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Docket No. C2001-3

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EXFC First-Class Mail Time-In-Transit Data For Performance Cluster-to-Performance Cluster Origin-Destination Pairs Downgraded From 2-Day To 3-Day Service Before And After Service Standard Changes

- Only test pieces within these origin/destination pairs that experienced a change in service standard from 2 to 3 are included in this analysis.

- Not all Postal Quarters contain test pieces from each origin/destination pair that experienced a service standard change.

- Average delivery days is calculated using the sum of actual delivery days divided by the total number of test pieces per origin/destination combination.

- Percent on time is calculated using the number of on-time pieces divided by the total number of test pieces per origin/destination combination.

- The range is calculated using the 95% confidence interval formula for proportions. In order to calculate a valid range for the estimate of percent of mail delivered on time, there needs to be enough test pieces present and the sample on-time percentage cannot be extreme (either too close to 0 or 1). The general rule, [$n\hat{p} >= 5$ and $n(1-\hat{p}) >= 5$], where n is the number of test pieces and $\hat{p}$ is the percent on time, must be satisfied. Cases where these conditions are not met are noted with an N/A. An N/A indicates there is not enough data to calculate a range that is statistically meaningful. Data in these rows should not be considered statistically valid.

- There is insufficient data to draw any conclusions based on these results. The small sample sizes per origin/destination pairs may increase vulnerability to statistical assumption violations and may not represent the true population of mail pieces with the desired confidence level. For example, the results for Postal Quarter I, FY2002 show:

    - Over half of the origin/destination pairs have < 30 mail pieces
    - Mail pieces range from 1 to 123 per pair

FY1998 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1998				Postal Quarter II FY1998				Postal Quarter III FY1998				Postal Quarter IV FY1998			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Alabama	Houston	16	2.0	100.00	N/A	11	2.0	100.00	N/A	17	1.9	100.00	N/A	4	2.3	100.00	N/A
Albuquerque	Long Beach	52	2.2	96.15	N/A	49	2.1	95.92	N/A	37	2.0	100.00	N/A	15	2.1	93.33	N/A
Albuquerque	Los Angeles	9	2.0	100.00	N/A	18	1.9	100.00	N/A	17	2.4	88.24	N/A	2	2.0	100.00	N/A
Albuquerque	Oakland	11	2.2	90.91	N/A	21	2.5	85.71	N/A	4	3.5	75.00	N/A	2	1.5	100.00	N/A
Albuquerque	Sacramento	5	1.6	100.00	N/A	13	2.1	92.31	N/A	18	2.1	94.44	N/A	5	2.0	100.00	N/A
Albuquerque	Salt Lake City	22	2.2	100.00	N/A	106	2.4	88.68	6.03	135	2.1	97.04	N/A	50	1.9	100.00	N/A
Albuquerque	San Diego	11	2.0	100.00	N/A	10	2.1	90.00	N/A	15	1.8	100.00	N/A	4	2.3	100.00	N/A
Albuquerque	San Francisco	6	2.8	100.00	N/A	17	3.5	58.82	23.40	11	2.2	90.91	N/A	6	1.8	100.00	N/A
Albuquerque	San Jose	4	2.8	75.00	N/A	11	2.6	81.82	N/A	10	1.8	100.00	N/A	3	1.7	100.00	N/A
Albuquerque	Santa Ana	40	2.2	92.50	N/A	54	2.0	96.30	N/A	62	2.4	93.55	N/A	9	2.1	100.00	N/A
Albuquerque	Van Nuys	18	2.1	94.44	N/A	20	2.0	90.00	N/A					4	2.0	100.00	N/A
Arizona	Colorado/Wyoming	90	2.5	91.11	5.88	115	2.8	80.00	7.31	110	2.5	90.00	5.61	22	2.4	95.45	N/A
Arizona	Oakland	107	2.3	93.46	4.69	83	2.2	90.36	6.35	65	2.0	98.46	N/A	20	2.3	95.00	N/A
Arizona	Sacramento	43	2.0	95.35	N/A	72	2.3	93.06	5.87	26	2.1	100.00	N/A	7	2.3	100.00	N/A
Arizona	Salt Lake City	276	2.2	94.57	2.67	261	2.5	89.66	3.69	112	2.3	93.75	4.48	37	2.2	97.30	N/A
Arizona	San Francisco	96	2.4	90.63	5.83	97	2.8	84.54	7.20	115	2.4	95.65	3.73	33	2.1	100.00	N/A
Arizona	San Jose	64	2.0	96.88	N/A	68	2.3	89.71	7.22	46	2.2	95.65	N/A	18	2.8	88.89	N/A
Arizona	Seattle	119	2.7	86.55	6.13	51	2.8	78.43	11.29	31	2.7	87.10	N/A	10	2.5	90.00	N/A
Arkansas	Houston	2	1.5	100.00	N/A	2	2.5	100.00	N/A	1	3.0	100.00	N/A				
Atlanta	Dallas	46	2.6	86.96	9.73	48	2.4	89.58	8.64	52	2.5	92.31	N/A	8	2.8	75.00	N/A
Atlanta	Houston	24	2.0	100.00	N/A	29	2.4	93.10	N/A	32	2.2	90.63	N/A	11	2.4	90.91	N/A
Central Illinois	Arizona	16	2.5	93.75	N/A	27	2.1	100.00	N/A	9	2.8	77.78	N/A	11	2.7	90.91	N/A
Central Illinois	Dallas	14	2.5	92.86	N/A	12	3.0	83.33	N/A	17	2.7	94.12	N/A	7	2.6	85.71	N/A
Central Illinois	Fort Worth	12	2.7	91.67	N/A	11	2.6	81.82	N/A	28	2.6	96.43	N/A	9	2.7	100.00	N/A
Central Illinois	Houston	9	3.1	88.89	N/A	7	2.6	57.14	N/A	12	2.1	100.00	N/A	2	2.5	100.00	N/A
Central Illinois	Los Angeles	8	2.1	100.00	N/A	22	2.1	95.45	N/A	15	2.1	93.33	N/A	1	3.0	100.00	N/A
Central Plains	Arizona	36	2.0	100.00	N/A	32	2.5	87.50	N/A	29	2.6	86.21	N/A	14	2.1	100.00	N/A
Central Plains	Dallas	20	3.0	65.00	20.90	20	3.3	65.00	20.90	31	2.8	83.87	12.95	1	2.0	100.00	N/A
Central Plains	Fort Worth	53	3.0	83.02	10.11	22	3.4	54.55	20.81	38	3.1	73.68	14.00	10	3.3	70.00	N/A
Central Plains	Houston	11	2.9	81.82	N/A	15	3.3	80.00	N/A	19	2.8	89.47	N/A	7	2.7	100.00	N/A
Central Plains	Rio Grande	48	2.2	95.83	N/A	41	2.6	82.93	11.52	51	2.3	94.12	N/A	8	2.5	100.00	N/A
Chicago	Arizona	31	2.0	96.77	N/A	22	2.3	90.91	N/A	46	2.2	89.13	8.99	12	2.1	100.00	N/A
Chicago	Dallas	20	2.3	95.00	N/A	22	2.6	81.82	N/A	25	2.2	92.00	N/A	6	3.2	50.00	N/A
Chicago	Fort Worth	46	2.7	86.96	9.73	38	2.6	89.47	N/A	20	2.5	95.00	N/A	8	2.1	100.00	N/A
Chicago	Houston	15	2.1	93.33	N/A	11	3.0	81.82	N/A	18	2.1	100.00	N/A	12	1.9	100.00	N/A
Chicago	Los Angeles	35	2.3	91.43	N/A	30	2.3	93.33	N/A	26	2.1	92.31	N/A	14	1.9	100.00	N/A
Colorado/Wyoming	Arizona	62	2.2	93.55	N/A	109	2.3	89.91	5.65	75	2.2	94.67	N/A	33	2.1	93.94	N/A
Colorado/Wyoming	Chicago	10	2.0	100.00	N/A	10	2.2	100.00	N/A	9	2.7	77.78	N/A	5	2.4	100.00	N/A
Colorado/Wyoming	Dallas	21	2.2	95.24	N/A	27	2.4	88.89	N/A	30	2.4	93.33	N/A	5	3.6	80.00	N/A
Colorado/Wyoming	Long Beach	91	2.3	92.31	5.47	84	2.5	86.90	7.21	54	2.4	87.04	8.96	29	2.1	100.00	N/A
Colorado/Wyoming	Los Angeles	37	2.5	89.19	N/A	27	2.4	88.89	N/A	31	2.1	100.00	N/A	16	2.2	93.75	N/A
Colorado/Wyoming	Oakland	107	2.4	87.85	6.19	29	2.3	89.66	N/A	7	2.1	100.00	N/A	16	2.1	93.75	N/A
Colorado/Wyoming	Sacramento	18	2.0	100.00	N/A	65	2.8	83.08	9.12	53	2.2	92.45	N/A	6	2.0	83.33	N/A
Colorado/Wyoming	San Diego	18	2.0	94.44	N/A	24	2.6	83.33	N/A	43	2.1	97.67	N/A	11	1.9	100.00	N/A
Colorado/Wyoming	San Francisco	56	3.0	83.93	9.62	60	2.9	81.67	9.79	50	2.4	88.00	9.01	21	2.3	85.71	N/A
Colorado/Wyoming	San Jose	47	2.1	97.87	N/A	18	2.4	88.89	N/A	37	2.3	91.89	N/A	14	2.4	92.86	N/A
Colorado/Wyoming	Santa Ana	87	2.4	87.36	6.98	80	2.5	90.00	6.57	81	2.2	93.83	5.24	29	2.0	96.55	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

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FY1998 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1998				Postal Quarter II FY1998				Postal Quarter III FY1998				Postal Quarter IV FY1998			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Colorado/Wyoming	Seattle	66	3.0	84.85	8.65	55	2.9	70.91	12.00	47	2.5	91.49	N/A	31	2.3	93.55	N/A
Colorado/Wyoming	Spokane	70	2.8	84.29	8.53	15	3.7	53.33	25.25	39	3.4	66.67	14.80	11	2.9	81.82	N/A
Colorado/Wyoming	Van Nuys	57	2.2	94.74	N/A	33	2.3	93.94	N/A	30	2.3	96.67	N/A	15	2.8	66.67	23.86
Dakotas	Colorado/Wyoming	40	2.6	85.00	11.07	29	2.5	82.76	13.75	31	2.6	93.55	N/A	10	2.2	100.00	N/A
Dallas	Arizona	81	2.3	95.06	N/A	57	2.8	77.19	10.89	64	2.1	96.88	N/A	22	2.6	90.91	N/A
Dallas	Atlanta	75	2.9	80.00	9.05	45	3.3	73.33	12.92	75	2.7	86.67	7.69	12	2.3	91.67	N/A
Dallas	Central Illinois	35	3.7	65.71	15.73	34	3.2	73.53	14.83	39	3.1	71.79	14.12	11	2.5	100.00	N/A
Dallas	Chicago	33	2.3	90.91	N/A	44	2.5	86.36	10.14	43	2.4	90.70	N/A	15	3.3	73.33	N/A
Dallas	Colorado/Wyoming	140	2.8	82.86	6.24	117	2.7	84.62	6.54	123	3.0	82.93	6.65	35	2.2	94.29	N/A
Dallas	Gateway	92	2.5	82.61	7.75	100	2.4	84.00	7.19	73	2.4	86.30	7.89	17	2.2	94.12	N/A
Dallas	Long Beach	225	2.3	92.00	3.54	218	2.9	73.85	5.83	240	2.4	91.67	3.50	76	2.4	93.42	5.57
Dallas	Los Angeles	110	2.3	96.36	N/A	112	2.6	82.14	7.09	101	2.5	90.10	5.82	29	2.2	96.55	N/A
Dallas	Northern Illinois	36	3.3	72.22	14.63	19	3.1	68.42	20.90	33	2.8	75.76	14.62	10	2.6	80.00	N/A
Dallas	San Diego	96	2.2	93.75	4.84	101	2.4	86.14	6.74	93	2.2	96.77	N/A	24	2.3	87.50	N/A
Dallas	Santa Ana	319	2.2	92.79	2.84	192	2.8	76.56	5.99	208	2.2	92.79	3.52	80	2.2	93.75	5.30
Dallas	Van Nuys	95	2.2	93.68	4.89	124	2.7	84.68	6.34	86	2.8	79.07	8.60	28	2.5	92.86	N/A
Fort Worth	Arizona	16	2.4	87.50	N/A	19	2.6	78.95	N/A	20	2.5	90.00	N/A	9	2.0	100.00	N/A
Fort Worth	Atlanta	6	2.3	83.33	N/A	10	3.8	50.00	30.99	5	2.6	100.00	N/A	2	1.5	100.00	N/A
Fort Worth	Long Beach	25	2.2	96.00	N/A	24	2.7	70.83	18.18	22	2.4	81.82	N/A	6	1.8	100.00	N/A
Fort Worth	Los Angeles	5	4.0	80.00	N/A	13	2.4	92.31	N/A	6	2.7	100.00	N/A	2	2.0	100.00	N/A
Fort Worth	San Diego	9	1.9	100.00	N/A	13	2.4	84.62	N/A	9	2.3	88.89	N/A	1	1.0	100.00	N/A
Fort Worth	Santa Ana	13	1.9	100.00	N/A	12	2.3	83.33	N/A	16	2.1	100.00	N/A	4	2.8	75.00	N/A
Fort Worth	Van Nuys	6	2.0	100.00	N/A	19	2.9	68.42	20.90	11	2.3	90.91	N/A	3	2.0	100.00	N/A
Gateway	Dallas	56	2.2	92.86	N/A	28	2.1	89.29	N/A	29	2.5	93.10	N/A	8	2.9	87.50	N/A
Gateway	Houston	13	2.3	84.62	N/A	13	2.6	92.31	N/A	20	2.2	95.00	N/A	3	2.0	100.00	N/A
Houston	Arizona	23	3.2	69.57	18.80	24	2.9	75.00	17.32	32	2.3	96.88	N/A	2	3.5	50.00	N/A
Houston	Central Illinois	9	3.4	55.56	N/A	5	2.8	100.00	N/A	7	4.0	71.43	N/A	2	4.0	50.00	N/A
Houston	Chicago	6	2.0	100.00	N/A	3	2.7	66.67	N/A	14	2.4	85.71	N/A	2	2.0	100.00	N/A
Houston	Long Beach	32	2.4	90.63	N/A	45	2.6	75.56	12.56	66	2.2	93.94	N/A	12	2.3	100.00	N/A
Houston	Los Angeles	32	2.7	81.25	13.52	18	3.6	44.44	22.96	15	2.8	73.33	N/A	8	2.3	87.50	N/A
Houston	Northern Illinois	8	2.3	100.00	N/A	6	2.5	100.00	N/A	11	2.6	90.91	N/A	3	3.0	100.00	N/A
Houston	San Diego	18	2.0	100.00	N/A	20	2.6	75.00	18.98	20	2.6	90.00	N/A	2	7.0	50.00	N/A
Houston	Santa Ana	64	2.5	92.19	6.58	36	2.8	75.00	14.15	49	2.5	85.71	9.80	25	2.4	96.00	N/A
Houston	Van Nuys	22	2.6	86.36	N/A	20	2.6	75.00	18.98	9	2.4	88.89	N/A	8	1.8	100.00	N/A
Lakeland	Dallas	20	2.8	80.00	N/A	7	3.1	85.71	N/A	18	2.4	94.44	N/A	2	2.5	100.00	N/A
Las Vegas	Colorado/Wyoming	16	2.8	81.25	N/A	23	2.7	95.65	N/A	23	2.2	95.65	N/A	4	2.3	100.00	N/A
Las Vegas	Oakland	22	2.4	86.36	N/A	58	2.3	93.10	N/A	32	2.0	96.88	N/A	12	2.2	91.67	N/A
Las Vegas	Portland	31	2.2	100.00	N/A	19	2.2	100.00	N/A	35	2.0	97.14	N/A	15	1.8	100.00	N/A
Las Vegas	Sacramento	24	2.0	91.67	N/A	19	2.3	84.21	N/A	29	2.1	96.55	N/A	10	2.1	90.00	N/A
Las Vegas	San Francisco	14	2.1	92.86	N/A	18	2.8	72.22	20.69	32	2.3	93.75	N/A	18	2.1	100.00	N/A
Las Vegas	San Jose	17	2.5	88.24	N/A	16	1.9	93.75	N/A	22	2.0	95.45	N/A	11	1.9	100.00	N/A
Las Vegas	Seattle	16	3.6	81.25	N/A	20	3.3	75.00	18.98	24	1.9	100.00	N/A	2	2.0	100.00	N/A
Las Vegas	Spokane	57	2.3	92.98	N/A	20	2.9	70.00	20.08	14	2.4	92.86	N/A	1	1.0	100.00	N/A
Long Beach	Colorado/Wyoming	70	3.2	70.00	10.74	65	2.9	75.38	10.47	68	2.7	82.35	9.06	23	2.7	86.96	N/A
Long Beach	Seattle	58	2.6	87.93	8.38	63	3.1	77.78	10.27	74	2.4	93.24	5.72	32	2.3	90.63	N/A
Los Angeles	Colorado/Wyoming	28	2.8	82.14	14.19	31	2.7	87.10	N/A	49	2.4	91.84	N/A	10	1.9	100.00	N/A
Los Angeles	Seattle	43	2.8	86.05	10.36	44	2.8	86.36	10.14	40	2.3	95.00	N/A	12	2.1	100.00	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

