



UNITED STATES
POSTAL SERVICE

FINANCIAL & OPERATING STATEMENTS

Accounting Period 12, PFY 2002

July 13 - August 9, 2002

Prepared by: Financial Reporting and Analysis

Highlights
Accounting Period 12, FY 2002
(Millions)

Accounting Period 12					
Actual	Budget	Var. to		SPLY *	% SPLY
		Budget	% Budget		
\$ 5,054.2	\$ 5,041.2	\$ 13.0	0.3	\$ 4,836.5	4.5
<u>5,123.9</u>	<u>5,337.5</u>	<u>- 213.6</u>	- 4.0	<u>5,164.2</u>	- 0.8
\$ (- 69.7)	\$ (- 296.3)	\$ 226.6	-	\$ (- 327.7)	-
\$ 89.4	\$ 39.3	[\$ 50.1]	[127.5]	\$ 44.0	103.2
113.4	118.1	- 4.6	- 3.9	119.6	- 5.2

Year-to-Date					
Actual	Budget	Var. to		SPLY *	% SPLY
		Budget	% Budget		
\$ 60,869.4	\$ 63,476.6	[\$ - 2,607.2]	[- 4.1]	\$ 61,067.8	- 0.3
<u>61,740.8</u>	<u>64,288.7</u>	<u>- 2,547.9</u>	- 4.0	<u>62,127.1</u>	- 0.6
\$ (- 871.4)	\$ (- 812.1)	[\$ - 59.3]	-	\$ (- 1,059.3)	-
\$ 1,042.5	\$ 1,090.1	\$ - 47.6	- 4.4	\$ 880.6	18.4
1,416.2	1,446.5	- 30.2	- 2.1	1,487.9	- 4.8

[] = Unfavorable variance to budget

Note: Totals may not sum due to rounding.

*SPLY data may differ from previous reports due to subsequent adjustments.

Actual Number Of:	Current Period	Last Period	SPLY
Post Offices	27,863	27,863	27,873
Active Postal Owned Vehicles			
Administrative	5,464	5,496	5,676
Operations	202,119	202,410	202,592
Possible City Deliveries (000)	84,160	84,138	83,696
City Delivery Routes	166,338	166,735	167,971
Rural Routes	69,423	69,472	68,923
Career Employees (Excludes Inspector General)	754,754	757,171	777,350
Casual Employees	20,101	21,878	31,366
Transitional Employees	12,708	12,590	13,644

Statement of Income & Expense
Accounting Period 12, FY 2002
(\$ Millions)

Current Period							Year-to-Date						
Actual	Budget	Var. to Budget	% Budget	SPLY *	% SPLY		Actual	Budget	Var. to Budget	% Budget	SPLY *	% SPLY	
\$ 5,049.4	\$ 5,039.1	\$ 10.3	0.2	\$ 4,834.2	4.5	Operating Revenue	\$ 60,831.8	\$ 63,449.6	[\$ -2,617.8]	[-4.1]	\$ 61,035.8	-0.3	
<u>4,994.0</u>	<u>5,183.6</u>	<u>-189.6</u>	<u>-3.7</u>	<u>5,019.2</u>	<u>-0.5</u>	Operating Expense	<u>59,926.7</u>	<u>62,417.9</u>	<u>-2,491.2</u>	<u>-4.0</u>	<u>60,308.1</u>	<u>-0.6</u>	
\$ 55.4	\$ (-144.5)	\$ 199.9	-	\$ (-185.0)	-	Income (Loss) From Operations	\$ 905.1	\$ 1,031.7	[\$ -126.6]	-	\$ 727.7	-	
4.8	2.1	2.7	126.1	2.3	112.0	Investment Income	37.6	27.0	10.6	39.3	32.0	17.3	
-28.8	-27.8	[-1.0]	[3.6]	-21.1	36.2	Interest Expense	-325.8	-357.5	31.7	-8.9	-331.9	-1.8	
<u>-101.1</u>	<u>-126.1</u>	<u>25.0</u>	<u>-19.8</u>	<u>-123.9</u>	<u>-18.4</u>	Interest on Deferred Ret. Liabilities	<u>-1,488.3</u>	<u>-1,513.3</u>	<u>25.0</u>	<u>-1.7</u>	<u>-1,487.1</u>	<u>0.1</u>	
\$ (-69.7)	\$ (-296.3)	\$ 226.6	-	\$ (-327.7)	-	Income/(Loss)	\$ (-871.4)	\$ (-812.1)	[\$ -59.3]	-	\$ (-1,059.3)	-	

[]=Unfavorable variance to budget

Note: Totals may not sum due to rounding.

