

Quarterly Performance for Single-Piece First-Class Mail® Service Variance

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.

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Service Variance

Mail Delivered Between 07/01/2009 and 09/30/2009

District	Overnight			Two-Day			Three-To-Five-Day		
	Within +1-Day	Within +2-Days	Within +3-Days	Within +1-Day	Within +2-Days	Within +3-Days	Within +1-Day	Within +2-Days	Within +3-Days
Capital Metro Area	99.4%	99.7%	99.9%	98.9%	99.6%	99.8%	98.6%	99.4%	99.7%
Baltimore	99.4%	99.7%	99.8%	98.8%	99.6%	99.9%	98.4%	99.2%	99.6%
Capital	99.2%	99.7%	99.8%	98.9%	99.4%	99.8%	98.5%	99.1%	99.6%
Greater South Carolina	99.6%	99.8%	99.9%	99.0%	99.8%	99.9%	98.5%	99.5%	99.8%
Greensboro	99.6%	99.8%	99.9%	99.1%	99.6%	99.8%	98.8%	99.4%	99.7%
Mid-Carolinas	99.4%	99.8%	99.9%	98.8%	99.5%	99.7%	98.8%	99.6%	99.7%
Northern Virginia	99.3%	99.7%	99.8%	99.0%	99.6%	99.8%	98.9%	99.5%	99.8%
Richmond	99.1%	99.6%	99.9%	98.7%	99.5%	99.7%	98.4%	99.2%	99.7%
Eastern Area	99.2%	99.7%	99.9%	98.4%	99.4%	99.7%	98.3%	99.3%	99.7%
Appalachian	99.3%	99.6%	99.8%	98.0%	99.2%	99.7%	98.5%	99.5%	99.8%
Central Pennsylvania	99.1%	99.6%	99.8%	98.3%	99.5%	99.8%	98.1%	99.2%	99.7%
Cincinnati	99.4%	99.8%	99.9%	98.5%	99.5%	99.8%	98.1%	99.2%	99.6%
Columbus	99.4%	99.7%	99.8%	98.4%	99.2%	99.7%	98.6%	99.5%	99.7%
Erie	99.5%	99.9%	99.9%	98.8%	99.7%	99.9%	98.2%	99.4%	99.6%
Kentuckiana	99.1%	99.7%	99.8%	98.5%	99.4%	99.7%	98.6%	99.4%	99.7%
Northern Ohio	99.1%	99.6%	99.9%	98.3%	99.3%	99.6%	98.3%	99.2%	99.7%
Philadelphia Metro	98.9%	99.5%	99.8%	98.3%	99.3%	99.6%	98.3%	99.3%	99.7%
Pittsburgh	99.3%	99.8%	99.9%	98.6%	99.4%	99.7%	97.9%	99.1%	99.7%
South Jersey	99.4%	99.7%	99.9%	98.7%	99.5%	99.8%	98.3%	99.5%	99.8%
Great Lakes Area	99.2%	99.7%	99.8%	98.8%	99.5%	99.7%	98.4%	99.4%	99.7%