(3)

FY1998 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1998				Postal Quarter II FY1998				Postal Quarter III FY1998				Postal Quarter IV FY1998			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Mid-America	Arizona	36	2.0	100.00	N/A	46	2.6	84.78	10.38	24	2.1	95.83	N/A	16	2.1	93.75	N/A
Mid-America	Houston	13	2.3	84.62	N/A	14	2.2	92.86	N/A	19	2.0	100.00	N/A	9	2.0	100.00	N/A
Mid-America	Rio Grande	12	3.3	75.00	N/A	44	3.7	52.27	14.76	26	2.3	92.31	N/A	4	4.0	75.00	N/A
Mississippi	Houston									6	1.8	100.00	N/A	1	2.0	100.00	N/A
Mississippi	Rio Grande	5	2.4	80.00	N/A	8	2.3	100.00	N/A	9	2.0	100.00	N/A				
North Florida	Dallas	11	2.5	90.91	N/A	11	2.2	100.00	N/A	15	2.7	93.33	N/A	4	2.3	100.00	N/A
North Florida	Houston	5	2.2	100.00	N/A	14	2.1	92.86	N/A	12	2.3	91.67	N/A	3	2.0	100.00	N/A
Northern Illinois	Arizona	60	2.2	93.33	N/A	62	2.5	87.10	8.34	66	2.4	84.85	8.65	13	2.0	100.00	N/A
Northern Illinois	Dallas	31	2.5	93.55	N/A	42	2.5	90.48	N/A	48	2.7	85.42	9.98	5	2.0	100.00	N/A
Northern Illinois	Fort Worth	61	2.7	88.52	8.00	59	2.8	81.36	9.94	75	2.8	85.33	8.01	6	2.5	66.67	N/A
Northern Illinois	Houston	39	2.1	97.44	N/A	31	2.4	87.10	N/A	22	2.3	95.45	N/A	4	1.8	100.00	N/A
Northern Illinois	Los Angeles	34	2.6	94.12	N/A	29	2.2	93.10	N/A	26	2.2	92.31	N/A	11	1.7	100.00	N/A
Oakland	Arizona	72	2.3	93.06	5.87	42	2.4	85.71	10.58	75	2.0	98.67	N/A	11	2.8	90.91	N/A
Oakland	Las Vegas	58	2.0	94.83	N/A	48	2.2	91.67	N/A	59	2.0	94.92	N/A	10	1.8	100.00	N/A
Oakland	Portland	101	2.2	94.06	4.61	114	2.4	87.72	6.03	70	2.4	85.71	8.20	17	2.6	82.35	N/A
Oakland	Seattle	43	3.0	76.74	12.63	40	2.8	85.00	11.07	65	2.2	96.92	N/A	11	2.0	90.91	N/A
Oklahoma	Arizona	21	2.1	95.24	N/A	11	2.4	90.91	N/A	13	2.2	84.62	N/A	1	2.0	100.00	N/A
Oklahoma	Long Beach	56	2.6	80.36	10.41	28	3.4	50.00	18.52	39	2.6	87.18	10.49	6	2.0	100.00	N/A
Oklahoma	San Diego	9	2.2	88.89	N/A	17	2.7	82.35	N/A	21	2.0	100.00	N/A				
Oklahoma	Santa Ana	49	2.3	97.96	N/A	36	2.9	72.22	14.63	45	2.2	93.33	N/A	22	1.9	100.00	N/A
Oklahoma	Van Nuys	26	2.3	96.15	N/A	13	3.2	69.23	N/A	5	6.2	60.00	N/A	2	2.5	100.00	N/A
Portland	Arizona	68	2.7	92.65	6.20	49	2.4	87.76	9.18	42	2.3	95.24	N/A	24	2.3	95.83	N/A
Portland	Long Beach	80	2.4	93.75	5.30	87	2.8	81.61	8.14	97	2.1	95.88	N/A	14	3.4	78.57	N/A
Portland	Los Angeles	37	2.5	97.30	N/A	29	2.6	82.76	13.75	38	1.9	100.00	N/A	9	1.9	100.00	N/A
Portland	Oakland	28	1.9	100.00	N/A	46	2.9	76.09	12.33	51	2.2	92.16	N/A	14	1.9	100.00	N/A
Portland	Sacramento	52	2.3	98.08	N/A	45	2.3	91.11	N/A	17	2.1	100.00	N/A	10	1.9	100.00	N/A
Portland	Salt Lake City	148	2.5	90.54	4.71	98	2.5	84.69	7.13	115	2.1	98.26	N/A	21	2.1	100.00	N/A
Portland	San Diego	16	2.4	93.75	N/A	17	2.2	94.12	N/A	20	2.1	95.00	N/A	5	1.8	100.00	N/A
Portland	San Francisco	41	2.7	90.24	N/A	61	3.0	78.69	10.28	53	2.3	94.34	N/A	18	1.9	100.00	N/A
Portland	San Jose	42	2.5	92.86	N/A	28	2.3	89.29	N/A	40	2.2	90.00	N/A	7	2.6	85.71	N/A
Portland	Santa Ana	54	2.5	88.89	8.38	53	2.7	83.02	10.11	43	2.3	86.05	10.36	18	2.2	83.33	N/A
Portland	Van Nuys	24	2.3	91.67	N/A	12	2.4	91.67	N/A	39	1.9	97.44	N/A	8	1.9	100.00	N/A
Rio Grande	Arizona	40	2.1	95.00	N/A	26	2.4	84.62	N/A	28	2.0	100.00	N/A	16	1.9	100.00	N/A
Rio Grande	Chicago	9	1.9	100.00	N/A	9	2.8	77.78	N/A	7	2.4	85.71	N/A	2	1.5	100.00	N/A
Rio Grande	Gateway	48	2.6	91.67	N/A	32	2.7	87.50	N/A	26	2.4	100.00	N/A	8	3.1	75.00	N/A
Rio Grande	Long Beach	18	2.3	94.44	N/A	17	2.4	88.24	N/A	22	2.0	95.45	N/A	8	2.4	87.50	N/A
Rio Grande	Los Angeles	3	4.7	33.33	N/A	19	2.3	94.74	N/A	31	2.3	93.55	N/A	2	2.0	100.00	N/A
Rio Grande	Mid-America	36	2.2	100.00	N/A	28	2.5	85.71	N/A	27	2.5	96.30	N/A	5	2.4	100.00	N/A
Rio Grande	San Diego	18	2.1	100.00	N/A	7	2.3	85.71	N/A	12	1.9	100.00	N/A	5	2.0	100.00	N/A
Rio Grande	Santa Ana	29	2.3	96.55	N/A	32	2.7	87.50	N/A	25	1.9	100.00	N/A	14	2.3	92.86	N/A
Rio Grande	Van Nuys	13	1.7	100.00	N/A	17	2.2	88.24	N/A	25	2.0	96.00	N/A	4	1.8	100.00	N/A
Sacramento	Arizona	27	2.2	88.89	N/A	62	2.3	93.55	N/A	46	2.0	97.83	N/A	17	2.0	100.00	N/A
Sacramento	Las Vegas	28	2.1	92.86	N/A	32	2.2	93.75	N/A	25	2.4	92.00	N/A	24	2.4	91.67	N/A
Sacramento	Portland	42	2.9	92.86	N/A	48	2.5	95.83	N/A	58	2.6	93.10	N/A	20	2.3	100.00	N/A
Sacramento	Seattle	27	2.7	92.59	N/A	19	2.9	78.95	N/A	25	2.5	92.00	N/A	8	2.0	100.00	N/A
Salt Lake City	Albuquerque	83	2.3	95.18	N/A	82	2.5	89.02	6.77	87	2.2	94.25	4.89	7	2.0	100.00	N/A
Salt Lake City	Arizona	26	2.0	96.15	N/A	29	2.4	93.10	N/A	36	2.2	97.22	N/A	11	2.0	100.00	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

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FY1998 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1998				Postal Quarter II FY1998				Postal Quarter III FY1998				Postal Quarter IV FY1998			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Salt Lake City	Chicago	3	1.7	100.00	N/A	2	4.5	50.00	N/A	4	2.8	75.00	N/A	1	2.0	100.00	N/A
Salt Lake City	Long Beach	11	2.3	90.91	N/A	41	2.4	90.24	N/A	22	2.1	95.45	N/A	4	3.8	50.00	N/A
Salt Lake City	Los Angeles	13	2.1	100.00	N/A	14	2.3	100.00	N/A	14	1.9	92.86	N/A	11	2.0	100.00	N/A
Salt Lake City	Northern Illinois	1	3.0	100.00	N/A	2	3.0	100.00	N/A	3	2.7	66.67	N/A	3	2.3	100.00	N/A
Salt Lake City	Oakland	57	2.1	91.23	7.34	59	2.5	88.14	8.25	30	2.3	93.33	N/A	9	2.4	77.78	N/A
Salt Lake City	Portland	44	2.4	95.45	N/A	44	2.4	93.18	N/A	57	2.2	96.49	N/A	19	2.3	94.74	N/A
Salt Lake City	Sacramento	4	2.0	100.00	N/A	12	2.4	91.67	N/A	12	2.1	91.67	N/A	2	2.0	100.00	N/A
Salt Lake City	San Diego	5	2.2	100.00	N/A	9	1.9	100.00	N/A	13	2.1	92.31	N/A	4	2.3	100.00	N/A
Salt Lake City	San Francisco	12	2.4	100.00	N/A	29	2.6	79.31	14.74	29	2.2	93.10	N/A	5	2.0	100.00	N/A
Salt Lake City	San Jose	23	2.8	78.26	16.86	15	2.6	80.00	N/A	17	2.1	94.12	N/A	4	2.0	100.00	N/A
Salt Lake City	Santa Ana	36	2.1	91.67	N/A	32	2.2	90.63	N/A	33	2.0	100.00	N/A	7	2.1	100.00	N/A
Salt Lake City	Seattle	21	2.5	90.48	N/A	18	2.8	88.89	N/A	19	2.2	100.00	N/A	6	2.5	100.00	N/A
Salt Lake City	Spokane	51	2.9	80.39	10.90	57	3.1	85.96	9.02	50	2.4	94.00	N/A	55	2.9	78.18	10.92
Salt Lake City	Van Nuys	17	2.0	100.00	N/A	16	2.3	81.25	N/A	4	2.0	100.00	N/A	6	2.8	66.67	N/A
San Diego	Salt Lake City	41	2.2	95.12	N/A	31	2.6	93.55	N/A	44	2.1	97.73	N/A	17	1.9	100.00	N/A
San Diego	Seattle	23	3.2	86.96	N/A	42	3.0	83.33	11.27	40	2.7	97.50	N/A	10	4.3	80.00	N/A
San Francisco	Arizona	67	2.2	95.52	N/A	60	2.5	85.00	9.04	89	2.2	95.51	N/A	26	2.3	96.15	N/A
San Francisco	Las Vegas	36	2.1	97.22	N/A	51	2.6	82.35	10.46	48	2.5	81.25	11.04	18	2.2	88.89	N/A
San Francisco	Portland	74	2.5	91.89	6.22	102	2.6	83.33	7.23	92	2.2	95.65	N/A	26	2.1	100.00	N/A
San Francisco	San Diego	78	1.9	98.72	N/A	68	2.0	94.12	N/A	50	2.2	90.00	8.32	22	2.1	100.00	N/A
San Francisco	Seattle	63	2.6	92.06	6.67	48	3.1	66.67	13.34	58	2.1	94.83	N/A	17	2.0	100.00	N/A
San Jose	Arizona	35	2.3	82.86	12.49	62	2.3	95.16	N/A	77	2.2	90.91	6.42	8	2.0	100.00	N/A
San Jose	Las Vegas	11	1.9	100.00	N/A	29	2.1	96.55	N/A	25	1.8	100.00	N/A	10	2.2	90.00	N/A
San Jose	Portland	33	2.0	100.00	N/A	36	2.3	91.67	N/A	53	2.2	98.11	N/A	11	2.5	90.91	N/A
San Jose	Seattle	20	2.9	75.00	18.98	17	2.8	64.71	22.72	23	2.1	100.00	N/A	6	1.8	100.00	N/A
Santa Ana	Colorado/Wyoming	74	3.0	77.03	9.58	62	2.9	80.65	9.83	62	2.5	91.94	6.78	29	2.5	93.10	N/A
Santa Ana	Seattle	82	2.8	86.59	7.38	56	2.6	92.86	N/A	82	2.4	92.68	5.64	30	2.0	96.67	N/A
Seattle	Arizona	50	2.3	92.00	N/A	61	2.3	90.16	7.47	61	2.2	91.80	6.88	16	2.6	87.50	N/A
Seattle	Colorado/Wyoming	37	3.1	75.68	13.82	46	3.0	76.09	12.33	39	2.3	97.44	N/A	10	2.4	90.00	N/A
Seattle	Long Beach	35	2.4	88.57	N/A	85	2.5	83.53	7.89	69	2.1	95.65	N/A	26	2.4	88.46	N/A
Seattle	Los Angeles	45	2.5	91.11	N/A	14	2.6	85.71	N/A	29	2.3	93.10	N/A	21	2.2	85.71	N/A
Seattle	Oakland	40	2.2	95.00	N/A	87	2.3	87.36	6.98	104	2.0	95.19	4.11	12	2.2	91.67	N/A
Seattle	Sacramento	18	2.7	83.33	N/A	16	2.4	87.50	N/A	28	2.0	92.86	N/A	15	2.5	80.00	N/A
Seattle	Salt Lake City	135	2.6	88.15	5.45	91	2.5	90.11	6.13	61	2.0	98.36	N/A	28	2.0	100.00	N/A
Seattle	San Diego	16	1.9	100.00	N/A	17	2.1	88.24	N/A	16	1.9	100.00	N/A	2	1.5	100.00	N/A
Seattle	San Francisco	40	2.5	92.50	N/A	46	2.6	82.61	10.95	48	2.1	100.00	N/A	18	2.3	100.00	N/A
Seattle	San Jose	30	2.1	93.33	N/A	30	2.1	93.33	N/A	10	2.2	80.00	N/A	11	2.4	90.91	N/A
Seattle	Santa Ana	69	2.3	91.30	6.65	50	2.5	82.00	10.65	42	2.1	95.24	N/A	24	2.0	100.00	N/A
Seattle	Van Nuys	28	2.5	85.71	N/A	43	2.1	97.67	N/A	19	1.9	100.00	N/A	6	2.5	83.33	N/A
South Florida	Dallas	16	2.4	87.50	N/A	20	2.5	90.00	N/A	24	2.5	91.67	N/A	10	2.4	100.00	N/A
South Florida	Houston	10	2.0	100.00	N/A	11	2.3	90.91	N/A	18	1.7	100.00	N/A	5	1.8	100.00	N/A
South Georgia	Dallas	26	2.4	96.15	N/A	28	3.0	82.14	14.19	32	2.7	90.63	N/A	5	2.8	100.00	N/A
Spokane	Colorado/Wyoming	25	3.2	68.00	18.29	15	3.5	66.67	23.86	25	2.8	88.00	N/A	5	2.0	100.00	N/A
Spokane	Long Beach	93	2.4	90.32	6.01	48	2.3	91.67	N/A	48	2.2	93.75	N/A	9	2.3	88.89	N/A
Spokane	Los Angeles	16	2.0	100.00	N/A	11	2.4	90.91	N/A	40	2.1	92.50	N/A	2	2.0	100.00	N/A
Spokane	Oakland	17	2.1	94.12	N/A	15	2.1	93.33	N/A	19	2.2	89.47	N/A	6	1.7	100.00	N/A
Spokane	Sacramento	16	2.3	87.50	N/A	15	2.1	93.33	N/A	21	2.0	100.00	N/A	3	2.3	100.00	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY1998 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1998				Postal Quarter II FY1998				Postal Quarter III FY1998				Postal Quarter IV FY1998			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Spokane	Salt Lake City	39	2.2	100.00	N/A	21	3.1	85.71	N/A	38	2.2	94.74	N/A	34	1.9	100.00	N/A
Spokane	San Diego	15	1.6	100.00	N/A	13	2.3	92.31	N/A	21	2.3	95.24	N/A	3	1.7	100.00	N/A
Spokane	San Francisco	17	2.8	88.24	N/A	20	2.8	80.00	N/A	20	2.6	85.00	N/A	8	2.3	87.50	N/A
Spokane	San Jose	14	2.0	100.00	N/A	14	2.6	71.43	N/A	19	2.4	94.74	N/A	7	2.0	100.00	N/A
Spokane	Santa Ana	33	2.2	93.94	N/A	28	2.3	82.14	14.19	42	2.2	95.24	N/A	8	1.9	87.50	N/A
Spokane	Van Nuys	21	2.0	95.24	N/A	19	2.1	100.00	N/A	17	1.9	100.00	N/A	4	2.0	100.00	N/A
Suncoast	Dallas	42	2.2	95.24	N/A	45	2.3	91.11	N/A	27	2.3	96.30	N/A	6	1.8	100.00	N/A
Tennessee	Dallas	20	2.6	90.00	N/A	18	2.3	100.00	N/A	21	2.5	95.24	N/A	8	2.0	87.50	N/A
Tennessee	Houston	25	2.6	92.00	N/A	18	2.7	83.33	N/A	23	2.1	95.65	N/A	11	2.3	100.00	N/A
Van Nuys	Colorado/Wyoming	17	2.9	82.35	N/A	11	3.5	72.73	N/A	20	2.7	80.00	N/A	7	2.9	85.71	N/A
Van Nuys	Seattle	14	3.5	78.57	N/A	34	2.7	94.12	N/A	29	2.3	96.55	N/A	10	2.7	90.00	N/A

