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POSTAL REGULATORY
OFFICE OF THE ATTORNEY GENERAL

External First-Class Mail Measurement System

Performance Report

Postal Quarter 1 FY 2000

September 11, 1999 - December 3, 1999

December 13, 1999



**UNITED STATES
POSTAL SERVICE.**

December 13, 1999



Mr. John Burrington
Customer Service Analyst
External Measurement Systems
Room 5821
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-2205

Dear Mr. Burrington:

**RE: External First-Class Mail Measurement System (EXFC)
Performance Report
Postal Quarter 1 FY 2000
September 11, 1999 – December 3, 1999**

We are pleased to submit this Performance Report on First-Class Mail during Quarter 1, Fiscal Year 2000.

The first section of this report--Overview--provides general information about this measurement system and the activities performed to collect the data. The remaining sections of this report present the performance information.

If you have any questions, please call 


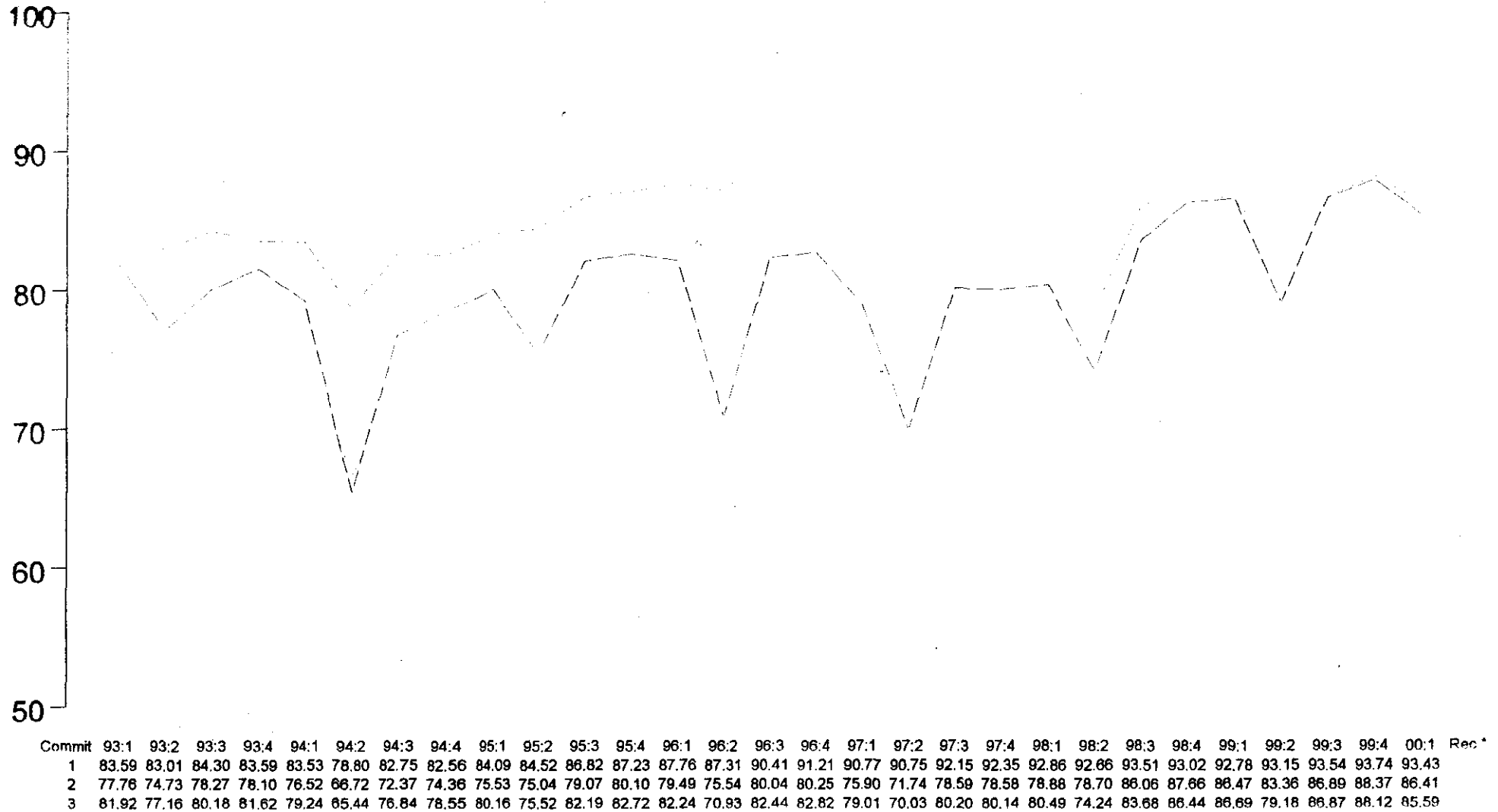
Very truly yours,

PriceWaterhouseCoopers

External First-Class Mail Measurement System

Nation Scores

--- Overnight
 - - - Two-Day
 — Three-Day



*Records throughout this report (H=High,L=Low) are for quarters 92:1 to present and are based on integer rounded scores

Nation Scores

Origin/Destination Two/Three Day

100

90

80

70

60

50

98.3
84.85

98.4
87.03

99.1
86.58

99.2
81.25

99.3
86.88

99.4
88.25

00:1 Rec
86.01

*Records throughout this report (High/Low) are for quarters 08:3 to present and are based on integer rounded scores

FISCAL YEAR: 2000
QUARTER: 1

Nation	Service Commitment	Origin		Destination		Origin/Destination	
		%OT	+/- Range	%OT	+/- Range	%OT	+/- Range
	Overnight	93.43	0.11	93.43	0.11		
	Two-Day	86.41	0.23	86.41	0.23		
	Three-Day	85.59	0.24	85.59	0.24		
	Two/Three-Day	86.01	0.18	86.01	0.18	86.01	0.18
	Total	89.38	0.12	89.38	0.12		

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM

FISCAL YEAR: 2000

QUARTER: 1

AREA BY SERVICE COMMITMENT PERFORMANCE PROFILE

PERCENT DELIVERED WITHIN

Area	Service Commitment	Origin					Destination				
		1 Day	2 Days	3 Days	4 Days	5 Days	1 Day	2 Days	3 Days	4 Days	5 Days
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Northeast	Overnight										

NATION	Overnight	93.43	97.62	99.07	99.52	99.70	93.43	97.62	99.07	99.52	99.70
	Two-Day	21.91	86.41	95.72	98.39	99.24	21.91	86.41	95.72	98.39	99.24
	Three-Day	4.44	32.90	85.59	95.03	98.07	4.44	32.90	85.59	95.03	98.07

Comparison of On-Time Performance by Barcode Type

Fiscal Year 2000, Quarter 1

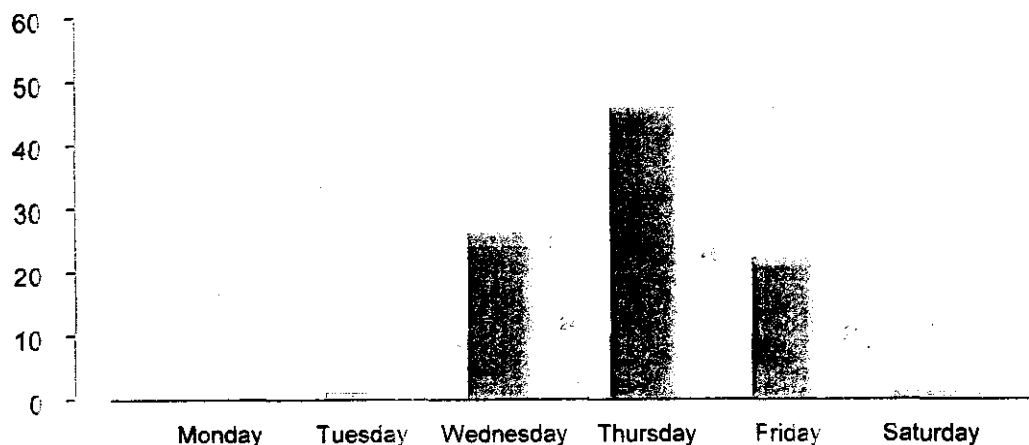
Service Commitment Kit	Overnight			Two-Day			Three-Day		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	86,582	91,968	94.14	27,246	30,923	88.11	20,658	23,729	87.06
Stamped Prebarcoded	4,120	4,413	93.36	1,640	1,855	88.41	845	950	88.95
Metered Prebarcoded	82,462	87,555	94.18	25,606	29,068	88.09	19,813	22,779	86.98
Non Prebarcoded	318,682	341,555	93.30	87,857	101,940	86.19	92,935	110,104	84.41

Service Commitment Kit	Two/Three-Day Composite			Total Composite		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	47,904	54,652	87.65	134,486	146,620	91.72
Stamped Prebarcoded	2,485	2,805	88.59	6,605	7,218	91.51
Metered Prebarcoded	45,419	51,847	87.60	127,881	139,402	91.74
Non Prebarcoded	180,792	212,044	85.26	499,474	553,599	90.22

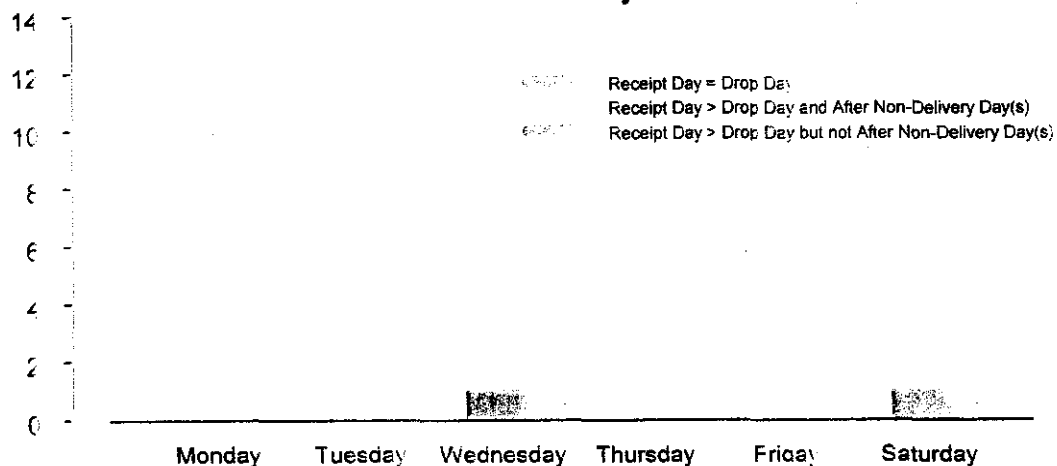
Zero-Day Mailpieces Received by Commitment and Day of Week

Fiscal Year 2000, Quarter 1

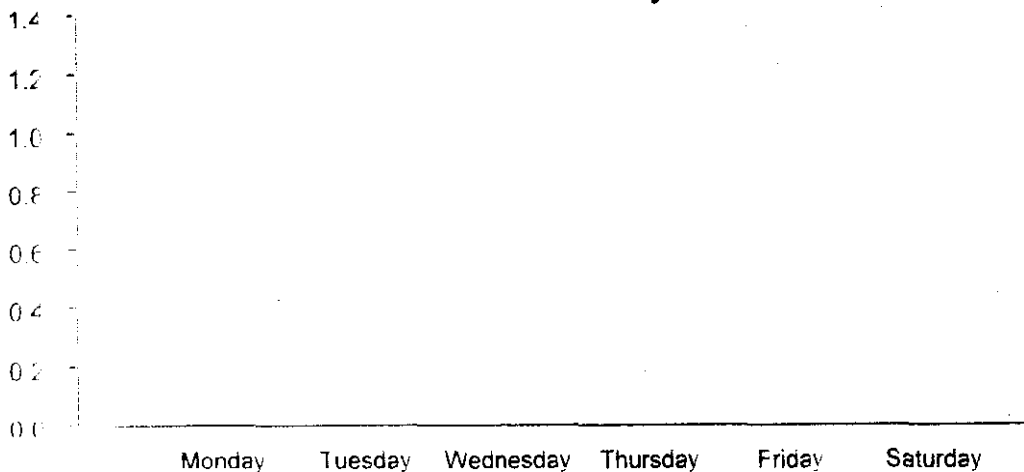
Overnight



Two-Day



Three-Day



Zero Day Mail Represents .02% of Total Usable Mail

External First-Class Mail Measurement System

Performance Report

Postal Quarter 2 FY 2000

December 4, 1999 - February 25, 2000

March 6, 2000



**UNITED STATES
POSTAL SERVICE**

March 6, 2000



Mr. John Burrington
Customer Service Analyst
External Measurement Systems
Room 5821
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-2205

Dear Mr. Burrington:

**RE: External First-Class Mail Measurement System (EXFC)
Performance Report
Postal Quarter 2 FY 2000
December 4, 1999 – February 25, 2000**

We are pleased to submit this Performance Report on First-Class Mail during Quarter 2, Fiscal Year 2000.