*SPLY data may differ from previous reports due to subsequent adjustments.

MAIL VOLUME - MAIL REVENUE

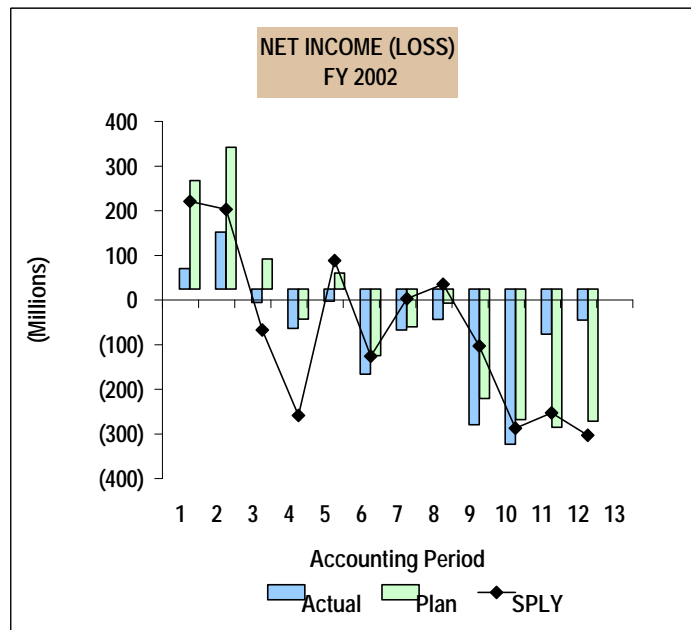
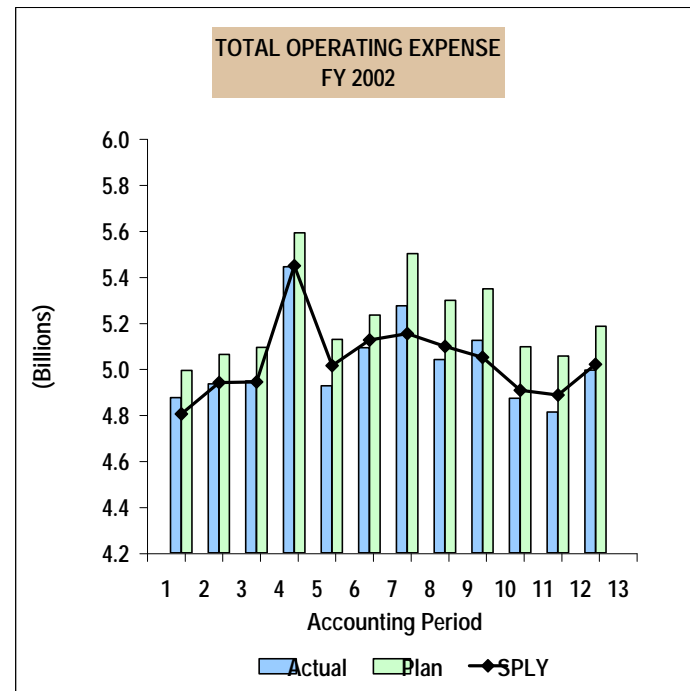
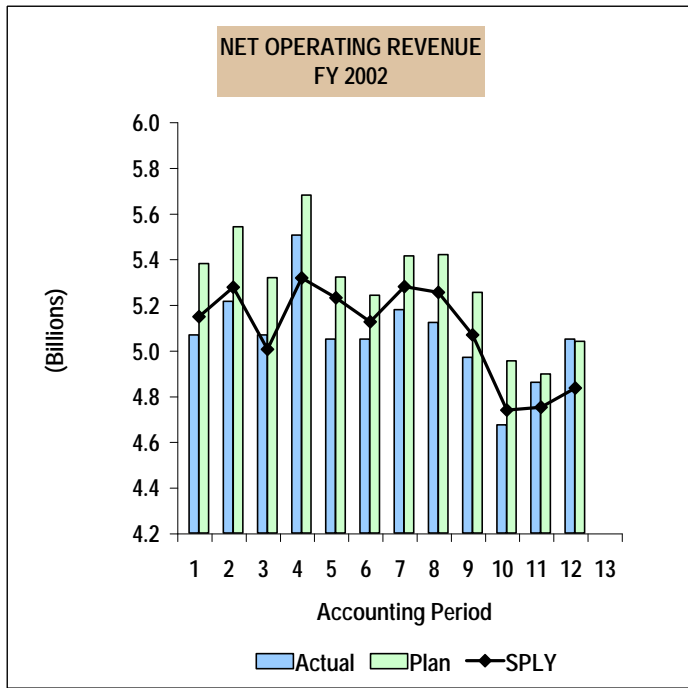
(Data in Thousands)