*NOTE: An N/A indicates there is not enough data to calculate a range that is statistically meaningful. Data in these rows should not be considered statistically valid.

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY1999 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1999				Postal Quarter II FY1999				Postal Quarter III FY1999				Postal Quarter IV FY1999			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Alabama	Dallas	2	2.0	100.00	N/A	3	3.0	66.67	N/A	4	2.5	75.00	N/A	2	2.5	100.00	N/A
Alabama	Houston	28	1.9	92.86	N/A	38	2.1	100.00	N/A	36	2.4	88.89	N/A	32	2.4	90.63	N/A
Albuquerque	Long Beach	24	1.9	95.83	N/A	21	2.1	95.24	N/A	18	1.9	94.44	N/A	18	2.2	94.44	N/A
Albuquerque	Los Angeles	15	2.1	86.67	N/A	17	2.4	88.24	N/A	16	2.1	93.75	N/A	18	2.3	88.89	N/A
Albuquerque	Oakland	16	1.8	100.00	N/A	16	1.8	100.00	N/A	12	2.1	91.67	N/A	13	2.2	92.31	N/A
Albuquerque	Sacramento	19	2.6	94.74	N/A	14	2.9	71.43	N/A	20	2.3	95.00	N/A	12	1.8	100.00	N/A
Albuquerque	Salt Lake City	218	2.1	95.41	2.78	213	2.3	92.02	3.64	212	2.0	97.17	2.23	207	2.1	96.62	2.46
Albuquerque	San Diego	22	1.8	100.00	N/A	14	1.9	100.00	N/A	14	1.9	100.00	N/A	13	2.7	92.31	N/A
Albuquerque	San Francisco	17	2.2	100.00	N/A	15	2.7	86.67	N/A	13	2.2	100.00	N/A	15	1.9	100.00	N/A
Albuquerque	San Jose	11	2.4	90.91	N/A	10	1.9	100.00	N/A	8	2.1	100.00	N/A	8	2.0	100.00	N/A
Albuquerque	Santa Ana	27	2.3	92.59	N/A	29	2.1	96.55	N/A	30	2.0	100.00	N/A	20	2.0	100.00	N/A
Albuquerque	Van Nuys	19	2.0	94.74	N/A	17	1.9	100.00	N/A	17	1.9	94.12	N/A	16	2.1	100.00	N/A
Arizona	Colorado/Wyoming	84	2.2	94.05	5.06	99	2.6	85.86	6.86	108	2.5	91.67	5.21	106	2.2	95.28	4.04
Arizona	Las Vegas	24	2.2	95.83	N/A	27	1.9	100.00	N/A	24	2.2	95.83	N/A	34	2.1	97.06	N/A
Arizona	Oakland	107	2.0	94.39	4.36	127	2.1	93.70	4.23	115	2.0	97.39	N/A	122	2.2	94.26	4.13
Arizona	Rio Grande	5	2.0	100.00	N/A	6	2.2	100.00	N/A	6	2.0	100.00	N/A	2	2.5	100.00	N/A
Arizona	Sacramento	60	2.0	95.00	N/A	60	2.5	85.00	9.04	64	2.1	95.31	N/A	67	2.2	92.54	6.29
Arizona	Salt Lake City	222	2.2	95.95	2.59	247	2.4	86.64	4.24	244	2.1	96.72	2.23	273	2.0	98.17	1.59
Arizona	San Francisco	116	2.4	90.52	5.33	122	2.8	81.15	6.94	116	2.6	87.93	5.93	114	2.2	97.37	N/A
Arizona	San Jose	62	2.4	91.94	6.78	66	2.3	90.91	6.94	63	2.6	85.71	8.64	65	2.2	92.31	6.48
Arizona	Seattle	74	2.6	85.14	8.11	76	2.9	80.26	8.95	77	2.2	97.40	N/A	79	2.1	94.94	N/A
Atlanta	Dallas	54	2.6	90.74	7.73	68	2.8	86.76	8.05	66	2.2	96.97	N/A	55	2.0	96.36	N/A
Atlanta	Houston	47	2.1	97.87	N/A	65	2.4	87.69	7.99	56	2.2	94.64	N/A	54	2.1	96.30	N/A
Big Sky	Dakotas	22	2.4	95.45	N/A	24	2.3	91.67	N/A	25	2.3	92.00	N/A	22	2.3	95.45	N/A
Big Sky	Spokane	11	2.8	100.00	N/A	8	3.3	75.00	N/A	5	2.4	100.00	N/A	3	3.3	66.67	N/A
Central Illinois	Arizona	14	3.0	92.86	N/A	20	2.9	85.00	N/A	18	2.7	88.89	N/A	18	2.1	94.44	N/A
Central Illinois	Dallas	27	2.4	96.30	N/A	27	2.8	85.19	N/A	27	2.3	92.59	N/A	18	2.1	94.44	N/A
Central Illinois	Fort Worth	16	3.1	81.25	N/A	20	3.3	60.00	21.47	21	2.8	85.71	N/A	18	2.2	100.00	N/A
Central Illinois	Houston	13	2.5	84.62	N/A	18	2.7	83.33	N/A	22	2.2	100.00	N/A	17	1.9	100.00	N/A
Central Illinois	Los Angeles	14	2.1	92.86	N/A	12	2.1	91.67	N/A	13	2.2	100.00	N/A	12	1.8	100.00	N/A
Central Illinois	Rio Grande	2	2.0	100.00	N/A					4	2.3	100.00	N/A	1	2.0	100.00	N/A
Central Plains	Arizona	28	2.4	92.86	N/A	40	2.9	75.00	13.42	38	2.4	89.47	N/A	37	2.1	94.59	N/A
Central Plains	Dallas	45	2.6	88.89	9.18	40	2.8	82.50	11.78	40	2.3	95.00	N/A	33	2.5	87.88	N/A
Central Plains	Fort Worth	52	3.0	71.15	12.31	56	3.4	62.50	12.68	62	2.9	83.87	9.16	55	2.5	92.73	N/A
Central Plains	Houston	36	3.0	77.78	13.58	32	3.4	59.38	17.02	33	2.5	81.82	13.16	33	2.0	96.97	N/A
Central Plains	Rio Grande	17	2.5	88.24	N/A	17	3.1	70.59	21.66	16	2.8	93.75	N/A	18	2.6	88.89	N/A
Chicago	Arizona	28	2.1	92.86	N/A	31	2.3	93.55	N/A	34	2.2	94.12	N/A	33	2.1	100.00	N/A
Chicago	Dallas	25	2.6	92.00	N/A	30	2.7	83.33	13.34	29	2.2	96.55	N/A	33	2.3	93.94	N/A
Chicago	Fort Worth	29	3.0	75.86	15.57	30	3.5	63.33	17.24	31	2.5	93.55	N/A	33	2.6	87.88	N/A
Chicago	Houston	23	2.3	86.96	N/A	33	1.9	100.00	N/A	26	2.1	100.00	N/A	28	2.2	92.86	N/A
Chicago	Los Angeles	46	2.3	93.48	N/A	41	2.1	95.12	N/A	44	2.3	97.73	N/A	44	1.9	100.00	N/A
Chicago	Rio Grande	4	3.0	75.00	N/A	2	2.5	100.00	N/A	5	2.8	100.00	N/A	4	4.8	25.00	N/A
Colorado/Wyoming	Arizona	83	2.3	95.18	N/A	99	2.4	90.91	5.66	98	2.1	94.90	4.36	92	1.9	100.00	N/A
Colorado/Wyoming	Central Plains	19	2.1	100.00	N/A	17	3.2	88.24	N/A	25	2.1	100.00	N/A	16	2.4	93.75	N/A
Colorado/Wyoming	Chicago	25	2.4	84.00	N/A	25	2.5	84.00	N/A	28	2.2	100.00	N/A	20	2.1	100.00	N/A
Colorado/Wyoming	Dallas	29	2.3	93.10	N/A	37	2.7	86.49	11.02	38	1.9	100.00	N/A	35	2.4	88.57	N/A
Colorado/Wyoming	Gateway	1	4.0	0.00	N/A	1	3.0	100.00	N/A								

