



POSTAL NEWS

FOR IMMEDIATE RELEASE
May 12, 2004

Contact: Media Relations
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News Release No. 04-031
www.usps.com

U.S. POSTAL SERVICE SCORES 95 PERCENT SIXTH QUARTER IN A ROW

WASHINGTON, D.C. – The U.S. Postal Service scored 95 percent in overnight on-time delivery for the sixth consecutive quarter. The assessment, which is measured independently by IBM Consulting Services, was announced today during the agency’s Board of Governors meeting in Dallas.

This Quarter II measurement – Jan. 1 through Mar. 31 – also cites scores of 91 percent for two-day and 88 percent for three-day delivery, according to U.S. Postal Service Vice President and Consumer Advocate Francia Smith. Residential Customer Satisfaction scores are steady at 93 percent. However, an improvement in the number of customers who rate the service as “excellent” is noted in IBM’s report.

This report provides an independent assessment of the time it takes a piece of First-Class Mail, once it’s deposited into a collection box, to be delivered to one of more than 141 million American homes, businesses and Post Office boxes.

In other activity, the Board approved \$10.8 million in funding for restoration and renovation of the Trenton, NJ, Processing and Distribution Center (P&DC). The facility, which has been closed for more than two years following the anthrax attacks of October 2001, was successfully fumigated late last year. The decontamination process was completed in February 2004, and initial work to remove or repair materials and equipment damaged by the fumigation process has begun.

Restoration and renovation of the Trenton P&DC will create an improved environment for employees and customers returning to the facility. It is scheduled to reopen in the spring of 2005. Similar restoration work took place at the Joseph Curseen Jr. and Thomas Morris Jr. Processing and Distribution Center (Brentwood) in Washington, D.C., which reopened to the public in December 2003.

The Board also approved three filings with the Postal Rate Commission (PRC). One is to conduct an experiment establishing a convenient flat rate for Priority Mail parcels of a standard size. The other two are to implement Negotiated Service Agreements (NSAs) with financial institutions to encourage their greater use of First-Class Mail. These NSAs are patterned after a similar agreement with Capital One now in effect. Details of the filings will be released when they are submitted to the PRC.

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EXFC Overnight Service Results

JANUARY 1, 2004 – MARCH 31, 2004 (PQ II, 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% destinates. EXFC is not a system-wide measurement of all First-Class Mail performance.

PERFORMANCE CLUSTER	RESULTS	LOCAL 3-DIGIT ZIP CODES
ALABAMA	96	350, 351, 352, 358, 361, 366
ALASKA*	97	995, 996
ALBANY	97	120, 121, 122, 123, 128, 130, 131, 132, 135, 139
ALBUQUERQUE	95	870, 871
APPALACHIAN	96	240, 250, 251, 252, 253, 263, 264, 265
ARIZONA	96	850, 852, 853, 855, 856, 857
ARKANSAS	95	720, 721, 722, 723, 727
ATLANTA	96	300, 301, 302, 303
BALTIMORE	96	210, 211, 212, 214, 217, 219
BAY VALLEY	96	939, 945, 946, 947, 948, 950, 951
BIG SKY	97	590, 591, 598
BOSTON	95	021, 024
CAPITAL	96	200, 206, 207, 208, 209
CARIBBEAN	90	009
CENTRAL FLORIDA	95	327, 328, 329, 334
CENTRAL ILLINOIS	96	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	96	515, 516, 666, 670, 671, 672, 680, 681, 685
CHICAGO	94	606, 607
CINCINNATI	95	410, 436, 450, 451, 452, 454, 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	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	95	760, 761, 762, 764, 791, 794
GATEWAY	95	620, 622, 630, 631, 633, 652
GREATER INDIANA	94	460, 461, 462, 463, 464, 466, 468, 469, 473, 478, 479
GREATER MICHIGAN	95	486, 488, 489, 490, 493, 494, 495
GREATER SOUTH CAROLINA	95	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	95	967, 968
HOUSTON	95	770, 772, 773, 774
KENTUCKIANA	96	400, 401, 402, 405, 406, 471, 477
LAKELAND	96	530, 531, 532, 535, 537, 543, 544, 549
LONG ISLAND	95	115, 117, 118, 119

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

PERFORMANCE CLUSTER	RESULTS	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	96	640, 641, 658, 661, 662
MID-CAROLINAS	93	280, 281, 282, 283, 288, 297
MISSISSIPPI	96	386, 390, 391, 392, 395
NEVADA-SIERRA	96	890, 891, 895
NEW HAMPSHIRE / VERMONT	96	030, 031, 032, 033, 034, 038, 050, 054
NEW YORK	93	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	94	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	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	96	765, 767, 780, 781, 782, 784, 786, 787, 788, 789, 797, 799
ROYAL OAK	95	480, 483, 484, 485
SACRAMENTO	96	937, 952, 956, 957, 958
SALT LAKE CITY	96	840, 841, 844
SAN DIEGO	96	919, 920, 921, 924
SAN FRANCISCO	96	940, 941, 943, 944, 949
SANTA ANA	96	906, 907, 908, 917, 918, 926, 927, 928
SEATTLE	96	980, 981, 982, 984, 985
SOUTH FLORIDA	96	330, 331, 332, 333
SOUTH GEORGIA	96	309, 310, 312, 314, 319
SOUTH JERSEY	95	080, 081, 082, 083, 084, 197, 198
SOUTHEAST NEW ENGLAND	95	020, 023, 027, 028, 029
SPOKANE	97	835, 837, 838, 990, 991, 992, 994
SUNCOAST	96	335, 336, 337, 338, 339, 341, 342, 346
TENNESSEE	95	370, 371, 372, 374, 379, 380, 381
TRIBORO	94	110, 112, 113, 114, 116
VAN NUYS	96	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