CATEGORY	CURRENT PERIOD (See Footnote Below)			YEAR-TO-DATE		
	AP 12, FY 2002	AP 12, FY 2001	% SPLY	AP 12, FY 2002	AP 12, FY 2001	% SPLY
FIRST-CLASS						
VOLUME	7,517,931	7,763,147	- 3.2	94,521,627	96,461,989	- 2.0
REVENUE	\$ 2,826,554	\$ 2,720,324	3.9	\$ 33,397,248	\$ 33,316,980	0.2
REV/PC.	0.3760	0.3504	7.3	0.3533	0.3454	2.3
PRIORITY-MAIL						
VOLUME	64,573	71,930	- 10.2	937,641	1,057,520	- 11.3
REVENUE	\$ 329,529	\$ 326,895	0.8	\$ 4,387,091	\$ 4,598,641	- 4.6
REV/PC.	5.1032	4.5446	12.3	4.6789	4.3485	7.6
EXPRESS MAIL						
VOLUME	4,467	5,032	- 11.2	57,229	64,578	- 11.4
REVENUE	\$ 70,649	\$ 72,997	- 3.2	\$ 842,499	\$ 924,138	- 8.8
REV/PC.	15.8158	14.5066	9.0	14.7215	14.3104	2.9
PERIODICALS						
VOLUME	642,727	725,626	- 11.4	8,869,775	9,364,503	- 5.3
REVENUE	\$ 161,415	\$ 160,042	0.9	\$ 1,983,162	\$ 2,037,378	- 2.7
REV/PC.	0.2511	0.2206	13.9	0.2236	0.2176	2.8
STANDARD MAIL						
VOLUME	6,349,236	6,214,233	2.2	79,845,588	83,570,612	- 4.5
REVENUE	\$ 1,198,914	\$ 1,110,581	8.0	\$ 14,378,280	\$ 14,488,272	- 0.8
REV/PC.	0.1888	0.1787	5.7	0.1801	0.1734	3.9
PACKAGE SERVICES						
VOLUME	88,200	82,967	6.3	967,295	998,453	- 3.1
REVENUE	\$ 160,019	\$ 144,425	10.8	\$ 1,889,714	\$ 1,822,102	3.7
REV/PC.	1.8143	1.7408	4.2	1.9536	1.8249	7.1
INTERNATIONAL						
VOLUME	53,567	61,219	- 12.5	817,306	1,029,688	- 20.6
REVENUE	\$ 110,721	\$ 113,211	- 2.2	\$ 1,471,756	\$ 1,624,473	- 9.4
REV/PC.	2.0670	1.8493	11.8	1.8007	1.5776	14.1
ALL OTHER						
VOLUME	35,700	32,986	8.2	456,103	399,257	14.2
REVENUE	\$ 88	\$ 92	- 3.9	\$ 1,255	\$ 1,250	0.5
ALL MAIL _1/						
VOLUME	14,756,401	14,957,140	- 1.3	186,472,563	192,946,600	- 3.4
REVENUE	\$ 4,857,890	\$ 4,648,568	4.5	\$ 58,351,005	\$ 58,813,234	- 0.8
REV/PC.	0.3292	0.3108	5.9	0.3129	0.3048	2.7

_ 1/ Totals may not sum due to rounding.

_ 2/ Numbers are preliminary and are subject to change.

NOTE: "These estimates are PRELIMINARY estimates of revenue, pieces and weight by mail class. Limits on available data and statistical variations due to sampling warrant that AP estimates be used with caution. Because of their preliminary nature and potential for revision, decisions based on these AP data may be unwarranted and in error.



*SPLY data may differ from previous reports due to subsequent adjustments.