The first section of this report--Overview--provides general information about this measurement system and the activities performed to collect the data. The remaining sections of this report present the performance information.

If you have any questions, please 


Very truly yours,

PriceWaterhouseCoopers

External First-Class Mail Measurement System

Nation Scores

Three Day

100
90
80
70
60
50

Commit	93:1	93:2	93:3	93:4	94:1	94:2	94:3	94:4	95:1	95:2	95:3	95:4	96:1	96:2	96:3	96:4	97:1	97:2	97:3	97:4	98:1	98:2	98:3	98:4	99:1	99:2	99:3	99:4
1	83.59	83.01	84.30	83.59	83.53	78.00	82.75	82.56	84.09	84.52	86.82	87.23	87.76	87.31	90.41	91.21	90.77	90.75	92.15	92.35	92.86	92.66	93.51	93.02	92.78	93.15	93.62	94.11
2	77.76	74.73	78.27	78.10	76.52	66.72	72.37	74.36	75.53	75.04	79.07	80.10	79.49	75.54	80.04	80.25	75.90	71.74	78.59	78.58	78.88	78.70	86.06	87.66	86.47	83.86	84.11	84.11
3	81.02	77.18	80.18	81.62	79.24	85.44	76.84	78.55	80.16	75.52	82.19	82.72	82.24	70.93	82.44	82.92	70.01	70.03	80.20	80.14	80.49	74.24	83.68	86.44	85.69	84.11	83.11	83.11

*Records throughout this report (H=High,L=Low) are for quarters 92:1 to present and are based on integer rounded scores

Nation Scores

Origin/Destination Two/Three Day



98:3 84.85	98:4 87.03	98:1 86.58	98:2 81.25	98:3 86.88	98:4 88.25	00:1 88.04	00:2 81.25
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*Records throughout this report (H=High,L=Low) are for quarters 98:3 to present and are based on integer rounded scores

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM
 AREA BY SERVICE COMMITMENT PERFORMANCE MATRIX

FISCAL YEAR: 2000
 QUARTER: 2

Area	Service Commitment	Origin		Destination		Origin/Destination	
		%OT	+/- Range	%OT	+/- Range	%OT	+/- Range

Nation	Overnight	93.53	0.12	93.53	0.12		
	Two-Day	83.60	0.25	83.60	0.25		
	Three-Day	78.87	0.30	78.87	0.30		
	Two/Three-Day	81.25	0.21	81.25	0.21	81.25	0.16
	Total	86.73	0.14	86.73	0.14		

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM
 AREA BY SERVICE COMMITMENT PERFORMANCE PROFILE

FISCAL YEAR: 1994
 QUARTER: 4

PERCENT DELIVERED WITHIN

Area	Service Commitment	Origin					Destination				
		1 Day	2 Days	3 Days	4 Days	5 Days	1 Day	2 Days	3 Days	4 Days	5 Days

=====														
Nation	Overnight	93.53	97.86	98.92	99.49	99.70	93.53	97.86	98.92	99.49	99.70			
	Two-Day	19.41	83.60	94.45	97.59	98.88	19.41	83.60	94.45	97.59	98.88			
	Three-Day	5.28	28.38	78.87	91.59	96.28	5.28	28.38	78.87	91.59	96.28			

Comparison of On-Time Performance by Barcode Type

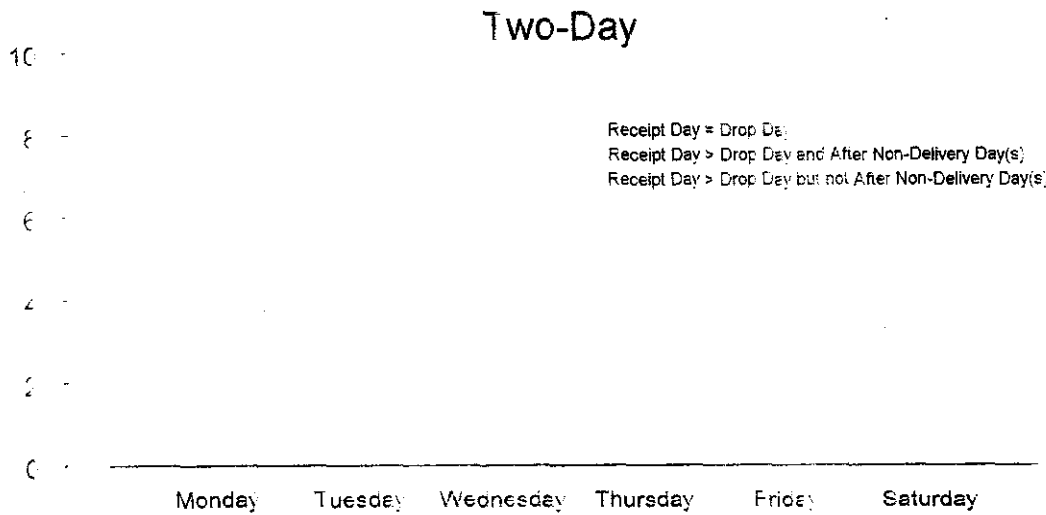
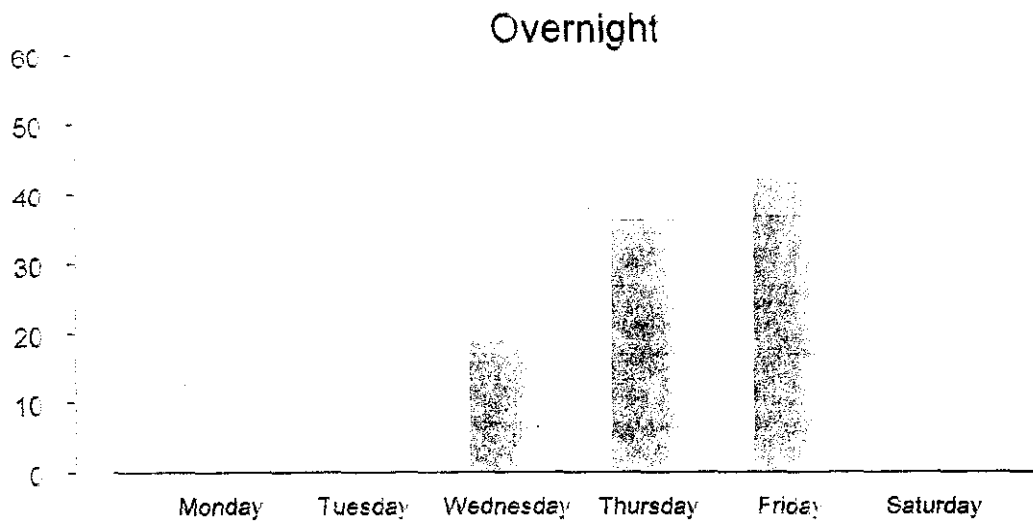
Fiscal Year 2000, Quarter 2

Service Commitment Kit	Overnight			Two-Day			Three-Day		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	87,675	92,914	94.36	26,886	31,230	86.09	19,846	24,613	80.63
Stamped Prebarcoded	4,102	4,376	93.74	1,567	1,842	85.07	827	978	84.56
Metered Prebarcoded	83,573	88,538	94.39	25,319	29,388	86.15	19,019	23,635	80.47
Non Prebarcoded	322,313	344,933	93.44	85,447	102,279	83.54	88,584	114,601	77.30

Service Commitment Kit	Two/Three-Day Composite			Total Composite		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	46,732	55,843	83.68	134,407	148,757	90.35
Stamped Prebarcoded	2,394	2,820	84.89	6,496	7,196	90.27
Metered Prebarcoded	44,338	53,023	83.62	127,911	141,561	90.36
Non Prebarcoded	174,031	216,880	80.24	496,344	561,813	88.35

Zero-Day Mailpieces Received by Commitment and Day of Week

Fiscal Year 2000, Quarter 2



External First-Class Mail Measurement System

Performance Report

Postal Quarter 3 FY 2000

February 26, 2000 - May 19, 2000

May 30, 2000



**UNITED STATES
POSTAL SERVICE**

May 30, 2000


Mr. John Burrington
Customer Service Analyst
External Measurement Systems
Room 5821
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-2205

Dear Mr. Burrington:

**RE: External First-Class Mail Measurement System (EXFC)
Performance Report
Postal Quarter 3 FY 2000
February 26, 2000 – May 19, 2000**

We are pleased to submit this Performance Report on First-Class Mail during Quarter 3, Fiscal Year 2000.

The first section of this report--Overview--provides general information about this measurement system and the activities performed to collect the data. The remaining sections of this report present the performance information.