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY1999 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1999				Postal Quarter II FY1999				Postal Quarter III FY1999				Postal Quarter IV FY1999			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Colorado/Wyoming	Hawkeye	2	2.0	100.00	N/A	1	3.0	100.00	N/A					1	2.0	100.00	N/A
Colorado/Wyoming	Long Beach	66	2.1	96.97	N/A	63	2.3	92.06	6.67	70	2.2	91.43	6.56	66	2.0	98.48	N/A
Colorado/Wyoming	Los Angeles	63	2.1	98.41	N/A	65	2.6	84.62	8.77	64	2.0	98.44	N/A	59	1.9	94.92	N/A
Colorado/Wyoming	Mid-America	9	2.4	100.00	N/A	7	2.6	85.71	N/A	13	2.1	100.00	N/A	5	2.6	80.00	N/A
Colorado/Wyoming	Oakland	73	2.3	90.41	6.75	85	2.4	91.76	5.84	73	2.1	97.26	N/A	70	2.0	97.14	N/A
Colorado/Wyoming	Rio Grande	6	2.2	83.33	N/A	7	2.0	100.00	N/A	6	2.2	100.00	N/A	6	2.3	100.00	N/A
Colorado/Wyoming	Sacramento	40	2.2	95.00	N/A	44	2.6	79.55	11.92	41	2.1	95.12	N/A	42	2.1	97.62	N/A
Colorado/Wyoming	San Diego	56	2.0	96.43	N/A	55	2.2	94.55	N/A	54	2.3	92.59	N/A	54	2.1	94.44	N/A
Colorado/Wyoming	San Francisco	94	2.4	93.62	4.94	93	2.7	83.87	7.48	95	2.2	93.68	4.89	86	2.0	100.00	N/A
Colorado/Wyoming	San Jose	44	2.4	93.18	N/A	53	2.7	86.79	9.12	47	2.3	93.62	N/A	47	2.2	97.87	N/A
Colorado/Wyoming	Santa Ana	84	2.2	91.67	5.91	93	2.3	96.77	N/A	95	2.0	96.84	N/A	79	2.2	92.41	5.84
Colorado/Wyoming	Seattle	114	2.5	90.35	5.42	126	3.2	62.70	8.44	135	2.4	92.59	4.42	129	2.1	97.67	N/A
Colorado/Wyoming	Spokane	43	3.0	81.40	11.63	44	3.4	52.27	14.76	42	2.5	92.86	N/A	43	2.5	90.70	N/A
Colorado/Wyoming	Van Nuys	56	2.3	91.07	7.47	49	2.6	91.84	N/A	56	2.3	94.64	N/A	47	2.4	89.36	8.81
Dakotas	Colorado/Wyoming	33	1.9	96.97	N/A	33	2.2	93.94	N/A	33	2.1	100.00	N/A	31	2.2	93.55	N/A
Dallas	Arizona	92	2.3	92.39	5.42	89	2.9	76.40	8.82	82	2.1	97.56	N/A	79	2.1	98.73	N/A
Dallas	Atlanta	78	2.7	84.62	8.01	89	3.3	61.80	10.09	103	2.1	95.15	4.15	105	2.2	90.48	5.61
Dallas	Central Illinois	47	2.5	89.36	8.81	59	3.3	69.49	11.75	54	2.5	85.19	9.48	54	2.3	90.74	7.73
Dallas	Chicago	55	2.2	90.91	7.60	46	2.8	80.43	11.46	43	2.0	97.67	N/A	51	2.1	96.08	N/A
Dallas	Colorado/Wyoming	147	2.1	96.60	2.93	126	2.8	84.13	6.38	140	2.2	94.29	3.84	134	2.0	97.01	N/A
Dallas	Gateway	79	2.3	91.14	6.27	91	2.4	91.21	5.82	90	2.1	96.67	N/A	88	2.1	96.59	N/A
Dallas	Long Beach	152	2.5	85.53	5.59	161	2.8	80.75	6.09	157	2.2	92.99	3.99	155	2.1	95.48	3.27
Dallas	Los Angeles	150	2.2	92.67	4.17	125	2.4	88.80	5.53	133	2.1	95.49	3.53	131	2.1	93.89	4.10
Dallas	Northern Illinois	41	2.4	87.80	10.02	44	3.1	68.18	13.76	41	2.2	95.12	N/A	43	2.3	93.02	N/A
Dallas	San Diego	115	2.0	97.39	N/A	120	2.6	87.50	5.92	125	2.1	93.60	4.29	128	2.1	96.88	N/A
Dallas	San Jose	18	2.3	83.33	N/A	23	3.0	78.26	16.86	16	2.4	81.25	N/A	16	2.7	87.50	N/A
Dallas	Santa Ana	168	2.0	94.64	3.40	178	2.5	84.27	5.35	190	2.1	96.32	2.68	176	2.1	95.45	3.08
Dallas	South Georgia	32	2.3	93.75	N/A	24	3.0	70.83	18.18	28	2.4	85.71	N/A	25	2.1	100.00	N/A
Dallas	Van Nuys	118	2.3	90.68	5.25	105	3.0	73.33	8.46	110	2.0	99.09	N/A	110	2.1	89.09	5.83
Fort Worth	Arizona	20	2.4	90.00	N/A	24	3.0	70.83	18.18	24	2.2	91.67	N/A	22	2.7	86.36	N/A
Fort Worth	Atlanta	8	2.8	75.00	N/A	21	3.6	47.62	21.36	22	2.3	90.91	N/A	21	2.5	85.71	N/A
Fort Worth	Long Beach	10	2.0	100.00	N/A	15	3.2	66.67	23.86	17	2.1	88.24	N/A	14	2.7	71.43	N/A
Fort Worth	Los Angeles	8	2.3	87.50	N/A	10	3.6	70.00	N/A	9	2.6	77.78	N/A	10	1.8	100.00	N/A
Fort Worth	San Diego	10	2.3	100.00	N/A	13	2.7	69.23	N/A	13	2.2	92.31	N/A	10	2.5	90.00	N/A
Fort Worth	San Jose	1	2.0	100.00	N/A	2	3.0	50.00	N/A	2	2.0	100.00	N/A	2	2.5	100.00	N/A
Fort Worth	Santa Ana	12	2.0	100.00	N/A	17	3.2	70.59	21.66	19	2.3	89.47	N/A	17	1.9	100.00	N/A
Fort Worth	Van Nuys	12	1.9	91.67	N/A	12	1.9	100.00	N/A	12	2.0	100.00	N/A	12	2.2	100.00	N/A
Gateway	Arizona	1	3.0	100.00	N/A	3	2.3	100.00	N/A	3	2.7	100.00	N/A	2	2.0	100.00	N/A
Gateway	Dallas	56	2.4	91.07	7.47	48	2.9	85.42	9.98	43	2.1	97.67	N/A	49	2.1	93.88	N/A
Gateway	Houston	13	2.4	84.62	N/A	21	2.8	80.95	N/A	19	2.4	84.21	N/A	21	2.2	100.00	N/A
Gateway	Rio Grande	1	3.0	100.00	N/A	1	3.0	100.00	N/A	1	5.0	0.00	N/A	1	3.0	100.00	N/A
Hawkeye	Arizona	2	3.0	50.00	N/A	5	2.4	100.00	N/A	3	2.7	100.00	N/A	3	2.3	100.00	N/A
Hawkeye	Colorado/Wyoming	20	2.0	95.00	N/A	31	2.7	74.19	15.40	28	2.1	89.29	N/A	23	2.0	100.00	N/A
Hawkeye	Dallas	2	3.0	100.00	N/A	1	3.0	100.00	N/A	1	6.0	0.00	N/A	2	2.5	100.00	N/A
Hawkeye	Fort Worth	2	2.5	100.00	N/A	2	4.5	0.00	N/A	1	4.0	0.00	N/A	2	2.0	100.00	N/A
Hawkeye	Houston					2	3.0	100.00	N/A	1	3.0	100.00	N/A	1	2.0	100.00	N/A
Houston	Arizona	44	2.7	81.82	11.40	53	3.0	71.70	12.13	49	3.0	73.47	12.36	47	2.4	97.87	N/A

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FY1999 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1999				Postal Quarter II FY1999				Postal Quarter III FY1999				Postal Quarter IV FY1999			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Houston	Central Illinois	9	3.6	66.67	N/A	11	3.2	63.64	N/A	9	2.8	88.89	N/A	10	3.0	70.00	N/A
Houston	Chicago	18	2.3	94.44	N/A	12	3.4	66.67	N/A	16	2.9	75.00	N/A	16	2.6	87.50	N/A
Houston	Long Beach	26	2.2	100.00	N/A	32	2.7	81.25	13.52	26	2.3	88.46	N/A	34	2.8	82.35	12.81
Houston	Los Angeles	40	2.2	92.50	N/A	34	3.0	82.35	12.81	42	2.2	95.24	N/A	37	2.1	94.59	N/A
Houston	Northern Illinois	16	2.7	93.75	N/A	12	3.0	75.00	N/A	13	2.6	92.31	N/A	12	3.0	75.00	N/A
Houston	Rio Grande	43	2.7	79.07	12.16	16	3.1	81.25	N/A	7	2.1	100.00	N/A	8	1.9	100.00	N/A
Houston	San Diego	27	2.2	96.30	N/A	17	2.6	88.24	N/A	16	2.3	93.75	N/A	19	2.4	89.47	N/A
Houston	San Jose	4	3.0	100.00	N/A	5	3.4	60.00	N/A	6	3.0	83.33	N/A	7	2.3	100.00	N/A
Houston	Santa Ana	39	2.5	94.87	N/A	39	3.0	74.36	13.70	37	2.3	97.30	N/A	39	2.4	97.44	N/A
Houston	Van Nuys	29	2.3	96.55	N/A	27	2.9	70.37	17.22	22	2.2	86.36	N/A	28	2.1	96.43	N/A
Lakeland	Dallas	21	2.1	100.00	N/A	27	3.1	66.67	17.78	23	2.4	95.65	N/A	21	2.5	85.71	N/A
Las Vegas	Arizona	28	2.1	100.00	N/A	19	2.1	100.00	N/A	11	2.1	100.00	N/A	12	2.3	100.00	N/A
Las Vegas	Colorado/Wyoming	25	2.2	96.00	N/A	29	2.7	79.31	14.74	24	2.3	95.83	N/A	23	2.1	91.30	N/A
Las Vegas	Las Vegas	190	2.0	96.32	2.68	206	2.0	97.57	2.10	206	2.1	97.57	2.10	235	2.1	97.45	2.02
Las Vegas	Los Angeles	27	1.8	96.30	N/A	19	1.9	94.74	N/A	9	1.8	100.00	N/A	8	2.0	100.00	N/A
Las Vegas	Oakland	54	2.1	96.30	N/A	43	2.3	90.70	N/A	44	2.4	93.18	N/A	46	2.0	95.65	N/A
Las Vegas	Portland	40	2.5	92.50	N/A	44	2.4	95.45	N/A	38	2.3	92.11	N/A	33	2.3	96.97	N/A
Las Vegas	Sacramento	35	2.1	91.43	N/A	28	1.8	96.43	N/A	26	2.2	96.15	N/A	28	2.3	96.43	N/A
Las Vegas	San Diego	12	1.8	100.00	N/A	7	2.1	85.71	N/A	6	1.8	100.00	N/A	5	1.8	100.00	N/A
Las Vegas	San Francisco	42	1.9	100.00	N/A	29	1.8	96.55	N/A	34	2.2	94.12	N/A	34	1.9	97.06	N/A
Las Vegas	San Jose	24	2.0	95.83	N/A	24	2.2	95.83	N/A	21	1.9	100.00	N/A	22	1.9	100.00	N/A
Las Vegas	Santa Ana	12	2.8	75.00	N/A	9	2.1	100.00	N/A	11	2.0	100.00	N/A	11	2.0	100.00	N/A
Las Vegas	Seattle	38	2.3	97.37	N/A	45	2.6	93.33	N/A	45	2.6	93.33	N/A	37	2.4	97.30	N/A
Las Vegas	Spokane	15	2.9	80.00	N/A	19	3.4	78.95	N/A	16	2.4	93.75	N/A	18	2.2	94.44	N/A
Las Vegas	Van Nuys					5	2.0	100.00	N/A	1	2.0	100.00	N/A	3	1.7	100.00	N/A
Long Beach	Colorado/Wyoming	36	3.0	88.89	N/A	39	2.7	87.18	10.49	32	2.2	96.88	N/A	30	2.4	96.67	N/A
Long Beach	Las Vegas	9	2.3	88.89	N/A	5	1.8	100.00	N/A	2	2.0	100.00	N/A	10	2.2	90.00	N/A
Long Beach	Seattle	36	2.1	100.00	N/A	43	2.7	86.05	10.36	40	2.4	100.00	N/A	40	2.3	95.00	N/A
Los Angeles	Colorado/Wyoming	42	2.2	95.24	N/A	45	2.9	73.33	12.92	38	2.3	94.74	N/A	42	2.4	90.48	N/A
Los Angeles	Las Vegas	12	1.8	100.00	N/A	8	1.8	100.00	N/A	14	2.1	92.86	N/A	15	2.1	93.33	N/A
Los Angeles	Seattle	69	2.4	91.30	6.65	61	2.5	91.80	6.88	64	2.2	96.88	N/A	62	2.3	93.55	N/A
Mid-America	Arizona	31	2.3	87.10	N/A	36	2.6	88.89	N/A	32	2.2	93.75	N/A	32	2.2	90.63	N/A
Mid-America	Colorado/Wyoming	9	2.3	77.78	N/A	4	2.0	100.00	N/A	5	2.4	80.00	N/A	5	1.4	100.00	N/A
Mid-America	Houston	42	2.1	92.86	N/A	41	2.1	92.68	N/A	43	2.3	88.37	9.58	34	2.4	88.24	N/A
Mid-America	Rio Grande	12	2.8	91.67	N/A	12	2.8	91.67	N/A	15	3.0	86.67	N/A	11	2.6	100.00	N/A
Mississippi	Houston					2	2.0	100.00	N/A	1	4.0	0.00	N/A				
Mississippi	Rio Grande	5	2.4	100.00	N/A	4	2.3	75.00	N/A	5	2.0	100.00	N/A	3	2.0	100.00	N/A
North Florida	Dallas	13	2.4	92.31	N/A	24	2.5	87.50	N/A	19	2.4	89.47	N/A	25	2.0	96.00	N/A
North Florida	Houston	11	2.3	90.91	N/A	12	2.6	91.67	N/A	16	2.5	87.50	N/A	16	2.1	100.00	N/A
Northern Illinois	Arizona	42	2.0	97.62	N/A	40	2.4	92.50	N/A	36	2.2	97.22	N/A	35	1.9	97.14	N/A
Northern Illinois	Dallas	39	2.8	74.36	13.70	48	3.2	70.83	12.86	51	2.4	90.20	8.16	45	2.4	91.11	N/A
Northern Illinois	Fort Worth	44	3.1	72.73	13.16	48	3.9	64.58	13.53	47	2.9	87.23	9.54	49	2.4	93.88	N/A
Northern Illinois	Houston	46	2.0	93.48	N/A	46	2.5	84.78	10.38	39	2.2	94.87	N/A	38	2.1	100.00	N/A
Northern Illinois	Los Angeles	38	2.6	78.95	12.96	48	2.5	91.67	N/A	43	2.0	97.67	N/A	46	2.0	97.83	N/A
Northern Illinois	Rio Grande	4	4.3	50.00	N/A	5	3.2	60.00	N/A	4	2.8	100.00	N/A	3	2.0	100.00	N/A
Oakland	Arizona	53	1.9	98.11	N/A	52	2.4	86.54	9.28	50	2.5	88.00	9.01	47	1.9	100.00	N/A
Oakland	Las Vegas	55	1.9	98.18	N/A	61	2.1	93.44	N/A	66	2.0	98.48	N/A	50	2.3	92.00	N/A