Central Illinois	99.1%	99.7%	99.8%	98.9%	99.5%	99.8%	98.5%	99.3%	99.7%
Chicago	99.1%	99.6%	99.8%	99.2%	99.6%	99.8%	98.5%	99.3%	99.5%
Detroit	99.1%	99.6%	99.7%	98.7%	99.6%	99.7%	98.2%	99.3%	99.6%
Gateway	99.2%	99.7%	99.8%	98.6%	99.4%	99.7%	98.4%	99.5%	99.8%
Greater Indiana	99.4%	99.7%	99.8%	98.7%	99.3%	99.6%	98.5%	99.4%	99.7%
Greater Michigan	99.3%	99.7%	99.8%	98.6%	99.5%	99.8%	98.4%	99.5%	99.8%
Lakeland	99.2%	99.7%	99.8%	98.4%	99.4%	99.6%	98.5%	99.4%	99.7%
Northern Illinois	99.3%	99.7%	99.8%	98.9%	99.6%	99.8%	98.5%	99.4%	99.8%
Southeast Michigan	99.3%	99.6%	99.8%	98.7%	99.5%	99.8%	98.1%	99.2%	99.6%
New York Metro Area	99.2%	99.7%	99.8%	98.6%	99.4%	99.7%	98.1%	99.3%	99.7%
Caribbean	98.7%	99.6%	99.7%	99.0%	99.6%	99.8%	96.4%	98.6%	99.4%
Central New Jersey	99.2%	99.6%	99.8%	98.6%	99.5%	99.8%	98.6%	99.3%	99.7%
Long Island	99.1%	99.7%	99.9%	98.4%	99.4%	99.6%	97.6%	99.2%	99.7%
New York	99.3%	99.7%	99.8%	98.7%	99.4%	99.7%	98.4%	99.4%	99.6%
Northern New Jersey	99.2%	99.7%	99.8%	98.5%	99.3%	99.6%	98.6%	99.4%	99.7%
Triboro	99.2%	99.6%	99.7%	98.7%	99.4%	99.7%	98.2%	99.2%	99.6%
Westchester	99.3%	99.7%	99.9%	98.8%	99.6%	99.9%	98.0%	99.5%	99.8%
Northeast Area	99.3%	99.7%	99.8%	98.5%	99.4%	99.7%	98.2%	99.3%	99.7%
Albany	99.3%	99.7%	99.8%	98.5%	99.5%	99.7%	98.4%	99.2%	99.6%
Boston	99.3%	99.7%	99.8%	98.6%	99.4%	99.6%	99.0%	99.7%	99.8%
Connecticut	99.4%	99.7%	99.8%	99.0%	99.6%	99.8%	98.2%	99.3%	99.7%
Maine	99.4%	99.7%	99.8%	98.0%	99.3%	99.6%	98.3%	99.2%	99.7%
Massachusetts	99.3%	99.7%	99.8%	98.8%	99.5%	99.8%	98.0%	99.3%	99.7%
New Hampshire/Vermont	98.8%	99.4%	99.7%	97.7%	99.1%	99.5%	97.5%	98.8%	99.4%
Southeast New England	99.2%	99.6%	99.8%	98.4%	99.4%	99.7%	98.1%	99.3%	99.8%
Western New York	99.4%	99.7%	99.8%	98.6%	99.4%	99.6%	98.6%	99.5%	99.8%

