

## 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 Q1, 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.

## Quarterly Performance for Single-Piece First-Class Mail® Service Variance

Mailpieces Delivered Between 10/01/2009 and 12/31/2009

| District                  | Overnight             |                        |                        | Two-Day               |                        |                        | Three-To-Five-Day     |                        |                        |
|---------------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|
|                           | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days |
| <b>Capital Metro Area</b> | <b>99.3</b>           | <b>99.7</b>            | <b>99.8</b>            | <b>97.7</b>           | <b>99.2</b>            | <b>99.7</b>            | <b>97.5</b>           | <b>99.0</b>            | <b>99.6</b>            |
| Baltimore                 | 99.3                  | 99.6                   | 99.8                   | 97.8                  | 99.1                   | 99.6                   | 97.0                  | 98.8                   | 99.6                   |
| Capital                   | 99.1                  | 99.6                   | 99.7                   | 96.9                  | 99.2                   | 99.8                   | 97.0                  | 99.0                   | 99.7                   |
| Greater South Carolina    | 99.4                  | 99.7                   | 99.9                   | 98.0                  | 99.3                   | 99.7                   | 98.2                  | 99.2                   | 99.7                   |
| Greensboro                | 99.6                  | 99.9                   | 100.0                  | 98.7                  | 99.4                   | 99.7                   | 98.0                  | 99.3                   | 99.7                   |
| Mid-Carolinas             | 99.5                  | 99.7                   | 99.7                   | 98.5                  | 99.5                   | 99.7                   | 98.1                  | 99.3                   | 99.7                   |
| Northern Virginia         | 98.9                  | 99.6                   | 99.7                   | 97.4                  | 99.1                   | 99.7                   | 97.0                  | 98.7                   | 99.5                   |
| Richmond                  | 98.6                  | 99.5                   | 99.8                   | 96.3                  | 98.9                   | 99.5                   | 96.5                  | 98.4                   | 99.2                   |
| <b>Eastern Area</b>       | <b>99.0</b>           | <b>99.6</b>            | <b>99.8</b>            | <b>97.9</b>           | <b>99.2</b>            | <b>99.7</b>            | <b>97.3</b>           | <b>99.0</b>            | <b>99.6</b>            |
| Appalachian               | 99.2                  | 99.7                   | 99.8                   | 97.1                  | 99.0                   | 99.6                   | 96.4                  | 98.5                   | 99.6                   |
| Central Pennsylvania      | 99.0                  | 99.6                   | 99.7                   | 98.1                  | 99.2                   | 99.7                   | 96.9                  | 98.9                   | 99.7                   |
| Cincinnati                | 98.9                  | 99.5                   | 99.7                   | 98.2                  | 99.3                   | 99.8                   | 97.5                  | 99.1                   | 99.6                   |
| Columbus                  | 99.2                  | 99.7                   | 99.8                   | 98.2                  | 99.3                   | 99.7                   | 98.1                  | 99.3                   | 99.7                   |
| Kentuckiana               | 98.8                  | 99.3                   | 99.5                   | 98.0                  | 99.2                   | 99.6                   | 97.5                  | 99.0                   | 99.6                   |
| Northern Ohio             | 98.8                  | 99.6                   | 99.7                   | 97.3                  | 99.0                   | 99.5                   | 97.3                  | 98.9                   | 99.6                   |
| Philadelphia Metro        | 99.2                  | 99.6                   | 99.9                   | 98.2                  | 99.2                   | 99.6                   | 97.0                  | 98.9                   | 99.6                   |
| South Jersey              | 98.9                  | 99.7                   | 99.9                   | 97.6                  | 99.1                   | 99.7                   | 97.0                  | 98.7                   | 99.5                   |
| Western New York          | 99.2                  | 99.7                   | 99.9                   | 97.7                  | 99.3                   | 99.7                   | 97.4                  | 99.0                   | 99.6                   |
| Western Pennsylvania      | 99.4                  | 99.7                   | 99.8                   | 97.9                  | 99.3                   | 99.7                   | 98.0                  | 99.2                   | 99.6                   |
| <b>Great Lakes Area</b>   | <b>99.2</b>           | <b>99.6</b>            | <b>99.8</b>            | <b>98.5</b>           | <b>99.4</b>            | <b>99.7</b>            | <b>97.4</b>           | <b>99.1</b>            | <b>99.6</b>            |
| Central Illinois          | 99.3                  | 99.7                   | 99.9                   | 98.9                  | 99.5                   | 99.7                   | 98.1                  | 99.3                   | 99.7                   |
| Chicago                   | 99.0                  | 99.5                   | 99.7                   | 98.3                  | 99.1                   | 99.5                   | 96.4                  | 98.4                   | 99.3                   |
| Detroit                   | 99.0                  | 99.5                   | 99.7                   | 98.2                  | 99.4                   | 99.7                   | 97.1                  | 98.9                   | 99.7                   |
| Gateway                   | 98.9                  | 99.4                   | 99.7                   | 98.3                  | 99.4                   | 99.7                   | 97.7                  | 99.3                   | 99.6                   |
