





Financial Trends

Quarter II of Fiscal Year 2012

Open Board Session
May 4, 2012

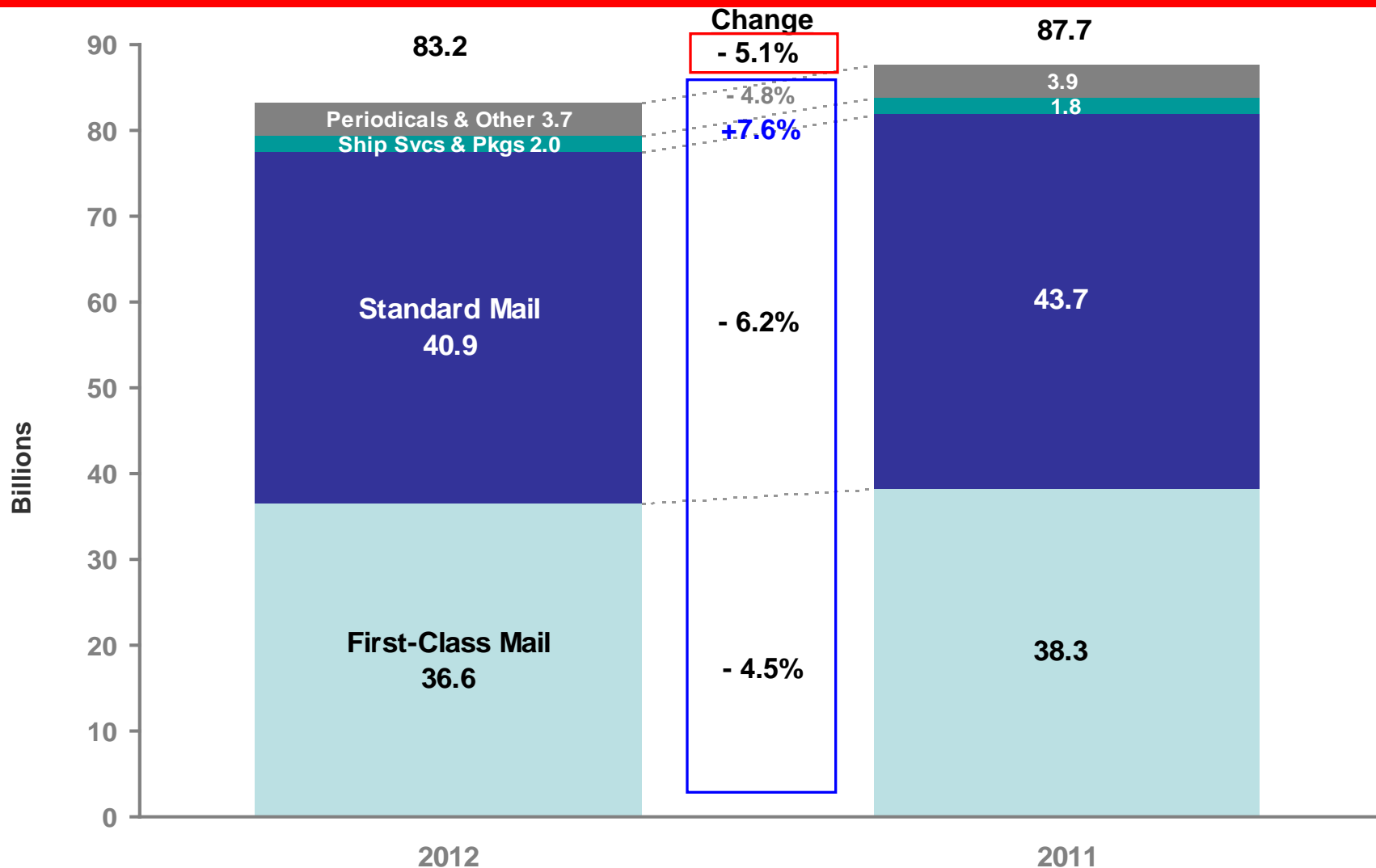


Quarter II Financial Results

- **The Form 10-Q, with the Quarter II Financial Results will be filed with the Postal Regulatory Commission on May 10, as required.**
- **As a result, the Quarter II Financial Results are not yet ready to be released to the public.**
- **Today: Review of certain Financial Trends of the USPS**
- **May 10: Media & Stakeholder Call to review the Quarter II Financial Results**



