

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.

Quarterly Performance for Single-Piece First-Class Mail®

Service Variance

Mail Delivered Between 10/01/2008 and 12/31/2008

| District | Overnight | | | Two-Day | | | Three-Day 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 | 99.5% | 99.7% | 99.8% | 98.4% | 99.4% | 99.7% | 97.0% | 98.9% | 99.6% |
| Baltimore | 99.4% | 99.6% | 99.8% | 98.5% | 99.5% | 99.8% | 97.0% | 99.0% | 99.7% |
| Capital | 99.2% | 99.6% | 99.7% | 98.1% | 99.2% | 99.6% | 97.1% | 98.9% | 99.4% |
| Greater South Carolina | 99.5% | 99.8% | 99.9% | 98.7% | 99.6% | 99.9% | 96.6% | 99.0% | 99.4% |
| Greensboro | 99.6% | 99.8% | 99.9% | 98.4% | 99.3% | 99.7% | 96.7% | 98.9% | 99.7% |
| Mid-Carolinas | 99.7% | 99.8% | 99.9% | 98.8% | 99.5% | 99.8% | 97.4% | 98.8% | 99.4% |
| Northern Virginia | 99.3% | 99.6% | 99.8% | 98.0% | 99.2% | 99.6% | 97.0% | 99.1% | 99.7% |
| Richmond | 99.3% | 99.7% | 99.8% | 98.2% | 99.3% | 99.7% | 96.9% | 98.9% | 99.6% |
| Eastern Area | 98.9% | 99.6% | 99.8% | 97.8% | 99.3% | 99.7% | 96.2% | 98.6% | 99.3% |
| Appalachian | 98.7% | 99.7% | 99.8% | 97.1% | 99.3% | 99.6% | 95.7% | 98.6% | 99.5% |
| Central Pennsylvania | 99.2% | 99.6% | 99.8% | 98.1% | 99.4% | 99.7% | 95.5% | 98.4% | 99.3% |
| Cincinnati | 98.8% | 99.5% | 99.7% | 97.9% | 99.3% | 99.8% | 96.5% | 98.8% | 99.4% |
| Columbus | 99.1% | 99.6% | 99.8% | 98.0% | 99.3% | 99.7% | 96.5% | 98.5% | 99.3% |
| Erie | 99.3% | 99.7% | 99.7% | 98.0% | 99.5% | 99.9% | 94.4% | 98.7% | 99.5% |
| Kentuckiana | 98.8% | 99.5% | 99.8% | 97.4% | 99.0% | 99.7% | 96.7% | 98.6% | 99.3% |
| Northern Ohio | 98.8% | 99.5% | 99.8% | 97.6% | 99.3% | 99.7% | 96.2% | 98.5% | 99.3% |
| Philadelphia Metro | 98.8% | 99.4% | 99.7% | 97.7% | 99.3% | 99.6% | 96.4% | 98.6% | 99.3% |
| Pittsburgh | 99.2% | 99.7% | 99.8% | 97.8% | 99.3% | 99.7% | 96.2% | 98.5% | 99.3% |
| South Jersey | 99.0% | 99.6% | 99.9% | 98.3% | 99.2% | 99.8% | 96.4% | 98.7% | 99.4% |
| Great Lakes Area | 98.9% | 99.5% | 99.7% | 97.9% | 99.2% | 99.7% | 95.5% | 98.3% | 99.2% |
| Central Illinois | 99.1% | 99.7% | 99.9% | 97.9% | 99.1% | 99.6% | 95.3% | 98.3% | 99.2% |
| Chicago | 98.9% | 99.5% | 99.7% | 97.7% | 99.0% | 99.5% | 93.9% | 97.2% | 98.7% |
| Detroit | 98.6% | 99.3% | 99.5% | 97.7% | 99.4% | 99.8% | 96.5% | 98.8% | 99.4% |
| Gateway | 98.7% | 99.4% | 99.8% | 97.4% | 99.1% | 99.5% | 95.5% | 98.2% | 99.2% |
| Greater Indiana | 99.3% | 99.8% | 99.9% | 98.1% | 99.3% | 99.7% | 95.9% | 98.6% | 99.3% |