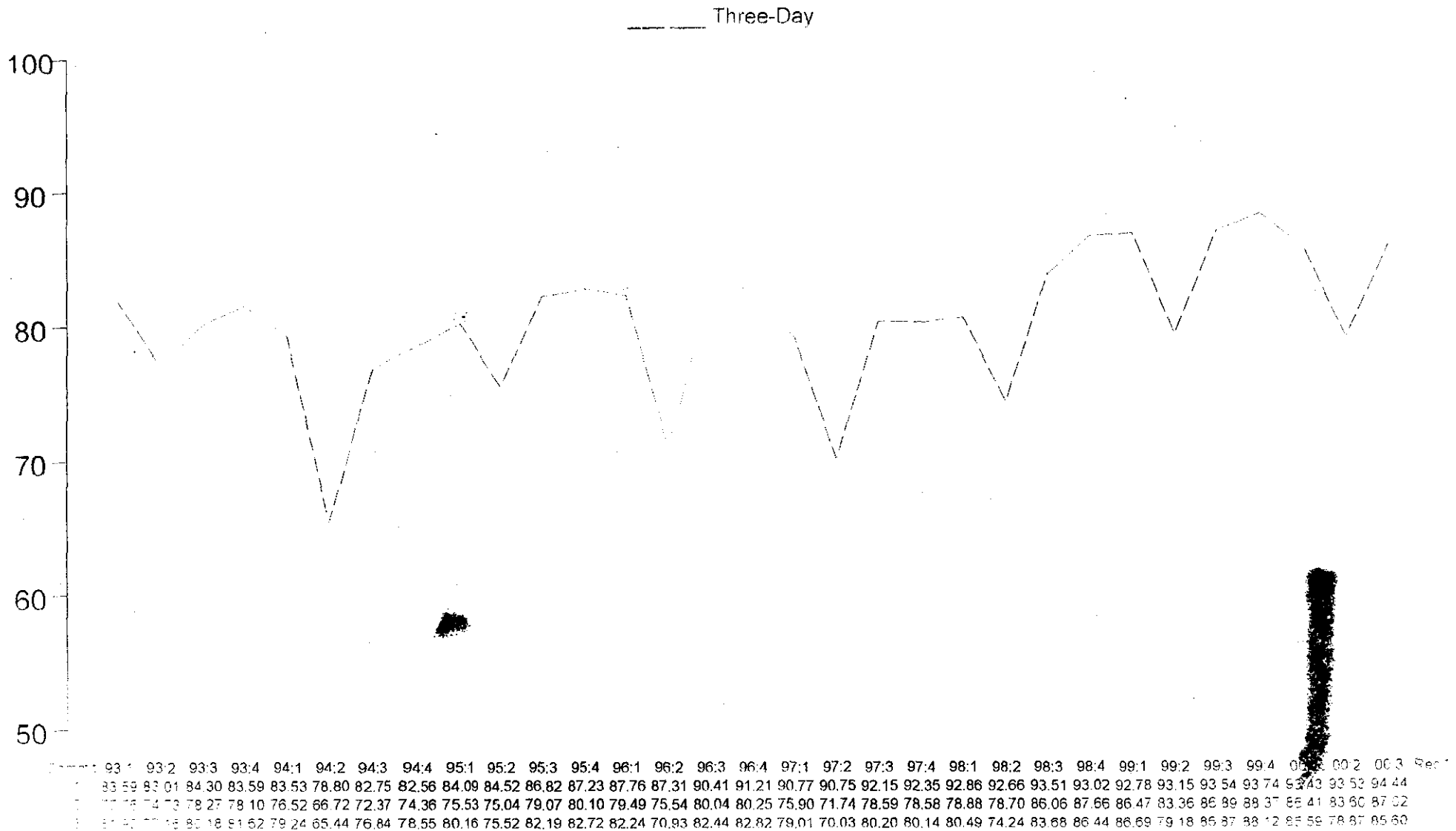
If you have any questions, 


Very truly yours,

PricewaterhouseCoopers

External First-Class Mail Measurement System

Nation Scores

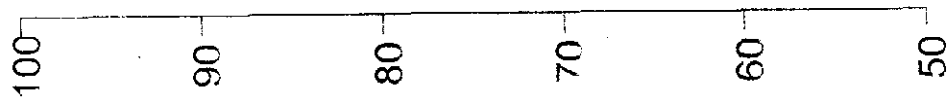


*Records throughout this report (H=High,L=Low) are for quarters 92:1 to present and are based on integer rounded scores

External First-Class Mail Measurement System

Nation Scores

Original Destination Two Three Day



98.3	98.4	99.1	99.2	99.3	99.4	00.1	00.2	00.3 Rec
84.85	87.03	86.58	81.25	86.88	88.25	86.01	81.25	86.31

*Records throughout this report (H=High, L=Low) are for quarters 98:3 to present and are based on integer rounded scores

INTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM

FISCAL YEAR: 2000

QUARTER: 3

AREA BY SERVICE COMMITMENT PERFORMANCE MATRIX

Service	Origin +/-	Destination +/-	Origin/Destination +/-
---------	---------------	--------------------	---------------------------

Nation

Overnight	94.44	0.10	94.44	0.10		
Two-Day	87.02	0.22	87.02	0.22		
Three-Day	85.60	0.22	85.60	0.22		
Two/Three-Day	86.31	0.16	86.31	0.16	86.31	0.12
Total	89.94	0.11	89.94	0.11		

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM

FISCAL YEAR 2000
QUARTER 1

AREA BY SERVICE COMMITMENT PERFORMANCE PROFILE

PERCENT DELIVERED WITHIN

Area	Service Commitment	Origin					Destination				
		1 Day	2 Days	3 Days	4 Days	5 Days	1 Day	2 Days	3 Days	4 Days	5 Days

=====

Nation	Overnight	94.44	98.16	99.25	99.59	99.74	94.44	98.16	99.25	99.59	99.74
	Two-Day	18.91	87.02	96.30	98.55	99.30	18.91	87.02	96.30	98.55	99.30
	Three-Day	2.93	29.81	85.60	95.09	98.07	2.93	29.81	85.60	95.09	98.07

Comparison of On-Time Performance by Barcode Type

Fiscal Year 2000, Quarter 3

Service Commitment Kit	Overnight			Two-Day			Three-Day		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	88,538	93,117	95.08	28,016	31,359	89.34	21,772	24,967	87.20
Stamped Prebarcoded	4,179	4,431	94.31	1,656	1,866	88.75	933	1,062	87.85
Metered Prebarcoded	84,359	88,686	95.12	26,360	29,493	89.38	20,839	23,905	87.17
Non Prebarcoded	327,689	347,183	94.39	91,358	104,760	87.21	96,782	115,226	83.99

Service Commitment Kit	Two/Three-Day Composite			Total Composite		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	49,788	56,326	88.39	138,326	149,443	92.56
Stamped Prebarcoded	2,589	2,928	88.42	6,768	7,359	91.97
Metered Prebarcoded	47,199	53,398	88.39	131,558	142,084	92.59
Non Prebarcoded	188,140	219,986	85.52	515,829	567,169	90.95

Two-Day Mailpieces Receipts

Fiscal Year 2020, Quarter 1

Overnight

120 -
100 -
80 -
60 -
40 -
20 -
0 -

Monday Tuesday Wednesday Thursday Friday Saturday

Two-Day

Receipts Day 1 Only
Receipts Day 1 and Day 2 and Afternoon Delivery Day 2
Receipts Day 1 and Day 2 and Afternoon Delivery Day 2

Monday Tuesday Wednesday Thursday Friday Saturday

External First-Class Mail Measurement System

Performance Report

Postal Quarter 4 FY 2000

May 20, 2000 - September 8, 2000

September 19, 2000



**UNITED STATES
POSTAL SERVICE**

September 19, 2000


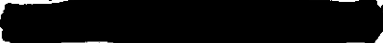
Ms. Michele Jones
Customer Service Analyst
External Measurement Systems
Room 5821
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-2205

Dear Ms. Jones:

**RE: External First-Class Mail Measurement System (EXFC)
Performance Report
Postal Quarter 4 FY 2000
May 20, 2000 – September 8, 2000**

We are pleased to submit this Performance Report on First-Class Mail during Quarter 4, Fiscal Year 2000.

The first section of this report--Overview--provides general information about this measurement system and the activities performed to collect the data. The remaining sections of this report present the performance information.

If you have any questions, please contact 


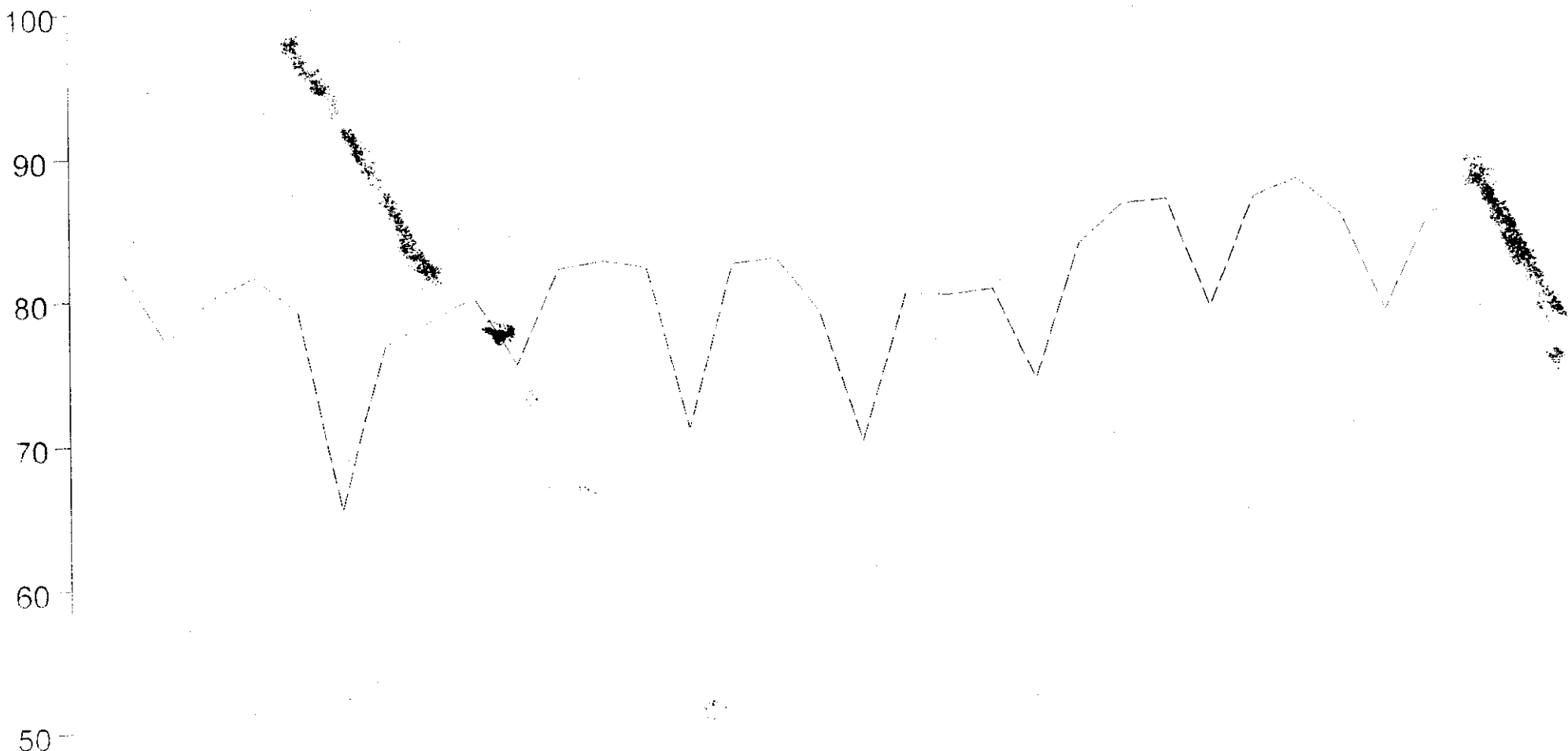
Very truly yours,

PricewaterhouseCoopers

External First-Class Mail Measurement System

Nation Scores

Three-Day



1991 92 93 94 95 96 97 98 99 00 01 02 03 04 95
 82.56 84.09 84.52 86.82 87.23 87.76 87.31 90.41 91.21 90.77 90.75 92.15 92.35 92.86 92.66 93.51 93.02 92.78 93.15 93.54 93.74 93.43 93.53 94.44 95.59
 77.75 74.73 76.27 76.10 76.52 66.72 72.37 74.36 75.53 75.04 79.07 80.10 79.49 75.54 80.04 80.25 75.90 71.74 78.59 78.58 78.88 78.70 86.06 87.68 86.47 83.68 86.89 86.37 86.41 83.62 87.02 87.87
 81.10 77.16 80.18 81.62 79.24 85.44 76.84 78.55 80.16 75.52 82.19 82.72 82.24 70.93 82.44 82.82 79.01 70.03 80.20 80.14 80.49 74.24 83.68 85.44 85.69 79.18 96.87 88.10 88.88 78.87 86.80 86.88

Nation Scores

Origin/Destination Two/Three Day

100

90

80

70

60

50

98.4	99.1	99.2	99.3	99.4	00.1	00.2	00.3
87.03	86.58	81.25	86.88	88.25	86.01	81.25	86.34

*Ratings throughout this report (H=High L=Low) are for quarters 98.3 to present and are based on integer rounded scores

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM
 AREA BY SERVICE COMMITMENT PERFORMANCE MATRIX

FISCAL YEAR: 2000
 QUARTER: 4

Service Commitment -----	Origin		Destination		Origin/Destination	
	%OT	+/- Range	%OT	+/- Range	%OT	+/- Range