REVENUE BY SOURCE
Accounting Period 12, FY 2002
(\$ Millions)

Current Period				Year-to-Date		
Actual	SPLY	% SPLY		Actual	SPLY	% SPLY
\$ 1,916.8	\$ 1,864.1	2.8	Operating Revenue:	\$ 22,945.7	\$ 23,343.1	- 1.7
			Metered Postage			
894.1	810.2	10.4	Stamps and Stamped Paper	10,659.3	10,690.0	- 0.3
1,139.7	1,065.5	7.0	Permit Imprint	13,545.3	13,592.9	- 0.4
160.1	158.4	1.1	Periodicals & Standard	1,966.0	2,018.4	- 2.6
68.7	96.8	- 29.0	Official Mail	813.3	794.5	2.4
678.0	647.9	4.6	Presort First-Class & Package Svc./Permit Imprint	8,490.8	8,165.8	4.0
57.8	56.4	2.5	Box Rents *	683.5	642.8	6.3
15.0	15.7	- 4.5	Money Order Fees	186.8	173.1	7.9
<u>115.5</u>	<u>114.1</u>	1.3	Other	<u>1,496.1</u>	<u>1,553.8</u>	- 3.7
\$ 5,045.7	\$ 4,829.1	4.5	Subtotal	\$ 60,786.8	\$ 60,974.4	- 0.3
			Government Appropriation:			
<u>3.7</u>	<u>5.1</u>	- 27.0	Revenue Forgone	<u>45.0</u>	<u>61.4</u>	- 26.8
\$ 5,049.4	\$ 4,834.2	4.5	Total Operating Revenue	\$ 60,831.8	\$ 61,035.8	- 0.3
<u>4.8</u>	<u>2.3</u>	112.0	Investment Income	<u>37.6</u>	<u>32.0</u>	17.3
\$ 5,054.2	\$ 4,836.5	4.5	Total Revenue	\$ 60,869.4	\$ 61,067.8	- 0.3

Note: Totals may not sum due to rounding.

*Beginning FY 2002, box rent revenue reporting has been modified.

REVENUE BY CATEGORY
Accounting Period 12, FY 2002
(\$ Millions)

Current Period				Year-to-Date		
Actual	Budget	% Budget		Actual	Budget	% Budget
			Commercial Revenue			
\$ 2,011.1	\$ 2,079.7	[3.3]	Permit Revenue	\$ 24,521.2	\$ 25,903.8	[5.3]
<u>1,732.9</u>	<u>1,752.1</u>	[1.1]	Other Commercial Accounts Revenue	<u>20,457.9</u>	<u>21,768.1</u>	[6.0]
\$ 3,744.0	\$ 3,831.8	[2.2]	Total Commercial Revenue	\$ 44,979.1	\$ 47,671.9	[5.6]
			Retail Revenue			
1,022.6	963.1	6.2	Retail Postage Revenue	12,752.7	12,654.3	0.8
78.3	84.5	[7.3]	Retail Services Revenue	932.5	892.5	4.5
9.4	9.1	2.8	Retail Products Revenue	115.7	113.6	1.8
<u>164.2</u>	<u>123.7</u>	32.8	Other Retail Channels Revenue	<u>1,618.4</u>	<u>1,607.4</u>	0.7
\$ 1,274.5	\$ 1,180.4	7.9	Total Retail Revenue *	\$ 15,419.3	\$ 15,267.8	0.9
\$ 5,018.5	\$ 5,012.2	0.1	Total Commercial & Retail Revenue	\$ 60,398.4	\$ 62,939.7	[4.0]
27.2	23.2	17.1	Other Income	388.4	464.9	[16.5]
<u>3.7</u>	<u>3.7</u>	0.0	Revenue Forgone	<u>45.0</u>	<u>45.0</u>	0.0
\$ 5,049.4	\$ 5,039.1	0.2	Total Operating Revenue	\$ 60,831.8	\$ 63,449.6	[4.1]
<u>4.8</u>	<u>2.1</u>	126.1	Investment Income	<u>37.6</u>	<u>27.0</u>	39.3
\$ 5,054.2	\$ 5,041.2	0.3	Total Revenue	\$ 60,869.4	\$ 63,476.6	[4.1]

[]=Unfavorable variance to budget

Note: Totals may not sum due to rounding.

*Beginning FY 2002, box rent revenue reporting has been modified.