| Greater Indiana           | 99.5                  | 99.8                   | 99.9                   | 98.4                  | 99.4                   | 99.7                   | 98.3                  | 99.5                   | 99.8                   |
| Greater Michigan          | 99.4                  | 99.9                   | 99.9                   | 98.7                  | 99.5                   | 99.9                   | 97.3                  | 99.0                   | 99.5                   |
| Lakeland                  | 99.0                  | 99.6                   | 99.8                   | 98.3                  | 99.2                   | 99.6                   | 96.7                  | 98.8                   | 99.6                   |
| Northern Illinois         | 99.1                  | 99.5                   | 99.8                   | 98.5                  | 99.4                   | 99.7                   | 97.6                  | 99.3                   | 99.7                   |
| Southeast Michigan        | 99.0                  | 99.4                   | 99.7                   | 98.5                  | 99.5                   | 99.8                   | 97.1                  | 98.8                   | 99.5                   |
| <b>Northeast Area</b>     | <b>99.1</b>           | <b>99.6</b>            | <b>99.8</b>            | <b>98.1</b>           | <b>99.3</b>            | <b>99.6</b>            | <b>96.8</b>           | <b>98.7</b>            | <b>99.4</b>            |
| Albany                    | 99.1                  | 99.7                   | 99.8                   | 98.0                  | 99.2                   | 99.6                   | 96.4                  | 98.4                   | 99.0                   |
| Caribbean                 | 98.6                  | 99.6                   | 99.7                   | 98.8                  | 99.4                   | 99.8                   | 94.7                  | 97.8                   | 99.2                   |
| Connecticut Valley        | 99.0                  | 99.5                   | 99.8                   | 98.0                  | 99.2                   | 99.7                   | 96.6                  | 98.9                   | 99.4                   |
| Greater Boston            | 99.2                  | 99.5                   | 99.8                   | 98.4                  | 99.4                   | 99.7                   | 97.8                  | 99.2                   | 99.6                   |
| Long Island               | 99.2                  | 99.7                   | 99.8                   | 97.8                  | 99.1                   | 99.6                   | 95.5                  | 97.9                   | 99.1                   |
| New York                  | 99.2                  | 99.7                   | 99.9                   | 98.3                  | 99.3                   | 99.7                   | 97.1                  | 98.9                   | 99.5                   |
| Northern New England      | 99.3                  | 99.6                   | 99.8                   | 97.6                  | 99.1                   | 99.5                   | 97.3                  | 99.0                   | 99.5                   |
| Northern New Jersey       | 99.1                  | 99.7                   | 99.9                   | 98.3                  | 99.4                   | 99.7                   | 97.3                  | 99.0                   | 99.6                   |
| Southeast New England     | 99.2                  | 99.6                   | 99.8                   | 97.9                  | 99.3                   | 99.6                   | 96.8                  | 98.7                   | 99.4                   |
| Triboro                   | 99.1                  | 99.7                   | 99.9                   | 98.4                  | 99.2                   | 99.5                   | 96.5                  | 98.5                   | 99.3                   |
| Westchester               | 99.3                  | 99.7                   | 99.8                   | 98.4                  | 99.4                   | 99.7                   | 96.6                  | 98.6                   | 99.6                   |
| <b>Pacific Area</b>       | <b>99.0</b>           | <b>99.5</b>            | <b>99.8</b>            | <b>98.8</b>           | <b>99.6</b>            | <b>99.8</b>            | <b>96.9</b>           | <b>98.8</b>            | <b>99.5</b>            |
| Bay-Valley                | 99.1                  | 99.5                   | 99.8                   | 98.8                  | 99.7                   | 99.9                   | 96.7                  | 98.8                   | 99.5                   |
| Honolulu                  | 99.7                  | 99.8                   | 99.8                   | N/A                   | N/A                    | N/A                    | 97.2                  | 98.7                   | 99.6                   |
| Los Angeles               | 98.7                  | 99.4                   | 99.7                   | 98.2                  | 99.2                   | 99.7                   | 96.4                  | 98.7                   | 99.3                   |
| Sacramento                | 99.1                  | 99.5                   | 99.8                   | 98.9                  | 99.6                   | 99.8                   | 96.3                  | 98.4                   | 99.4                   |
| San Diego                 | 99.4                  | 99.8                   | 99.9                   | 99.0                  | 99.7                   | 99.8                   | 97.7                  | 98.9                   | 99.7                   |
| San Francisco             | 98.8                  | 99.4                   | 99.7                   | 98.6                  | 99.5                   | 99.7                   | 95.9                  | 98.4                   | 99.3                   |
| Santa Ana                 | 98.9                  | 99.5                   | 99.8                   | 98.9                  | 99.6                   | 99.8                   | 97.2                  | 98.8                   | 99.4                   |
| Sierra Coastal            | 98.8                  | 99.4                   | 99.7                   | 98.7                  | 99.7                   | 99.8                   | 97.4                  | 99.1                   | 99.6                   |