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FY1999 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1999				Postal Quarter II FY1999				Postal Quarter III FY1999				Postal Quarter IV FY1999			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Oakland	Portland	63	2.1	96.83	N/A	52	2.5	84.62	9.81	55	2.4	92.73	N/A	63	2.2	92.06	6.67
Oakland	Seattle	62	2.3	90.32	7.36	70	2.8	80.00	9.37	63	2.4	92.06	6.67	67	2.3	91.04	6.84
Oklahoma	Arizona	14	1.8	100.00	N/A	16	2.8	75.00	N/A	18	2.2	88.89	N/A	14	2.1	100.00	N/A
Oklahoma	Long Beach	25	2.5	88.00	N/A	26	3.2	80.77	15.15	21	2.4	100.00	N/A	23	2.6	91.30	N/A
Oklahoma	San Diego	19	2.1	100.00	N/A	20	2.3	80.00	N/A	21	2.0	100.00	N/A	15	2.1	93.33	N/A
Oklahoma	San Jose	5	2.4	100.00	N/A	4	4.5	25.00	N/A	3	2.7	66.67	N/A	3	3.3	66.67	N/A
Oklahoma	Santa Ana	33	2.8	81.82	13.16	31	2.8	83.87	12.95	28	2.2	96.43	N/A	28	2.1	96.43	N/A
Oklahoma	Van Nuys	20	2.1	95.00	N/A	18	3.3	61.11	22.52	16	3.3	68.75	22.71	19	2.8	78.95	N/A
Portland	Arizona	70	2.6	88.57	7.45	64	2.8	81.25	9.56	69	2.2	94.20	N/A	62	2.4	95.16	N/A
Portland	Long Beach	78	2.1	97.44	N/A	85	2.5	82.35	8.10	89	2.3	94.38	4.78	86	2.1	98.84	N/A
Portland	Los Angeles	66	2.0	96.97	N/A	77	2.3	89.61	6.82	81	2.0	98.77	N/A	79	2.1	97.47	N/A
Portland	Oakland	115	2.1	94.78	4.06	118	2.2	90.68	5.25	104	2.1	97.12	N/A	104	2.0	98.08	N/A
Portland	Sacramento	66	2.3	90.91	6.94	93	2.4	90.32	6.01	86	2.1	94.19	4.95	87	1.9	97.70	N/A
Portland	Salt Lake City	147	2.1	94.56	3.67	138	2.4	89.86	5.04	141	2.0	97.87	N/A	153	2.1	98.69	N/A
Portland	San Diego	29	1.9	100.00	N/A	42	2.7	92.86	N/A	39	2.0	94.87	N/A	43	2.0	97.67	N/A
Portland	San Francisco	105	2.1	95.24	4.07	118	2.5	90.68	5.25	119	2.2	94.96	3.93	112	2.1	96.43	N/A
Portland	San Jose	42	2.6	90.48	N/A	44	2.4	90.91	N/A	47	2.3	95.74	N/A	45	2.2	93.33	N/A
Portland	Santa Ana	53	2.3	92.45	N/A	60	2.2	93.33	N/A	65	2.1	96.92	N/A	65	2.1	95.38	N/A
Portland	Van Nuys	49	2.0	95.92	N/A	48	2.2	91.67	N/A	52	2.4	86.54	9.28	47	2.0	95.74	N/A
Rio Grande	Albuquerque	47	2.4	93.62	N/A	3	2.0	100.00	N/A	6	2.5	100.00	N/A	15	2.9	80.00	N/A
Rio Grande	Arizona	40	2.3	95.00	N/A	39	3.0	66.67	14.80	47	2.3	89.36	8.81	42	2.2	95.24	N/A
Rio Grande	Atlanta	2	4.5	50.00	N/A	2	2.0	100.00	N/A	4	2.5	100.00	N/A	5	2.8	80.00	N/A
Rio Grande	Central Illinois	1	2.0	100.00	N/A					1	2.0	100.00	N/A	1	2.0	100.00	N/A
Rio Grande	Central Plains	6	1.8	100.00	N/A	6	2.5	100.00	N/A	6	2.7	83.33	N/A	5	2.8	100.00	N/A
Rio Grande	Chicago	11	2.5	81.82	N/A	8	2.6	75.00	N/A	10	2.4	100.00	N/A	10	2.5	90.00	N/A
Rio Grande	Dallas	6	2.5	100.00	N/A	9	2.0	100.00	N/A	14	2.1	100.00	N/A	17	2.0	100.00	N/A
Rio Grande	Fort Worth	7	2.0	85.71	N/A	11	2.7	81.82	N/A	14	2.8	78.57	N/A	18	2.6	94.44	N/A
Rio Grande	Gateway	25	2.4	88.00	N/A	32	2.3	93.75	N/A	26	2.2	100.00	N/A	24	2.2	100.00	N/A
Rio Grande	Houston	11	2.2	100.00	N/A	16	2.1	93.75	N/A	17	2.1	94.12	N/A	15	2.4	93.33	N/A
Rio Grande	Las Vegas	28	1.8	96.43	N/A	13	2.0	92.31	N/A	14	1.9	100.00	N/A	14	1.9	100.00	N/A
Rio Grande	Long Beach	21	2.1	95.24	N/A	20	2.6	90.00	N/A	24	2.2	91.67	N/A	22	2.3	86.36	N/A
Rio Grande	Los Angeles	22	2.0	100.00	N/A	22	2.9	72.73	18.61	20	2.3	95.00	N/A	19	1.8	100.00	N/A
Rio Grande	Louisiana	4	3.3	75.00	N/A	1	3.0	100.00	N/A	5	2.6	100.00	N/A	1	3.0	100.00	N/A
Rio Grande	Mid-America	33	2.5	84.85	12.23	34	2.9	73.53	14.83	37	2.8	86.49	11.02	36	2.5	91.67	N/A
Rio Grande	Mississippi					1	2.0	100.00	N/A								
Rio Grande	North Florida	2	6.0	50.00	N/A									1	2.0	100.00	N/A
Rio Grande	Oakland	1	1.0	100.00	N/A	2	1.5	100.00	N/A	2	2.0	100.00	N/A	2	2.0	100.00	N/A
Rio Grande	Oklahoma	5	1.6	100.00	N/A	8	2.8	75.00	N/A	2	2.0	100.00	N/A	2	1.5	100.00	N/A
Rio Grande	Rio Grande	1	1.0	100.00	N/A	5	2.2	100.00	N/A	8	1.9	100.00	N/A	3	2.3	100.00	N/A
Rio Grande	San Diego	22	1.9	100.00	N/A	25	1.9	96.00	N/A	27	2.0	96.30	N/A	23	1.9	100.00	N/A
Rio Grande	San Francisco	4	2.8	100.00	N/A	2	3.0	100.00	N/A	3	2.7	100.00	N/A	4	2.0	100.00	N/A
Rio Grande	San Jose	4	2.3	100.00	N/A	2	3.5	50.00	N/A	3	1.3	100.00	N/A	4	2.5	100.00	N/A
Rio Grande	Santa Ana	21	2.0	100.00	N/A	34	2.9	73.53	14.83	28	1.9	100.00	N/A	31	2.5	90.32	N/A
Rio Grande	Van Nuys	23	2.0	95.65	N/A	21	2.7	85.71	N/A	23	2.0	95.65	N/A	25	2.3	92.00	N/A
Sacramento	Arizona	68	2.2	94.12	N/A	71	2.2	91.55	6.47	76	2.0	97.37	N/A	76	1.9	97.37	N/A
Sacramento	Las Vegas	130	2.0	96.92	N/A	87	2.2	94.25	4.89	126	2.0	96.03	3.41	101	2.0	99.01	N/A
Sacramento	Portland	63	2.3	96.83	N/A	83	2.3	95.18	N/A	79	2.1	96.20	N/A	74	2.0	98.65	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY1999 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1999				Postal Quarter II FY1999				Postal Quarter III FY1999				Postal Quarter IV FY1999			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Sacramento	Seattle	44	2.2	95.45	N/A	55	2.4	89.09	8.24	51	2.4	94.12	N/A	51	2.2	98.04	N/A
Salt Lake City	Albuquerque	51	2.0	98.04	N/A	67	2.2	92.54	6.29	64	2.2	96.88	N/A	77	2.1	100.00	N/A
Salt Lake City	Arizona	36	2.1	91.67	N/A	41	2.5	87.80	10.02	40	2.2	95.00	N/A	40	2.0	100.00	N/A
Salt Lake City	Central Illinois	1	3.0	100.00	N/A	1	4.0	0.00	N/A	1	3.0	100.00	N/A	1	1.0	100.00	N/A
Salt Lake City	Chicago	6	2.3	100.00	N/A	5	3.4	80.00	N/A	8	1.9	100.00	N/A	9	1.8	100.00	N/A
Salt Lake City	Long Beach	26	2.0	96.15	N/A	27	2.1	96.30	N/A	25	2.0	100.00	N/A	20	2.2	95.00	N/A
Salt Lake City	Los Angeles	29	2.1	96.55	N/A	25	2.3	92.00	N/A	26	2.0	100.00	N/A	23	1.9	100.00	N/A
Salt Lake City	Northern Illinois	4	2.0	100.00	N/A	5	3.0	80.00	N/A	6	2.7	100.00	N/A	5	2.2	100.00	N/A
Salt Lake City	Oakland	66	2.1	95.45	N/A	54	2.3	96.30	N/A	51	2.0	96.08	N/A	50	2.2	94.00	N/A
Salt Lake City	Portland	54	2.5	85.19	9.48	49	2.5	91.84	N/A	52	2.3	94.23	N/A	53	2.2	94.34	N/A
Salt Lake City	Sacramento	17	1.9	100.00	N/A	19	3.0	63.16	21.69	22	2.3	100.00	N/A	19	2.4	89.47	N/A
Salt Lake City	San Diego	16	2.2	93.75	N/A	22	2.1	100.00	N/A	22	2.1	95.45	N/A	22	2.0	100.00	N/A
Salt Lake City	San Francisco	26	2.1	96.15	N/A	31	3.0	74.19	15.40	32	2.3	96.88	N/A	29	1.9	100.00	N/A
Salt Lake City	San Jose	21	2.1	95.24	N/A	22	2.5	90.91	N/A	19	1.8	100.00	N/A	15	2.5	93.33	N/A
Salt Lake City	Santa Ana	34	2.3	94.12	N/A	28	2.5	89.29	N/A	32	2.0	96.88	N/A	27	2.0	96.30	N/A
Salt Lake City	Seattle	38	2.2	94.74	N/A	43	3.0	86.05	10.36	42	2.2	95.24	N/A	47	2.0	100.00	N/A
Salt Lake City	Spokane	160	2.4	88.75	4.90	148	2.8	79.73	6.48	139	2.3	94.24	3.87	141	2.0	95.74	3.33
Salt Lake City	Van Nuys	24	2.5	87.50	N/A	24	2.6	87.50	N/A	25	2.0	92.00	N/A	24	2.0	100.00	N/A
San Diego	Colorado/Wyoming	14	2.1	100.00	N/A	13	2.8	84.62	N/A	13	2.3	100.00	N/A	15	2.2	93.33	N/A
San Diego	Las Vegas	11	1.9	100.00	N/A	11	1.9	100.00	N/A	7	2.0	100.00	N/A	11	1.7	100.00	N/A
San Diego	Salt Lake City	43	2.2	90.70	N/A	48	2.1	93.75	N/A	42	2.1	97.62	N/A	43	1.9	100.00	N/A
San Diego	Seattle	57	2.4	91.23	7.34	61	3.1	72.13	11.25	56	2.4	91.07	7.47	57	2.4	92.98	N/A
San Francisco	Arizona	74	2.1	93.24	5.72	74	2.6	86.49	7.79	72	2.5	83.33	8.61	65	2.0	98.46	N/A
San Francisco	Las Vegas	86	2.2	90.70	6.14	89	2.1	95.51	N/A	101	2.1	96.04	N/A	89	2.1	95.51	N/A
San Francisco	Portland	75	2.3	92.00	6.14	105	2.6	83.81	7.05	98	2.4	92.86	5.10	89	2.1	91.01	5.94
San Francisco	San Diego	99	2.0	93.94	4.70	96	2.0	92.71	5.20	90	2.0	97.78	N/A	90	2.0	97.78	N/A
San Francisco	Seattle	100	2.0	96.00	N/A	105	2.4	90.48	5.61	99	2.5	90.91	5.66	90	2.1	97.78	N/A
San Jose	Arizona	48	2.4	87.50	9.36	53	2.3	98.11	N/A	46	2.3	95.65	N/A	48	2.4	97.92	N/A
San Jose	Colorado/Wyoming	3	3.0	100.00	N/A	4	2.5	100.00	N/A	3	4.0	66.67	N/A				
San Jose	Las Vegas	31	2.0	100.00	N/A	43	2.2	90.70	N/A	42	2.0	100.00	N/A	38	2.1	97.37	N/A
San Jose	Portland	36	2.1	97.22	N/A	46	2.2	95.65	N/A	37	2.3	89.19	N/A	41	2.3	92.68	N/A
San Jose	Seattle	28	2.1	96.43	N/A	38	2.9	78.95	12.96	32	2.3	90.63	N/A	36	2.3	94.44	N/A
Santa Ana	Colorado/Wyoming	51	2.5	88.24	8.84	62	3.0	75.81	10.66	63	2.3	95.24	N/A	67	2.1	100.00	N/A
Santa Ana	Las Vegas	17	1.9	100.00	N/A	10	2.0	100.00	N/A	15	1.9	100.00	N/A	16	2.0	100.00	N/A
Santa Ana	Seattle	82	2.4	92.68	5.64	86	2.8	79.07	8.60	89	2.5	92.13	5.59	85	2.5	92.94	5.45
Seattle	Arizona	56	2.2	96.43	N/A	64	2.6	85.94	8.52	61	2.3	93.44	N/A	67	2.1	97.01	N/A
Seattle	Colorado/Wyoming	55	2.3	92.73	N/A	80	2.5	90.00	6.57	71	2.2	95.77	N/A	76	2.5	93.42	5.57
Seattle	Long Beach	95	2.2	93.68	4.89	128	2.3	89.84	5.23	127	2.2	95.28	3.69	127	2.2	96.06	3.38
Seattle	Los Angeles	67	2.0	97.01	N/A	69	2.2	97.10	N/A	71	2.0	95.77	N/A	70	2.1	92.86	6.03
Seattle	Oakland	115	2.0	97.39	N/A	133	2.2	92.48	4.48	118	2.0	97.46	N/A	116	2.0	94.83	4.03
Seattle	Sacramento	43	2.3	95.35	N/A	47	2.1	91.49	N/A	32	2.2	96.88	N/A	37	2.4	89.19	N/A
Seattle	Salt Lake City	142	2.2	95.77	3.31	163	2.3	88.96	4.81	150	2.1	95.33	3.38	145	2.0	97.24	N/A
Seattle	San Diego	31	2.1	90.32	N/A	37	2.0	100.00	N/A	30	1.9	100.00	N/A	34	2.0	97.06	N/A
Seattle	San Francisco	78	2.0	97.44	N/A	97	2.5	88.66	6.31	81	2.2	97.53	N/A	86	2.2	90.70	6.14
Seattle	San Jose	30	2.5	86.67	N/A	38	2.3	89.47	N/A	42	2.5	85.71	10.58	39	2.4	92.31	N/A
Seattle	Santa Ana	52	2.3	90.38	8.01	64	2.3	92.19	6.58	60	2.1	95.00	N/A	64	2.3	90.63	7.14
Seattle	Spokane	17	2.4	94.12	N/A	9	2.7	100.00	N/A	4	2.8	100.00	N/A	7	2.4	100.00	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY1999 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY1999				Postal Quarter II FY1999				Postal Quarter III FY1999				Postal Quarter IV FY1999			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Seattle	Van Nuys	50	2.1	92.00	N/A	42	2.4	92.86	N/A	44	2.3	90.91	N/A	43	2.2	95.35	N/A
South Florida	Dallas	46	2.2	95.65	N/A	50	2.9	78.00	11.48	49	2.2	95.92	N/A	44	2.6	88.64	9.38
South Florida	Houston	38	2.0	97.37	N/A	33	2.0	93.94	N/A	40	2.4	92.50	N/A	39	2.0	97.44	N/A
South Georgia	Dallas	14	2.6	85.71	N/A	15	3.1	80.00	N/A	17	2.5	88.24	N/A	9	2.7	77.78	N/A
South Georgia	Houston	2	1.5	100.00	N/A	1	2.0	100.00	N/A	2	4.0	50.00	N/A	3	2.0	100.00	N/A
Spokane	Colorado/Wyoming	33	2.5	78.79	13.95	31	2.6	90.32	N/A	28	2.3	92.86	N/A	31	2.4	90.32	N/A
Spokane	Las Vegas	11	1.9	100.00	N/A	19	1.9	89.47	N/A	22	2.1	95.45	N/A	18	2.3	94.44	N/A
Spokane	Long Beach	35	2.0	97.14	N/A	34	2.8	82.35	12.81	31	2.1	96.77	N/A	30	2.4	96.67	N/A
Spokane	Los Angeles	10	1.8	100.00	N/A	8	1.9	100.00	N/A	6	2.0	100.00	N/A	6	2.2	100.00	N/A
Spokane	Oakland	26	2.4	88.46	N/A	31	2.5	87.10	N/A	27	1.9	100.00	N/A	29	2.1	96.55	N/A
Spokane	Sacramento	15	2.3	80.00	N/A	10	2.4	80.00	N/A	11	2.0	90.91	N/A	8	2.0	100.00	N/A
Spokane	Salt Lake City	215	2.1	95.81	2.68	44	2.3	93.18	N/A	48	2.0	100.00	N/A	44	2.1	90.91	N/A
Spokane	San Diego	5	1.8	100.00	N/A	5	2.2	100.00	N/A	6	2.2	100.00	N/A	7	2.0	100.00	N/A
Spokane	San Francisco	19	2.1	94.74	N/A	24	2.4	87.50	N/A	21	2.2	90.48	N/A	24	2.1	95.83	N/A
Spokane	San Jose	9	2.3	100.00	N/A	9	2.9	77.78	N/A	14	2.0	100.00	N/A	15	2.3	93.33	N/A
Spokane	Santa Ana	10	2.2	90.00	N/A	14	2.4	92.86	N/A	12	1.9	100.00	N/A	11	2.4	90.91	N/A
Spokane	Van Nuys	5	2.0	80.00	N/A	7	2.1	100.00	N/A	6	2.2	100.00	N/A	8	1.9	100.00	N/A
Suncoast	Dallas	48	2.3	95.83	N/A	56	2.3	92.86	N/A	50	2.1	96.00	N/A	46	2.3	89.13	8.99
Tennessee	Dallas	33	2.4	93.94	N/A	37	2.5	89.19	N/A	47	2.5	89.36	8.81	36	2.3	91.67	N/A
Tennessee	Houston	43	2.1	93.02	N/A	53	2.4	90.57	7.87	47	2.4	95.74	N/A	42	2.3	92.86	N/A
Van Nuys	Colorado/Wyoming	32	2.2	96.88	N/A	39	3.1	82.05	12.04	46	2.5	91.30	N/A	40	2.5	90.00	N/A
Van Nuys	Las Vegas	1	2.0	100.00	N/A	3	1.7	100.00	N/A	2	2.0	100.00	N/A	6	1.8	100.00	N/A
Van Nuys	Seattle	62	2.5	88.71	7.88	97	2.5	87.63	6.55	91	2.3	98.90	N/A	92	2.2	95.65	N/A