ANALYSIS OF NON-PERSONNEL EXPENSES
Accounting Period 12, FY 2002
(\$ Millions)

Current Period							Year-to-Date					
Actual	Budget	Var. to Budget	% Budget	SPLY *	% SPLY	Description	Actual	Budget	Var. to Budget	% Budget	SPLY *	% SPLY
\$ 379.6	\$ 389.6	\$ -10.0	-2.6	\$ 364.0	4.3	Transportation	\$ 4,749.8	\$ 4,905.4	\$ -155.6	-3.2	\$ 4,640.1	2.4
192.3	208.8	-16.5	-7.9	282.1	-31.8	Supplies & Services	2,261.1	3,018.9	-757.8	-25.1	2,760.8	-18.1
199.0	184.3	[14.7]	[8.0]	173.7	14.6	Depreciation	2,156.7	2,146.5	[10.2]	[0.5]	2,053.0	5.1
75.4	78.7	-3.3	-4.1	73.3	2.9	Rent	835.8	861.9	-26.1	-3.0	794.6	5.2
45.3	48.1	-2.8	-5.8	45.3	0.1	Fuel & Utilities	453.5	476.4	-22.9	-4.8	467.8	-3.1
31.4	32.2	-0.8	-2.6	32.1	-2.4	Rural Carrier Equip Maint Allowance	361.1	369.3	-8.3	-2.2	362.0	-0.3
31.9	32.1	-0.1	-0.4	32.0	-0.2	Vehicle Maintenance	369.8	389.2	-19.3	-5.0	397.3	-6.9
33.0	39.2	-6.2	-15.7	30.4	8.6	Information Technology	344.7	426.6	-81.9	-19.2	287.9	19.7
18.7	12.2	[6.5]	[53.7]	10.7	74.6	Building Projects Expensed	143.4	148.5	-5.1	-3.5	134.7	6.4
5.6	5.3	[0.3]	[4.9]	5.2	6.4	Contract Job Cleaners	67.1	64.6	[2.5]	[3.9]	64.0	4.8
10.3	11.5	-1.2	-10.5	10.3	0.1	Travel & Relocation	124.3	128.1	-3.7	-2.9	128.6	-3.3
17.4	19.1	-1.8	-9.2	10.7	61.8	Communications	191.8	197.2	-5.5	-2.8	179.5	6.8
5.4	6.1	-0.7	-11.5	6.6	-18.3	Contract Stations	65.6	68.5	-2.9	-4.2	66.5	-1.3
2.9	3.6	-0.7	-20.2	3.9	-26.1	Printing	27.1	33.0	-5.9	-17.9	32.4	-16.5
3.9	6.7	-2.8	-41.7	5.7	-31.0	Training	47.3	66.9	-19.6	-29.2	61.8	-23.4
4.5	4.9	-0.4	-8.2	3.5	29.5	Carfare & Tolls	53.5	57.4	-3.9	-6.7	55.1	-2.9
1.4	2.6	-1.2	-45.5	2.7	-46.0	Vehicle Hire	28.1	35.1	-7.0	-19.9	41.1	-31.5
3.4	5.1	-1.8	-34.2	3.6	-6.0	Accident Cost	47.4	46.3	[1.1]	[2.3]	46.3	2.5
0.0	-3.4	[3.4]	-	-3.5	-	Capitalized Interest	-24.7	-41.0	[16.3]	[39.7]	-49.2	-49.7
19.7	21.1	-1.3	-6.4	29.3	-32.7	Miscellaneous	207.4	246.5	-39.1	-15.9	349.6	-40.7
\$ 1,081.2	\$ 1,107.8	\$ -26.6	-2.4	\$ 1,121.6	-3.6	Total Other Operating Expenses	\$ 12,510.8	\$ 13,645.3	\$ -1,134.5	-8.3	\$ 12,873.9	-2.8

[]=Unfavorable variance to budget

Note: Totals may not sum due to rounding.

*SPLY data may differ from previous reports due to subsequent adjustments.

STATEMENT OF FINANCIAL POSITION
Accounting Period 12, FY 2002
(\$ Millions)

Assets	August 9, 2002	July 12, 2002	September 30, 2001 *
Current Assets:			
Cash and cash equivalents _1/	\$ 2,408	\$ 745	\$ 999
U.S. Government securities, at amortized cost which approximates market	6	6	6
Receivables:			
Foreign countries	527	511	379
U.S. Government	107	110	133
Other	210	212	206
	<u>844</u>	<u>833</u>	<u>718</u>
Less allowances	<u>125</u>	<u>123</u>	<u>110</u>
	719	710	608
Supplies, advances and prepayments	<u>311</u>	<u>308</u>	<u>320</u>
Total Current Assets	3,444	1,769	1,933
Other assets _2/	372	371	372
Property and equipment, at cost:			
Buildings	19,499	19,490	18,808
Equipment	16,392	16,484	15,456
Land	2,777	2,776	2,684
	<u>38,668</u>	<u>38,750</u>	<u>36,948</u>
Less allowances for depreciation	<u>16,142</u>	<u>16,053</u>	<u>14,792</u>
	22,526	22,697	22,156
Construction in progress	1,199	1,149	1,969
Leasehold improvements, net	623	630	638
	<u>24,348</u>	<u>24,476</u>	<u>24,763</u>
Deferred Retirement Costs _3/	<u>32,784</u>	<u>32,958</u>	<u>32,023</u>
Total Assets	<u>\$ 60,948</u>	<u>\$ 59,574</u>	<u>\$ 59,091</u>

_1/ Includes securities with maturities of 90 days or less in accordance with Statement of Financial Accounting Standards (SFAS) No. 95.

