

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.

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Service Variance

Mail Delivered Between 04/01/2009 and 06/30/2009

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	99.4%	99.8%	99.9%	98.9%	99.6%	99.8%	98.7%	99.5%	99.8%
Baltimore	99.5%	99.9%	99.9%	98.9%	99.6%	99.7%	98.8%	99.5%	99.8%
Capital	99.3%	99.7%	99.8%	98.7%	99.5%	99.7%	98.5%	99.3%	99.6%
Greater South Carolina	99.5%	99.8%	99.9%	98.9%	99.6%	99.8%	98.6%	99.3%	99.7%
Greensboro	99.6%	99.9%	99.9%	99.0%	99.7%	99.8%	99.1%	99.7%	99.9%
Mid-Carolinas	99.4%	99.7%	99.9%	98.8%	99.6%	99.8%	98.8%	99.7%	99.9%
Northern Virginia	99.5%	99.7%	99.8%	99.1%	99.8%	99.9%	98.8%	99.6%	99.8%
Richmond	99.3%	99.8%	99.9%	98.9%	99.6%	99.8%	98.3%	99.4%	99.6%
Eastern Area	99.2%	99.7%	99.8%	98.5%	99.5%	99.8%	98.1%	99.3%	99.7%
Appalachian	99.1%	99.7%	99.9%	98.3%	99.5%	99.7%	96.9%	99.1%	99.5%
Central Pennsylvania	99.2%	99.7%	99.8%	98.5%	99.6%	99.8%	97.7%	99.2%	99.6%
Cincinnati	99.4%	99.7%	99.9%	98.4%	99.5%	99.8%	98.3%	99.3%	99.7%
Columbus	99.4%	99.8%	99.9%	98.8%	99.3%	99.7%	98.2%	99.5%	99.9%
Erie	99.5%	99.8%	99.9%	99.0%	99.7%	99.9%	98.5%	99.3%	99.5%
Kentuckiana	99.2%	99.7%	99.9%	98.5%	99.3%	99.8%	98.0%	99.1%	99.6%
Northern Ohio	99.0%	99.6%	99.8%	98.5%	99.5%	99.7%	98.2%	99.3%	99.7%
Philadelphia Metro	99.0%	99.5%	99.7%	98.3%	99.3%	99.7%	98.2%	99.3%	99.6%
Pittsburgh	99.4%	99.7%	99.9%	98.5%	99.6%	99.8%	98.0%	99.4%	99.8%
South Jersey	99.2%	99.5%	99.7%	98.7%	99.5%	99.8%	98.5%	99.4%	99.7%
Great Lakes Area	99.1%	99.6%	99.8%	98.8%	99.5%	99.7%	98.3%	99.3%	99.7%
Central Illinois	98.8%	99.5%	99.7%	99.0%	99.5%	99.7%	98.4%	99.4%	99.8%