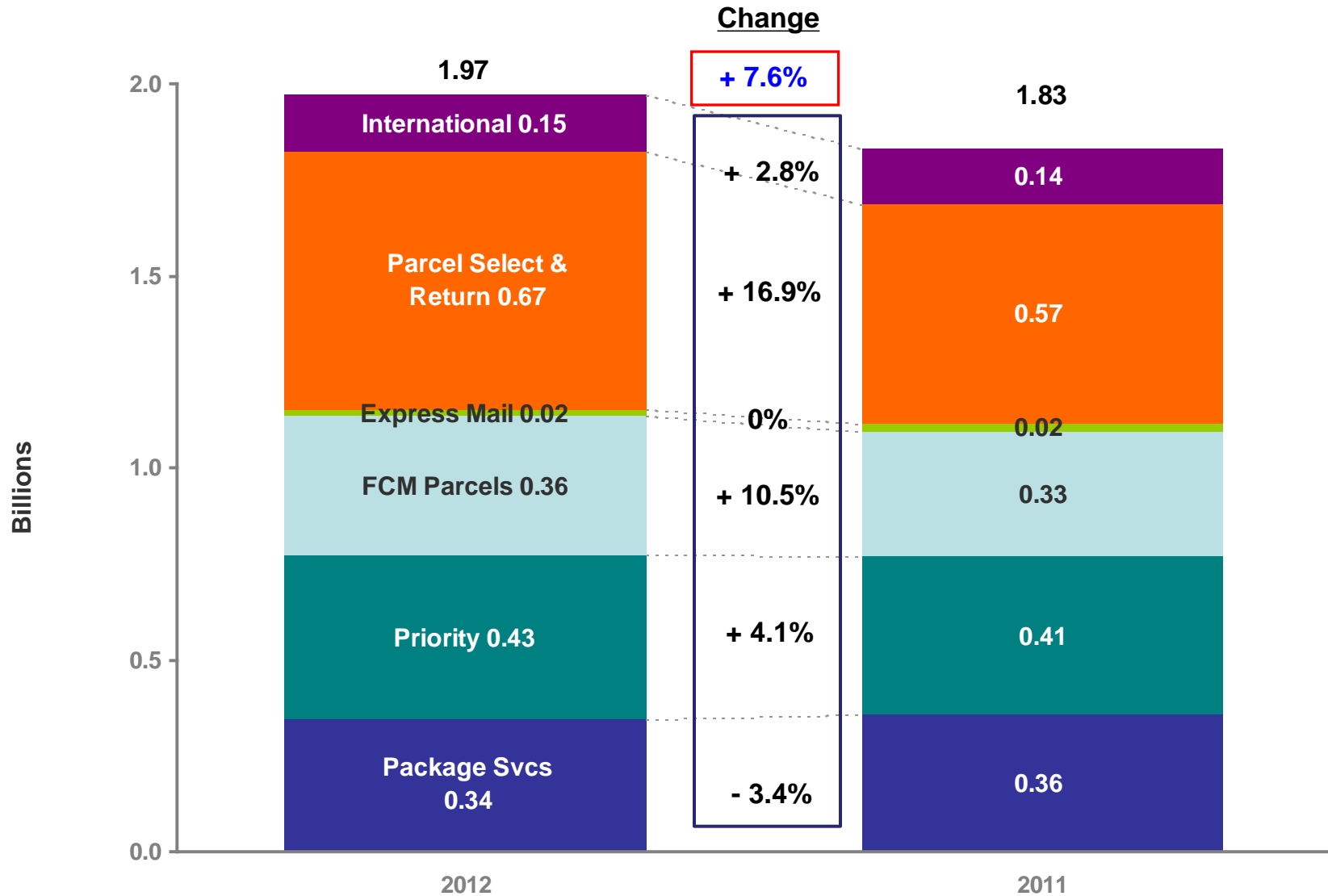
Total Volume: March YTD 2012 and 2011



Shipping Services & Packages includes First-Class Parcels, Standard Parcels, Package Services and all Competitive products

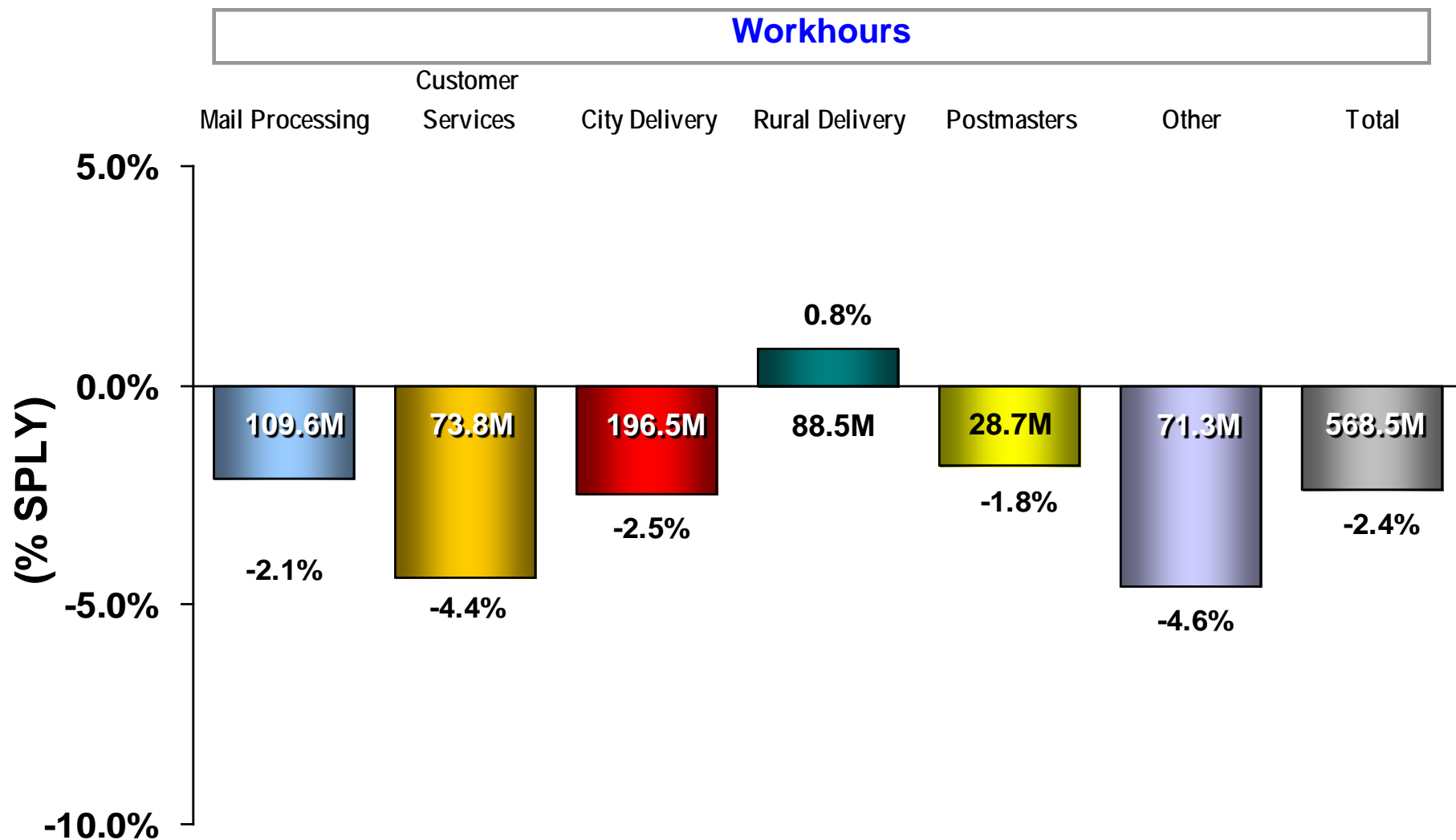


Volume: March YTD 2012 and 2011 Shipping Services and Packages





Workhour Changes March YTD – FY 2012





Quarter 2, Fiscal Year 2012 Service Performance and Customer Experience

Board of Governors

Open Session

May 2012

Megan J. Brennan
Chief Operating Officer



First-Class Mail

- Our Employees Delivered
 - Single Piece First-Class
 - Best Qtr 2 on Record for:
 - Overnight - Two Day - Three to Five Day
 - Commercial Mail (Presort)
 - Exceeded Target in All 3 Service Standards