=====						
Nation	Overnight	93.89	0.10	93.89	0.10	
	Two-Day	87.87	0.21	87.87	0.21	
	Three-Day	86.38	0.22	86.38	0.22	
	Two/Three-Day	87.12	0.16	87.12	0.16	87.12 0.12
	Total	90.14	0.11	90.14	0.11	

PERFORMANCE PROFILE

CROSS-QUARTER CHANGES

INTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM
 AREA BY SERVICE COMMITMENT PERFORMANCE PROFILE

FISCAL YEAR 2000
 QUARTER 4

PERCENT DELIVERED WITHIN

SERVICE
 COMMITMENT

Origin

Destination

1 Day 2 Days 3 Days 4 Days 5 Days

1 Day 2 Days 3 Days 4 Days 5 Days

=====

Nation	Overnight	93.89	97.76	99.01	99.45	99.65	93.89	97.76	99.01	99.45	99.65
	Two-Day	20.29	87.87	96.12	98.38	99.19	20.29	87.87	96.12	98.38	99.19
	Three-Day	4.82	33.98	86.38	94.99	97.87	4.82	33.98	86.38	94.99	97.87

Comparison of On-Time Performance by Barcode Type

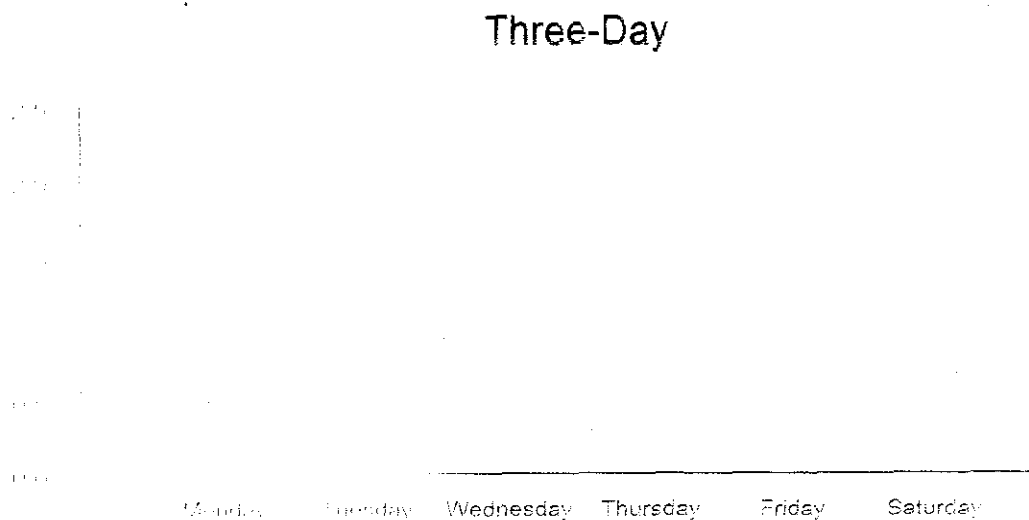
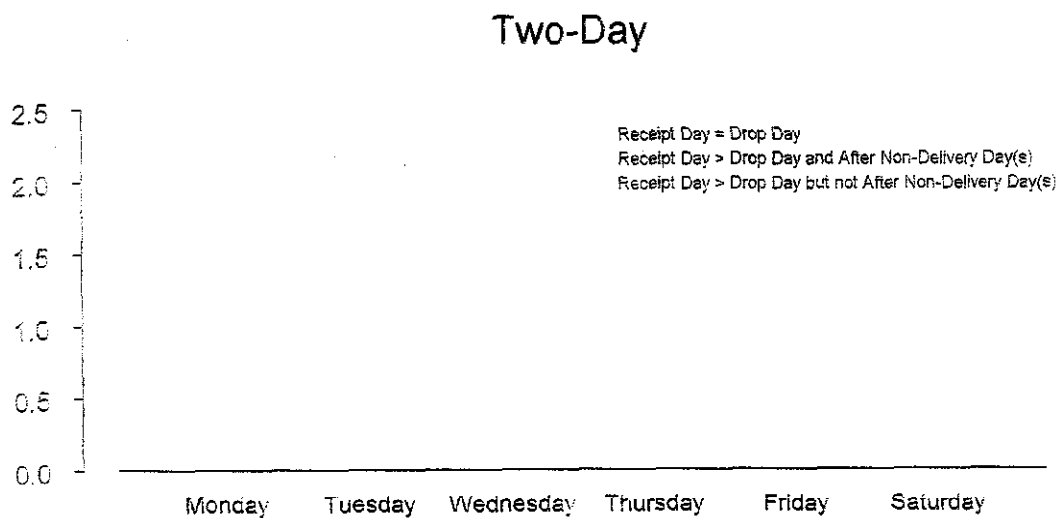
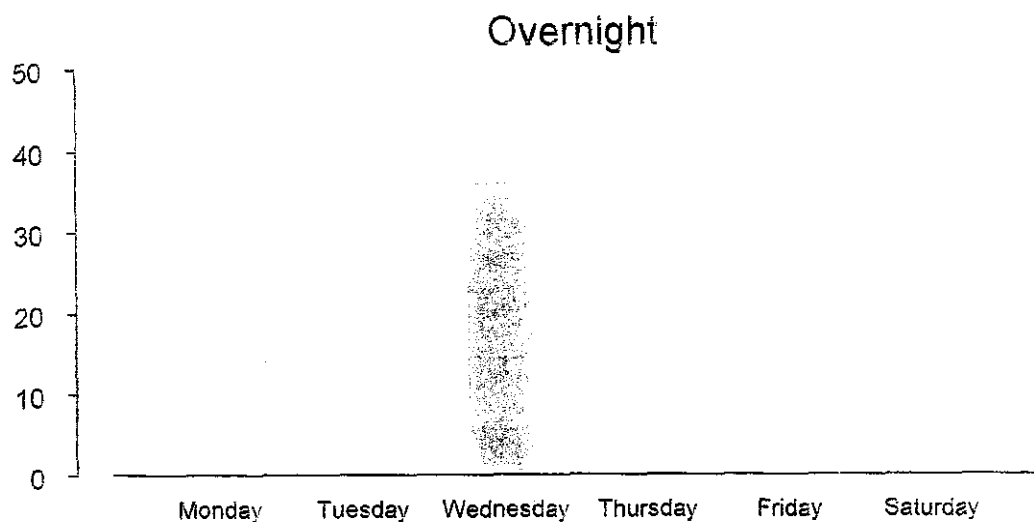
Fiscal Year 2000, Quarter 4

Service Commitment Kit	Overnight			Two-Day			Three-Day		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	87,643	92,774	94.47	28,333	31,572	89.74	21,332	24,312	87.74
Stamped Prebarcoded	4,220	4,467	94.47	1,693	1,900	89.11	909	1,027	88.51
Metered Prebarcoded	83,423	88,307	94.47	26,640	29,672	89.78	20,423	23,285	87.71
Non Prebarcoded	324,120	345,471	93.82	91,626	104,012	88.09	96,093	113,024	85.02

Service Commitment Kit	Two/Three-Day Composite			Total Composite		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	49,665	55,884	88.87	137,308	148,658	92.37
Stamped Prebarcoded	2,602	2,927	88.90	6,822	7,394	92.26
Metered Prebarcoded	47,063	52,957	88.87	130,486	141,264	92.37
Non Prebarcoded	187,719	217,036	86.49	511,839	562,507	90.99

Zero-Day Mailpieces Received by Commitment and Day of Week

Fiscal Year 2000, Quarter 4



External First-Class Mail Measurement System

Performance Report

Fiscal Quarter 1 FY 2001

September 9, 2000 - December 1, 2000

December 11, 2000



UNITED STATES
POSTAL SERVICE



December 11, 2000


Ms. Michele Jones
Customer Service Analyst
External Measurement Systems
Room 5821
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-2205

Dear Ms. Jones:

**RE: External First-Class Mail Measurement System (EXFC)
Performance Report
Postal Quarter 1 FY 2001
September 9, 2000 – December 1, 2000**

We are pleased to submit this Performance Report on First-Class Mail during Quarter 1, Fiscal Year 2001.

The first section of this report--Overview--provides general information about this measurement system and the activities performed to collect the data. The remaining sections of this report present the performance information.

If you have any questions, 


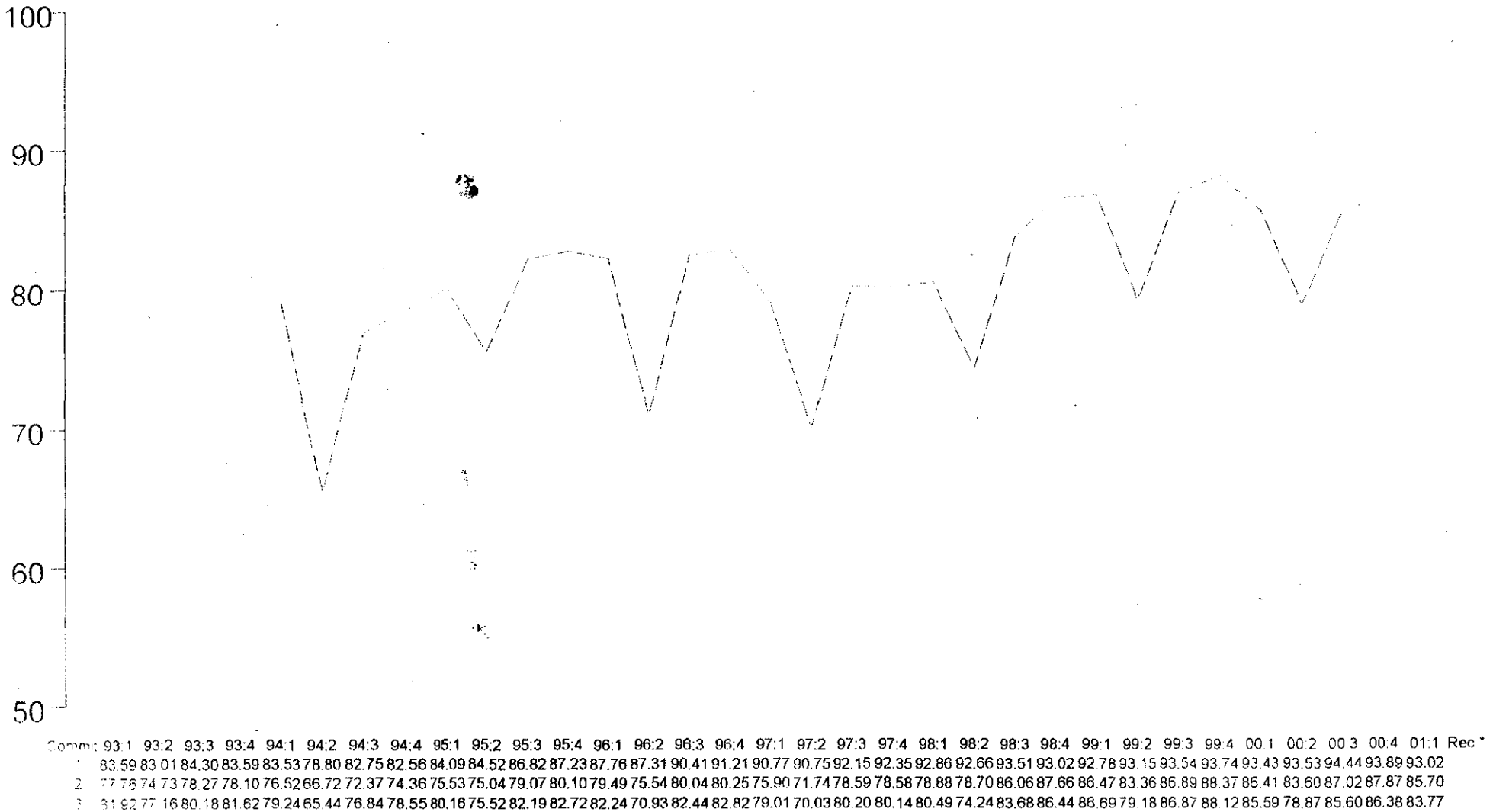
Very truly yours,

PricewaterhouseCoopers

Nation Scores

Overnight

Three-Day



*Records throughout this report (H=High,L=Low) are for quarters 92:1 to present and are based on integer rounded scores

