTA ANA	95	917, 918, 926, 927, 928
SEATTLE	96	980, 981, 982, 984, 985
SOUTH FLORIDA	95	330, 331, 332, 333
SOUTH GEORGIA	95	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	96	835, 837, 838, 990, 991, 992, 994
SPRINGFIELD	95	010, 011, 012, 013, 050, 054
SUNCOAST	94	335, 336, 337, 338, 339, 341, 342, 346
TENNESSEE	93	370, 371, 372, 374, 379, 380, 381
TRIBORO	93	110, 112, 113, 114, 116
VAN NUYS	95	911, 913, 914, 915, 916, 930, 931
WESTCHESTER	94	105, 106, 107, 108, 109, 125
WESTERN NEW YORK	96	140, 141, 142, 143, 144, 145, 146

