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OVERNIGHT SERVICE A SUCCESS IN '03

FT. LAUDERDALE – The Postal Service ended 2003 on a high note recording stellar on-time delivery scores and customer satisfaction scores, according to the Postal Service's Consumer Advocate. Vice President and Consumer Advocate Francia G. Smith told the agency's Board of Governors meeting here that 95 percent of First-Class mail with a next-day delivery commitment arrived on-time, and another keenly watched indicator, Customer Satisfaction Measurement, reached 93 percent.

"These measurement results are terrific indicators of how the Postal Service is performing for its customers," she said. "The figures don't lie, and we rely on them to pinpoint where our strengths lie and where challenges exist to improve service," she added.

These achievements occurred during the holiday delivery season, October 1 - December 31, 2003.

The Postal Service maintains a system of 80 management units by geographic areas, known as Performance Clusters (PCs). The top six PCs in overnight composite performance, as recently presented to the Board of Governors, are: Albany, NY; Suncoast, FL; Northland (Western WI and most of MN); Dakotas (North and South Dakota); Central Plains (Kansas and Nebraska); and Big Sky (Montana). All six of these, along with sixteen others, achieved an on time delivery performance score of 96 percent during this period.

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 it is deposited into a collection box, to be delivered to one of the more than 140 million American homes, businesses and post office boxes that are serviced six days a week.

Customer Satisfaction Measurement for households 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.

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EXFC Overnight Service Results**OCTOBER 1, 2003 – DECEMBER 31, 2003 (PQ I, FY 2004)**

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
		350, 351, 352, 358, 361,
ALABAMA	93	366
ALASKA*	96	995, 996
ALBANY	96	120, 121, 122, 123, 128, 130, 131, 132, 135, 139
ALBUQUERQUE	94	870, 871 240, 250, 251, 252, 253, 263, 264, 265
APPALACHIAN	95	265
ARIZONA	95	850, 852, 853, 855, 856, 857
ARKANSAS	95	720, 721, 722, 723, 727
ATLANTA	94	300, 301, 302, 303
BALTIMORE	96	210, 211, 212, 214, 217, 219
BAY VALLEY	96	939, 945, 946, 947, 948, 950, 951
BIG SKY	96	590, 591, 598
BOSTON	95	021, 024
CAPITAL	96	200, 206, 207, 208, 209
CARIBBEAN	89	009
CENTRAL FLORIDA	94	327, 328, 329, 334
CENTRAL ILLINOIS	95	604, 605, 616, 617, 618, 627
CENTRAL NEW JERSEY	94	077, 085, 086, 088, 089
CENTRAL PENNSYLVANIA	96	170, 171, 172, 176, 178, 185, 187, 196
CENTRAL PLAINS	96	515, 516, 666, 670, 671, 672, 680, 681, 685
CHICAGO	94	606, 607 410, 436, 450, 451, 452, 454, 458, 470,
CINCINNATI	95	458, 470,
COLORADO/WYOMING	96	800, 801, 802, 803, 809, 820
COLUMBUS	94	430, 431, 432, 433
CONNECTICUT	96	060, 061, 062, 064, 069
DAKOTAS	96	570, 571, 573, 581
DALLAS	94	750, 751, 752, 754, 757
DETROIT	95	481, 482, 492
ERIE	94	159, 161, 164, 165, 166
FORT WORTH	94	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	95	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
HAWKEYE	96	500, 501, 502, 503, 507, 511, 520, 524, 612
HONOLULU	94	967, 968

HOUSTON	94	770, 772, 773, 774
KENTUCKIANA	96	400, 401, 402, 405, 406, 471, 477 530, 531, 532, 535, 537, 543, 544,
LAKELAND	95	549
LONG ISLAND	94	115, 117, 118, 119

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

PERFORMANCE CLUSTER	TS	LOCAL 3-DIGIT ZIP CODES
LOS ANGELES	95	900, 902, 903, 904, 905
LOUISIANA	95	700, 701, 705, 708, 711
MAINE	95	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	96	890, 891, 895
NEW HAMPSHIRE/ VERMONT	94	030, 031, 032, 033, 034, 038, 050, 054
NEW YORK	94	100, 104
NORTH FLORIDA	95	320, 321, 322, 323, 325, 326
NORTHERN ILLINOIS	95	600, 601, 602, 603, 611
NORTHERN NEW JERSEY	93	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	96	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
ROYAL OAK	94	480, 483, 484, 485
SACRAMENTO	96	937, 952, 956, 957, 958
SALT LAKE CITY	96	840, 841, 844
SAN DIEGO	94	919, 920, 921, 924
SAN FRANCISCO	96	940, 941, 943, 944, 949
SANTA ANA	95	906, 907, 908, 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	94	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
SUNCOAST	96	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	95	911, 913, 914, 915, 916, 930, 931, 933
WESTCHESTER	94	105, 106, 107, 108, 109, 125
WESTERN NEW YORK	95	140, 141, 142, 143, 144, 145, 146

Since 1775, the U.S. Postal Service has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that makes deliveries to about 140 million addresses every day and is the only service provider to deliver 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 more than \$66 billion, it is the world's leading provider of mail and delivery services, offering some of the most affordable postage rates in the world. Moreover, today's postage rates will remain stable until at least 2006. The U.S. Postal Service delivers more than 43 percent of the world's mail volume - some 203 billion letters, advertisements, periodicals and packages a year - and serves seven million customers each day at its 38,000 retail locations nationwide.