_2/ Includes \$370 million as of September 30, 2001, July 12, 2002 and August 9, 2002 for appropriation receivable for revenue forgone.

_3/ Represents the Postal Service's deferred retirement liability to OPM for increases in basic pay and annuitants' COLAs. Amounts applicable to future periods are capitalized as deferred retirement costs and amortized over 30 years for basic pay and 15 years for annuitants' COLAs.

* Audited year-end data

STATEMENT OF FINANCIAL POSITION
Accounting Period 12, FY 2002
(\$ Millions)

Liabilities and Equities	August 9, 2002	July 12, 2002	September 30, 2001 *
Current Liabilities:			
Compensation and employees' benefits	\$ 6,289	\$ 6,172	\$ 5,810
Estimated prepaid postage	1,533	1,568	1,623
Payables and accrued expenses:			
Foreign countries	676	677	499
U.S. Government	237	199	151
Other	<u>2,664</u>	<u>2,564</u>	<u>956</u>
	3,577	3,440	1,606
Appropriation for free & reduced rate mail	7	11	0
Prepaid permit mail and box rentals	2,019	1,994	1,866
Outstanding postal money orders	897	855	988
Current portion of debt	<u>1</u>	<u>1</u>	<u>5,564</u>
Total Current Liabilities	14,323	14,041	17,457
Long-term debt, less current portion	7,950	6,951	5,751
Other Liabilities:			
Amounts payable for retirement benefits _3/	32,436	32,436	29,932
Workers' compensation claims	6,463	6,300	5,167
Employees' accumulated leave	1,925	1,932	2,124
Other	<u>1,335</u>	<u>1,352</u>	<u>986</u>
Total Other Liabilities	42,159	42,020	38,209
Capital Contributions of the US Government	3,034	3,034	3,034
Deficit Since Reorganization	<u>- 6,518</u>	<u>- 6,472</u>	<u>- 5,360</u>
Net Capital Deficiency	<u>- 3,484</u>	<u>- 3,438</u>	<u>- 2,326</u>
Total Liabilities and Equity	<u>\$ 60,948</u>	<u>\$ 59,574</u>	<u>\$ 59,091</u>

_3/ Represents the Postal Service's deferred retirement liability to OPM for increases in basic pay and annuitants' COLAs. Amounts applicable to future periods are capitalized as deferred retirement costs and amortized over 30 years for basic pay and 15 years for annuitants' COLAs.

* Audited year-end data

CAPITAL INVESTMENTS
FY 2002
(\$ Millions)

MAJOR CATEGORIES	COMMITMENTS			CASH OUTLAYS		
	A/P 12 Year-to-Date			A/P 12 Year-to-Date		
	ACTUAL	PLAN	SPLY	ACTUAL	PLAN	SPLY
CONSTRUCTION AND BUILDING PURCHASE	\$ 62.6	\$ 36.3	\$ 149.7	\$ 162.1	\$ 409.8	\$ 556.8
BUILDING IMPROVEMENTS	93.8	87.3	179.2	167.3	298.7	432.6
MAIL PROCESSING EQUIPMENT	718.4	772.4	269.7	834.6	735.7	837.3
VEHICLES	- 3.4	16.6	42.5	110.9	147.4	273.1
RETAIL EQUIPMENT	6.7	8.0	60.5	36.9	69.5	201.8
POSTAL SUPPORT EQUIPMENT	164.4	169.6	179.0	205.8	250.1	327.7
TOTAL COMMITMENTS/CASH OUTLAYS *	\$ 1,042.5	\$ 1,090.1	\$ 880.6	\$ 1,517.6	\$ 1,911.2	\$ 2,629.3