*NOTE: An N/A indicates there is not enough data to calculate a range that is statistically meaningful. Data in these rows should not be considered statistically valid.

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY2002 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY2002				Postal Quarter II FY2002				Postal Quarter III FY2002				Postal Quarter IV FY2002			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Alabama	Dallas					4	2.5	100.00	N/A	9	3.4	77.78	N/A	5	2.0	100.00	N/A
Alabama	Houston	30	3.2	80.00	14.31	26	2.7	100.00	N/A	25	3.3	72.00	17.60	24	2.9	91.67	N/A
Albuquerque	Long Beach	6	3.2	83.33	N/A	10	3.6	60.00	N/A	7	2.1	100.00	N/A	9	2.3	100.00	N/A
Albuquerque	Los Angeles	11	3.3	81.82	N/A	11	3.9	54.55	29.43	8	2.5	100.00	N/A	10	2.3	100.00	N/A
Albuquerque	Oakland	7	3.9	57.14	N/A	7	3.3	57.14	N/A	10	2.8	80.00	N/A	9	2.6	88.89	N/A
Albuquerque	Sacramento	8	4.4	0.00	N/A	7	3.1	85.71	N/A	7	2.9	100.00	N/A	5	2.8	60.00	N/A
Albuquerque	Salt Lake City	68	4.2	36.76	11.46	70	4.0	34.29	11.12	66	2.9	81.82	9.31	63	2.7	95.24	N/A
Albuquerque	San Diego	10	3.3	70.00	N/A	10	2.3	100.00	N/A	11	2.8	81.82	N/A	14	2.4	100.00	N/A
Albuquerque	San Francisco	5	4.0	60.00	N/A	8	3.6	62.50	N/A	6	3.7	66.67	N/A	7	2.7	85.71	N/A
Albuquerque	San Jose	8	3.8	37.50	N/A	9	3.7	33.33	N/A	8	2.6	100.00	N/A	7	2.3	100.00	N/A
Albuquerque	Santa Ana	13	3.0	84.62	N/A	12	3.1	66.67	N/A	13	2.2	92.31	N/A	11	2.3	90.91	N/A
Albuquerque	Van Nuys	7	4.6	71.43	N/A	9	2.6	77.78	N/A	9	2.9	77.78	N/A	9	2.1	100.00	N/A
Arizona	Colorado/Wyoming	59	3.4	72.88	11.34	56	3.4	73.21	11.60	56	3.2	76.79	11.06	58	3.0	82.76	9.72
Arizona	Las Vegas	28	2.4	85.71	N/A	31	2.3	87.10	N/A	27	2.1	96.30	N/A	31	2.1	100.00	N/A
Arizona	Oakland	87	3.2	78.16	8.68	101	3.1	81.19	7.62	101	2.8	94.06	4.61	95	2.5	93.68	4.89
Arizona	Rio Grande	7	2.7	71.43	N/A	12	2.3	91.67	N/A	13	2.2	92.31	N/A	14	2.0	100.00	N/A
Arizona	Sacramento	85	3.1	75.29	9.17	99	3.3	79.80	7.91	95	2.5	87.37	6.68	97	2.3	94.85	4.40
Arizona	Salt Lake City	87	3.3	63.22	10.13	74	3.9	58.11	11.24	74	2.9	86.49	7.79	67	3.0	91.04	6.84
Arizona	San Francisco	80	3.4	72.50	9.78	96	3.1	79.17	8.12	88	3.1	82.95	7.86	83	2.9	90.36	6.35
Arizona	San Jose	78	3.5	52.56	11.08	88	3.3	68.18	9.73	93	3.0	91.40	5.70	77	3.0	85.71	7.82
Arizona	Seattle	39	3.2	82.05	12.04	44	2.7	81.82	11.40	48	2.6	93.75	N/A	49	2.5	95.92	N/A
Atlanta	Dallas	51	3.1	78.43	11.29	45	3.0	80.00	11.69	51	3.0	78.43	11.29	46	2.3	95.65	N/A
Atlanta	Houston	38	2.6	81.58	12.33	44	3.1	81.82	11.40	44	2.7	86.36	10.14	43	2.3	97.67	N/A
Big Sky	Dakotas	8	2.8	75.00	N/A	11	3.1	72.73	N/A	13	3.0	84.62	N/A	15	2.8	93.33	N/A
Big Sky	Spokane	2	4.5	50.00	N/A	2	4.0	50.00	N/A	6	2.5	100.00	N/A	3	3.0	100.00	N/A
Central Illinois	Arizona	18	3.1	66.67	21.78	10	2.5	100.00	N/A	10	2.2	100.00	N/A	9	2.3	100.00	N/A
Central Illinois	Dallas	25	3.1	72.00	17.60	21	3.2	66.67	20.16	24	3.2	75.00	17.32	19	2.6	94.74	N/A
Central Illinois	Fort Worth	17	3.3	58.82	23.40	16	3.8	50.00	24.50	17	2.9	94.12	N/A	16	2.8	87.50	N/A
Central Illinois	Houston	13	3.0	69.23	N/A	11	2.4	81.82	N/A	12	2.2	100.00	N/A	16	2.8	81.25	N/A
Central Illinois	Los Angeles	13	4.1	69.23	N/A	13	2.6	92.31	N/A	10	2.5	100.00	N/A	12	2.3	100.00	N/A
Central Illinois	Rio Grande	2	3.0	50.00	N/A	2	2.5	100.00	N/A	3	5.0	33.33	N/A	2	1.5	100.00	N/A
Central Plains	Arizona	26	3.0	73.08	17.05	33	3.2	63.64	16.41	30	2.9	70.00	16.40	32	2.3	93.75	N/A
Central Plains	Dallas	31	2.9	80.65	13.91	29	3.1	86.21	N/A	29	2.8	89.66	N/A	30	2.6	86.67	N/A
Central Plains	Fort Worth	36	3.4	75.00	14.15	37	3.1	78.38	13.26	35	3.1	85.71	11.59	31	2.6	96.77	N/A
Central Plains	Houston	27	3.4	74.07	16.53	22	3.2	86.36	N/A	24	3.2	75.00	17.32	24	3.0	87.50	N/A
Central Plains	Rio Grande	3	2.7	66.67	N/A	6	3.2	66.67	N/A	4	3.0	100.00	N/A	4	2.8	100.00	N/A
Chicago	Arizona	20	2.9	85.00	N/A	19	2.9	78.95	N/A	18	2.6	83.33	N/A	18	2.2	100.00	N/A
Chicago	Dallas	27	3.3	81.48	14.65	24	4.0	45.83	19.93	23	3.1	82.61	N/A	24	2.6	91.67	N/A
Chicago	Fort Worth	15	3.3	66.67	23.86	21	3.8	52.38	21.36	19	3.4	73.68	19.80	21	3.0	85.71	N/A
Chicago	Houston	21	2.4	90.48	N/A	17	2.7	82.35	N/A	18	2.3	94.44	N/A	18	2.4	88.89	N/A
Chicago	Los Angeles	29	2.8	82.76	13.75	27	3.0	74.07	16.53	25	2.3	96.00	N/A	25	2.2	96.00	N/A
Chicago	Rio Grande	1	3.0	100.00	N/A	2	3.0	100.00	N/A	2	2.0	100.00	N/A	5	2.8	80.00	N/A
Colorado/Wyoming	Arizona	69	2.8	88.41	7.55	65	3.0	81.54	9.43	73	2.8	86.30	7.89	67	2.8	91.04	6.84
Colorado/Wyoming	Central Plains	10	2.6	80.00	N/A	11	2.5	100.00	N/A	13	3.5	69.23	N/A	10	2.8	80.00	N/A
Colorado/Wyoming	Chicago	41	3.4	56.10	15.19	44	3.1	77.27	12.38	41	2.4	92.68	N/A	49	2.9	81.63	10.84
Colorado/Wyoming	Dallas	21	3.5	66.67	20.16	27	3.1	85.19	N/A	25	3.0	92.00	N/A	28	2.2	96.43	N/A
Colorado/Wyoming	Gateway													1	3.0	100.00	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY2002 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY2002				Postal Quarter II FY2002				Postal Quarter III FY2002				Postal Quarter IV FY2002			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Colorado/Wyoming	Hawkeye									1	5.0	0.00	N/A				
Colorado/Wyoming	Long Beach	51	3.5	66.67	12.94	53	3.6	71.70	12.13	58	3.0	84.48	9.32	58	3.0	82.76	9.72
Colorado/Wyoming	Los Angeles	43	3.6	72.09	13.41	46	3.4	71.74	13.01	52	2.9	94.23	N/A	48	3.1	81.25	11.04
Colorado/Wyoming	Mid-America	11	3.1	63.64	N/A	11	2.8	72.73	N/A	17	2.4	100.00	N/A	13	2.2	92.31	N/A
Colorado/Wyoming	Oakland	45	3.6	46.67	14.58	49	4.1	34.69	13.33	49	3.2	75.51	12.04	45	3.0	86.67	9.93
Colorado/Wyoming	Rio Grande	8	3.3	50.00	N/A	5	2.6	100.00	N/A	5	3.8	40.00	N/A	7	2.3	100.00	N/A
Colorado/Wyoming	Sacramento	49	4.4	26.53	12.36	47	3.9	29.79	13.07	51	3.7	60.78	13.40	47	3.0	89.36	8.81
Colorado/Wyoming	San Diego	57	2.9	85.96	9.02	53	2.9	90.57	7.87	60	3.1	90.00	7.59	49	3.4	91.84	N/A
Colorado/Wyoming	San Francisco	50	3.7	36.00	13.30	51	3.8	45.10	13.66	52	3.0	80.77	10.71	47	3.0	85.11	10.18
Colorado/Wyoming	San Jose	49	4.3	28.57	12.65	49	4.1	42.86	13.86	46	3.3	71.74	13.01	51	3.2	74.51	11.96
Colorado/Wyoming	Santa Ana	58	3.2	81.03	10.09	58	3.0	82.76	9.72	67	3.0	85.07	8.53	63	3.0	85.71	8.64
Colorado/Wyoming	Seattle	55	3.3	69.09	12.21	51	3.0	84.31	9.98	50	2.9	88.00	9.01	48	3.2	83.33	10.54
Colorado/Wyoming	Spokane	39	3.5	58.97	15.44	42	2.9	76.19	12.88	53	2.5	92.45	N/A	51	2.4	90.20	8.16
Colorado/Wyoming	Van Nuys	53	3.5	64.15	12.91	48	3.5	58.33	13.95	52	3.2	76.92	11.45	53	3.0	86.79	9.12
Dakotas	Colorado/Wyoming	14	2.3	92.86	N/A	20	2.8	85.00	N/A	19	2.5	89.47	N/A	14	2.5	78.57	N/A
Dallas	Arizona	67	3.5	61.19	11.67	61	3.3	65.57	11.92	61	2.7	95.08	N/A	53	2.5	94.34	N/A
Dallas	Atlanta	105	3.0	90.48	5.61	108	3.3	78.70	7.72	113	3.0	85.84	6.43	103	2.7	89.32	5.96
Dallas	Central Illinois	123	3.3	68.29	8.22	121	3.5	60.33	8.72	113	3.0	81.42	7.17	112	2.6	92.86	4.77
Dallas	Chicago	75	3.7	66.67	10.67	86	3.3	69.77	9.71	85	3.0	85.88	7.40	82	2.8	91.46	6.05
Dallas	Colorado/Wyoming	72	3.4	65.28	11.00	61	3.2	75.41	10.81	61	3.0	86.89	8.47	55	2.8	89.09	8.24
Dallas	Gateway	105	3.1	79.05	7.78	95	3.0	83.16	7.53	100	2.7	94.00	4.65	99	2.5	93.94	4.70
Dallas	Long Beach	92	3.4	65.22	9.73	89	3.3	64.04	9.97	85	2.6	89.41	6.54	83	2.6	89.16	6.69
Dallas	Los Angeles	82	3.9	47.56	10.81	84	3.7	58.33	10.54	78	2.8	91.03	6.34	92	2.5	93.48	5.05
Dallas	Northern Illinois	77	3.3	76.62	9.45	78	3.2	71.79	9.99	82	3.1	81.71	8.37	76	3.0	86.84	7.60
Dallas	San Diego	108	2.8	81.48	7.33	100	3.3	70.00	8.98	87	2.6	89.66	6.40	92	2.7	92.39	5.42
Dallas	San Jose	12	5.0	41.67	27.89	15	3.5	60.00	24.79	11	3.5	45.45	29.43	8	2.8	87.50	N/A
Dallas	Santa Ana	109	3.1	70.64	8.55	89	3.6	56.18	10.31	95	2.9	76.84	8.48	89	2.6	87.64	6.84
Dallas	South Georgia	17	3.4	58.82	23.40	18	3.5	50.00	23.10	10	3.3	60.00	N/A	18	2.6	100.00	N/A
Dallas	Van Nuys	99	3.5	63.64	9.48	97	3.1	71.13	9.02	87	2.7	83.91	7.72	99	2.5	91.92	5.37
Fort Worth	Arizona	24	2.8	79.17	16.25	23	2.9	73.91	17.95	29	2.6	89.66	N/A	35	2.9	88.57	N/A
Fort Worth	Atlanta	19	2.9	84.21	N/A	21	3.2	80.95	N/A	16	2.7	93.75	N/A	21	2.8	85.71	N/A
Fort Worth	Long Beach	16	3.1	75.00	N/A	15	3.1	66.67	23.86	14	2.5	92.86	N/A	13	2.6	84.62	N/A
Fort Worth	Los Angeles	11	4.1	45.45	29.43	13	3.3	76.92	N/A	14	2.4	100.00	N/A	16	2.4	100.00	N/A
Fort Worth	San Diego	12	2.9	66.67	N/A	16	2.5	100.00	N/A	15	3.1	86.67	N/A	17	2.2	100.00	N/A
Fort Worth	San Jose	2	3.0	50.00	N/A	1	3.0	100.00	N/A	2	3.5	50.00	N/A	1	2.0	100.00	N/A
Fort Worth	Santa Ana	18	2.6	94.44	N/A	16	2.4	81.25	N/A	18	2.1	100.00	N/A	16	2.3	100.00	N/A
Fort Worth	Van Nuys	9	3.2	55.56	N/A	13	2.9	76.92	N/A	11	2.5	90.91	N/A	14	2.5	85.71	N/A
Gateway	Arizona	1	2.0	100.00	N/A	5	2.4	100.00	N/A	2	3.0	100.00	N/A	3	2.3	66.67	N/A
Gateway	Dallas	58	2.4	94.83	N/A	48	2.7	87.50	9.36	62	3.0	82.26	9.51	55	2.2	94.55	N/A
Gateway	Houston	14	2.9	85.71	N/A	20	3.1	85.00	N/A	19	3.1	94.74	N/A	19	2.8	89.47	N/A
Gateway	Rio Grande	1	2.0	100.00	N/A									1	3.0	100.00	N/A
Hawkeye	Arizona					3	4.0	33.33	N/A	5	3.4	60.00	N/A	2	1.5	100.00	N/A
Hawkeye	Colorado/Wyoming	21	2.1	100.00	N/A	19	2.3	94.74	N/A	19	2.6	89.47	N/A	18	2.4	88.89	N/A
Hawkeye	Dallas					1	3.0	100.00	N/A	2	3.0	100.00	N/A				
Hawkeye	Fort Worth	1	4.0	0.00	N/A	2	3.5	50.00	N/A	1	4.0	0.00	N/A	1	2.0	100.00	N/A
Hawkeye	Houston									1	3.0	100.00	N/A	2	3.0	100.00	N/A
Houston	Arizona	25	3.6	48.00	19.58	31	3.7	48.39	17.59	28	2.8	89.29	N/A	22	3.0	81.82	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY2002 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY2002				Postal Quarter II FY2002				Postal Quarter III FY2002				Postal Quarter IV FY2002			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Houston	Central Illinois	17	4.5	29.41	21.66	18	4.0	38.89	22.52	26	2.9	88.46	N/A	22	2.9	86.36	N/A
Houston	Chicago	25	3.9	52.00	19.58	27	4.0	40.74	18.53	25	3.0	76.00	16.74	23	2.8	91.30	N/A
Houston	Long Beach	25	3.0	76.00	16.74	25	2.7	88.00	N/A	22	2.5	90.91	N/A	23	2.3	95.65	N/A
Houston	Los Angeles	23	3.2	69.57	18.80	22	2.8	77.27	17.51	27	3.5	88.89	N/A	26	2.3	100.00	N/A
Houston	Northern Illinois	31	3.4	54.84	17.52	28	3.4	67.86	17.30	32	3.5	78.13	14.32	31	3.1	77.42	14.72
Houston	Rio Grande	8	3.3	75.00	N/A	7	3.6	57.14	N/A	5	1.8	100.00	N/A	6	1.7	100.00	N/A
Houston	San Diego	20	3.3	70.00	20.08	23	2.2	91.30	N/A	21	2.6	85.71	N/A	25	2.2	92.00	N/A
Houston	San Jose	5	4.4	20.00	N/A	4	3.3	75.00	N/A	7	3.9	57.14	N/A	12	2.8	83.33	N/A
Houston	Santa Ana	29	3.4	65.52	17.30	39	3.0	79.49	12.67	33	2.2	96.97	N/A	33	2.6	87.88	N/A
Houston	Van Nuys	23	3.6	69.57	18.80	29	2.8	79.31	14.74	28	2.4	96.43	N/A	30	2.9	90.00	N/A
Lakeland	Dallas	17	2.8	82.35	N/A	18	3.3	66.67	21.78	23	2.6	91.30	N/A	24	2.3	100.00	N/A
Las Vegas	Arizona	8	3.9	50.00	N/A	8	3.3	62.50	N/A	8	2.8	87.50	N/A	8	2.4	100.00	N/A
Las Vegas	Colorado/Wyoming	13	3.0	84.62	N/A	12	2.8	91.67	N/A	14	4.3	78.57	N/A	19	2.3	94.74	N/A
Las Vegas	Las Vegas	88	2.2	94.32	4.84	91	2.4	93.41	5.10	90	2.2	95.56	N/A	93	1.9	98.92	N/A
Las Vegas	Los Angeles	11	3.9	54.55	29.43	11	2.5	81.82	N/A	9	1.9	100.00	N/A	12	1.8	100.00	N/A
Las Vegas	Oakland	32	3.2	87.50	N/A	25	3.0	88.00	N/A	22	2.7	95.45	N/A	27	2.5	92.59	N/A
Las Vegas	Portland	17	3.1	76.47	N/A	18	2.6	100.00	N/A	19	2.8	100.00	N/A	18	2.9	88.89	N/A
Las Vegas	Sacramento	21	3.3	71.43	19.32	28	3.6	67.86	17.30	30	2.4	93.33	N/A	27	2.0	96.30	N/A
Las Vegas	San Diego	10	2.9	90.00	N/A	11	2.8	81.82	N/A	10	2.5	90.00	N/A	11	2.4	90.91	N/A
Las Vegas	San Francisco	24	3.3	75.00	17.32	18	3.1	88.89	N/A	23	3.0	78.26	16.86	23	3.0	95.65	N/A
Las Vegas	San Jose	18	3.8	44.44	22.96	21	3.2	61.90	20.77	20	3.1	90.00	N/A	16	2.8	93.75	N/A
Las Vegas	Santa Ana	6	3.0	83.33	N/A	7	2.9	85.71	N/A	9	3.0	88.89	N/A	8	2.5	87.50	N/A