External First-Class Mail Measurement System

Nation Scores

Origin/Destination Two/Three Day



98.3 84.85	98.4 87.03	99.1 86.58	99.2 81.25	99.3 86.88	99.4 88.25	00:1 86.01	00:2 81.25	00:3 86.31	00:4 87.12	01:1 84.72
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*Records throughout this report (H=High, L=Low) are for quarters 98:3 to present and are based on integer rounded scores

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM
 AREA BY SERVICE COMMITMENT PERFORMANCE MATRIX

FISCAL YEAR: 2001
 QUARTER: 1

Area	Service Commitment	Origin		Destination		Origin/Destination	
		%OT	+/- Range	%OT	+/- Range	%OT	+/- Range

=====							
Nation	Overnight	93.02	0.11	93.02	0.11		
	Two-Day	85.70	0.23	85.70	0.23		
	Three-Day	83.77	0.25	83.77	0.25		
	Two/Three-Day	84.72	0.18	84.72	0.18	84.72	0.18
	Total	88.42	0.12	88.42	0.12		

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM
 AREA BY SERVICE COMMITMENT PERFORMANCE PROFILE

FISCAL YEAR: 2001
 QUARTER: 1

PERCENT DELIVERED WITHIN

Area	Service Commitment	Origin					Destination				
		1 Day	2 Days	3 Days	4 Days	5 Days	1 Day	2 Days	3 Days	4 Days	5 Days

Area

Overnight	93.02	97.39	98.77	99.34	99.59	93.02	97.39	98.77	99.34	99.59
Two-Day	19.44	85.70	95.26	97.96	99.00	19.44	85.70	95.26	97.96	99.00
Three-Day	4.61	31.96	83.77	93.92	97.35	4.61	31.96	83.77	93.92	97.35

Comparison of On-Time Performance by Barcode Type

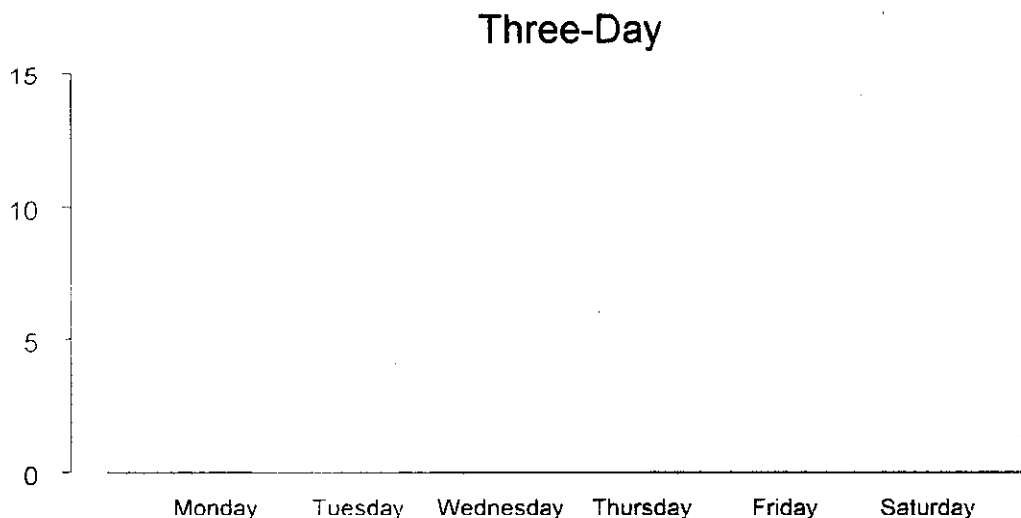
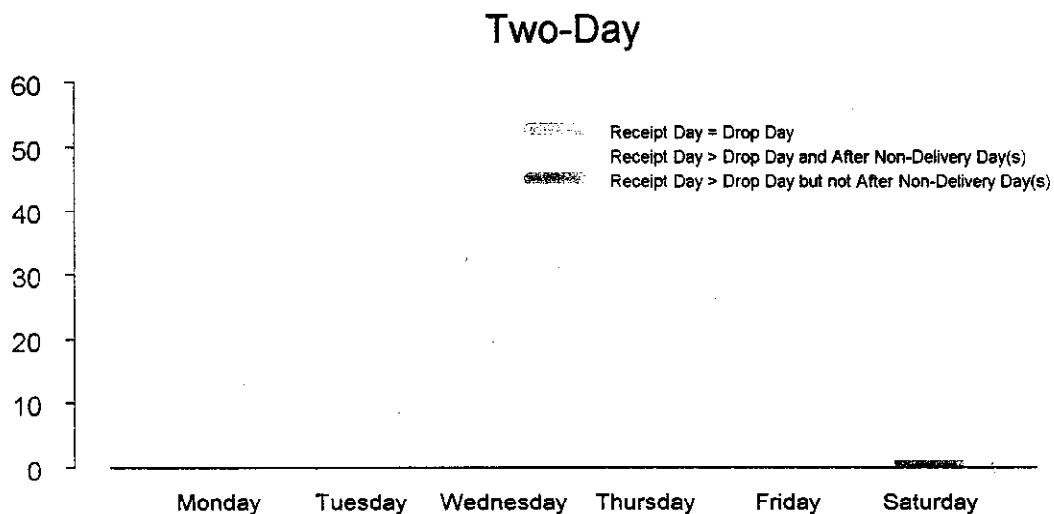
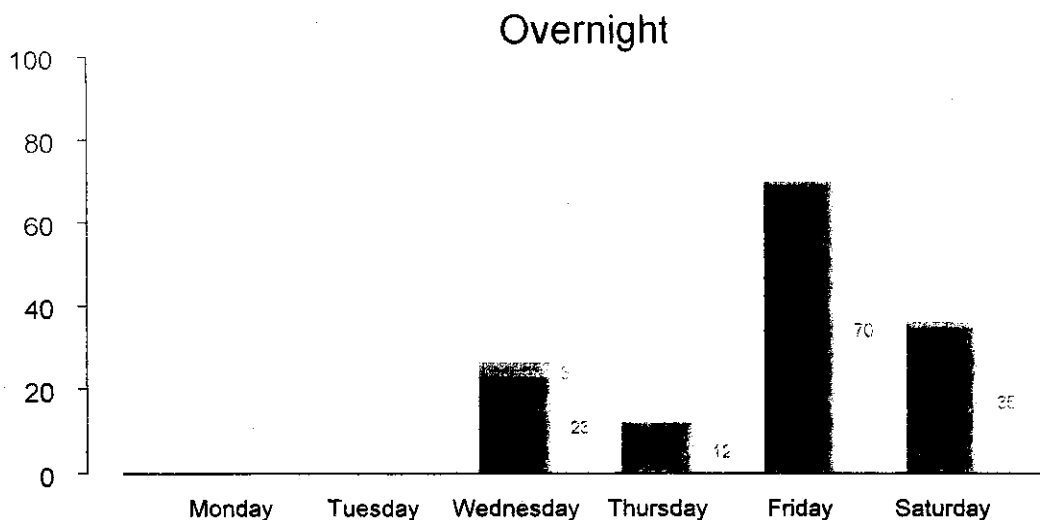
Fiscal Year 2001, Quarter 1

Service Commitment Kit	Overnight			Two-Day			Three-Day		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	86,013	91,443	94.06	27,490	31,286	87.87	20,213	23,575	85.74
Stamped Prebarcoded	4,086	4,361	93.69	1,606	1,844	87.09	859	971	88.47
Metered Prebarcoded	81,927	87,082	94.08	25,884	29,442	87.92	19,354	22,604	85.62
Non Prebarcoded	317,019	340,898	93.00	88,411	103,111	85.74	91,610	111,093	82.46

Service Commitment Kit	Two/Three-Day Composite			Total Composite		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	47,703	54,861	86.95	133,716	146,304	91.40
Stamped Prebarcoded	2,465	2,815	87.57	6,551	7,176	91.29
Metered Prebarcoded	45,238	52,046	86.92	127,165	139,128	91.40
Non Prebarcoded	180,021	214,204	84.04	497,040	555,102	89.54

Zero-Day Mailpieces Received by Commitment and Day of Week

Fiscal Year 2001, Quarter 1



Zero Day Mail Represents .04% of Total Usable Mail

External First-Class Mail Measurement System

Performance Report

Postal Quarter 2 FY 2001

December 2, 2000 - February 23, 2001

March 7, 2001



**UNITED STATES
POSTAL SERVICE**

March 7, 2001

Ms. Michele Jones
Customer Service Analyst
External Measurement Systems
Room 5821
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-2205

Dear Ms. Jones:

**RE: External First-Class Mail Measurement System (EXFC)
Performance Report
Postal Quarter 2 FY 2001
December 2, 2000 – February 23, 2001**

We are pleased to submit this Performance Report on First-Class Mail during Quarter 2, Fiscal Year 2001.

The first section of this report—Overview—provides general information about this measurement system and the activities performed to collect the data. The remaining sections of this report present the performance information.

Very truly yours,

PricewaterhouseCoopers

FISCAL YEAR: 20
QUARTER:

PERFORMANCE CLUSTER, AREA, AND NATIONAL
RESULTS WEIGHTED BY MAIL VOLUME

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM
 AREA BY SERVICE COMMITMENT PERFORMANCE PROFILE

FISCAL YEAR: 2001
 QUARTER: 2

PERCENT DELIVERED WITHIN

Area	Service Commitment	Origin					Destination				
		1 Day	2 Days	3 Days	4 Days	5 Days	1 Day	2 Days	3 Days	4 Days	5 Days

Nation	Overnight	92.80	97.49	98.67	99.33	99.59	92.80	97.49	98.67	99.33	99.59
	Two-Day	17.42	81.15	93.33	96.93	98.52	17.42	81.15	93.33	96.93	98.52
	Three-Day	4.74	25.87	73.76	88.42	94.38	4.74	25.87	73.76	88.42	94.38

Comparison of On-Time Performance by Barcode Type

Fiscal Year 2001, Quarter 2

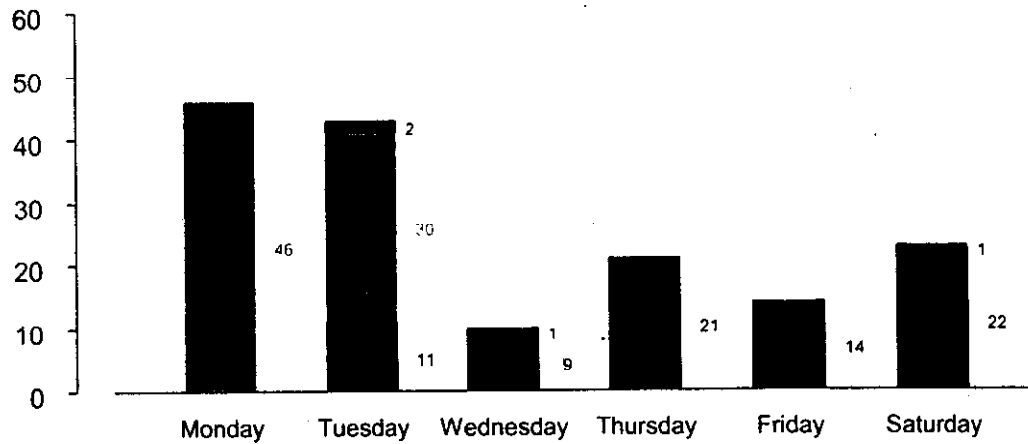
Service Commitment Kit	Overnight			Two-Day			Three-Day		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	85,306	91,237	93.50	26,146	31,297	83.54	17,643	23,577	74.83
Stamped Prebarcoded	4,077	4,339	93.96	1,602	1,901	84.27	726	911	79.69
Metered Prebarcoded	81,229	86,898	93.48	24,544	29,396	83.49	16,917	22,666	74.64
Non Prebarcoded	316,611	341,436	92.73	83,480	102,692	81.29	80,428	111,153	72.36

