

Quarterly Performance for Single-Piece First-Class Mail®

Overview

Since 1990, the Postal Service has contracted with an outside entity to measure First-Class Mail® service performance independently and objectively via the External First-Class Mail® measurement system (EXFC). EXFC is a rigorous external sampling system measuring the time it takes from deposit of mail into a collection box or post office lobby chute until its delivery to a home or business. EXFC measures the transit time for single-piece rate First-Class cards, letters, and flat envelopes and compares this actual service against updated service standards established in FY08. EXFC was expanded in FY09 to continuously test service in 891 three-digit ZIP Code areas between which virtually all single-piece First-Class Mail® originates and destines.

Service performance for single-piece First-Class Mail® parcels has been combined with EXFC performance to formulate these combined single-piece First-Class Mail® results. Single-piece First-Class Mail® parcel service is measured using an internal USPS system. This system measures transit time from the time of mailing at a post office until the time of delivery for parcels for which a customer requested Delivery Confirmation™ service. Actual transit time is then compared against First-Class Mail® service standards.

Quarterly Performance for Single-Piece First-Class Mail®
Mail Delivered Between 10/01/2008 and 12/31/2008

District	Overnight	Two-Day	Three-Day to Five-Day
	% On-Time	% On-Time	% On-Time
Capital Metro Area	96.8%	92.7%	89.7%
Baltimore	96.7%	93.2%	88.9%
Capital	96.7%	91.1%	89.5%
Greater South Carolina	97.3%	93.7%	89.0%
Greensboro	97.1%	93.4%	89.9%
Mid-Carolinas	97.2%	94.1%	91.9%
Northern Virginia	96.4%	91.4%	88.5%
Richmond	96.1%	91.3%	88.7%
Eastern Area	95.3%	90.8%	86.4%
Appalachian	94.0%	89.2%	85.3%
Central Pennsylvania	95.7%	92.3%	83.2%
Cincinnati	95.8%	89.3%	87.4%
Columbus	94.6%	90.9%	87.8%
Erie	96.0%	90.8%	83.2%
Kentuckiana	95.1%	89.2%	87.7%
Northern Ohio	94.6%	89.2%	85.8%
Philadelphia Metro	95.4%	92.2%	86.0%
Pittsburgh	95.6%	91.4%	87.3%
South Jersey	95.6%	92.9%	87.8%
Great Lakes Area	94.9%	90.2%	84.8%
Central Illinois	95.5%	90.6%	84.0%
Chicago	94.9%	91.0%	82.5%
Detroit	93.9%	89.1%	87.4%
Gateway	94.8%	88.7%	84.1%
Greater Indiana	95.4%	89.7%	86.2%
Greater Michigan	94.8%	90.3%	84.9%
Lakeland	94.7%	90.4%	83.3%
Northern Illinois	95.5%	90.5%	85.0%
Southeast Michigan	94.2%	90.0%	87.9%
New York Metro Area	95.8%	93.8%	87.6%
Caribbean	92.8%	95.1%	78.0%
Central New Jersey	96.3%	93.6%	89.5%
Long Island	96.4%	93.8%	87.2%
New York	95.5%	94.1%	87.6%
Northern New Jersey	96.0%	93.0%	89.0%
Triboro	96.0%	94.0%	86.6%
Westchester	96.5%	94.7%	87.9%
Northeast Area	95.6%	92.0%	85.6%
Albany	95.9%	91.9%	83.6%
Boston	95.8%	93.8%	88.4%
Connecticut	95.2%	92.9%	85.8%
Maine	94.3%	90.3%	83.5%
Massachusetts	95.7%	93.1%	85.5%
New Hampshire/Vermont	95.5%	92.5%	85.2%
Southeast New England	95.8%	90.7%	86.0%
Western New York	95.9%	90.3%	86.6%
Pacific Area	96.0%	94.2%	84.9%
Bay-Valley	96.1%	95.5%	86.5%
Honolulu	95.2%	N/A	89.8%
Los Angeles	95.6%	94.6%	86.9%
Sacramento	96.3%	94.1%	83.2%
San Diego	95.4%	93.4%	84.2%

Quarterly Performance for Single-Piece First-Class Mail®
Mail Delivered Between 10/01/2008 and 12/31/2008

District	Overnight	Two-Day	Three-Day to Five-Day
	% On-Time	% On-Time	% On-Time
San Francisco	95.8%	93.8%	84.2%
Santa Ana	96.5%	94.1%	83.8%
Sierra Coastal	96.2%	94.1%	84.6%
Southeast Area	95.9%	92.9%	87.6%
Alabama	94.4%	92.4%	86.6%
Atlanta	95.1%	91.2%	88.6%
Central Florida	96.3%	94.1%	86.7%
Mississippi	95.9%	91.7%	87.8%
North Florida	96.4%	94.7%	87.4%
South Florida	96.5%	95.0%	87.7%
South Georgia	96.3%	91.6%	85.7%
Suncoast	97.2%	95.4%	88.1%
Tennessee	95.8%	91.5%	88.2%
Southwest Area	95.6%	92.4%	84.3%
Albuquerque	93.8%	89.4%	79.9%
Arkansas	95.3%	90.9%	84.6%
Dallas	96.1%	93.3%	87.5%
Fort Worth	96.2%	92.5%	84.7%
Houston	94.7%	93.5%	83.0%
Louisiana	95.4%	92.2%	83.2%
Oklahoma	96.3%	91.5%	86.7%
Rio Grande	95.5%	92.2%	80.7%
Western Area	95.5%	90.4%	84.1%
Alaska	95.4%	94.6%	87.4%
Arizona	96.2%	93.5%	86.2%
Big Sky	95.0%	90.8%	81.5%
Central Plains	94.9%	89.0%	85.7%
Colorado/Wyoming	95.2%	88.1%	82.4%
Dakotas	95.2%	89.7%	82.8%
Hawkeye	95.6%	88.5%	84.5%
Mid-America	95.5%	87.7%	84.8%
Nevada-Sierra	96.5%	92.5%	85.2%
Northland	95.6%	91.4%	84.8%
Portland	95.5%	91.1%	83.7%
Salt Lake City	95.8%	92.6%	83.9%
Seattle	95.4%	92.2%	83.1%
Spokane	94.6%	90.4%	78.3%
Nation	95.6%	91.9%	85.7%