

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 Quarter 3, 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.

Performance Highlights

Nationally, Single-Piece First-Class Mail® performance improved across all service standards when compared to the same period last year, FY09 Quarter 3. In this quarter, national Overnight service was 96.7 percent on time, a 0.4 percentage point improvement over FY09 Quarter 3. Two-Day and Three-To-Five-Day service improved by 0.2 and 0.3 percentage points, respectively. For Overnight service, Greater Indiana and Mid-Carolinas had the highest performance at 97.8 percent on-time for both districts. Twenty-two districts reached or exceeded 97 percent on time in Overnight Service. Caribbean district ranked highest again in Two-Day performance with 97.5 percent on time, followed by Alaska at 97.0 percent. Mid-Carolinas and Northern Virginia districts had the highest Three-To-Five-Day performance, both at 95.3 percent. Nationally, at least 99.6 percent of mail across all service standards was delivered within the service standard plus three days in FY10 Quarter 3.

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

Mailpieces Delivered between 04/01/2010 and 6/30/2010

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
Capital Metro Area	99.4	99.7	99.8	98.8	99.5	99.7	98.5	99.4	99.7
Baltimore	99.1	99.6	99.7	98.7	99.4	99.7	98.6	99.4	99.7
Capital	99.2	99.6	99.7	98.9	99.4	99.7	98.4	99.3	99.8
Greater South Carolina	99.4	99.8	99.8	98.9	99.5	99.9	98.5	99.3	99.7
Greensboro	99.4	99.7	99.8	98.9	99.6	99.7	98.3	99.0	99.7
Mid-Carolinas	99.6	99.8	99.9	98.6	99.4	99.6	98.5	99.5	99.7
Northern Virginia	99.5	99.8	99.9	99.0	99.4	99.7	98.8	99.5	99.7
Richmond	99.2	99.6	99.8	98.7	99.6	99.8	98.5	99.5	99.8
Eastern Area	99.3	99.7	99.8	98.7	99.5	99.7	98.4	99.4	99.7
Appalachian	99.1	99.7	99.9	98.5	99.6	99.8	98.1	99.1	99.5
Central Pennsylvania	99.2	99.8	99.9	99.0	99.5	99.9	98.4	99.3	99.7
Cincinnati	99.4	99.8	99.8	98.7	99.4	99.7	98.7	99.6	99.8
Columbus	99.4	99.8	99.9	98.4	99.3	99.7	98.6	99.4	99.8
Kentuckiana	99.1	99.4	99.7	98.7	99.4	99.7	98.2	99.3	99.8
Northern Ohio	99.3	99.7	99.8	98.7	99.4	99.7	98.7	99.3	99.8
Philadelphia Metro	99.4	99.7	99.8	98.5	99.2	99.5	98.5	99.4	99.7
South Jersey	99.1	99.7	99.9	99.1	99.6	99.8	98.2	99.4	99.8
Western New York	99.4	99.8	99.9	98.6	99.4	99.8	98.5	99.5	99.8
Western Pennsylvania	99.4	99.8	99.9	98.7	99.6	99.9	98.5	99.4	99.8
Great Lakes Area	99.3	99.6	99.8	98.7	99.4	99.7	98.1	99.2	99.6
Central Illinois	99.3	99.6	99.8	99.0	99.6	99.8	97.9	99.2	99.6
Chicago	98.9	99.3	99.6	98.3	99.1	99.5	96.8	98.6	99.3
Detroit	99.3	99.7	99.8	98.9	99.4	99.7	98.4	99.3	99.7
Gateway	99.0	99.4	99.6	98.7	99.2	99.6	98.0	99.2	99.6
Greater Indiana	99.6	99.7	99.8	98.6	99.4	99.7	98.5	99.4	99.7
Greater Michigan	99.4	99.7	99.9	99.1	99.7	99.9	98.2	99.2	99.6
Lakeland	99.3	99.6	99.8	98.9	99.5	99.7	98.0	99.3	99.6
Northern Illinois	99.1	99.6	99.7	98.5	99.3	99.6	98.4	99.4	99.6
Southeast Michigan	99.3	99.8	99.9	98.4	99.6	99.8	98.1	99.3	99.7
Northeast Area	99.3	99.7	99.8	98.8	99.4	99.7	98.3	99.3	99.7
Albany	99.4	99.7	99.9	98.6	99.4	99.7	98.4	99.4	99.8
Caribbean	99.1	99.6	99.8	99.3	99.8	99.9	97.3	98.9	99.7
Connecticut Valley	99.5	99.8	99.9	98.6	99.4	99.7	98.4	99.5	99.7
Greater Boston	99.4	99.8	99.8	99.1	99.5	99.7	98.6	99.4	99.7
Long Island	99.2	99.6	99.8	98.7	99.3	99.6	98.2	99.4	99.8
New York	99.3	99.7	99.8	98.4	99.2	99.6	98.1	99.4	99.8
Northern New England	99.2	99.6	99.8	98.6	99.3	99.8	98.3	99.3	99.8
Northern New Jersey	99.2	99.7	99.8	99.0	99.5	99.8	98.1	99.1	99.4
Southeast New England	99.3	99.6	99.7	99.0	99.6	99.7	98.7	99.4	99.7
Triboro	99.2	99.7	99.8	99.0	99.7	99.8	98.0	99.3	99.7
Westchester	99.3	99.7	99.9	98.8	99.6	99.9	98.3	99.3	99.6
Pacific Area	99.2	99.6	99.7	99.0	99.5	99.8	98.4	99.4	99.7
Bay-Valley	99.3	99.5	99.6	99.1	99.6	99.9	98.4	99.5	99.8
Honolulu	99.6	99.8	99.9	N/A	N/A	N/A	98.7	99.5	99.7
Los Angeles	99.2	99.6	99.7	98.8	99.3	99.7	98.3	99.4	99.7
Sacramento	99.0	99.4	99.6	98.8	99.4	99.7	98.0	99.2	99.7
San Diego	99.3	99.6	99.8	99.1	99.6	99.8	98.8	99.6	99.8
San Francisco	99.0	99.5	99.7	99.0	99.5	99.7	98.0	98.9	99.5
Santa Ana	99.3	99.7	99.8	99.0	99.6	99.8	98.5	99.4	99.7
Sierra Coastal	99.3	99.6	99.8	99.1	99.5	99.8	98.7	99.6	99.8

