

## **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 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®**  
**Mail Delivered Between 04/01/09 and 06/30/09**

District	Overnight	Two-Day	Three-Day to Five-Day
	% On-Time	% On-Time	% On-Time
<b>Capital Metro Area</b>	<b>97.1%</b>	<b>94.8%</b>	<b>94.9%</b>
Baltimore	97.1%	95.0%	95.6%
Capital	96.6%	94.3%	95.1%
Greater South Carolina	97.2%	94.8%	95.1%
Greensboro	97.1%	95.4%	94.3%
Mid-Carolinas	97.2%	94.8%	95.5%
Northern Virginia	97.3%	95.3%	94.9%
Richmond	96.8%	94.2%	93.7%
<b>Eastern Area</b>	<b>96.1%</b>	<b>93.9%</b>	<b>93.0%</b>
Appalachian	95.6%	93.1%	90.7%
Central Pennsylvania	96.0%	93.3%	91.5%
Cincinnati	96.9%	94.3%	93.7%
Columbus	96.6%	95.0%	93.6%
Erie	97.0%	94.6%	92.6%
Kentuckiana	96.2%	93.6%	93.9%
Northern Ohio	95.5%	93.3%	93.0%
Philadelphia Metro	95.5%	94.1%	93.1%
Pittsburgh	96.2%	94.0%	92.6%
South Jersey	95.9%	94.4%	93.3%
<b>Great Lakes Area</b>	<b>96.5%</b>	<b>95.0%</b>	<b>93.1%</b>
Central Illinois	96.2%	95.5%	92.9%
Chicago	96.3%	95.1%	92.1%
Detroit	96.4%	94.7%	93.2%
Gateway	96.6%	94.3%	92.5%
Greater Indiana	96.7%	94.8%	94.0%
Greater Michigan	96.6%	95.4%	93.9%
Lakeland	96.4%	94.6%	92.3%
Northern Illinois	96.2%	95.2%	93.3%
Southeast Michigan	97.0%	95.1%	93.5%
<b>New York Metro Area</b>	<b>96.0%</b>	<b>94.9%</b>	<b>92.7%</b>
Caribbean	92.9%	96.4%	86.8%
Central New Jersey	96.4%	94.7%	94.2%
Long Island	96.6%	95.0%	92.2%
New York	95.9%	95.0%	93.3%
Northern New Jersey	96.3%	94.8%	93.3%
Triboro	96.2%	94.9%	92.7%
Westchester	97.2%	95.2%	91.9%
<b>Northeast Area</b>	<b>96.4%</b>	<b>94.2%</b>	<b>92.6%</b>
Albany	97.0%	94.4%	92.4%
Boston	96.5%	93.7%	93.9%
Connecticut	96.0%	94.0%	91.3%
Maine	96.2%	93.8%	93.4%
Massachusetts	96.8%	94.6%	92.7%
New Hampshire/Vermont	96.3%	94.3%	92.7%
Southeast New England	96.1%	94.5%	92.2%
Western New York	96.6%	93.6%	94.0%

**Quarterly Performance for Single-Piece First-Class Mail®**  
Mail Delivered Between 04/01/09 and 06/30/09

District	Overnight	Two-Day	Three-Day to Five-Day
	% On-Time	% On-Time	% On-Time
<b>Pacific Area</b>	<b>95.9%</b>	<b>95.2%</b>	<b>93.2%</b>
Bay-Valley	96.6%	96.1%	93.7%
Honolulu	97.0%	N/A	95.2%
Los Angeles	95.6%	94.4%	94.1%
Sacramento	96.0%	95.0%	91.9%
San Diego	95.2%	95.0%	93.1%
San Francisco	95.4%	94.0%	91.8%
Santa Ana	96.1%	95.8%	93.5%
Sierra Coastal	96.0%	95.1%	93.3%
<b>Southeast Area</b>	<b>96.4%</b>	<b>94.3%</b>	<b>93.3%</b>
Alabama	95.9%	94.1%	92.7%
Atlanta	95.9%	92.5%	93.5%
Central Florida	97.3%	95.5%	93.4%
Mississippi	97.0%	94.4%	92.7%
North Florida	95.9%	94.6%	92.3%
South Florida	95.6%	95.4%	94.1%
South Georgia	96.2%	92.9%	93.5%
Suncoast	97.3%	95.6%	92.7%
Tennessee	96.5%	94.3%	94.0%
<b>Southwest Area</b>	<b>96.1%</b>	<b>94.3%</b>	<b>92.7%</b>
Albuquerque	96.1%	94.5%	91.7%
Arkansas	96.3%	93.4%	92.3%
Dallas	95.8%	93.6%	92.2%
Fort Worth	96.0%	94.1%	92.2%
Houston	95.6%	95.8%	94.1%
Louisiana	95.9%	93.4%	92.9%
Oklahoma	96.0%	94.2%	94.3%
Rio Grande	96.7%	95.2%	92.5%
<b>Western Area</b>	<b>96.4%</b>	<b>94.2%</b>	<b>93.0%</b>
Alaska	96.4%	96.9%	90.2%
Arizona	96.6%	95.6%	94.5%
Big Sky	96.0%	95.2%	91.1%
Central Plains	96.7%	93.0%	91.2%
Colorado/Wyoming	95.6%	92.7%	92.2%
Dakotas	95.2%	92.4%	92.5%
Hawkeye	96.7%	93.2%	93.0%
Mid-America	96.3%	92.1%	91.8%
Nevada-Sierra	96.9%	94.9%	94.2%
Northland	96.5%	95.7%	93.6%
Portland	97.0%	95.1%	93.4%
Salt Lake City	96.4%	95.2%	93.2%
Seattle	96.3%	94.7%	93.4%
Spokane	96.6%	95.2%	93.0%
<b>Nation</b>	<b>96.3%</b>	<b>94.5%</b>	<b>93.1%</b>