

## **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 07/01/09 and 09/30/09

District	Overnight	Two-Day	Three-To-Five-Day
	% On-Time	% On-Time	% On-Time
<b>Capital Metro Area</b>	<b>97.2%</b>	<b>95.3%</b>	<b>95.0%</b>
Baltimore	96.8%	95.4%	95.0%
Capital	96.8%	95.6%	95.1%
Greater South Carolina	97.6%	94.7%	95.0%
Greensboro	97.7%	95.7%	95.1%
Mid-Carolinas	97.4%	95.7%	94.8%
Northern Virginia	96.7%	94.9%	95.1%
Richmond	96.8%	94.4%	95.1%
<b>Eastern Area</b>	<b>96.1%</b>	<b>94.1%</b>	<b>93.5%</b>
Appalachian	95.9%	92.8%	92.9%
Central Pennsylvania	95.6%	93.6%	92.0%
Cincinnati	96.3%	94.4%	94.3%
Columbus	96.1%	94.3%	94.5%
Erie	96.8%	94.7%	93.2%
Kentuckiana	96.4%	94.3%	94.5%
Northern Ohio	95.2%	93.2%	93.3%
Philadelphia Metro	96.5%	93.9%	93.0%
Pittsburgh	96.6%	95.2%	93.4%
South Jersey	96.5%	94.7%	93.1%
<b>Great Lakes Area</b>	<b>96.4%</b>	<b>95.1%</b>	<b>93.5%</b>
Central Illinois	95.9%	95.2%	93.0%
Chicago	96.1%	96.2%	93.6%
Detroit	96.6%	94.8%	93.3%
Gateway	95.9%	94.0%	93.0%
Greater Indiana	96.8%	94.5%	94.4%
Greater Michigan	97.2%	95.3%	94.0%
Lakeland	95.9%	94.2%	92.5%
Northern Illinois	96.7%	96.0%	94.2%
Southeast Michigan	96.7%	94.5%	93.3%
<b>New York Metro Area</b>	<b>96.0%</b>	<b>94.8%</b>	<b>92.3%</b>
Caribbean	93.4%	96.6%	87.0%
Central New Jersey	96.0%	95.3%	94.1%
Long Island	96.5%	94.6%	90.8%
New York	96.0%	94.6%	93.1%
Northern New Jersey	96.1%	94.9%	93.3%
Triboro	96.4%	94.8%	92.1%
Westchester	97.0%	94.7%	92.4%
<b>Northeast Area</b>	<b>96.3%</b>	<b>93.9%</b>	<b>93.2%</b>
Albany	96.1%	93.4%	93.4%
Boston	96.7%	94.9%	95.0%
Connecticut	96.7%	95.2%	93.4%
Maine	96.2%	92.1%	91.5%
Massachusetts	96.3%	94.3%	93.4%
New Hampshire/Vermont	96.1%	93.2%	91.6%
Southeast New England	96.0%	94.1%	92.0%
Western New York	96.3%	93.6%	94.6%

**Quarterly Performance for Single-Piece First-Class Mail®**  
Mail Delivered Between 07/01/09 and 09/30/09

District	Overnight	Two-Day	Three-To-Five-Day
	% On-Time	% On-Time	% On-Time
<b>Pacific Area</b>	<b>95.8%</b>	<b>95.2%</b>	<b>93.3%</b>
Bay-Valley	95.7%	96.0%	93.9%
Honolulu	97.3%	-	94.8%
Los Angeles	95.1%	94.4%	93.5%
Sacramento	95.7%	95.2%	91.1%
San Diego	96.2%	95.7%	94.0%
San Francisco	95.1%	94.6%	92.2%
Santa Ana	95.9%	94.9%	94.1%
Sierra Coastal	96.2%	95.3%	93.2%
<b>Southeast Area</b>	<b>96.5%</b>	<b>95.0%</b>	<b>93.7%</b>
Alabama	96.3%	94.7%	94.4%
Atlanta	96.5%	94.4%	93.4%
Central Florida	96.4%	95.9%	93.5%
Mississippi	95.7%	93.7%	93.6%
North Florida	96.8%	95.8%	93.6%
South Florida	96.2%	95.7%	93.4%
South Georgia	96.2%	94.2%	93.3%
Suncoast	97.3%	96.5%	93.7%
Tennessee	96.7%	94.1%	94.6%
<b>Southwest Area</b>	<b>96.1%</b>	<b>95.1%</b>	<b>94.0%</b>
Albuquerque	96.9%	94.2%	93.8%
Arkansas	95.6%	93.4%	92.4%
Dallas	96.1%	95.5%	94.9%
Fort Worth	96.3%	94.0%	94.0%
Houston	95.8%	96.4%	94.4%
Louisiana	95.6%	94.4%	92.4%
Oklahoma	96.6%	95.0%	94.3%
Rio Grande	96.1%	95.6%	93.4%
<b>Western Area</b>	<b>96.2%</b>	<b>94.5%</b>	<b>93.7%</b>
Alaska	96.1%	96.0%	91.3%
Arizona	96.3%	93.9%	94.7%
Big Sky	96.7%	96.2%	93.7%
Central Plains	96.2%	93.5%	92.9%
Colorado/Wyoming	96.2%	93.8%	93.5%
Dakotas	96.2%	93.8%	93.1%
Hawkeye	96.0%	93.8%	93.6%
Mid-America	96.3%	93.3%	92.8%
Nevada-Sierra	97.0%	95.5%	94.4%
Northland	95.9%	95.4%	94.2%
Portland	96.7%	95.9%	94.2%
Salt Lake City	96.0%	95.4%	94.3%
Seattle	96.3%	95.4%	93.3%
Spokane	96.0%	95.2%	93.2%
<b>Nation</b>	<b>96.3%</b>	<b>94.7%</b>	<b>93.6%</b>