Service Commitment Kit	Two/Three-Day Composite			Total Composite		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	43,789	54,874	79.80	129,095	146,111	88.35
Stamped Prebarcoded	2,328	2,812	82.79	6,405	7,151	89.57
Metered Prebarcoded	41,461	52,062	79.64	122,690	138,960	88.29
Non Prebarcoded	163,908	213,845	76.65	480,519	555,281	86.54

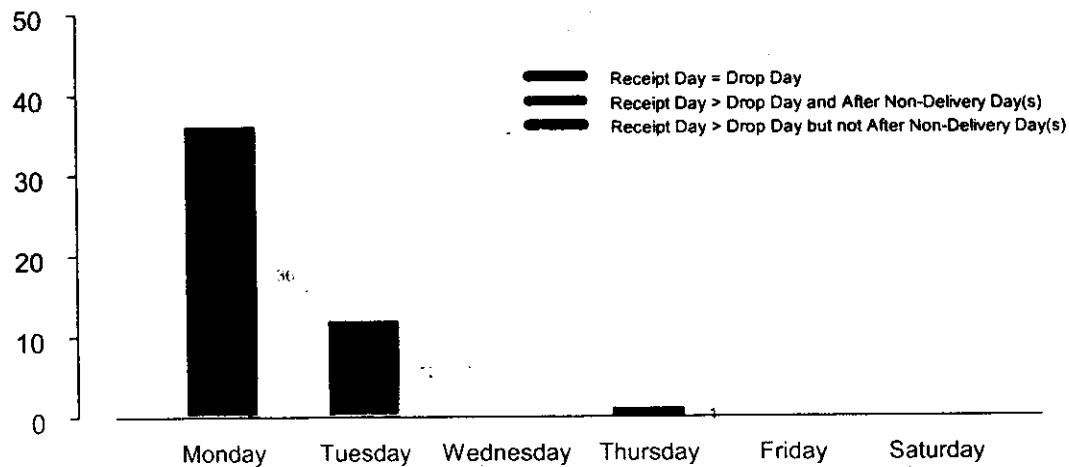
Zero-Day Mailpieces Received by Commitment and Day of Week

Fiscal Year 2001, Quarter 2

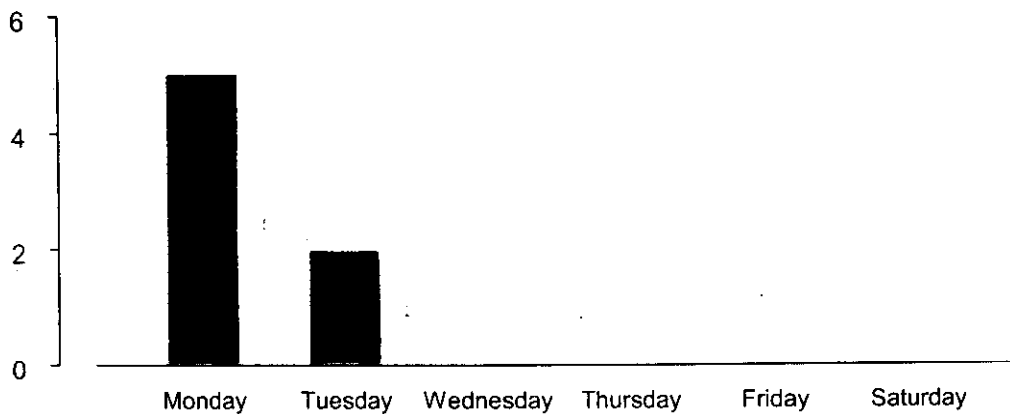
Overnight



Two-Day



Three-Day



Zero Day Mail Represents .03% of Total Usable Mail

External First-Class Mail Measurement System

Performance Report

Postal Quarter 3 FY 2001

February 24, 2001 - May 18, 2001

May 31, 2001



**UNITED STATES
POSTAL SERVICE**

May 31, 2001

Ms. Michele Jones
Customer Service Analyst
External Measurement Systems
Room 5821
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-2205

Dear Ms. Jones:

**RE: External First-Class Mail Measurement System (EXFC)
Performance Report
Postal Quarter 3 FY 2001
February 24, 2001 – May 18, 2001**

We are pleased to submit this Performance Report on First-Class Mail during Quarter 3, Fiscal Year 2001.

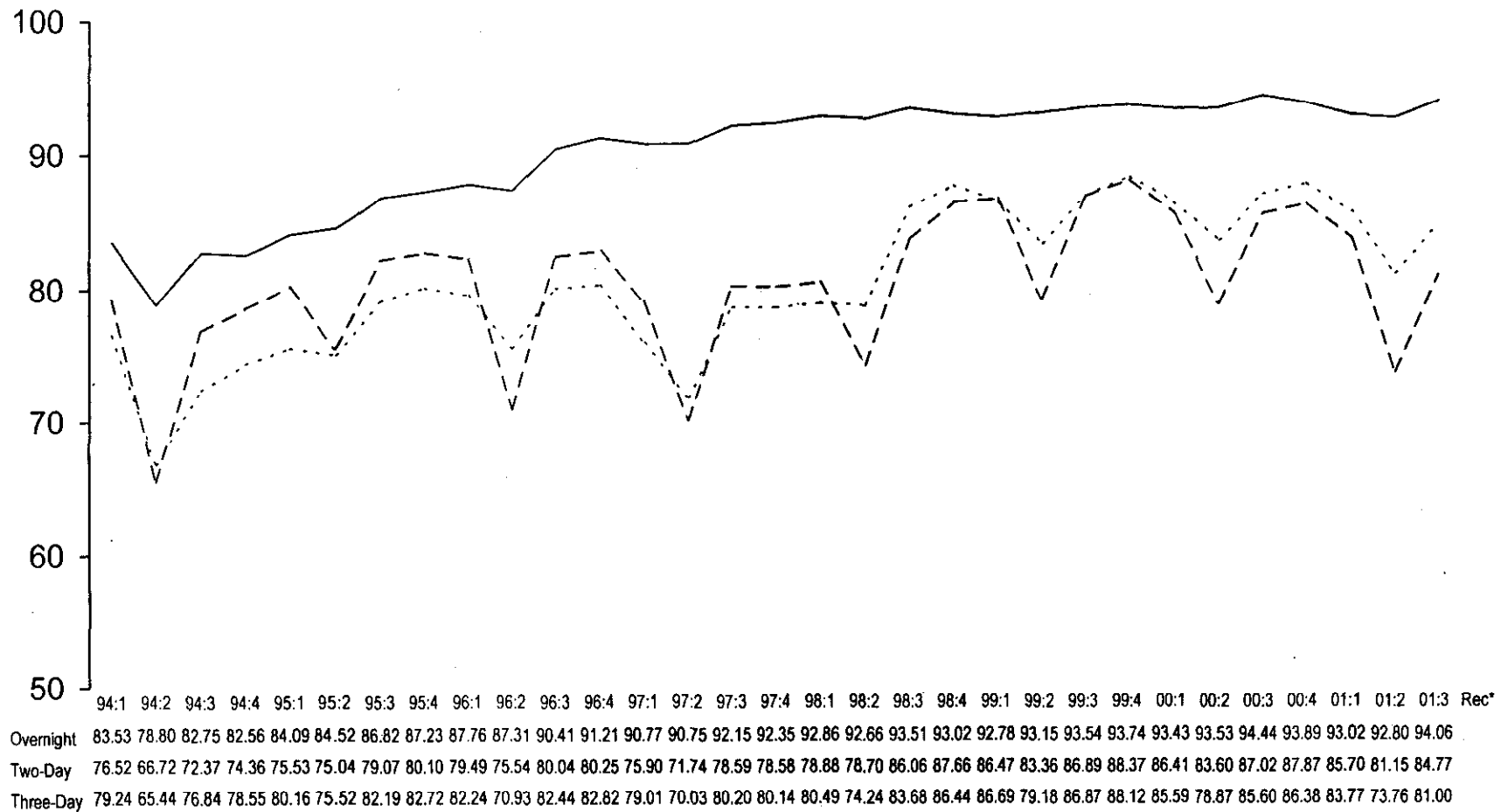
The first section of this report--Overview--provides general information about this measurement system and the activities performed to collect the data. The remaining sections of this report present the performance information.

Very truly yours,

PricewaterhouseCoopers

Nation Scores

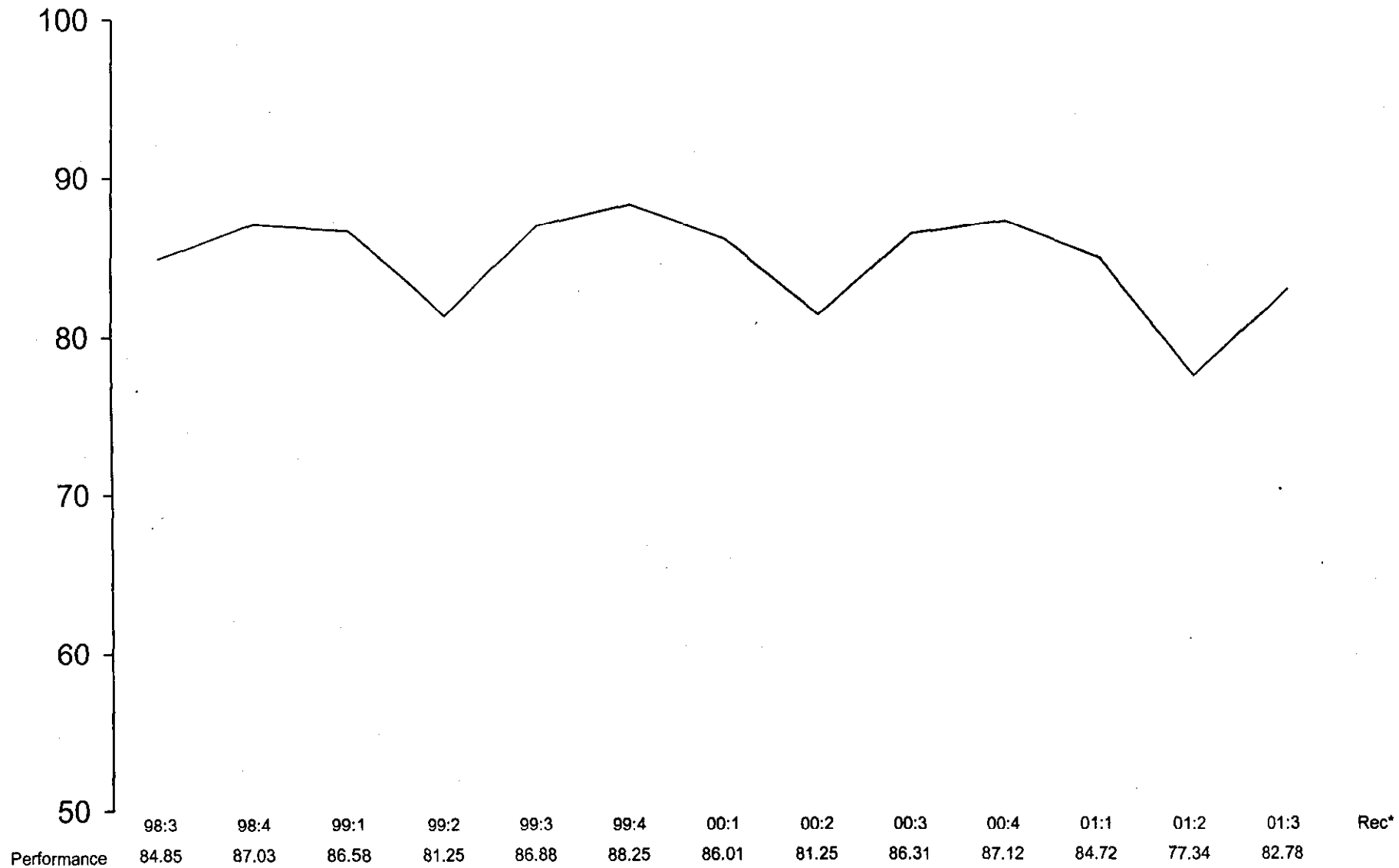
— Overnight
 Two-Day
 --- Three-Day



*Record highs (H) or lows (L) throughout this report are based on integer rounded scores dating back to 92:1 through the present.