Chicago	99.0%	99.5%	99.6%	98.6%	99.4%	99.6%	97.6%	99.0%	99.6%
Detroit	99.1%	99.6%	99.8%	98.6%	99.7%	99.8%	97.9%	99.1%	99.6%
Gateway	99.1%	99.5%	99.7%	98.7%	99.5%	99.7%	98.1%	99.3%	99.6%
Greater Indiana	99.3%	99.7%	99.9%	99.0%	99.7%	99.9%	98.3%	99.1%	99.6%
Greater Michigan	99.4%	99.7%	99.9%	98.7%	99.5%	99.8%	98.4%	99.4%	99.7%
Lakeland	99.2%	99.7%	99.8%	98.7%	99.4%	99.7%	98.3%	99.5%	99.8%
Northern Illinois	98.9%	99.4%	99.7%	99.0%	99.5%	99.8%	98.5%	99.4%	99.6%
Southeast Michigan	99.3%	99.7%	99.8%	98.9%	99.5%	99.7%	98.7%	99.4%	99.7%
New York Metro Area	99.2%	99.7%	99.8%	98.7%	99.5%	99.7%	98.0%	99.2%	99.6%
Caribbean	98.8%	99.5%	99.8%	99.1%	99.6%	99.8%	96.6%	98.7%	99.3%
Central New Jersey	99.2%	99.7%	99.8%	98.6%	99.6%	99.8%	98.6%	99.5%	99.6%
Long Island	99.2%	99.7%	99.8%	98.8%	99.5%	99.7%	97.7%	99.2%	99.6%
New York	99.1%	99.6%	99.8%	98.7%	99.5%	99.7%	98.3%	99.5%	99.9%
Northern New Jersey	99.3%	99.7%	99.9%	98.7%	99.4%	99.6%	98.0%	98.9%	99.5%
Triboro	99.2%	99.7%	99.9%	98.7%	99.4%	99.7%	98.0%	99.3%	99.7%
Westchester	99.4%	99.7%	99.9%	98.9%	99.5%	99.7%	97.9%	99.2%	99.6%
Northeast Area	99.3%	99.7%	99.8%	98.5%	99.4%	99.7%	98.2%	99.3%	99.7%
Albany	99.4%	99.8%	99.9%	98.5%	99.4%	99.7%	98.0%	99.1%	99.6%
Boston	99.2%	99.7%	99.8%	98.9%	99.5%	99.8%	98.8%	99.5%	99.8%
Connecticut	99.1%	99.6%	99.6%	98.3%	99.4%	99.7%	98.0%	99.1%	99.6%
Maine	99.5%	99.8%	99.9%	98.2%	99.4%	99.7%	98.4%	99.4%	99.8%
Massachusetts	99.6%	99.9%	100.0%	98.6%	99.4%	99.7%	98.1%	99.2%	99.7%
New Hampshire/Vermont	99.2%	99.5%	99.8%	98.2%	99.4%	99.8%	98.3%	99.3%	99.7%
Southeast New England	99.2%	99.8%	99.9%	98.9%	99.3%	99.5%	98.2%	99.2%	99.7%
Western New York	99.4%	99.6%	99.9%	98.4%	99.3%	99.6%	98.4%	99.5%	99.8%