Las Vegas	Seattle	15	3.1	80.00	N/A	15	3.0	80.00	N/A	19	2.8	89.47	N/A	18	2.8	94.44	N/A
Las Vegas	Spokane	12	3.1	75.00	N/A	8	2.3	87.50	N/A	12	2.3	83.33	N/A	11	2.3	90.91	N/A
Las Vegas	Van Nuys	5	3.6	60.00	N/A	5	3.4	40.00	N/A	5	2.8	100.00	N/A	5	2.6	80.00	N/A
Long Beach	Colorado/Wyoming	17	3.4	41.18	23.40	14	3.7	50.00	26.19	16	3.4	75.00	N/A	15	2.5	93.33	N/A
Long Beach	Las Vegas	7	3.6	57.14	N/A	6	2.8	66.67	N/A	7	2.6	85.71	N/A	6	2.2	100.00	N/A
Long Beach	Seattle	18	3.1	77.78	N/A	26	3.0	92.31	N/A	22	2.5	100.00	N/A	22	2.5	90.91	N/A
Los Angeles	Colorado/Wyoming	24	3.4	70.83	18.18	21	3.3	66.67	20.16	20	2.9	85.00	N/A	27	2.6	96.30	N/A
Los Angeles	Las Vegas	11	2.5	81.82	N/A	10	1.6	100.00	N/A	10	2.6	100.00	N/A	9	2.2	100.00	N/A
Los Angeles	Seattle	26	3.3	73.08	17.05	24	3.1	70.83	18.18	24	2.6	87.50	N/A	30	3.0	86.67	N/A
Mid-America	Arizona	32	2.4	87.50	N/A	35	2.3	88.57	N/A	34	2.3	100.00	N/A	35	2.8	91.43	N/A
Mid-America	Colorado/Wyoming	6	3.5	33.33	N/A	8	2.5	100.00	N/A	7	2.4	85.71	N/A	8	2.5	100.00	N/A
Mid-America	Houston	38	3.1	78.95	12.96	34	3.1	82.35	12.81	34	3.0	85.29	11.90	34	2.9	94.12	N/A
Mid-America	Rio Grande	11	3.3	72.73	N/A	10	3.3	60.00	N/A	12	3.2	91.67	N/A	12	3.0	83.33	N/A
Mississippi	Houston					1	4.0	0.00	N/A	1	2.0	100.00	N/A	1	2.0	100.00	N/A
Mississippi	Rio Grande	5	2.6	100.00	N/A	1	4.0	0.00	N/A	3	2.7	100.00	N/A	6	2.0	100.00	N/A
North Florida	Dallas	22	3.2	77.27	17.51	24	3.3	70.83	18.18	23	2.9	86.96	N/A	15	2.1	100.00	N/A
North Florida	Houston	7	3.3	57.14	N/A	5	2.8	100.00	N/A	10	3.1	80.00	N/A	7	2.9	100.00	N/A
Northern Illinois	Arizona	27	3.2	74.07	16.53	27	3.1	77.78	15.68	33	2.6	90.91	N/A	30	2.6	90.00	N/A
Northern Illinois	Dallas	32	3.4	68.75	16.06	39	4.4	38.46	15.27	34	3.3	64.71	16.06	33	2.9	93.94	N/A
Northern Illinois	Fort Worth	33	3.7	54.55	16.99	32	3.8	53.13	17.29	37	3.5	75.68	13.82	36	3.3	80.56	12.93
Northern Illinois	Houston	34	3.1	70.59	15.32	26	2.6	84.62	N/A	38	2.8	81.58	12.33	28	2.4	92.86	N/A
Northern Illinois	Los Angeles	49	3.5	69.39	12.90	39	3.0	87.18	10.49	41	2.6	95.12	N/A	42	2.8	88.10	9.79
Northern Illinois	Rio Grande	4	3.3	75.00	N/A	4	3.5	75.00	N/A	5	2.8	80.00	N/A	7	2.7	100.00	N/A
Oakland	Arizona	38	3.3	76.32	13.52	31	3.2	80.65	13.91	31	3.0	93.55	N/A	28	2.9	85.71	N/A
Oakland	Las Vegas	35	2.8	88.57	N/A	32	2.7	96.88	N/A	31	3.3	96.77	N/A	28	2.8	96.43	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY2002 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY2002				Postal Quarter II FY2002				Postal Quarter III FY2002				Postal Quarter IV FY2002			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Oakland	Portland	26	3.3	73.08	17.05	30	3.1	83.33	13.34	32	2.8	96.88	N/A	30	2.9	93.33	N/A
Oakland	Seattle	29	3.0	82.76	13.75	27	3.0	77.78	15.68	28	3.0	82.14	14.19	30	2.7	93.33	N/A
Oklahoma	Arizona	12	3.3	75.00	N/A	12	3.0	91.67	N/A	8	3.5	62.50	N/A	8	3.1	87.50	N/A
Oklahoma	Long Beach	5	3.2	60.00	N/A	3	2.0	100.00	N/A	2	2.0	100.00	N/A	4	2.3	100.00	N/A
Oklahoma	San Diego	2	2.0	100.00	N/A	7	2.7	85.71	N/A	7	2.4	100.00	N/A	8	2.6	100.00	N/A
Oklahoma	San Jose					1	5.0	0.00	N/A	1	6.0	0.00	N/A	1	4.0	0.00	N/A
Oklahoma	Santa Ana	8	5.5	25.00	N/A	12	3.1	75.00	N/A	10	2.3	100.00	N/A	8	2.0	100.00	N/A
Oklahoma	Van Nuys	3	2.7	100.00	N/A	10	2.3	90.00	N/A	8	2.9	75.00	N/A	6	3.0	66.67	N/A
Portland	Arizona	47	2.9	78.72	11.70	46	2.9	80.43	11.46	51	2.5	90.20	8.16	43	2.9	86.05	10.36
Portland	Long Beach	54	3.4	75.93	11.40	53	3.2	83.02	10.11	60	3.0	93.33	N/A	53	3.2	84.91	9.64
Portland	Los Angeles	41	3.4	65.85	14.52	47	3.5	70.21	13.07	42	3.4	92.86	N/A	44	3.2	88.64	9.38
Portland	Oakland	70	3.1	81.43	9.11	58	3.1	84.48	9.32	63	2.8	93.65	N/A	64	2.9	90.63	7.14
Portland	Sacramento	97	3.1	78.35	8.20	89	3.4	64.04	9.97	84	2.6	90.48	6.28	78	2.3	88.46	7.09
Portland	Salt Lake City	49	3.1	71.43	12.65	39	3.9	64.10	15.06	46	2.9	84.78	10.38	41	2.6	92.68	N/A
Portland	San Diego	51	2.9	86.27	9.44	52	3.1	88.46	8.68	45	2.9	91.11	N/A	50	3.1	84.00	10.16
Portland	San Francisco	62	3.1	82.26	9.51	55	3.2	74.55	11.51	52	2.9	94.23	N/A	49	2.8	91.84	N/A
Portland	San Jose	61	3.5	59.02	12.34	61	3.4	68.85	11.62	59	3.2	84.75	9.17	50	3.2	86.00	9.62
Portland	Santa Ana	49	3.3	77.55	11.68	61	3.4	72.13	11.25	61	3.2	90.16	7.47	63	3.0	87.30	8.22
Portland	Van Nuys	52	3.4	69.23	12.54	53	3.0	79.25	10.92	58	3.1	84.48	9.32	58	3.1	82.76	9.72
Rio Grande	Alabama	1	4.0	0.00	N/A					1	4.0	0.00	N/A				
Rio Grande	Albuquerque	4	2.8	100.00	N/A	2	3.0	100.00	N/A	1	3.0	100.00	N/A	4	2.5	75.00	N/A
Rio Grande	Arizona	24	3.3	75.00	17.32	27	3.9	55.56	18.74	28	3.1	78.57	15.20	28	2.7	92.86	N/A
Rio Grande	Atlanta	2	3.0	100.00	N/A	6	3.3	83.33	N/A	2	3.0	100.00	N/A	9	2.2	100.00	N/A
Rio Grande	Central Illinois													1	3.0	100.00	N/A
Rio Grande	Central Plains	1	3.0	100.00	N/A	3	2.3	100.00	N/A	3	4.0	33.33	N/A	4	3.0	100.00	N/A
Rio Grande	Chicago	16	4.0	50.00	24.50	19	3.9	42.11	22.20	24	3.2	75.00	17.32	21	2.9	90.48	N/A
Rio Grande	Dallas	7	2.6	100.00	N/A	10	2.4	100.00	N/A	10	2.4	100.00	N/A	5	2.2	100.00	N/A
Rio Grande	Fort Worth	5	2.0	100.00	N/A	7	2.0	100.00	N/A	8	2.0	100.00	N/A	6	2.2	100.00	N/A
Rio Grande	Gateway	31	3.2	67.74	16.46	29	3.8	55.17	18.10	29	3.1	82.76	13.75	32	2.9	90.63	N/A
Rio Grande	Houston	5	4.6	60.00	N/A	9	3.9	66.67	N/A	9	3.1	77.78	N/A	5	3.0	80.00	N/A
Rio Grande	Las Vegas	2	3.0	100.00	N/A	6	3.8	66.67	N/A	4	2.3	100.00	N/A	2	3.0	100.00	N/A
Rio Grande	Long Beach	18	3.1	61.11	22.52	20	2.7	85.00	N/A	18	2.6	83.33	N/A	24	2.7	83.33	N/A
Rio Grande	Los Angeles	9	3.1	77.78	N/A	10	2.3	100.00	N/A	20	2.5	100.00	N/A	10	2.1	100.00	N/A
Rio Grande	Louisiana	2	3.0	100.00	N/A	1	3.0	100.00	N/A	3	3.0	100.00	N/A	2	3.5	50.00	N/A
Rio Grande	Mid-America	33	3.4	69.70	15.68	34	2.9	76.47	14.26	34	3.2	82.35	12.81	38	2.8	89.47	N/A
Rio Grande	Oakland	3	2.0	100.00	N/A	8	2.6	87.50	N/A	4	1.8	100.00	N/A	2	1.5	100.00	N/A
Rio Grande	Oklahoma	5	2.4	100.00	N/A	4	2.8	100.00	N/A	2	2.5	100.00	N/A	4	2.5	100.00	N/A
Rio Grande	Rio Grande	3	3.0	100.00	N/A	2	2.0	100.00	N/A	2	2.0	100.00	N/A	1	2.0	100.00	N/A
Rio Grande	San Diego	33	2.8	81.82	13.16	33	2.8	87.88	N/A	29	2.6	93.10	N/A	34	2.6	100.00	N/A
Rio Grande	San Francisco	5	3.0	100.00	N/A	2	3.0	50.00	N/A	2	2.0	100.00	N/A	2	3.0	100.00	N/A
Rio Grande	San Jose	2	3.5	50.00	N/A									5	3.6	80.00	N/A
Rio Grande	Santa Ana	34	4.3	58.82	16.54	31	4.3	51.61	17.59	33	2.6	84.85	12.23	32	2.4	93.75	N/A
Rio Grande	Van Nuys	21	3.5	66.67	20.16	26	3.0	73.08	17.05	24	3.0	79.17	16.25	17	2.7	82.35	N/A
Sacramento	Arizona	43	3.9	37.21	14.45	45	3.9	53.33	14.58	39	2.9	89.74	N/A	34	2.8	94.12	N/A
Sacramento	Las Vegas	30	3.2	76.67	15.14	28	3.0	85.71	N/A	30	3.0	86.67	N/A	33	2.8	100.00	N/A
Sacramento	Portland	36	4.2	38.89	15.92	36	3.6	69.44	15.05	39	3.2	84.62	11.32	34	3.0	82.35	12.81
Sacramento	Seattle	22	3.9	36.36	20.10	22	3.3	77.27	17.51	26	2.7	100.00	N/A	21	2.9	100.00	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY2002 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY2002				Postal Quarter II FY2002				Postal Quarter III FY2002				Postal Quarter IV FY2002			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
Salt Lake City	Albuquerque	38	2.6	86.84	10.75	41	2.9	87.80	10.02	32	2.6	90.63	N/A	34	2.8	91.18	N/A
Salt Lake City	Arizona	31	2.5	93.55	N/A	34	2.4	97.06	N/A	34	2.5	94.12	N/A	34	2.5	94.12	N/A
Salt Lake City	Chicago	13	3.8	46.15	27.10	20	3.4	65.00	20.90	19	3.3	78.95	N/A	18	2.8	77.78	N/A
Salt Lake City	Long Beach	27	3.3	85.19	N/A	29	3.0	89.66	N/A	29	3.2	82.76	13.75	29	2.9	89.66	N/A
Salt Lake City	Los Angeles	17	2.9	82.35	N/A	27	3.0	85.19	N/A	27	3.1	85.19	N/A	24	3.3	75.00	17.32
Salt Lake City	Northern Illinois	25	2.6	92.00	N/A	20	3.4	60.00	21.47	25	2.8	88.00	N/A	26	2.9	96.15	N/A
Salt Lake City	Oakland	33	3.2	69.70	15.68	34	3.0	82.35	12.81	34	3.3	79.41	13.59	31	2.6	93.55	N/A
Salt Lake City	Portland	39	2.9	87.18	10.49	39	2.9	87.18	10.49	37	3.2	89.19	N/A	40	2.9	90.00	N/A
Salt Lake City	Sacramento	29	3.2	58.62	17.93	33	3.3	81.82	13.16	33	2.4	90.91	N/A	33	2.1	96.97	N/A
Salt Lake City	San Diego	30	2.9	93.33	N/A	37	2.9	94.59	N/A	33	3.1	78.79	13.95	33	3.0	93.94	N/A
Salt Lake City	San Francisco	30	3.5	56.67	17.73	29	3.1	75.86	15.57	25	3.0	96.00	N/A	31	2.9	100.00	N/A
Salt Lake City	San Jose	23	3.5	52.17	20.42	28	3.4	67.86	17.30	28	3.1	82.14	14.19	25	2.9	92.00	N/A
Salt Lake City	Santa Ana	27	2.9	92.59	N/A	30	3.0	86.67	N/A	32	3.1	84.38	12.58	31	3.1	87.10	N/A
Salt Lake City	Seattle	24	3.1	75.00	17.32	28	3.7	53.57	18.47	27	3.0	92.59	N/A	30	3.6	90.00	N/A
Salt Lake City	Spokane	28	2.8	82.14	14.19	23	2.6	86.96	N/A	29	2.4	86.21	N/A	27	2.4	92.59	N/A
Salt Lake City	Van Nuys	31	3.2	77.42	14.72	36	3.1	77.78	13.58	32	3.1	81.25	13.52	30	3.0	90.00	N/A
San Diego	Colorado/Wyoming	4	4.3	25.00	N/A	7	3.4	57.14	N/A	9	2.9	88.89	N/A	8	2.6	100.00	N/A
San Diego	Las Vegas	12	3.0	66.67	N/A	8	2.4	100.00	N/A	9	2.4	100.00	N/A	11	2.1	100.00	N/A
San Diego	Salt Lake City	26	3.5	69.23	17.74	27	3.1	77.78	15.68	30	2.9	90.00	N/A	29	2.7	96.55	N/A
San Diego	Seattle	27	3.0	85.19	N/A	26	3.5	88.46	N/A	29	3.0	93.10	N/A	27	2.9	100.00	N/A
San Francisco	Arizona	36	3.4	58.33	16.10	45	3.6	53.33	14.58	37	2.9	91.89	N/A	34	3.1	85.29	11.90
San Francisco	Las Vegas	43	3.4	81.40	11.63	45	3.4	64.44	13.99	43	2.9	90.70	N/A	42	2.4	100.00	N/A
San Francisco	Portland	42	3.7	50.00	15.12	36	3.5	69.44	15.05	40	3.5	77.50	12.94	37	2.9	97.30	N/A
San Francisco	San Diego	48	2.4	97.92	N/A	46	1.9	97.83	N/A	47	2.4	93.62	N/A	44	2.0	97.73	N/A
San Francisco	Seattle	42	3.5	40.48	14.84	47	3.0	76.60	12.10	44	2.8	93.18	N/A	44	2.7	95.45	N/A
San Jose	Arizona	27	3.6	51.85	18.85	31	3.3	70.97	15.98	32	2.9	93.75	N/A	29	2.8	100.00	N/A
San Jose	Colorado/Wyoming	1	5.0	0.00	N/A	2	8.5	0.00	N/A					1	3.0	100.00	N/A
San Jose	Las Vegas	22	2.7	90.91	N/A	18	3.0	83.33	N/A	18	2.8	100.00	N/A	19	3.0	78.95	N/A
San Jose	Portland	19	3.2	78.95	N/A	23	3.0	86.96	N/A	21	2.8	100.00	N/A	19	2.8	94.74	N/A
San Jose	Seattle	18	3.5	61.11	22.52	20	3.1	65.00	20.90	21	3.0	95.24	N/A	20	3.0	90.00	N/A
Santa Ana	Colorado/Wyoming	22	3.9	54.55	20.81	29	4.0	51.72	18.19	25	3.0	92.00	N/A	23	2.8	91.30	N/A
Santa Ana	Las Vegas	16	2.6	93.75	N/A	11	2.5	100.00	N/A	8	2.5	100.00	N/A	12	2.3	91.67	N/A
Santa Ana	Seattle	39	3.3	69.23	14.49	44	3.6	61.36	14.39	45	2.9	95.56	N/A	43	2.8	97.67	N/A
Seattle	Arizona	43	2.8	81.40	11.63	50	2.8	78.00	11.48	51	2.7	86.27	9.44	51	2.5	96.08	N/A
Seattle	Colorado/Wyoming	42	2.7	88.10	9.79	38	3.2	71.05	14.42	41	3.1	73.17	13.56	38	2.7	89.47	N/A
Seattle	Long Beach	72	3.3	72.22	10.35	71	3.1	81.69	9.00	75	2.9	89.33	6.99	74	3.0	89.19	7.07
Seattle	Los Angeles	35	3.4	68.57	15.38	49	3.1	77.55	11.68	41	3.2	90.24	N/A	41	2.9	95.12	N/A
Seattle	Oakland	54	3.0	81.48	10.36	62	3.2	85.48	8.77	64	2.8	93.75	N/A	59	2.8	89.83	7.71
Seattle	Sacramento	40	3.3	67.50	14.52	45	3.4	66.67	13.77	46	2.6	82.61	10.95	43	2.2	97.67	N/A
Seattle	Salt Lake City	55	3.5	65.45	12.57	59	3.4	66.10	12.08	60	3.4	76.67	10.70	66	2.9	86.36	8.28
Seattle	San Diego	35	3.2	74.29	14.48	47	3.0	74.47	12.47	44	3.1	86.36	10.14	45	3.1	82.22	11.17
Seattle	San Francisco	42	3.4	69.05	13.98	49	3.7	69.39	12.90	50	3.0	88.00	9.01	47	3.3	87.23	9.54
Seattle	San Jose	37	3.4	67.57	15.08	44	3.1	75.00	12.79	47	3.3	85.11	10.18	44	2.9	90.91	N/A
Seattle	Santa Ana	59	3.3	69.49	11.75	60	2.9	86.67	8.60	60	2.9	91.67	6.99	62	2.9	96.77	N/A
Seattle	Spokane	5	2.0	100.00	N/A	7	3.3	57.14	N/A	7	2.4	85.71	N/A	7	2.1	100.00	N/A
Seattle	Van Nuys	48	3.6	64.58	13.53	57	3.5	64.91	12.39	61	3.0	81.97	9.65	59	3.2	88.14	8.25
South Florida	Dallas	39	2.9	82.05	12.04	36	2.6	88.89	N/A	34	2.2	97.06	N/A	33	2.4	87.88	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.

