

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 3, 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 improved across all service standards when compared to the same period last year, FY09 Quarter 3. In this quarter, national Overnight service was 96.7 percent on time, a 0.4 percentage point improvement over FY09 Quarter 3. Two-Day and Three-To-Five-Day service improved by 0.2 and 0.3 percentage points, respectively. For Overnight service, Greater Indiana and Mid-Carolinas had the highest performance at 97.8 percent on-time for both districts. Twenty-two districts reached or exceeded 97 percent on time in Overnight Service. Caribbean district ranked highest again in Two-Day performance with 97.5 percent on time, followed by Alaska at 97.0 percent. Mid-Carolinas and Northern Virginia districts had the highest Three-To-Five-Day performance, both at 95.3 percent. Nationally, at least 99.6 percent of mail across all service standards was delivered within the service standard plus three days in FY10 Quarter 3.

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Mailpieces Delivered between 04/01/2010 and 06/30/2010

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	97.2	94.8	94.7
Baltimore	96.7	94.4	94.2
Capital	97.1	95.1	94.3
Greater South Carolina	97.1	94.2	94.7
Greensboro	97.7	95.1	94.8
Mid-Carolinas	97.8	94.9	95.3
Northern Virginia	96.9	95.8	95.3
Richmond	96.5	94.3	94.4
Eastern Area	96.6	94.3	93.8
Appalachian	95.9	92.4	92.2
Central Pennsylvania	97.1	94.7	91.9
Cincinnati	96.5	94.4	95.2
Columbus	97.1	94.7	95.1
Kentuckiana	96.2	93.3	94.0
Northern Ohio	96.8	93.2	94.3
Philadelphia Metro	96.9	94.8	93.5
South Jersey	95.7	95.7	93.2
Western New York	96.8	94.8	94.1
Western Pennsylvania	96.7	94.4	94.1
Great Lakes Area	96.9	94.3	92.3
Central Illinois	96.7	95.1	92.2
Chicago	95.5	94.5	89.4
Detroit	97.0	95.0	93.1
Gateway	96.9	93.9	93.2
Greater Indiana	97.8	94.9	93.8
Greater Michigan	97.1	95.1	94.2
Lakeland	96.7	94.1	91.5
Northern Illinois	96.2	93.0	91.9
Southeast Michigan	96.9	94.7	92.1
Northeast Area	96.6	95.4	92.9
Albany	97.2	95.3	93.3
Caribbean	92.7	97.5	89.0
Connecticut Valley	97.3	94.7	92.6
Greater Boston	96.8	95.8	94.0
Long Island	96.7	95.7	92.7
New York	96.7	95.8	93.4
Northern New England	96.1	93.6	92.1
Northern New Jersey	96.9	95.7	93.3
Southeast New England	96.6	94.8	93.3
Triboro	96.4	96.5	93.1
Westchester	97.3	96.2	93.1
Pacific Area	96.5	95.8	93.7
Bay-Valley	96.9	96.6	93.8
Honolulu	97.2	N/A	94.7
Los Angeles	95.8	95.4	93.9
Sacramento	96.2	95.2	92.8
San Diego	96.7	96.6	95.0
San Francisco	96.8	95.4	93.4
Santa Ana	96.4	95.7	93.4
Sierra Coastal	96.3	95.8	93.2

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	96.8	94.2	92.8
Alabama	96.7	93.6	92.7
Atlanta	96.4	92.9	91.7
Mississippi	97.0	94.0	92.1
North Florida	97.1	94.7	91.8
South Florida	96.6	95.3	93.3
South Georgia	96.5	93.6	91.0
Suncoast	97.1	95.9	93.3
Tennessee	96.7	93.5	94.1
Southwest Area	96.6	95.3	93.8
Albuquerque	96.3	96.2	93.1
Arkansas	96.6	93.8	91.7
Dallas	96.6	95.5	94.2
Fort Worth	96.6	96.0	94.4
Houston	96.6	95.8	94.5
Louisiana	96.4	94.2	92.8
Oklahoma	96.9	95.4	94.0
Rio Grande	96.8	95.5	93.6
Western Area	96.9	94.5	93.4
Alaska	96.8	97.0	92.7
Arizona	97.2	95.8	94.8
Big Sky	97.0	96.8	93.6
Central Plains	96.7	93.2	93.3
Colorado/Wyoming	96.3	95.0	92.3
Dakotas	97.1	94.0	94.2
Hawkeye	96.8	94.0	93.2
Mid-America	97.1	92.1	93.2
Nevada-Sierra	97.4	95.8	94.8
Northland	97.1	93.9	94.0
Portland	96.9	96.0	93.4
Salt Lake City	96.9	96.2	92.5
Seattle	96.9	96.2	93.0
Nation FY2010 Q3	96.7	94.7	93.4
Nation FY2009 Q3 (SPLY)	96.3	94.5	93.1
Nation FY2009 Annual	96.1	93.5	90.8
Nation FY2010 Q1	95.8	92.3	89.1
Nation FY2010 Q2	96.0	92.6	90.3
FY2010 Annual Target	96.6	94.1	92.8

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