Service Measurement performed and calculated by IBM Corporation



## Quarterly Performance for Single-Piece First-Class Mail® Service Variance

Mailpieces Delivered Between 10/01/2009 and 12/31/2009

| District              | Overnight             |                        |                        | Two-Day               |                        |                        | Three-To-Five-Day     |                        |                        |
|-----------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|
|                       | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days |
| <b>Southeast Area</b> | <b>99.1</b>           | <b>99.6</b>            | <b>99.7</b>            | <b>98.2</b>           | <b>99.3</b>            | <b>99.6</b>            | <b>97.5</b>           | <b>99.0</b>            | <b>99.5</b>            |
| Alabama               | 98.9                  | 99.5                   | 99.7                   | 98.3                  | 99.4                   | 99.7                   | 97.4                  | 98.9                   | 99.6                   |
| Atlanta               | 99.0                  | 99.4                   | 99.6                   | 97.5                  | 98.8                   | 99.3                   | 97.8                  | 98.9                   | 99.5                   |
| Mississippi           | 99.2                  | 99.6                   | 99.8                   | 98.1                  | 99.2                   | 99.5                   | 96.7                  | 98.7                   | 99.2                   |
| North Florida         | 99.3                  | 99.6                   | 99.8                   | 98.7                  | 99.6                   | 99.8                   | 97.5                  | 98.9                   | 99.5                   |
| South Florida         | 99.1                  | 99.5                   | 99.6                   | 98.8                  | 99.7                   | 99.9                   | 97.5                  | 99.1                   | 99.5                   |
| South Georgia         | 99.1                  | 99.8                   | 99.9                   | 98.2                  | 99.4                   | 99.7                   | 97.1                  | 98.7                   | 99.4                   |
| Suncoast              | 99.3                  | 99.6                   | 99.8                   | 98.6                  | 99.4                   | 99.6                   | 97.5                  | 99.1                   | 99.6                   |
| Tennessee             | 99.2                  | 99.8                   | 99.9                   | 97.8                  | 99.2                   | 99.6                   | 97.4                  | 99.2                   | 99.6                   |
| <b>Southwest Area</b> | <b>98.9</b>           | <b>99.5</b>            | <b>99.8</b>            | <b>98.2</b>           | <b>99.3</b>            | <b>99.7</b>            | <b>97.0</b>           | <b>98.9</b>            | <b>99.5</b>            |
| Albuquerque           | 99.1                  | 99.6                   | 99.7                   | 98.2                  | 99.2                   | 99.5                   | 97.4                  | 99.2                   | 99.6                   |
| Arkansas              | 99.0                  | 99.5                   | 99.7                   | 97.4                  | 98.9                   | 99.4                   | 96.6                  | 98.8                   | 99.6                   |
| Dallas                | 99.0                  | 99.4                   | 99.8                   | 98.3                  | 99.3                   | 99.7                   | 97.6                  | 99.1                   | 99.5                   |
| Fort Worth            | 99.0                  | 99.5                   | 99.7                   | 98.7                  | 99.5                   | 99.8                   | 97.0                  | 98.9                   | 99.5                   |
| Houston               | 98.9                  | 99.6                   | 99.8                   | 98.1                  | 99.3                   | 99.8                   | 96.8                  | 98.7                   | 99.4                   |
| Louisiana             | 99.2                  | 99.6                   | 99.8                   | 97.8                  | 99.1                   | 99.5                   | 96.5                  | 98.9                   | 99.5                   |
| Oklahoma              | 99.0                  | 99.6                   | 99.9                   | 98.6                  | 99.6                   | 99.9                   | 97.0                  | 98.9                   | 99.5                   |
| Rio Grande            | 98.4                  | 99.5                   | 99.8                   | 98.4                  | 99.2                   | 99.7                   | 96.6                  | 98.7                   | 99.5                   |