FY2002 Performance for Performance Cluster Pairs with Service Standard Change

		Postal Quarter I FY2002				Postal Quarter II FY2002				Postal Quarter III FY2002				Postal Quarter IV FY2002			
Origin	Destination	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*	No. of Pieces	Avg. Deliv. Days	% On Time	+/- Range*
South Florida	Houston	30	2.6	80.00	14.31	27	2.3	100.00	N/A	22	2.3	95.45	N/A	26	2.5	92.31	N/A
South Georgia	Dallas	13	2.7	92.31	N/A	12	3.4	58.33	27.89	11	3.0	72.73	N/A	10	2.6	90.00	N/A
South Georgia	Houston	2	2.0	100.00	N/A	1	2.0	100.00	N/A	4	2.5	75.00	N/A	4	2.8	75.00	N/A
Spokane	Colorado/Wyoming	14	2.6	100.00	N/A	20	3.0	80.00	N/A	22	2.9	86.36	N/A	18	2.6	94.44	N/A
Spokane	Las Vegas	9	3.2	55.56	N/A	2	2.5	100.00	N/A	5	2.2	100.00	N/A	1	4.0	0.00	N/A
Spokane	Long Beach	11	4.7	45.45	29.43	11	4.1	54.55	29.43	12	3.3	75.00	N/A	10	3.1	80.00	N/A
Spokane	Los Angeles	7	3.0	85.71	N/A	11	3.7	45.45	29.43	8	3.5	50.00	N/A	9	3.3	77.78	N/A
Spokane	Oakland	15	2.8	80.00	N/A	13	2.7	84.62	N/A	12	3.1	83.33	N/A	10	2.6	100.00	N/A
Spokane	Sacramento	9	3.7	55.56	N/A	10	3.1	90.00	N/A	8	2.8	87.50	N/A	13	3.8	53.85	27.10
Spokane	Salt Lake City	13	3.0	76.92	N/A	14	3.0	85.71	N/A	13	3.4	76.92	N/A	12	4.3	58.33	27.89
Spokane	San Diego	8	2.8	75.00	N/A	6	2.7	83.33	N/A	9	2.9	100.00	N/A	6	3.2	66.67	N/A
Spokane	San Francisco	11	3.3	63.64	N/A	11	3.2	90.91	N/A	9	2.9	88.89	N/A	11	3.4	81.82	N/A
Spokane	San Jose	10	4.3	40.00	N/A	9	3.8	33.33	N/A	10	3.2	80.00	N/A	11	2.9	90.91	N/A
Spokane	Santa Ana	13	4.3	46.15	27.10	13	3.3	76.92	N/A	17	3.1	94.12	N/A	13	3.4	69.23	N/A
Spokane	Van Nuys	6	4.3	33.33	N/A	9	3.6	66.67	N/A	10	3.0	100.00	N/A	8	3.1	87.50	N/A
Suncoast	Dallas	34	3.0	85.29	11.90	38	3.1	81.58	12.33	33	3.4	72.73	15.20	29	2.4	100.00	N/A
Tennessee	Dallas	36	3.1	83.33	12.17	36	3.2	80.56	12.93	37	2.9	78.38	13.26	35	2.2	94.29	N/A
Tennessee	Houston	32	3.1	75.00	15.00	29	3.0	86.21	N/A	31	3.1	80.65	13.91	24	2.7	100.00	N/A
Van Nuys	Colorado/Wyoming	20	3.4	60.00	21.47	20	3.5	65.00	20.90	20	2.9	95.00	N/A	19	3.1	78.95	N/A
Van Nuys	Las Vegas	4	3.5	75.00	N/A	2	2.0	100.00	N/A	4	3.3	50.00	N/A	4	2.3	100.00	N/A
Van Nuys	Seattle	28	3.2	71.43	16.73	24	3.3	75.00	17.32	32	3.0	90.63	N/A	28	2.9	89.29	N/A

Performance results based only on test pieces from ZIP Code pairs that experienced a downgrade from 2 to 3 days.