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Pacific Area	99.0%	99.5%	99.8%	98.9%	99.6%	99.8%	98.2%	99.3%	99.7%
Bay-Valley	99.0%	99.5%	99.8%	98.9%	99.5%	99.8%	98.4%	99.3%	99.7%
Honolulu	99.5%	99.8%	99.9%	-	-	-	98.1%	99.3%	99.7%
Los Angeles	98.7%	99.3%	99.6%	98.5%	99.2%	99.7%	98.0%	99.3%	99.7%
Sacramento	98.7%	99.5%	99.7%	98.9%	99.6%	99.8%	97.6%	99.1%	99.6%
San Diego	99.3%	99.6%	99.8%	99.2%	99.7%	99.9%	98.5%	99.5%	99.7%
San Francisco	98.6%	99.1%	99.6%	98.6%	99.7%	99.9%	97.7%	99.0%	99.6%
Santa Ana	99.1%	99.6%	99.8%	98.8%	99.6%	99.8%	98.8%	99.5%	99.8%
Sierra Coastal	99.2%	99.6%	99.8%	98.9%	99.6%	99.8%	98.2%	99.4%	99.8%
Southeast Area	99.2%	99.6%	99.8%	98.8%	99.5%	99.8%	98.4%	99.4%	99.7%
Alabama	99.1%	99.7%	99.8%	98.9%	99.5%	99.8%	98.6%	99.5%	99.9%
Atlanta	99.1%	99.4%	99.6%	98.3%	99.2%	99.6%	98.2%	99.3%	99.5%
Central Florida	99.4%	99.7%	99.9%	99.1%	99.7%	99.8%	98.1%	99.3%	99.7%
Mississippi	98.9%	99.6%	99.9%	98.3%	99.2%	99.5%	98.8%	99.6%	99.8%
North Florida	99.1%	99.6%	99.9%	98.9%	99.5%	99.8%	98.3%	99.3%	99.6%
South Florida	99.2%	99.6%	99.7%	99.0%	99.7%	99.8%	98.3%	99.3%	99.7%
South Georgia	99.5%	99.7%	99.8%	98.8%	99.3%	99.6%	98.5%	99.5%	99.8%
Suncoast	99.3%	99.5%	99.8%	99.2%	99.6%	99.8%	98.5%	99.4%	99.8%
Tennessee	99.1%	99.6%	99.7%	98.8%	99.6%	99.8%	98.9%	99.5%	99.7%
Southwest Area	99.1%	99.6%	99.8%	98.7%	99.5%	99.7%	98.3%	99.3%	99.7%
Albuquerque	99.5%	99.8%	99.9%	98.8%	99.4%	99.6%	98.4%	99.2%	99.6%
Arkansas	98.9%	99.5%	99.8%	97.8%	99.1%	99.6%	97.9%	99.2%	99.6%
Dallas	99.1%	99.5%	99.7%	98.9%	99.6%	99.8%	98.5%	99.5%	99.8%
Fort Worth	99.2%	99.6%	99.8%	97.9%	99.1%	99.5%	98.3%	99.2%	99.6%
Houston	99.3%	99.7%	99.8%	99.1%	99.6%	99.8%	98.4%	99.3%	99.7%
Louisiana	99.0%	99.7%	99.8%	98.8%	99.6%	99.8%	98.2%	99.3%	99.8%
Oklahoma	99.1%	99.6%	99.7%	98.9%	99.6%	99.8%	98.5%	99.6%	99.9%
Rio Grande	99.0%	99.5%	99.7%	98.6%	99.5%	99.7%	98.2%	99.2%	99.7%
Western Area	99.2%	99.7%	99.8%	98.7%	99.5%	99.8%	98.4%	99.3%	99.7%
Alaska	99.2%	99.6%	99.7%	99.1%	99.5%	99.6%	97.5%	98.9%	99.4%
Arizona	99.2%	99.7%	99.8%	98.6%	99.4%	99.7%	98.6%	99.4%	99.8%
Big Sky	99.3%	99.8%	99.8%	99.2%	99.6%	99.7%	98.3%	99.6%	99.8%
Central Plains	99.2%	99.6%	99.8%	98.4%	99.4%	99.8%	98.6%	99.5%	99.6%
Colorado/Wyoming	99.1%	99.5%	99.7%	98.7%	99.6%	99.8%	98.3%	99.2%	99.7%
Dakotas	99.1%	99.6%	99.8%	98.6%	99.6%	99.8%	98.2%	99.2%	99.5%
Hawkeye	99.4%	99.8%	99.9%	98.6%	99.5%	99.8%	98.0%	99.2%	99.6%
Mid-America	99.3%	99.7%	99.8%	98.6%	99.5%	99.8%	98.2%	99.2%	99.6%
Nevada-Sierra	99.4%	99.7%	99.9%	98.8%	99.6%	99.9%	98.3%	99.3%	99.6%
Northland	99.3%	99.7%	99.8%	98.7%	99.5%	99.7%	98.5%	99.3%	99.8%
Portland	99.4%	99.7%	99.8%	99.0%	99.4%	99.7%	98.6%	99.4%	99.8%
Salt Lake City	98.9%	99.6%	99.9%	98.8%	99.4%	99.8%	98.6%	99.5%	99.8%
Seattle	99.2%	99.7%	99.9%	98.9%	99.3%	99.7%	98.2%	99.1%	99.6%
Spokane	99.1%	99.4%	99.7%	98.9%	99.6%	99.8%	98.7%	99.6%	99.8%
Nation	99.2%	99.6%	99.8%	98.7%	99.5%	99.7%	98.4%	99.3%	99.7%