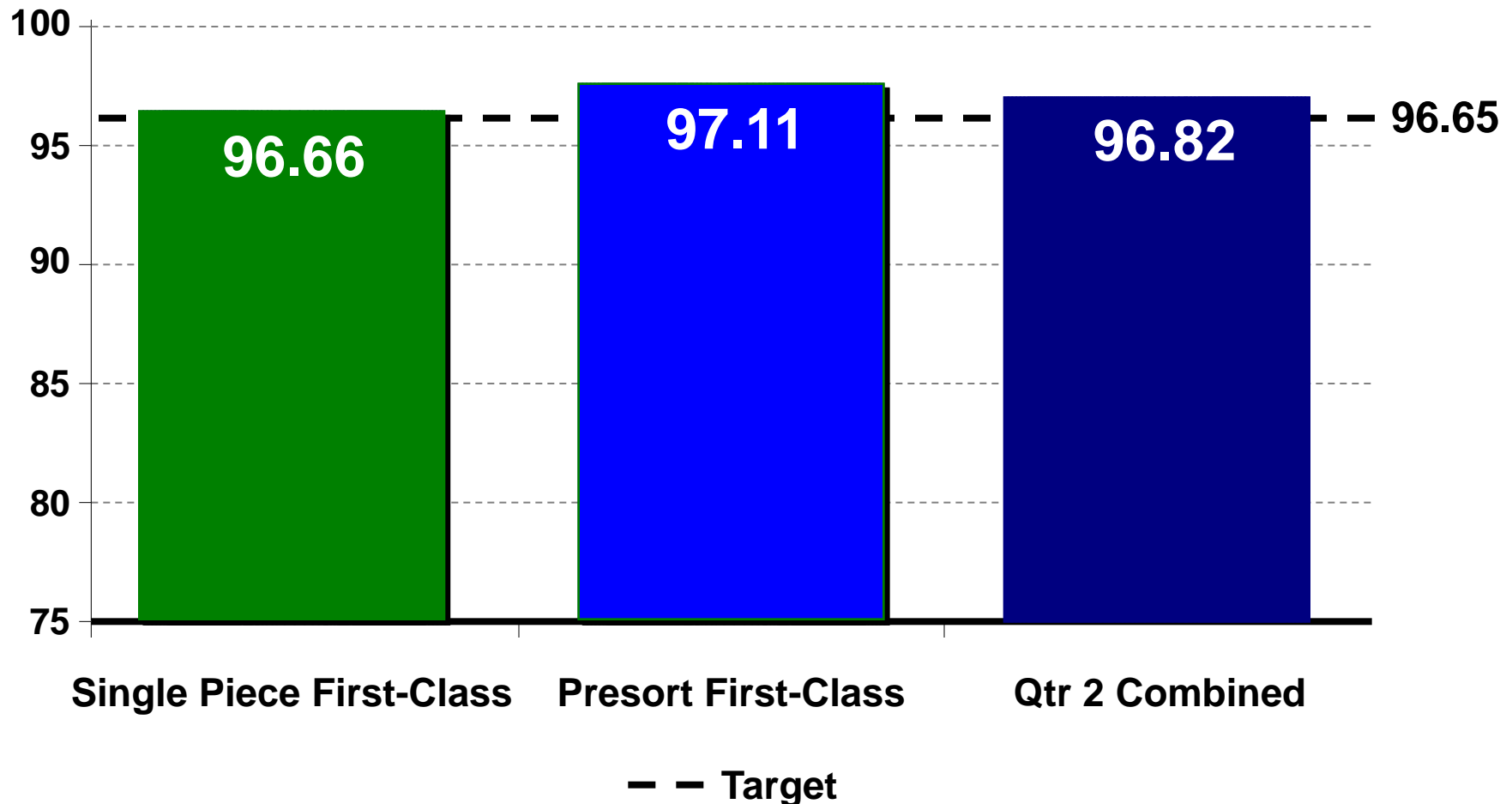
UNITED STATES
POSTAL SERVICE®

COMBINED FIRST-CLASS MAIL SERVICE PERFORMANCE



Quarter 2 Performance

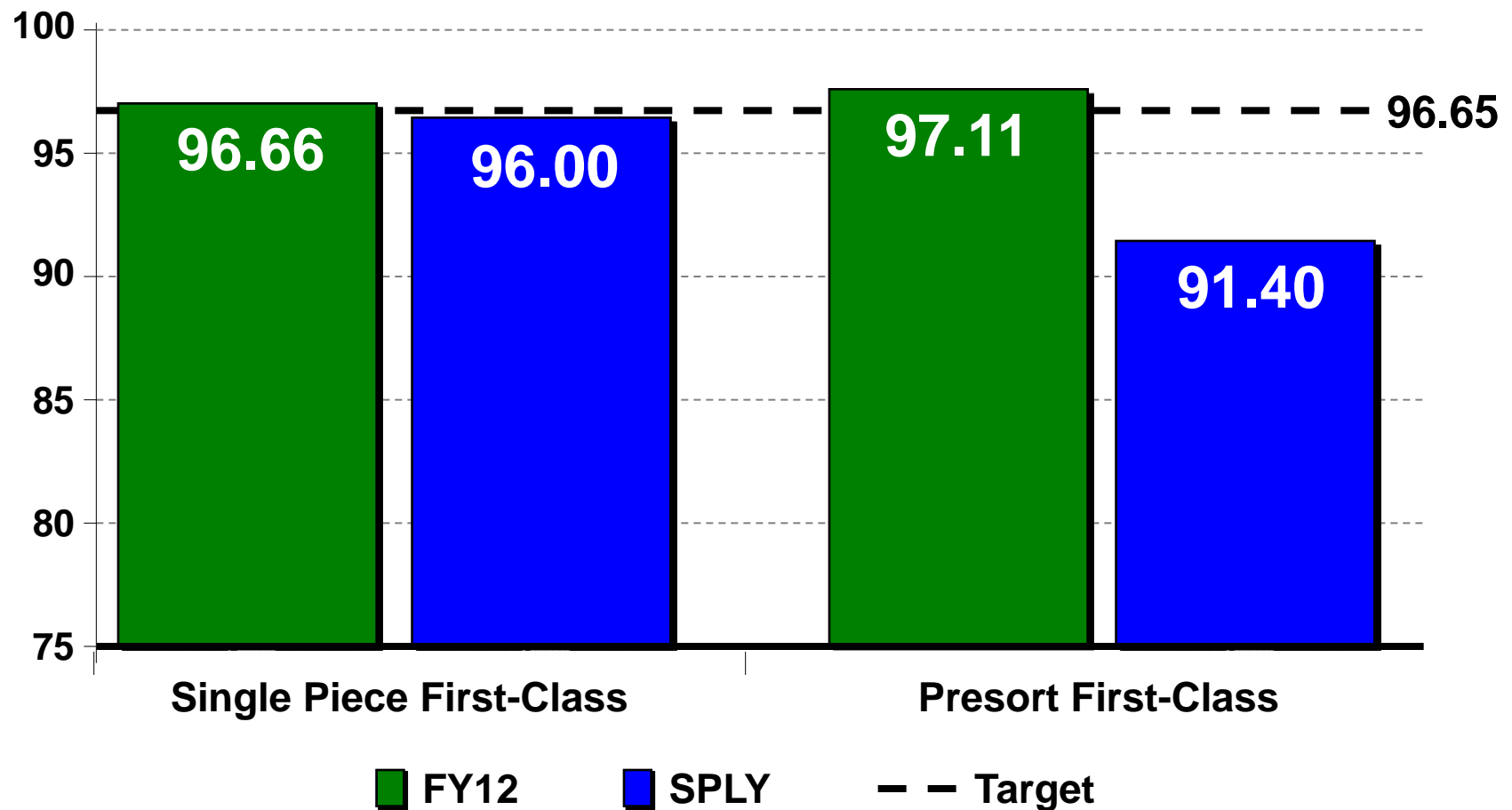
Combined First-Class Overnight