| <b>Western Area</b>   | <b>99.2</b>           | <b>99.6</b>            | <b>99.8</b>            | <b>98.2</b>           | <b>99.4</b>            | <b>99.7</b>            | <b>96.8</b>           | <b>98.8</b>            | <b>99.5</b>            |
| Alaska                | 99.2                  | 99.6                   | 99.7                   | 98.6                  | 99.3                   | 99.7                   | 96.0                  | 98.3                   | 98.9                   |
| Arizona               | 99.4                  | 99.7                   | 99.9                   | 98.6                  | 99.6                   | 99.9                   | 97.6                  | 99.2                   | 99.7                   |
| Big Sky               | 99.3                  | 99.7                   | 99.8                   | 97.9                  | 99.3                   | 99.6                   | 96.4                  | 98.6                   | 99.1                   |
| Central Plains        | 98.9                  | 99.6                   | 99.8                   | 97.9                  | 99.2                   | 99.6                   | 96.1                  | 98.7                   | 99.5                   |
| Colorado/Wyoming      | 99.3                  | 99.7                   | 99.9                   | 97.6                  | 99.2                   | 99.5                   | 96.5                  | 98.7                   | 99.4                   |
| Dakotas               | 99.2                  | 99.7                   | 99.9                   | 97.8                  | 99.3                   | 99.6                   | 96.4                  | 98.9                   | 99.6                   |
| Hawkeye               | 98.8                  | 99.5                   | 99.7                   | 97.7                  | 99.4                   | 99.7                   | 95.8                  | 98.5                   | 99.4                   |
| Mid-America           | 99.2                  | 99.7                   | 99.9                   | 97.8                  | 99.2                   | 99.7                   | 96.7                  | 98.8                   | 99.4                   |
| Nevada-Sierra         | 99.4                  | 99.7                   | 99.8                   | 98.7                  | 99.4                   | 99.6                   | 97.4                  | 99.2                   | 99.6                   |
| Northland             | 99.3                  | 99.7                   | 99.8                   | 98.7                  | 99.4                   | 99.6                   | 97.5                  | 99.1                   | 99.6                   |
| Portland              | 99.1                  | 99.5                   | 99.7                   | 98.5                  | 99.5                   | 99.8                   | 97.3                  | 99.2                   | 99.7                   |
| Salt Lake City        | 99.0                  | 99.6                   | 99.8                   | 98.3                  | 99.3                   | 99.5                   | 95.8                  | 98.5                   | 99.5                   |
| Seattle               | 99.1                  | 99.5                   | 99.7                   | 98.9                  | 99.5                   | 99.8                   | 96.6                  | 98.7                   | 99.4                   |
| <b>Nation</b>         | <b>99.1</b>           | <b>99.6</b>            | <b>99.8</b>            | <b>98.2</b>           | <b>99.3</b>            | <b>99.7</b>            | <b>97.1</b>           | <b>98.9</b>            | <b>99.5</b>            |

| Same Period Last Year | Overnight             |                        |                        | Two-Day               |                        |                        | Three-To-Five-Day     |                        |                        |
|-----------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|
|                       | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days |
| <b>FY2009 Q1</b>      | <b>99.1</b>           | <b>99.6</b>            | <b>99.8</b>            | <b>98.1</b>           | <b>99.3</b>            | <b>99.7</b>            | <b>95.8</b>           | <b>98.5</b>            | <b>99.4</b>            |

| Previously           | Overnight             |                        |                        | Two-Day               |                        |                        | Three-To-Five-Day     |                        |                        |
|----------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|-----------------------|------------------------|------------------------|
|                      | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days | Percent Within +1-Day | Percent Within +2-Days | Percent Within +3-Days |
| <b>FY2009 Annual</b> | <b>99.2</b>           | <b>99.6</b>            | <b>99.8</b>            | <b>98.7</b>           | <b>99.5</b>            | <b>99.7</b>            | <b>98.3</b>           | <b>99.3</b>            | <b>99.7</b>            |

Service Measurement performed and calculated by IBM Corporation