| Greater Michigan | 98.9% | 99.5% | 99.8% | 97.5% | 99.1% | 99.7% | 95.9% | 98.3% | 99.3% |
| Lakeland | 98.9% | 99.6% | 99.7% | 98.1% | 99.4% | 99.8% | 94.8% | 98.1% | 99.1% |
| Northern Illinois | 98.9% | 99.5% | 99.7% | 98.1% | 99.4% | 99.8% | 95.7% | 98.4% | 99.2% |
| Southeast Michigan | 98.9% | 99.4% | 99.6% | 98.0% | 99.2% | 99.7% | 97.0% | 99.1% | 99.6% |
| New York Metro Area | 99.0% | 99.6% | 99.7% | 98.5% | 99.4% | 99.7% | 96.6% | 98.7% | 99.4% |
| Caribbean | 98.8% | 99.7% | 99.8% | 98.1% | 98.9% | 99.4% | 93.7% | 98.2% | 99.1% |
| Central New Jersey | 99.1% | 99.6% | 99.8% | 98.6% | 99.4% | 99.8% | 97.1% | 99.0% | 99.5% |
| Long Island | 99.2% | 99.5% | 99.6% | 98.5% | 99.4% | 99.8% | 96.5% | 98.6% | 99.5% |
| New York | 99.1% | 99.5% | 99.7% | 98.6% | 99.3% | 99.7% | 96.3% | 98.6% | 99.3% |
| Northern New Jersey | 99.0% | 99.5% | 99.7% | 98.2% | 99.3% | 99.6% | 97.0% | 98.8% | 99.5% |
| Triboro | 98.9% | 99.4% | 99.7% | 98.8% | 99.6% | 99.8% | 96.6% | 98.6% | 99.4% |
| Westchester | 99.2% | 99.7% | 99.8% | 98.6% | 99.7% | 99.8% | 96.8% | 98.7% | 99.5% |
| Northeast Area | 99.2% | 99.6% | 99.8% | 98.1% | 99.4% | 99.7% | 96.2% | 98.6% | 99.4% |
| Albany | 99.3% | 99.8% | 99.8% | 98.3% | 99.5% | 99.8% | 95.8% | 98.6% | 99.6% |
| Boston | 99.3% | 99.6% | 99.8% | 98.3% | 99.4% | 99.7% | 96.8% | 98.6% | 99.3% |
| Connecticut | 98.8% | 99.5% | 99.7% | 98.3% | 99.2% | 99.7% | 96.2% | 98.5% | 99.3% |
| Maine | 99.1% | 99.7% | 99.9% | 97.8% | 99.4% | 99.7% | 95.4% | 98.5% | 99.4% |
| Massachusetts | 99.3% | 99.7% | 99.8% | 98.4% | 99.4% | 99.8% | 96.1% | 98.6% | 99.4% |
| New Hampshire/Vermont | 99.1% | 99.6% | 99.8% | 98.3% | 99.4% | 99.8% | 96.1% | 98.7% | 99.4% |
| Southeast New England | 99.2% | 99.6% | 99.8% | 97.9% | 99.2% | 99.6% | 96.5% | 98.7% | 99.5% |
| Western New York | 99.1% | 99.6% | 99.7% | 97.4% | 99.3% | 99.7% | 96.6% | 98.8% | 99.6% |
| Pacific Area | 99.2% | 99.6% | 99.8% | 98.5% | 99.4% | 99.7% | 95.1% | 98.4% | 99.3% |
| Bay-Valley | 99.1% | 99.6% | 99.8% | 99.1% | 99.6% | 99.7% | 94.8% | 98.5% | 99.4% |
| Honolulu | 99.5% | 99.8% | 99.9% | N/A | N/A | N/A | 97.0% | 98.8% | 99.7% |
| Los Angeles | 99.2% | 99.5% | 99.7% | 98.5% | 99.4% | 99.7% | 95.6% | 98.6% | 99.4% |
| Sacramento | 99.3% | 99.7% | 99.8% | 98.5% | 99.5% | 99.8% | 93.5% | 97.6% | 99.0% |
| San Diego | 99.0% | 99.6% | 99.7% | 98.3% | 99.2% | 99.7% | 95.5% | 98.6% | 99.5% |

