

## 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 Quarter 2, 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.

### **Performance Highlights**

Nationally, Single-Piece First-Class Mail® performance was down slightly across all service standards when compared to the same period last year, FY09 Quarter 2. Service performance for FY10 Quarter 2 was impacted by a number of blizzards and other severe weather events, with the largest impact in the mid-Atlantic region of the U.S, which experienced the snowiest winter on record. Service performance scores are reported without adjustments even when circumstances outside the Postal Service's control limit access to delivery, sortation, transportation or collection locations, facilities or services. Despite the challenges that impacted this quarter, national overnight service was maintained at 96.0 percent on time. For overnight service, Greensboro and Mid-Carolinas districts ranked at the top, with performance of 97.7 percent on-time performance for both districts. Caribbean district ranked highest in Two-Day performance with 97.1 percent on time. Honolulu district had the highest Three-To-Five-Day performance at 94.2 percent, followed closely by Mid-Carolinas and Greensboro. Nationally, at least 99.5 percent of mail across all service standards was delivered within the service standard plus three days in FY10 Quarter 2.

**Quarterly Performance for Single-Piece First-Class Mail®**

Mailpieces Delivered between 01/01/2010 and 03/31/2010

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>95.9</b>	<b>90.4</b>	<b>90.6</b>
Baltimore	94.6	87.4	87.4
Capital	92.3	88.0	87.5
Greater South Carolina	97.2	92.2	92.4
Greensboro	97.7	93.0	93.6
Mid-Carolinas	97.7	94.3	93.7
Northern Virginia	92.6	88.0	88.6
Richmond	95.5	88.3	89.5
<b>Eastern Area</b>	<b>94.9</b>	<b>90.7</b>	<b>89.8</b>
Appalachian	94.6	89.2	88.5
Central Pennsylvania	94.9	90.3	87.4
Cincinnati	96.3	92.5	92.6
Columbus	96.5	91.5	92.6
Kentuckiana	95.3	92.2	90.8
Northern Ohio	95.1	90.2	91.4
Philadelphia Metro	92.8	89.1	86.9
South Jersey	93.8	90.8	88.2
Western New York	96.3	91.1	91.6
Western Pennsylvania	94.6	90.0	89.3
<b>Great Lakes Area</b>	<b>96.3</b>	<b>93.0</b>	<b>89.4</b>
Central Illinois	96.6	94.5	89.8
Chicago	95.6	94.4	88.0
Detroit	96.4	90.9	89.6
Gateway	95.6	92.8	90.8
Greater Indiana	97.1	93.5	91.8
Greater Michigan	96.8	93.8	89.9
Lakeland	96.3	93.4	88.0
Northern Illinois	96.1	91.3	89.1
Southeast Michigan	95.8	90.9	87.4
<b>Northeast Area</b>	<b>96.1</b>	<b>92.8</b>	<b>89.6</b>
Albany	96.6	93.3	90.0
Caribbean	94.3	97.1	83.0
Connecticut Valley	96.7	92.3	90.0
Greater Boston	96.5	93.7	91.5
Long Island	95.8	92.9	87.7
New York	96.3	94.4	90.6
Northern New England	96.1	92.1	88.7
Northern New Jersey	95.5	92.0	89.8
Southeast New England	96.1	91.7	91.2
Triboro	96.0	92.7	88.6
Westchester	96.2	93.0	90.5
<b>Pacific Area</b>	<b>96.3</b>	<b>95.4</b>	<b>90.7</b>
Bay-Valley	96.3	96.1	91.2
Honolulu	97.0	N/A	94.2
Los Angeles	96.0	94.9	91.0
Sacramento	96.0	94.9	90.7
San Diego	96.2	96.0	91.3
San Francisco	96.3	94.4	88.9
Santa Ana	96.3	95.8	90.4
Sierra Coastal	96.5	95.5	90.3

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered between 01/01/2010 and 03/31/2010

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southeast Area</b>	<b>96.4</b>	<b>93.7</b>	<b>90.4</b>
Alabama	96.6	92.9	90.4
Atlanta	95.4	92.6	90.7
Mississippi	96.8	93.4	89.4
North Florida	96.7	94.7	89.8
South Florida	96.8	95.3	91.2
South Georgia	96.5	93.4	90.5
Suncoast	97.0	95.4	90.2
Tennessee	95.9	92.6	89.9
<b>Southwest Area</b>	<b>95.9</b>	<b>93.8</b>	<b>91.5</b>
Albuquerque	96.1	94.2	90.7
Arkansas	95.2	90.8	90.1
Dallas	96.1	94.3	92.7
Fort Worth	95.9	93.4	91.2
Houston	96.1	95.2	91.9
Louisiana	95.4	93.4	90.2
Oklahoma	96.3	93.0	90.8
Rio Grande	95.8	94.1	90.7
<b>Western Area</b>	<b>96.4</b>	<b>92.9</b>	<b>90.6</b>
Alaska	95.4	96.4	87.9
Arizona	96.5	94.6	91.8
Big Sky	96.3	94.4	89.1
Central Plains	95.7	90.9	89.4
Colorado/Wyoming	96.6	92.4	90.4
Dakotas	96.2	92.7	88.5
Hawkeye	95.1	90.4	89.6
Mid-America	96.2	90.0	88.8
Nevada-Sierra	96.5	94.5	92.0
Northland	96.8	93.3	91.7
Portland	96.8	95.7	91.0
Salt Lake City	97.3	94.8	90.0
Seattle	96.9	95.7	91.2
<b>Nation</b>	<b>96.0</b>	<b>92.6</b>	<b>90.3</b>

Same Period Last Year	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>FY2009 Q2</b>	<b>96.2</b>	<b>93.1</b>	<b>91.0</b>

Previously	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>FY2010 Q1</b>	<b>95.8</b>	<b>92.3</b>	<b>89.1</b>
<b>FY2009 Annual</b>	<b>96.1</b>	<b>93.5</b>	<b>90.8</b>

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