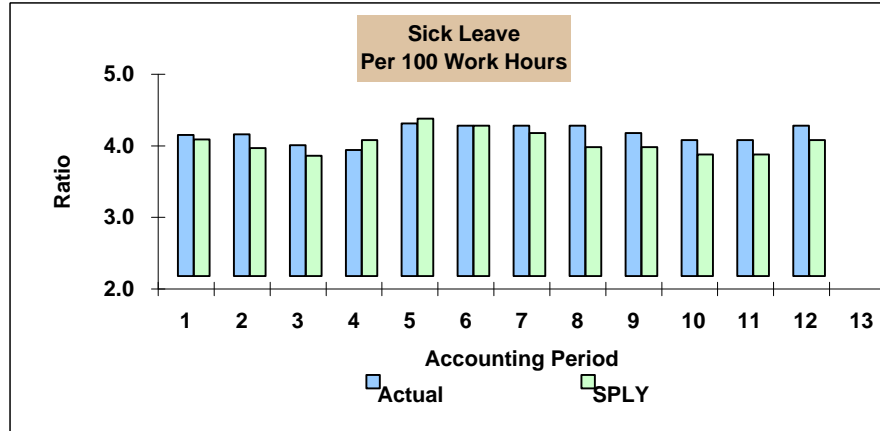
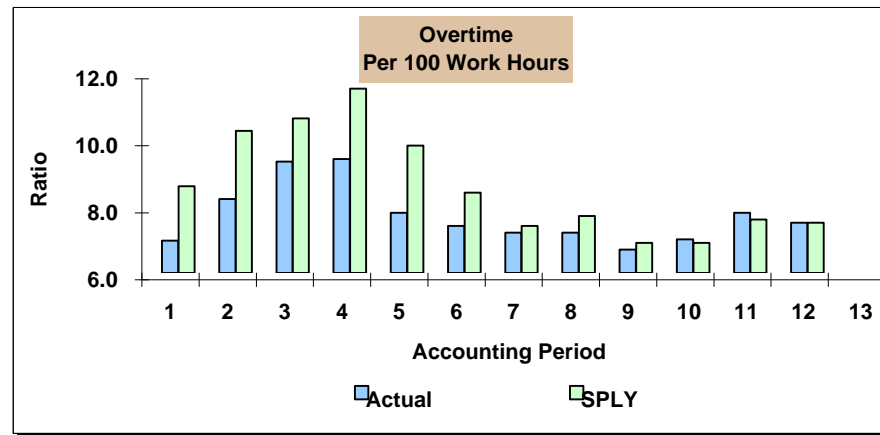
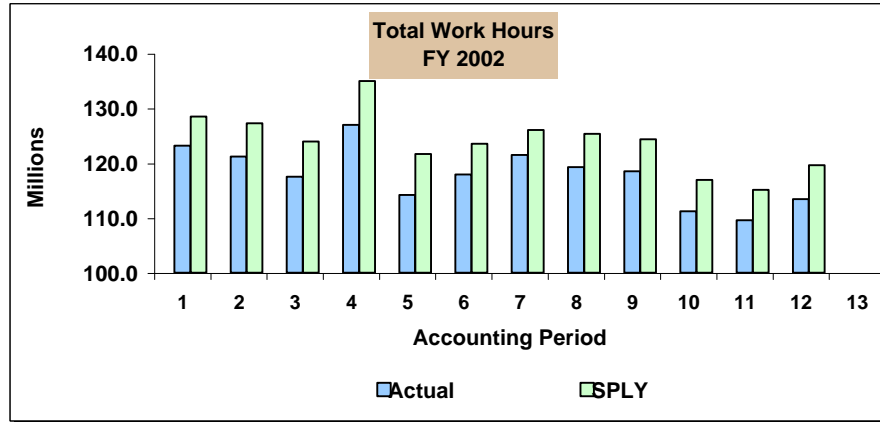
Note: Totals may not sum due to rounding.

RESOURCES ON ORDER

MAJOR CATEGORIES	August 9, 2002	September 30, 2001
CONSTRUCTION AND BUILDING PURCHASE	\$ 121.6	\$ 245.8
BUILDING IMPROVEMENTS	105.5	194.1
MAIL PROCESSING EQUIPMENT	981.9	1,115.2
VEHICLES	15.4	137.5
RETAIL EQUIPMENT	41.5	71.8
POSTAL SUPPORT EQUIPMENT	77.1	120.5
INVENTORIES	291.1	308.4
RESEARCH AND DEVELOPMENT	41.5	36.2
MISCELLANEOUS EXPENSE COMMITMENTS	4,099.2	3,359.1
TOTAL RESOURCES ON ORDER	\$ 5,774.7	\$ 5,588.7

Note: Totals may not sum due to rounding.