Quarter 2 Performance

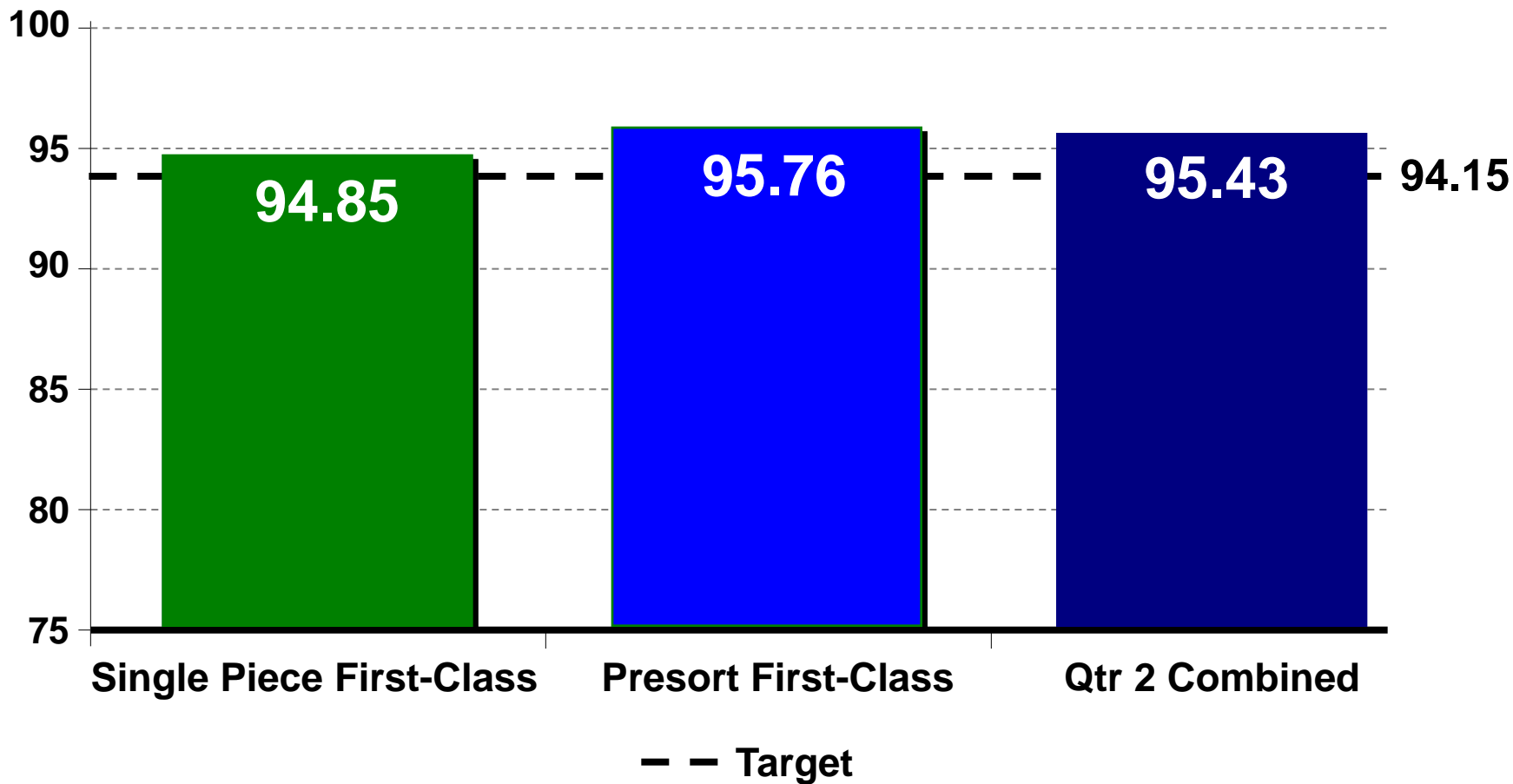
Overnight





Quarter 2 Performance

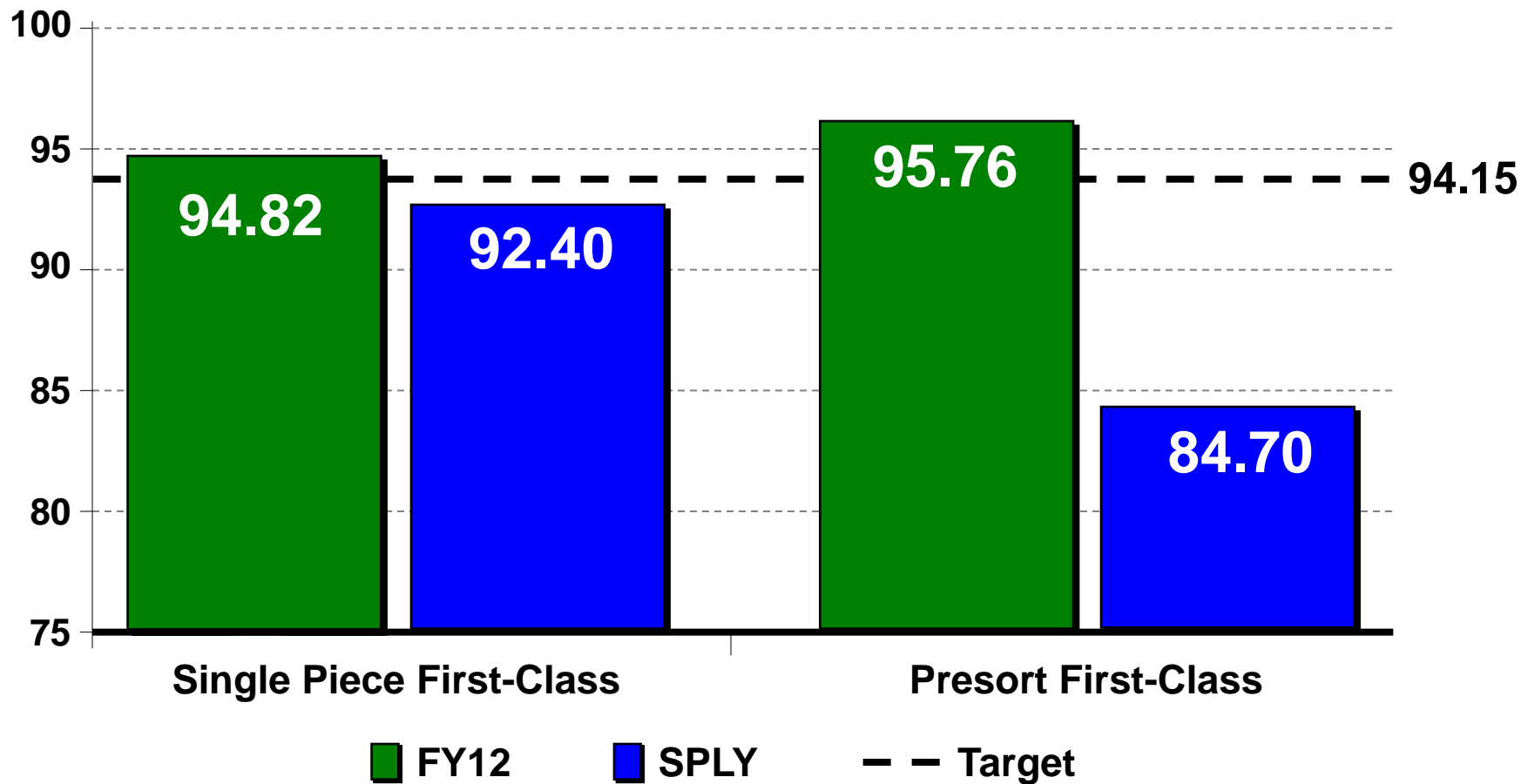
Combined First-Class 2-Day





Quarter 2 Performance