Nation Scores

Origin/Destination Two/Three Day



*Record highs (H) or lows (L) throughout this report are based on integer rounded scores dating back to 98:3 through the present.

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM

FISCAL YEAR: 2001

AREA BY SERVICE STANDARD PERFORMANCE MATRIX

QUARTER: 3

Area	Service Standard	Origin		Destination		Origin/Destination	
		%OT	+/- Range	%OT	+/- Range	%OT	+/- Range

Nation	Overnight	94.06	0.11	94.06	0.11		
	Two-Day	84.77	0.23	84.77	0.23		
	Three-Day	81.00	0.26	81.00	0.26		
	Two/Three-Day	82.78	0.18	82.78	0.18	82.78	0.18
	Total	87.75	0.12	87.75	0.12		

FISCAL YEAR: 2001
QUARTER: 3

QUARTER: 3

Origin

[illegible]

Nation	Overnight	94.06	97.80	99.03	99.44	99.63	94.06	97.80	99.03	99.44	99.63
	Two-Day	17.08	84.77	95.34	98.10	99.01	17.08	84.77	95.34	98.10	99.01
	Three-Day	2.20	25.70	81.00	92.89	96.92	2.20	25.70	81.00	92.89	96.92

Comparison of On-Time Performance by Barcode Type

Fiscal Year 2001, Quarter 3

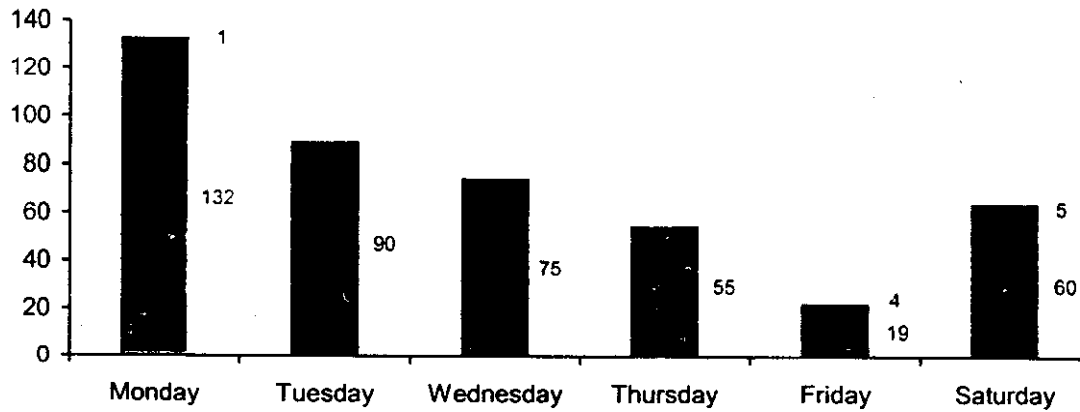
Service Standard Kit	Overnight			Two-Day			Three-Day		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	87,166	91,787	94.97	26,512	30,435	87.11	20,464	24,718	82.79
Stamped Prebarcoded	4,204	4,438	94.73	1,637	1,881	87.03	858	979	87.64
Metered Prebarcoded	82,962	87,349	94.98	24,875	28,554	87.12	19,606	23,739	82.59
Non Prebarcoded	322,083	342,852	93.94	85,391	100,972	84.57	91,658	115,215	79.55

Service Standard Kit	Two/Three-Day Composite			Total Composite		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	46,976	55,153	85.17	134,142	146,940	91.29
Stamped Prebarcoded	2,495	2,860	87.24	6,699	7,298	91.79
Metered Prebarcoded	44,481	52,293	85.06	127,443	139,642	91.26
Non Prebarcoded	177,049	216,187	81.90	499,132	559,039	89.28

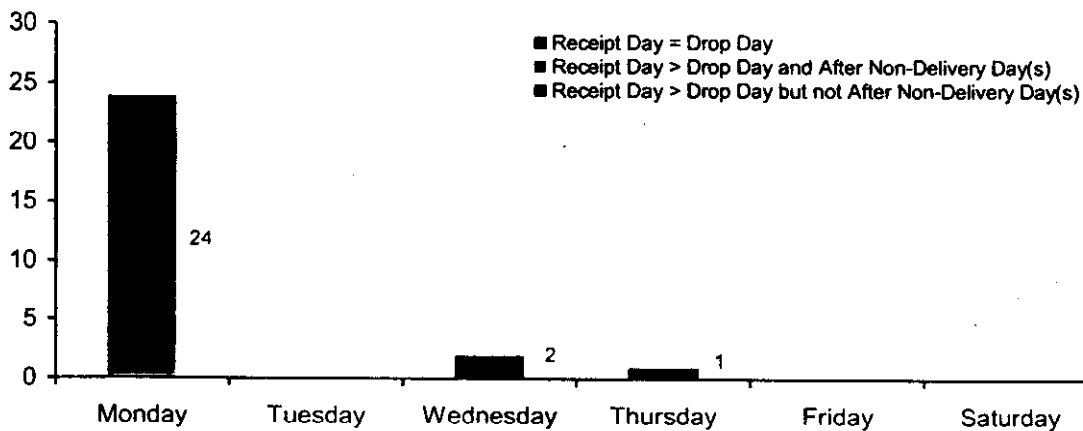
Zero-Day Mailpieces Received by Commitment and Day of Week

Fiscal Year 2001, Quarter 3

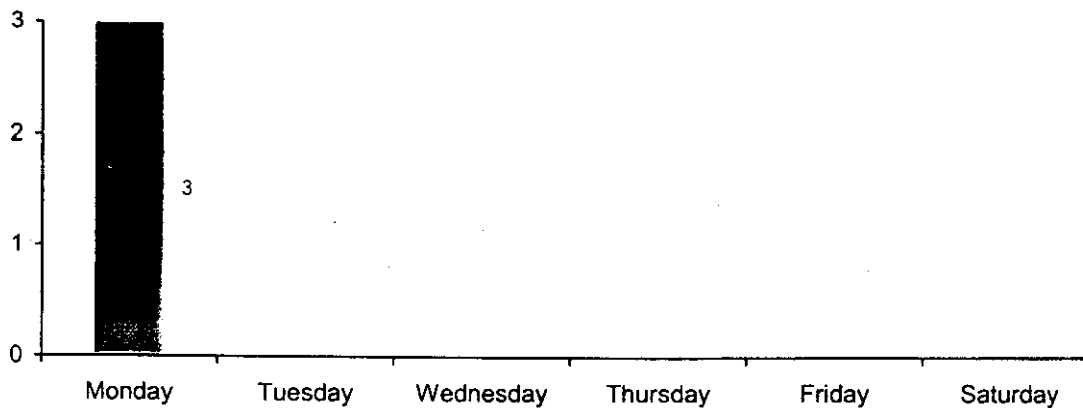
Overnight



Two-Day



Three-Day



Zero-Day Mail Represents .07% of Total Usable Mail

External First-Class Mail Measurement System

Performance Report

Postal Quarter 4 FY 2001

May 19, 2001 - September 7, 2001

September 17, 2001



UNITED STATES
POSTAL SERVICE

September 17, 2001

Ms. Michele Jones
Customer Service Analyst
External Measurement Systems
Room 5821
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260-2205

Dear Ms. Jones:

**RE: External First-Class Mail Measurement System (EXFC)
Performance Report
Postal Quarter 4 FY 2001
May 19, 2001 – September 7, 2001**

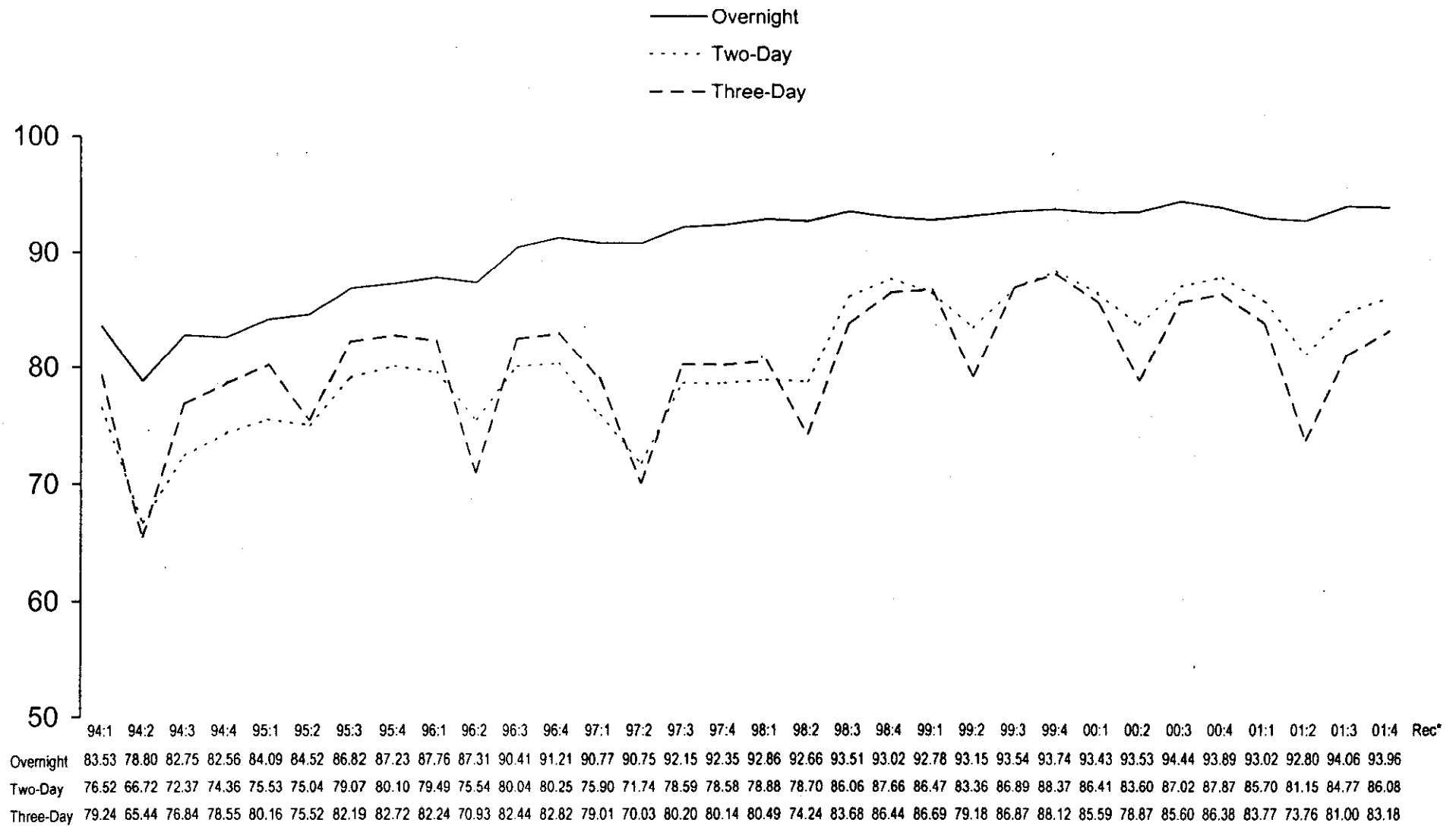
We are pleased to submit this Performance Report on First-Class Mail during Quarter 4, Fiscal Year 2001.