STATEMENT OF CASH FLOWS	
(\$ Millions)	
Fiscal Year 2002	
For the Fiscal Year through August 9, 2002	
Cash flows from operating activities:	
Net income/(loss) (Government Fiscal Year Basis)	\$ (1,158)
Adjustments to reconcile net income/(loss) to net cash provided/(used) by operating activities:	
Depreciation and amortization	1,983
Increase/(decrease) in other liabilities	349
Increase/(decrease) in employees' accumulated leave	(199)
Increase/(decrease) in non-current workers' compensation claims	1,296
Increase/(decrease) in retirement, net	1,743
Changes in current assets and liabilities:	
Increase/(decrease) in accrued compensation and benefits	479
Increase/(decrease) in deferred revenue	70
Increase/(decrease) in payables and accrued expenses	1,971
(Increase)/decrease in receivables	(111)
(Increase)/decrease in supplies, advances and prepayments	9
Increase/(decrease) in outstanding postal money orders	(91)
Net cash provided by operating activities	6,341
Cash flows from investing activities:	
Sale/(purchase) of U.S. Government securities, net	0
Purchase and sale of property and equipment, net	(1,568)
Net cash used in investing activities	(1,568)
Cash flows from financing activities:	
Increase/(decrease) in debt	(3,364)
(Increase)/decrease in other non-current assets	0
Net cash used in financing activities	(3,364)
Net (decrease)/increase in cash and cash equivalents	1,409
Cash and cash equivalents at beginning of period	999
Cash and cash equivalents at end of period	\$ 2,408



WORK HOURS & OVERTIME/SICK LEAVE RATIOS

Accounting Period 12, FY 2002

(Data in Thousands)

Current Period						Year-to-Date				
Actual	Var. to Budget*	% Budget	SPLY **	% SPLY		Actual	Var. to Budget	% Budget	SPLY *	% SPLY
					<u>Total Work Hours</u>					
					Operations:					
701	- 62	- 8.1	729	- 3.9	-Support	8,445	- 354	- 4.0	8,912	- 5.2
26,365	- 1,046	- 3.8	28,929	- 8.9	-Mail Processing	348,918	- 2,769	- 0.8	379,938	- 8.2
12,918	- 343	- 2.6	13,614	- 5.1	-Rural Delivery	157,518	- 1,062	- 0.7	159,437	- 1.2
35,885	- 265	- 0.7	36,927	- 2.8	-Other Delivery	435,056	[2,071]	[0.5]	451,225	- 3.6
2,477	- 64	- 2.5	2,530	- 2.1	-Vehicles Services	30,436	- 600	- 1.9	31,014	- 1.9
6,250	- 287	- 4.4	6,354	- 1.6	-Plant & Equip Maint	75,963	- 2,751	- 3.5	77,017	- 1.4
17,802	- 369	- 2.0	19,055	- 6.6	-Customer Services	223,537	- 539	- 0.2	240,032	- 6.9
538	- 136	- 20.2	644	- 16.5	Finance	6,691	- 1,317	- 16.4	8,292	- 19.3
666	- 72	- 9.7	701	- 4.9	Human Resources	8,013	- 663	- 7.6	8,637	- 7.2
1,138	- 107	- 8.5	1,012	12.5	Customer Service & Sales	13,081	- 871	- 6.2	12,458	5.0
5,253	[30]	[0.6]	5,241	0.2	Administration	61,710	[481]	[0.8]	62,047	- 0.5
109,993	- 2,721	- 2.4	115,736	- 5.0	Sub-Total	1,369,368	- 8,374	- 0.6	1,439,009	- 4.8
3,443	- 1,916	- 35.8	3,886	- 11.4	Other	46,842	- 21,873	- 31.8	48,850	- 4.1
113,436	- 4,637	- 3.9	119,622	- 5.2	Total Work Hours	1,416,210	- 30,247	- 2.1	1,487,859	- 4.8

Overtime						
Actual	Budget	SPLY		Actual	Budget	SPLY
7.5%	7.6%	7.5%	Overtime Ratio Per 100 Work Hours	7.7%	8.0%	8.6%

Sick Leave						
Actual	Budget	SPLY		Actual	Budget	SPLY
4.1%	--	3.9%	Sick Leave Ratio Per 100 Work Hours	4.0%	--	3.9%

[]=Unfavorable variance to budget

Note: Totals may not sum due to rounding.

*Budget - Field operating budgets have been adjusted to reflect lower workload. Accordingly, functional work hour budgets have been adjusted.

Corresponding offsets to these adjustments are reflected in the other line.

**SPLY data may differ from previous reports due to subsequent adjustments.