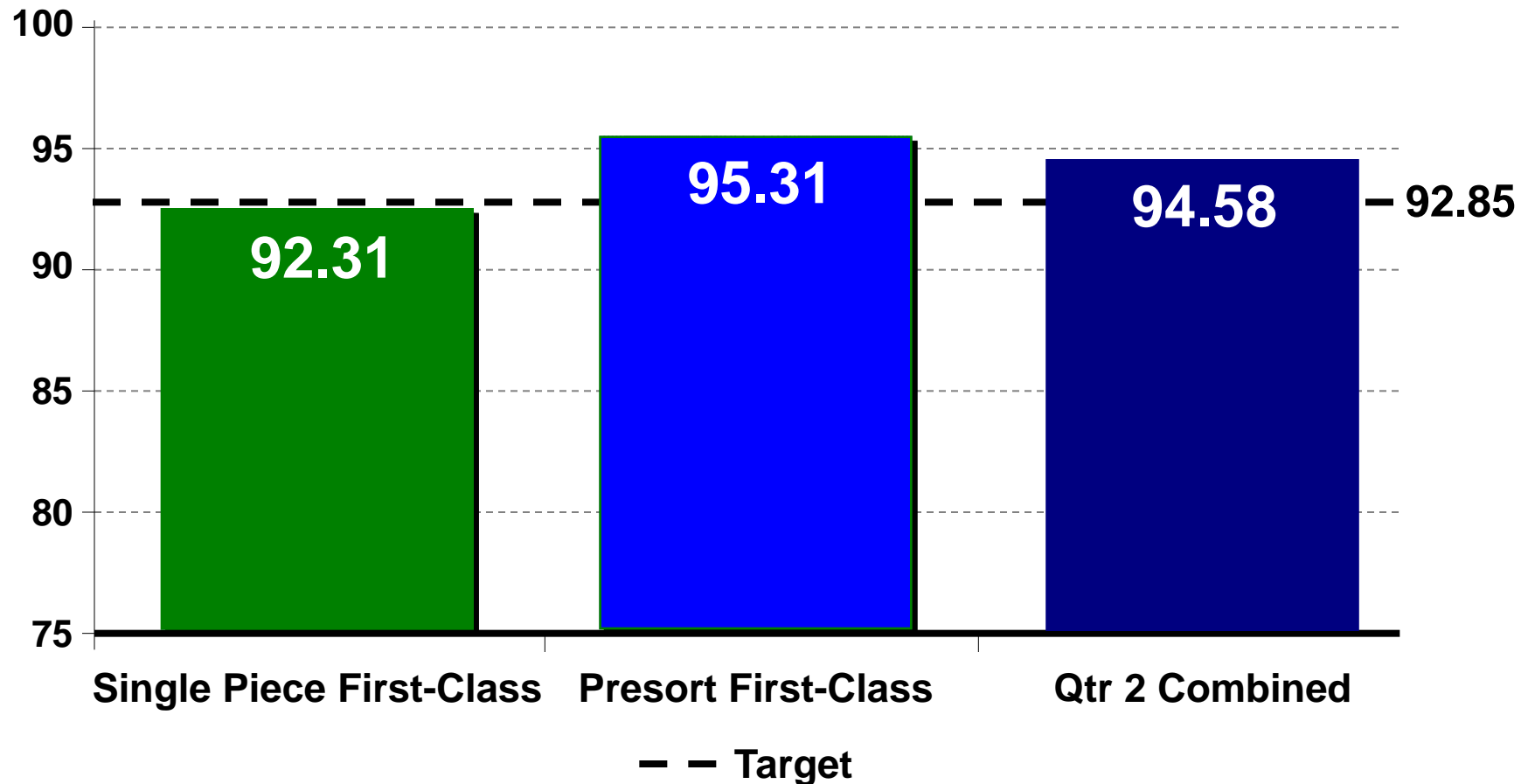
Two-Day





Quarter 2 Performance

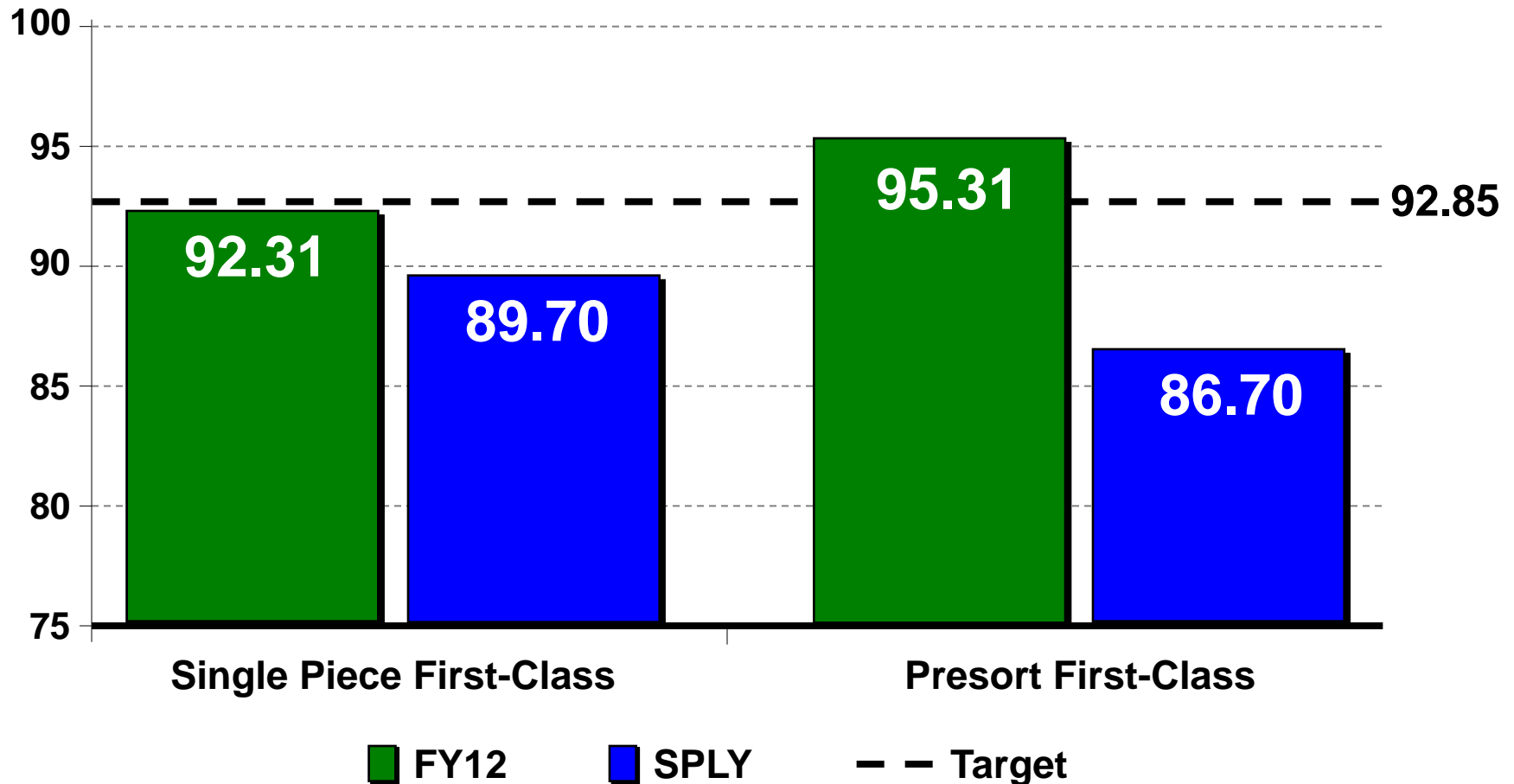
Combined Three- to Five-Day





Quarter 2 Performance

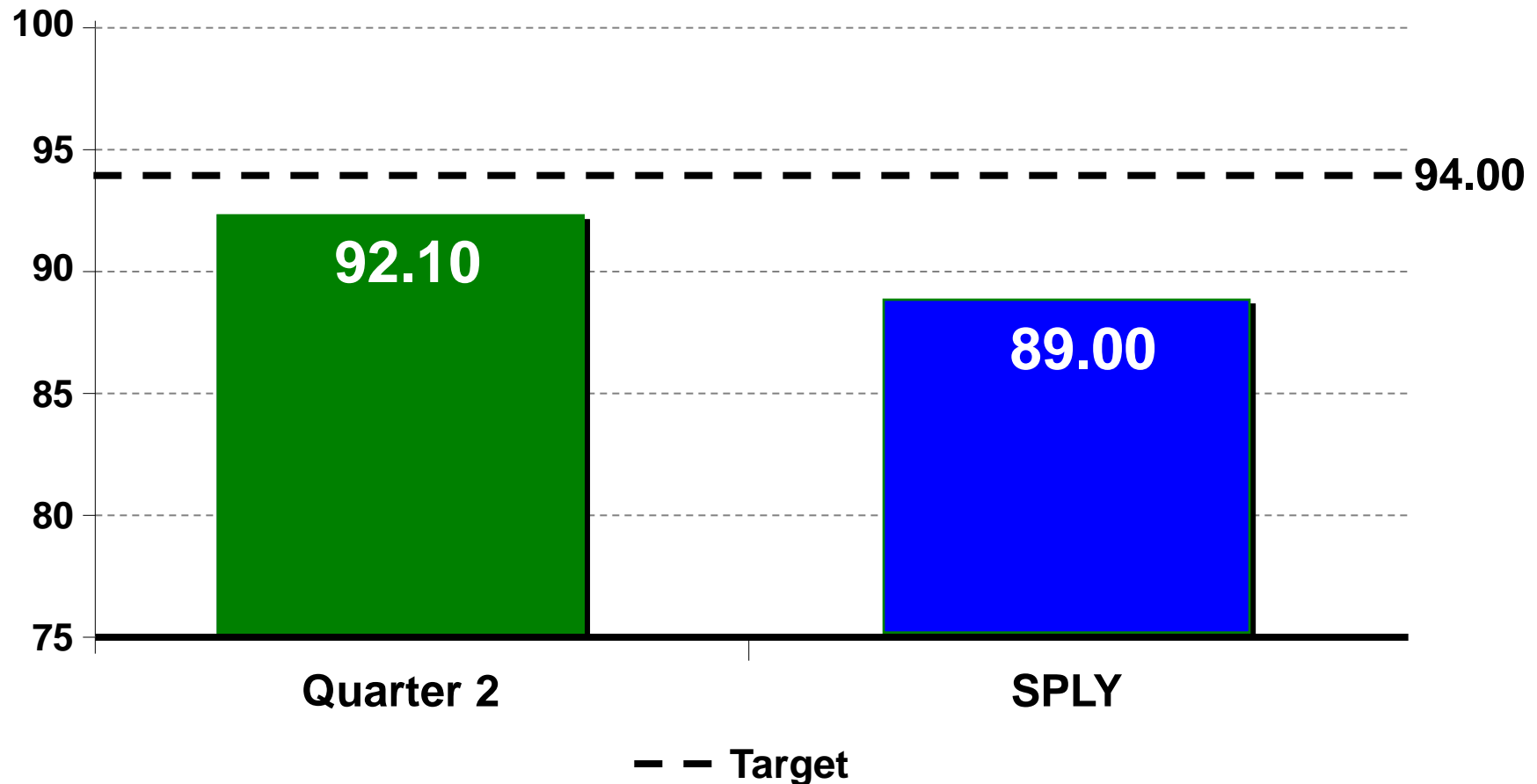
