

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 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 service standards. EXFC continuously tests service in 892 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.

Limitations

In Q1, the USPS Product Tracking System used to measure service performance for parcels with Delivery Confirmation™ did not account for 5-digit ZIP Code exceptions to the service standards for Alaska 3-digit ZIP Code area 995. As a result, some parcels sent to or from this ZIP Code area may have been measured against a service standard one day less than the actual service standard.

Quarterly Performance for Single-Piece First-Class Mail®

Mailpieces Delivered Between 10/01/2009 and 12/31/2009

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	96.2	91.3	90.9
Baltimore	95.8	91.3	90.1
Capital	95.6	89.7	90.3
Greater South Carolina	97.3	93.0	92.1
Greensboro	97.3	93.3	91.7
Mid-Carolinas	97.2	92.9	92.2
Northern Virginia	94.5	89.7	90.8
Richmond	94.3	88.2	88.3
Eastern Area	95.4	91.2	89.5
Appalachian	95.8	90.2	87.8
Central Pennsylvania	94.0	91.2	87.4
Cincinnati	96.2	92.6	91.7
Columbus	95.9	90.8	91.3
Kentuckiana	95.5	90.7	90.4
Northern Ohio	93.7	88.7	88.7
Philadelphia Metro	96.0	91.8	87.5
South Jersey	95.4	91.9	89.2
Western New York	96.3	91.5	90.1
Western Pennsylvania	95.6	91.8	90.9
Great Lakes Area	96.3	93.1	89.4
Central Illinois	96.5	94.7	89.2
Chicago	95.7	94.4	86.6
Detroit	95.8	91.8	91.1
Gateway	96.3	92.2	90.6
Greater Indiana	96.9	92.6	91.8
Greater Michigan	96.7	93.1	88.6
Lakeland	95.8	92.5	87.8
Northern Illinois	96.5	92.9	89.3
Southeast Michigan	95.9	92.2	90.0
Northeast Area	95.7	92.5	87.7
Albany	95.8	91.8	87.7
Caribbean	93.3	96.0	82.8
Connecticut Valley	95.2	92.0	87.6
Greater Boston	96.2	92.5	90.3
Long Island	95.3	91.4	85.0
New York	96.6	93.5	88.4
Northern New England	95.5	91.1	86.3
Northern New Jersey	95.8	93.1	89.6
Southeast New England	95.3	91.7	86.3
Triboro	95.7	93.3	87.9
Westchester	96.9	93.9	88.1
Pacific Area	95.6	94.2	89.1
Bay-Valley	96.0	94.5	90.6
Honolulu	96.4	N/A	90.9
Los Angeles	94.7	93.2	88.6
Sacramento	95.3	93.9	87.4
San Diego	96.2	95.3	90.4
San Francisco	95.0	93.4	86.5
Santa Ana	95.8	94.1	89.1
Sierra Coastal	95.6	94.4	89.3

Service Measurement performed and calculated by IBM Corporation



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District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southeast Area	96.2	92.7	89.8
Alabama	95.2	91.2	88.8
Atlanta	96.2	91.6	91.1
Mississippi	96.6	92.0	87.6
North Florida	96.8	94.2	90.8
South Florida	96.3	95.1	89.1
South Georgia	96.2	92.7	89.2
Suncoast	96.6	94.4	90.1
Tennessee	96.1	91.4	89.2
Southwest Area	95.6	92.5	88.9
Albuquerque	96.1	92.3	90.9
Arkansas	95.0	89.6	87.6
Dallas	95.8	93.1	90.1
Fort Worth	96.3	91.8	87.1
Houston	95.4	93.2	88.6
Louisiana	95.5	92.6	88.5
Oklahoma	95.6	92.7	89.1
Rio Grande	95.4	92.9	88.1
Western Area	95.9	91.9	88.4
Alaska	95.7	95.1	88.8
Arizona	96.9	93.3	91.1
Big Sky	95.6	92.5	88.0
Central Plains	94.8	89.5	85.7
Colorado/Wyoming	95.4	90.5	87.1
Dakotas	95.5	90.3	87.6
Hawkeye	95.5	90.2	85.7
Mid-America	96.4	89.3	87.9
Nevada-Sierra	96.7	94.0	90.5
Northland	96.3	93.4	89.4
Portland	95.2	94.0	89.6
Salt Lake City	95.9	92.6	87.5
Seattle	96.0	94.7	88.6
Nation	95.8	92.3	89.1

Same Period Last Year	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
FY2009 Q1	95.6	91.9	85.7

Previously	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
FY2009 Annual	96.1	93.5	90.8

Service Measurement performed and calculated by IBM Corporation