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|-----------------------|---------------|----------------|----------------|---------------|----------------|----------------|-----------------------|----------------|----------------|
| | 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 |
| San Francisco | 99.0% | 99.5% | 99.7% | 98.1% | 99.4% | 99.7% | 94.9% | 97.9% | 99.1% |
| Santa Ana | 99.2% | 99.7% | 99.8% | 98.4% | 99.4% | 99.7% | 95.4% | 98.7% | 99.5% |
| Sierra Coastal | 99.3% | 99.7% | 99.8% | 98.6% | 99.6% | 99.9% | 95.3% | 98.5% | 99.3% |
| Southeast Area | 99.1% | 99.6% | 99.8% | 98.3% | 99.4% | 99.7% | 96.5% | 98.7% | 99.5% |
| Alabama | 99.0% | 99.7% | 99.9% | 98.4% | 99.4% | 99.8% | 96.6% | 99.0% | 99.6% |
| Atlanta | 99.1% | 99.6% | 99.8% | 98.0% | 99.3% | 99.6% | 96.6% | 98.6% | 99.4% |
| Central Florida | 99.0% | 99.5% | 99.8% | 98.5% | 99.3% | 99.6% | 96.4% | 98.5% | 99.4% |
| Mississippi | 98.9% | 99.6% | 99.8% | 97.4% | 98.9% | 99.5% | 97.0% | 99.0% | 99.6% |
| North Florida | 99.1% | 99.7% | 99.8% | 98.7% | 99.5% | 99.8% | 96.6% | 98.8% | 99.6% |
| South Florida | 99.5% | 99.7% | 99.9% | 98.7% | 99.4% | 99.7% | 96.0% | 98.6% | 99.3% |
| South Georgia | 99.3% | 99.7% | 99.8% | 98.1% | 99.3% | 99.8% | 95.8% | 98.5% | 99.4% |
| Suncoast | 99.5% | 99.7% | 99.8% | 98.9% | 99.6% | 99.8% | 97.2% | 99.0% | 99.6% |
| Tennessee | 99.0% | 99.6% | 99.8% | 98.0% | 99.4% | 99.9% | 96.4% | 98.8% | 99.6% |
| Southwest Area | 99.0% | 99.6% | 99.8% | 98.1% | 99.2% | 99.6% | 95.3% | 98.3% | 99.3% |
| Albuquerque | 98.4% | 99.4% | 99.7% | 96.5% | 98.6% | 99.3% | 93.0% | 97.5% | 99.0% |
| Arkansas | 99.2% | 99.7% | 99.8% | 97.8% | 99.2% | 99.5% | 95.9% | 98.3% | 99.5% |
| Dallas | 98.9% | 99.6% | 99.8% | 98.3% | 99.3% | 99.6% | 96.4% | 98.6% | 99.4% |
| Fort Worth | 99.0% | 99.6% | 99.7% | 98.5% | 99.5% | 99.8% | 95.7% | 98.6% | 99.4% |
| Houston | 98.6% | 99.6% | 99.8% | 98.4% | 99.3% | 99.6% | 95.5% | 98.5% | 99.3% |
| Louisiana | 99.2% | 99.7% | 99.9% | 98.6% | 99.5% | 99.7% | 95.5% | 98.3% | 99.3% |
| Oklahoma | 99.2% | 99.6% | 99.8% | 97.8% | 99.4% | 99.7% | 96.2% | 98.5% | 99.4% |
| Rio Grande | 99.0% | 99.5% | 99.7% | 97.8% | 99.0% | 99.5% | 93.5% | 97.9% | 99.0% |
| Western Area | 99.2% | 99.6% | 99.8% | 97.9% | 99.4% | 99.7% | 95.1% | 98.2% | 99.3% |
| Alaska | 99.4% | 99.7% | 99.8% | 98.8% | 99.7% | 99.8% | 95.3% | 98.2% | 99.1% |
| Arizona | 99.4% | 99.6% | 99.8% | 98.3% | 99.5% | 99.7% | 95.9% | 98.4% | 99.4% |
| Big Sky | 99.0% | 99.4% | 99.8% | 97.9% | 99.2% | 99.7% | 92.7% | 96.8% | 98.5% |
| Central Plains | 99.1% | 99.6% | 99.8% | 98.1% | 99.3% | 99.6% | 96.4% | 99.0% | 99.6% |
| Colorado/Wyoming | 99.3% | 99.6% | 99.8% | 97.1% | 99.1% | 99.5% | 95.3% | 98.4% | 99.5% |
| Dakotas | 99.0% | 99.5% | 99.8% | 97.7% | 99.3% | 99.7% | 94.6% | 98.2% | 99.2% |
| Hawkeye | 99.1% | 99.6% | 99.8% | 97.2% | 99.1% | 99.7% | 95.6% | 98.4% | 99.4% |
| Mid-America | 99.2% | 99.6% | 99.8% | 97.8% | 99.6% | 99.7% | 95.9% | 98.7% | 99.5% |
| Nevada-Sierra | 99.5% | 99.8% | 99.9% | 98.5% | 99.7% | 99.8% | 94.7% | 97.9% | 99.3% |
| Northland | 99.2% | 99.6% | 99.8% | 98.0% | 99.4% | 99.7% | 96.5% | 98.8% | 99.6% |
| Portland | 99.1% | 99.6% | 99.8% | 97.4% | 99.2% | 99.8% | 94.1% | 97.3% | 98.8% |
| Salt Lake City | 99.1% | 99.6% | 99.7% | 98.4% | 99.3% | 99.6% | 94.6% | 98.3% | 99.3% |
| Seattle | 99.3% | 99.7% | 99.8% | 98.3% | 99.6% | 99.7% | 94.0% | 97.7% | 99.1% |
| Spokane | 98.9% | 99.4% | 99.7% | 97.5% | 99.2% | 99.7% | 90.4% | 96.1% | 98.8% |
| Nation | 99.1% | 99.6% | 99.8% | 98.1% | 99.3% | 99.7% | 95.8% | 98.5% | 99.4% |