Three-Day





Quarter 2 Performance

International – Single Piece First-Class



Continuous Improvement Initiatives

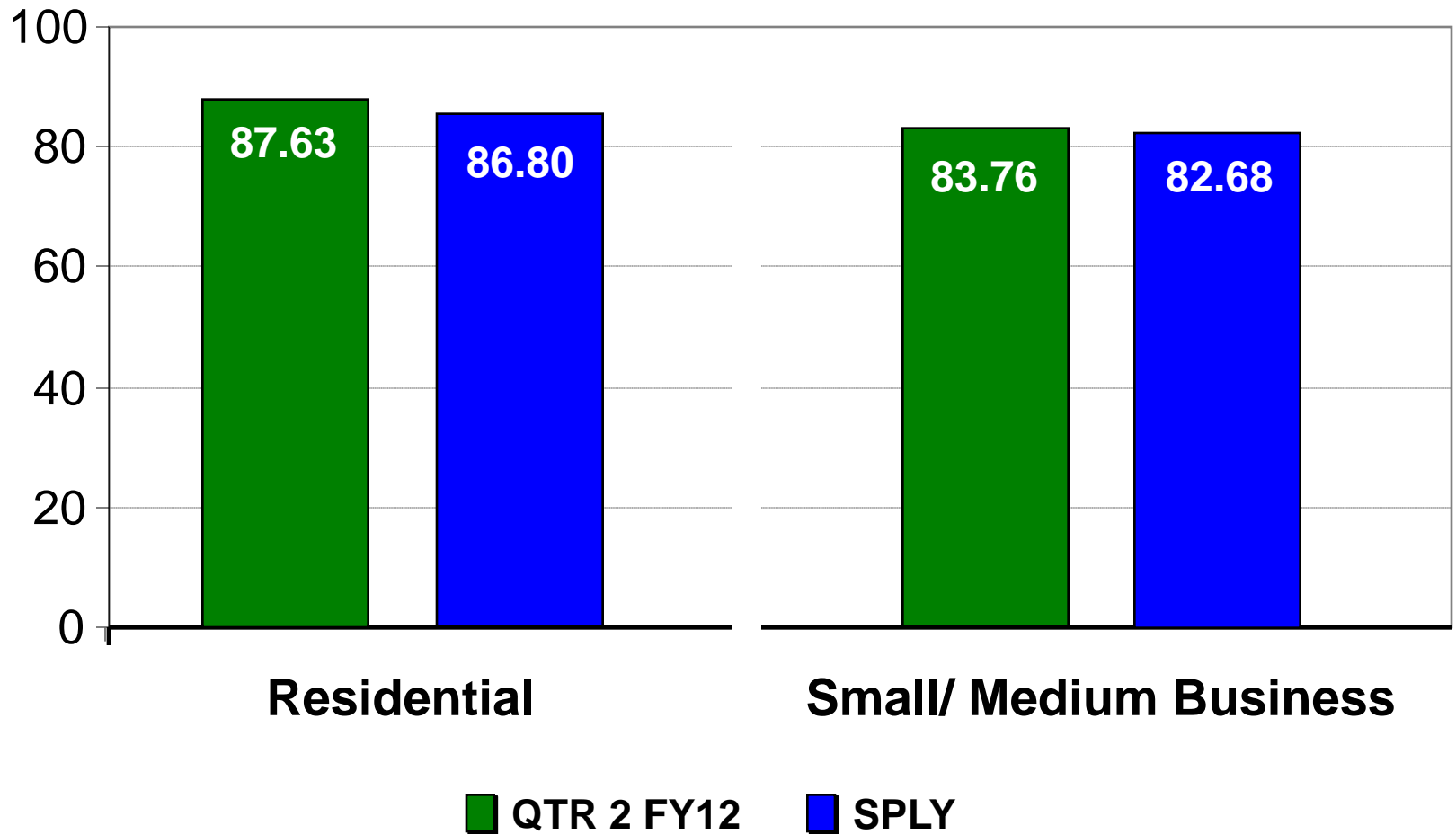
- Manage Inventories
- Network Management
- Reduce Variation
- Quality Focus
- **Service Diagnostics**
 - Joint Operations / Information Technology Effort
 - Robust Root Cause Diagnostics Drove Service Performance

CUSTOMER EXPERIENCE MEASUREMENT (CEM)