Service Measurement performed and calculated by IBM Corporation



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

Mailpieces Delivered between 04/01/2010 and 6/30/2010

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
Southeast Area	99.3	99.6	99.8	98.6	99.5	99.8	98.2	99.3	99.7
Alabama	99.5	99.7	99.9	98.7	99.6	99.8	97.9	99.3	99.7
Atlanta	99.1	99.5	99.8	98.3	99.3	99.7	98.1	99.3	99.7
Mississippi	99.3	99.7	99.8	98.6	99.5	99.7	97.7	99.2	99.7
North Florida	99.6	99.9	99.9	98.4	99.5	99.8	97.6	99.0	99.6
South Florida	99.2	99.5	99.7	98.8	99.4	99.8	98.5	99.5	99.8
South Georgia	99.4	99.6	99.8	98.3	99.3	99.7	98.1	99.1	99.6
Suncoast	99.5	99.7	99.8	99.1	99.8	99.9	98.5	99.5	99.8
Tennessee	99.3	99.6	99.8	98.4	99.3	99.7	98.1	99.2	99.6
Southwest Area	99.3	99.7	99.8	98.9	99.5	99.8	98.4	99.4	99.7
Albuquerque	99.4	99.6	99.7	99.2	99.7	99.7	98.3	99.2	99.6
Arkansas	99.4	99.7	99.8	98.7	99.5	99.7	97.7	99.3	99.6
Dallas	99.2	99.7	99.8	98.8	99.6	99.8	98.3	99.5	99.7
Fort Worth	99.2	99.7	99.8	99.1	99.7	99.9	98.5	99.5	99.7
Houston	99.3	99.8	99.9	99.1	99.7	99.9	98.8	99.5	99.7
Louisiana	99.4	99.7	99.8	98.6	99.3	99.7	98.4	99.4	99.7
Oklahoma	99.3	99.7	99.8	98.7	99.4	99.8	98.6	99.4	99.7
Rio Grande	99.3	99.7	99.9	99.0	99.5	99.8	98.3	99.3	99.7
Western Area	99.4	99.7	99.8	98.9	99.5	99.7	98.4	99.4	99.7
Alaska	99.5	99.7	99.8	98.9	99.4	99.7	97.9	99.0	99.5
Arizona	99.4	99.7	99.9	99.3	99.7	99.9	98.6	99.5	99.8
Big Sky	99.6	99.7	99.9	99.2	99.6	99.7	98.8	99.6	99.8
Central Plains	99.3	99.7	99.8	98.3	99.3	99.7	98.4	99.3	99.7
Colorado/Wyoming	99.1	99.5	99.7	98.7	99.4	99.7	98.0	99.1	99.6
Dakotas	99.6	99.8	99.9	98.8	99.6	99.9	98.7	99.5	99.7
Hawkeye	99.3	99.6	99.8	99.0	99.5	99.7	98.3	99.5	99.7
Mid-America	99.6	99.8	99.9	98.4	99.2	99.6	98.5	99.6	99.9
Nevada-Sierra	99.4	99.8	99.9	99.0	99.7	99.9	99.0	99.7	99.8
Northland	99.6	99.8	99.9	99.1	99.6	99.8	98.6	99.4	99.7
Portland	99.2	99.6	99.7	98.8	99.5	99.6	98.2	99.4	99.8
Salt Lake City	99.5	99.7	99.8	99.0	99.7	99.9	98.2	99.4	99.8
Seattle	99.4	99.8	99.9	99.2	99.5	99.7	98.5	99.4	99.7
Nation FY2010 Q3	99.3	99.7	99.8	98.8	99.5	99.7	98.3	99.4	99.7
Nation FY2009 Q3 (SPLY)	99.2	99.6	99.8	98.7	99.5	99.7	98.2	99.3	99.7
Nation FY2009 Annual	99.2	99.6	99.8	98.5	99.4	99.7	97.5	99.1	99.6
Nation FY2010 Q1	99.1	99.6	99.8	98.2	99.3	99.7	97.1	98.9	99.5
Nation FY2010 Q2	99.1	99.6	99.8	98.1	99.2	99.6	97.6	99.0	99.5

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