The first section of this report--Overview--provides general information about this measurement system and the activities performed to collect the data. The remaining sections of this report present the performance information.

Very truly yours,

PricewaterhouseCoopers LLP

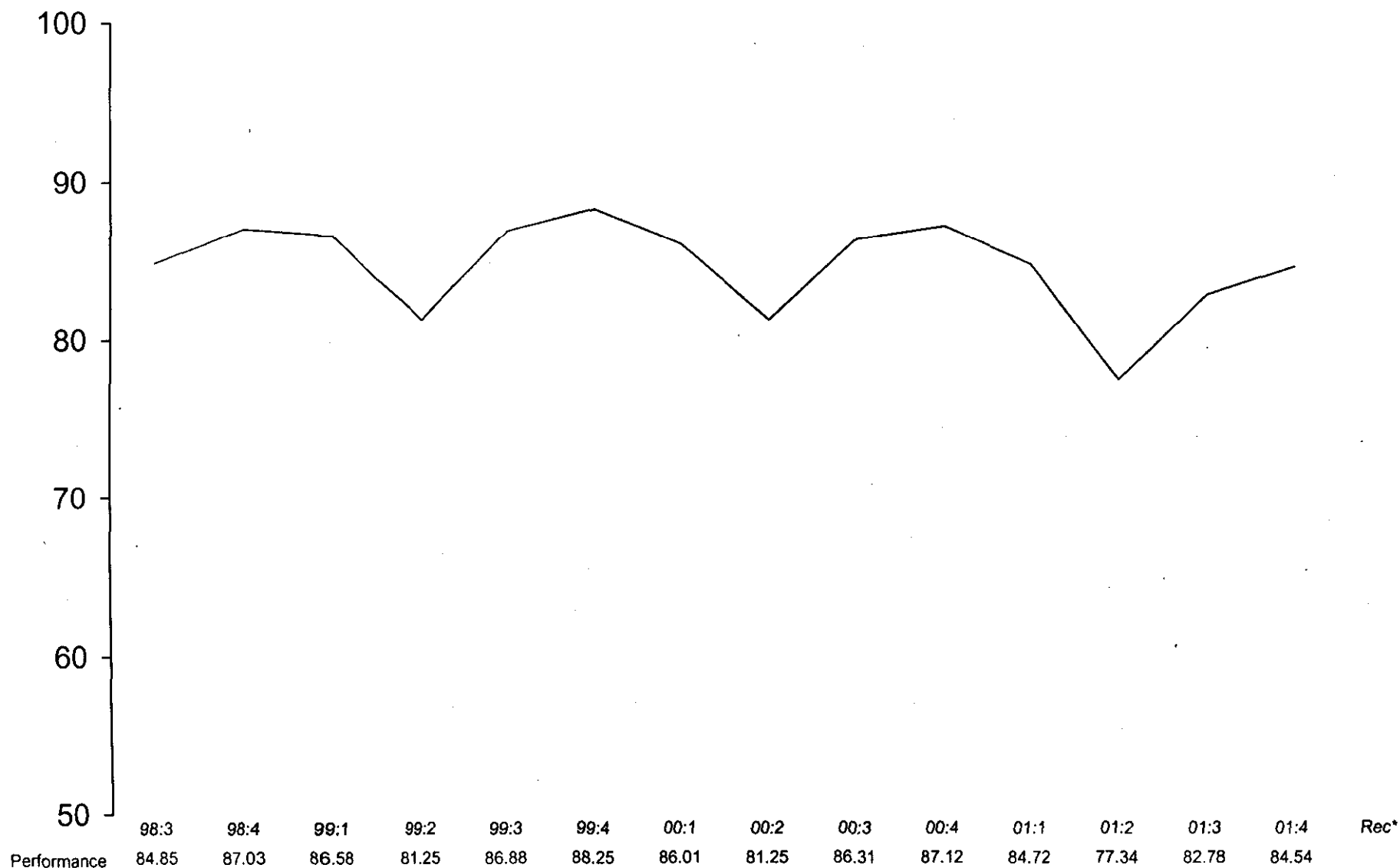
Nation Scores



*Record highs (H) or lows (L) throughout this report are based on integer rounded scores dating back to 92:1 through the present.

Nation Scores

Origin/Destination Two/Three Day



*Record highs (H) or lows (L) throughout this report are based on integer rounded scores dating back to 98:3 through the present.

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM

FISCAL YEAR: 2001

QUARTER: 4

AREA BY SERVICE STANDARD PERFORMANCE PROFILE

PERCENT DELIVERED WITHIN

Area	Service Standard	Origin					Destination				
		1 Day	2 Days	3 Days	4 Days	5 Days	1 Day	2 Days	3 Days	4 Days	5 Days
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=====												
Nation	Overnight	93.96	97.70	98.91	99.36	99.60	93.96	97.70	98.91	99.36	99.60	
	Two-Day	18.96	86.08	95.54	98.11	99.07	18.96	86.08	95.54	98.11	99.07	
	Three-Day	3.77	28.78	83.18	93.81	97.33	3.77	28.78	83.18	93.81	97.33	

EXTERNAL FIRST-CLASS MAIL MEASUREMENT SYSTEM

FISCAL YEAR: 2001

QUARTER: 4

AREA BY SERVICE STANDARD PERFORMANCE MATRIX

Area	Service Standard	Origin		Destination		Origin/Destination	
		%OT	+/- Range	%OT	+/- Range	%OT	+/- Range
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Comparison of On-Time Performance by Barcode Type

Fiscal Year 2001, Quarter 4

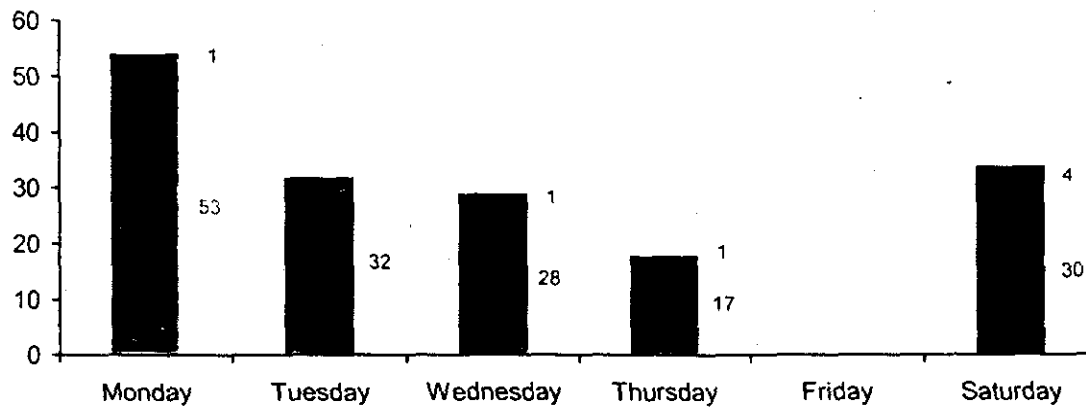
Service Standard Kit	Overnight			Two-Day			Three-Day		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	86,982	92,009	94.54	27,460	31,498	87.18	20,308	24,166	84.04
Stamped Prebarcoded	4,117	4,353	94.58	1,537	1,793	85.72	919	1,054	87.19
Metered Prebarcoded	82,865	87,656	94.53	25,923	29,705	87.27	19,389	23,112	83.89
Non Prebarcoded	321,922	342,649	93.95	89,705	104,769	85.62	91,516	111,976	81.73

Service Standard Kit	Two/Three-Day Composite			Total Composite		
	Pieces On Time	Mail Volume	Percent On Time	Pieces On Time	Mail Volume	Percent On Time
Total Prebarcoded	47,768	55,664	85.81	134,750	147,673	91.25
Stamped Prebarcoded	2,456	2,847	86.27	6,573	7,200	91.29
Metered Prebarcoded	45,312	52,817	85.79	128,177	140,473	91.25
Non Prebarcoded	181,221	216,745	83.61	503,143	559,394	89.94

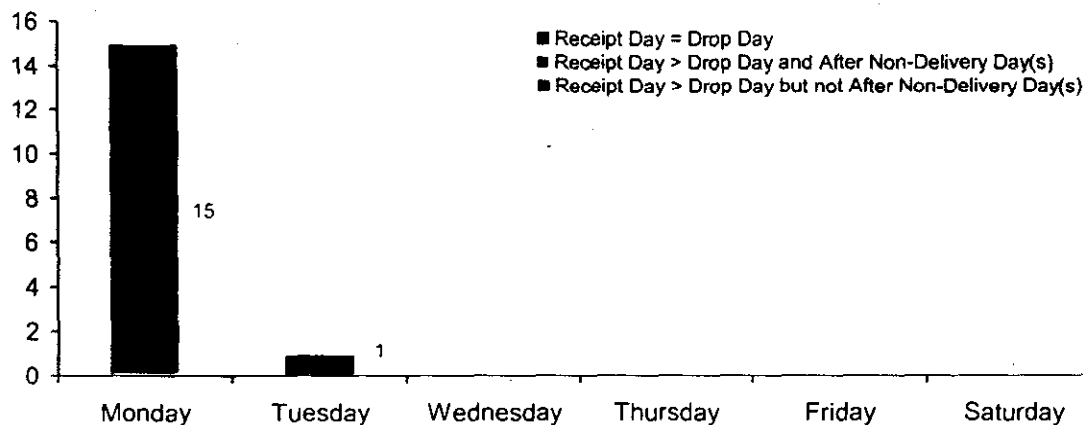
Zero-Day Mailpieces Received by Commitment and Day of Week

Fiscal Year 2001, Quarter 4

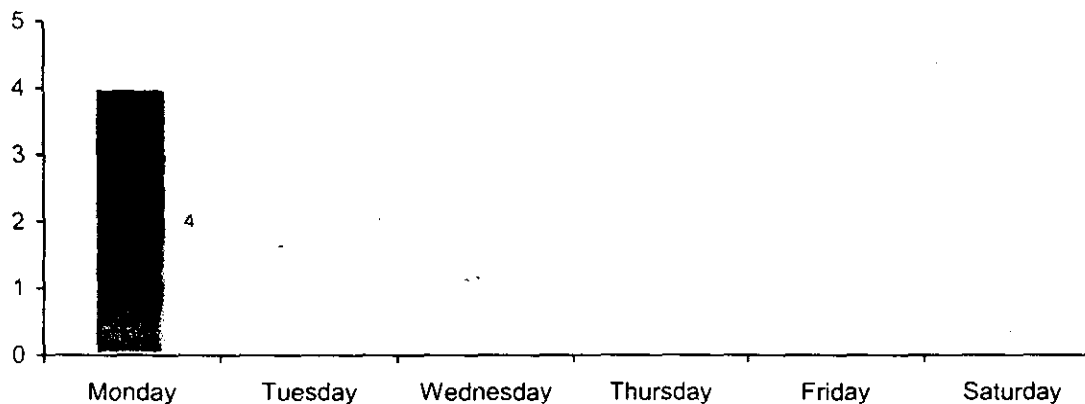
Overnight



Two-Day



Three-Day



Zero-Day Mail Represents .03% of Total Usable Mail