Customer Experience Measurement

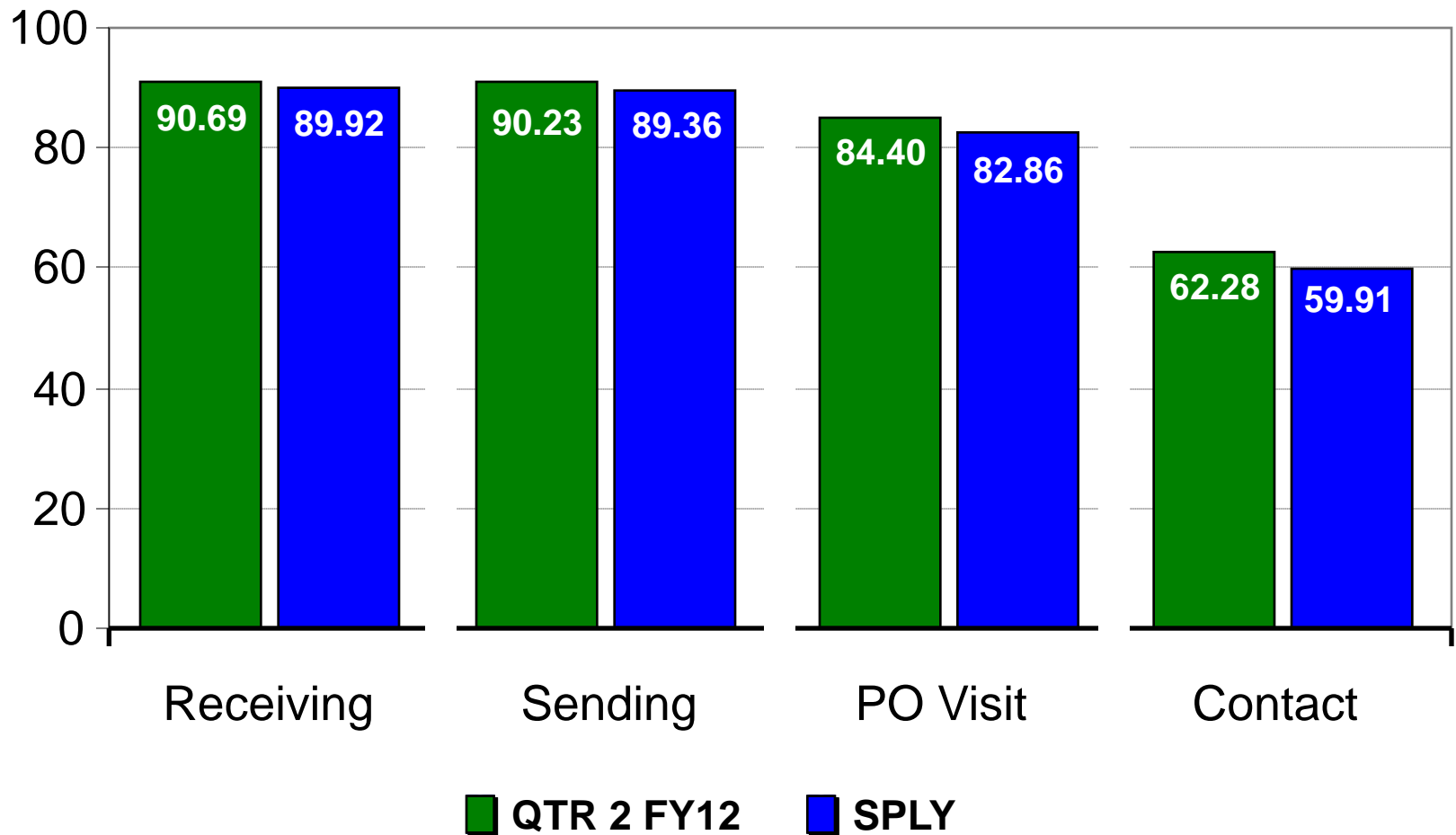
Overall Experience





Customer Experience Measurement

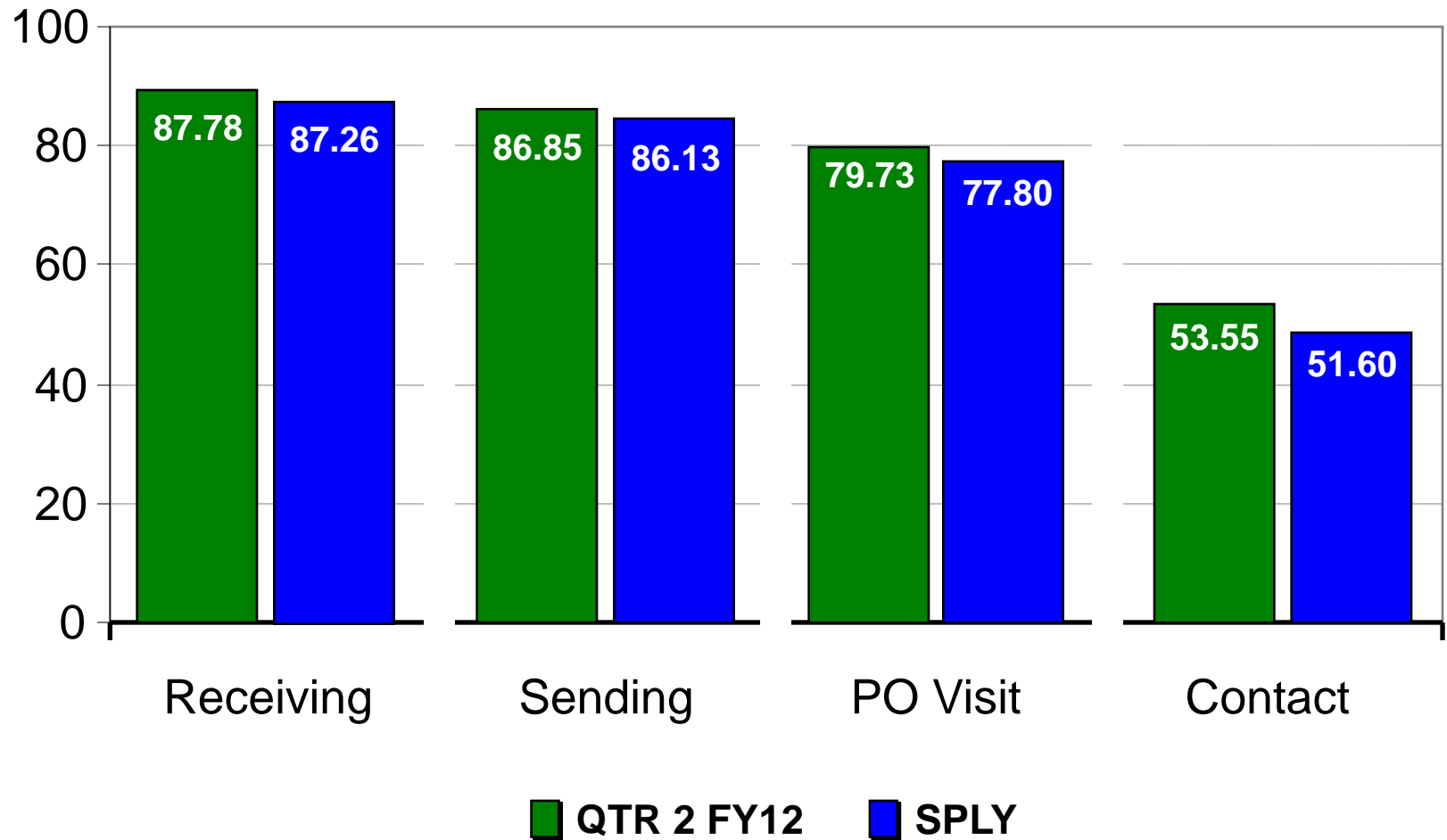
National - Residential





Customer Experience Measurement

National – Small Business





Improving Customer Experience

Areas of Focus

- **Engagement**
 - Training

- **Improved Diagnostic Tools**
 - Unit Level
 - Root Cause Analysis

Quarter 2, Fiscal Year 2012

Service Performance and Customer Experience