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Pacific Area	99.1%	99.6%	99.8%	98.8%	99.5%	99.7%	98.3%	99.3%	99.7%
Bay-Valley	99.2%	99.6%	99.8%	99.1%	99.6%	99.7%	98.6%	99.5%	99.8%
Honolulu	99.7%	99.9%	99.9%	N/A	N/A	N/A	98.8%	99.6%	99.9%
Los Angeles	99.1%	99.6%	99.7%	98.7%	99.5%	99.7%	98.3%	99.1%	99.5%
Sacramento	99.1%	99.7%	99.8%	98.7%	99.5%	99.7%	97.7%	99.1%	99.7%
San Diego	98.9%	99.6%	99.8%	98.8%	99.6%	99.8%	98.3%	99.4%	99.7%
San Francisco	98.8%	99.4%	99.7%	98.4%	99.3%	99.7%	97.9%	99.2%	99.6%
Santa Ana	99.0%	99.6%	99.8%	99.0%	99.5%	99.8%	98.3%	99.4%	99.7%
Sierra Coastal	99.2%	99.6%	99.8%	98.9%	99.6%	99.7%	98.4%	99.4%	99.8%
Southeast Area	99.3%	99.6%	99.8%	98.6%	99.5%	99.7%	98.3%	99.3%	99.7%
Alabama	99.2%	99.6%	99.8%	98.8%	99.4%	99.6%	98.2%	99.1%	99.4%
Atlanta	99.2%	99.4%	99.7%	98.2%	99.3%	99.7%	98.1%	99.2%	99.6%
Central Florida	99.3%	99.7%	99.9%	99.1%	99.7%	99.8%	98.3%	99.4%	99.7%
Mississippi	99.5%	99.7%	99.8%	98.9%	99.6%	99.8%	98.1%	99.3%	99.5%
North Florida	98.9%	99.4%	99.8%	98.5%	99.5%	99.7%	97.8%	99.2%	99.6%
South Florida	99.1%	99.6%	99.8%	98.8%	99.4%	99.7%	98.5%	99.3%	99.7%
South Georgia	99.4%	99.8%	99.9%	98.6%	99.4%	99.6%	98.4%	99.4%	99.7%
Suncoast	99.7%	99.8%	99.9%	98.7%	99.6%	99.8%	98.2%	99.2%	99.7%
Tennessee	99.2%	99.6%	99.8%	98.5%	99.5%	99.8%	98.8%	99.4%	99.8%
Southwest Area	99.0%	99.6%	99.7%	98.5%	99.3%	99.7%	97.8%	99.0%	99.6%
Albuquerque	99.2%	99.7%	99.8%	98.5%	99.5%	99.8%	97.8%	99.0%	99.7%
Arkansas	99.2%	99.7%	99.8%	98.6%	99.3%	99.6%	98.0%	99.4%	99.7%
Dallas	98.9%	99.5%	99.7%	98.3%	99.2%	99.5%	97.4%	98.8%	99.5%
Fort Worth	99.0%	99.5%	99.6%	98.4%	99.1%	99.7%	97.8%	99.0%	99.4%
Houston	98.9%	99.4%	99.7%	98.7%	99.4%	99.6%	98.2%	99.3%	99.6%
Louisiana	99.0%	99.6%	99.8%	98.7%	99.4%	99.8%	98.4%	99.5%	99.8%
Oklahoma	98.9%	99.6%	99.8%	98.3%	99.4%	99.8%	98.4%	99.5%	99.7%
Rio Grande	99.3%	99.6%	99.8%	98.6%	99.5%	99.7%	97.6%	99.0%	99.6%
Western Area	99.3%	99.7%	99.8%	98.7%	99.5%	99.8%	98.2%	99.3%	99.7%
Alaska	99.3%	99.6%	99.7%	99.0%	99.4%	99.6%	97.6%	99.1%	99.7%
Arizona	99.5%	99.7%	99.8%	98.9%	99.7%	99.9%	98.5%	99.4%	99.7%
Big Sky	98.8%	99.6%	99.7%	98.7%	99.3%	99.6%	97.8%	99.2%	99.5%
Central Plains	99.3%	99.7%	99.8%	98.6%	99.5%	99.8%	97.8%	99.2%	99.7%
Colorado/Wyoming	99.1%	99.5%	99.7%	98.6%	99.4%	99.7%	97.8%	99.1%	99.7%
Dakotas	98.9%	99.6%	99.7%	98.5%	99.6%	99.9%	97.8%	99.1%	99.6%
Hawkeye	99.3%	99.6%	99.7%	98.5%	99.4%	99.5%	98.2%	99.6%	99.7%
Mid-America	99.2%	99.5%	99.8%	98.3%	99.4%	99.8%	98.2%	99.5%	99.8%
Nevada-Sierra	99.5%	99.7%	99.8%	98.8%	99.7%	99.8%	98.4%	99.4%	99.6%
Northland	99.4%	99.7%	99.7%	99.0%	99.5%	99.8%	98.5%	99.4%	99.7%
Portland	99.7%	99.9%	99.9%	99.0%	99.7%	99.8%	98.5%	99.6%	99.9%
Salt Lake City	99.2%	99.7%	99.9%	98.9%	99.7%	99.9%	98.2%	99.1%	99.7%
Seattle	99.5%	99.7%	99.8%	98.4%	99.7%	99.8%	98.2%	99.3%	99.7%
Spokane	99.4%	99.8%	99.9%	98.7%	99.5%	99.9%	98.4%	99.4%	99.7%
Nation	99.2%	99.6%	99.8%	98.7%	99.5%	99.7%	98.2%	99.3%	99.7%