

## 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.

### **Performance Highlights**

National Single-Piece First-Class Mail® results in FY13 Quarter 2 were 96.1 percent on time for Overnight, 95.0 percent on time for Two-Day, and 90.8 percent on time for Three-To-Five-Day. Two-Day performance improved compared to the same period last year, while Overnight and Three-To-Five-Day showed a decline in performance. Nationally, at least 99.6 percent of mail across all service standards was delivered within the service standard plus three days in FY13 Quarter 2.

In Quarter 2 at the district level, there were 21 districts that scored at or above the performance target of 96.70 percent on time for Overnight. Alaska had the highest Overnight performance at 97.9 percent on time. For Two-Day service, 37 districts scored at or above the performance target of 95.10 percent on time, with Caribbean having the highest result at 98.6 percent on time. Nevada-Sierra had the highest Three-To-Five-Day performance at 94.2 percent on time.

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

Mailpieces Delivered Between 01/01/2013 - 03/31/2013

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>97.0</b>	<b>95.7</b>	<b>92.2</b>
Atlanta	96.9	96.4	92.5
Baltimore	97.0	95.3	91.6
Capital	96.9	95.9	92.3
Greater South Carolina	96.9	95.3	90.5
Greensboro	97.1	95.9	92.7
Mid-Carolinas	97.5	94.6	91.5
Northern Virginia	97.3	96.2	93.4
Richmond	96.6	95.8	92.6
<b>Eastern Area</b>	<b>96.6</b>	<b>94.8</b>	<b>92.2</b>
Appalachian	96.1	92.5	91.3
Central Pennsylvania	96.3	94.6	90.2
Cincinnati	96.8	94.4	93.4
Kentuckiana	96.8	95.7	93.1
Northern Ohio	96.8	95.8	92.4
Philadelphia Metro	96.6	94.5	91.6
South Jersey	97.8	95.0	91.4
Tennessee	96.1	94.9	92.7
Western New York	96.5	96.2	92.3
Western Pennsylvania	95.8	94.1	92.5
<b>Great Lakes Area</b>	<b>95.4</b>	<b>94.8</b>	<b>90.1</b>
Central Illinois	95.4	95.1	90.7
Chicago	93.9	95.7	90.5
Detroit	96.6	95.6	89.8
Gateway	94.6	91.5	87.8
Greater Indiana	96.3	94.9	91.5
Greater Michigan	96.0	95.3	91.3
Lakeland	95.0	95.0	90.4
<b>Northeast Area</b>	<b>95.2</b>	<b>93.3</b>	<b>88.8</b>
Albany	96.7	94.1	90.3
Caribbean	94.9	98.6	83.0
Connecticut Valley	94.9	93.5	88.9
Greater Boston	94.1	91.9	88.3
Long Island	95.8	94.4	88.2
New York	95.5	93.7	88.4
Northern New England	95.3	92.5	89.7
Northern New Jersey	95.4	93.1	89.5
Triboro	95.1	94.3	88.2
Westchester	94.4	93.8	89.0
<b>Pacific Area</b>	<b>96.0</b>	<b>96.1</b>	<b>91.5</b>
Bay-Valley	96.0	96.2	92.9
Honolulu	97.3	N/A	89.2
Los Angeles	93.8	95.2	89.6
Sacramento	96.8	96.0	92.2
San Diego	96.4	96.1	91.5
San Francisco	96.3	95.0	91.8
Santa Ana	96.1	97.3	91.5
Sierra Coastal	95.7	95.0	91.6

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 01/01/2013 - 03/31/2013

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>96.2</b>	<b>95.9</b>	<b>90.5</b>
Alabama	96.4	96.0	91.8
Arkansas	96.3	95.6	92.0
Dallas	95.6	96.8	91.5
Fort Worth	95.8	96.6	91.8
Houston	96.2	95.7	90.3
Louisiana	96.5	95.9	91.9
Mississippi	96.9	95.4	92.1
North Florida	95.9	92.7	90.4
Oklahoma	97.0	95.4	92.0
Rio Grande	96.5	95.1	89.8
South Florida	95.7	96.8	87.6
Suncoast	96.2	96.9	89.6
<b>Western Area</b>	<b>96.1</b>	<b>95.0</b>	<b>90.4</b>
Alaska	97.9	96.6	89.2
Arizona	96.1	96.2	92.3
Central Plains	95.3	93.9	90.0
Colorado/Wyoming	96.4	96.1	89.0
Dakotas	96.0	95.0	88.3
Hawkeye	96.3	93.2	92.3
Mid-America	93.5	91.2	87.9
Nevada-Sierra	97.0	93.2	94.2
Northland	96.1	94.7	89.9
Portland	97.1	96.8	91.1
Salt Lake City	97.1	97.4	90.4
Seattle	96.8	96.6	89.5
<b>Nation FY2013 Q2</b>	<b>96.1</b>	<b>95.0</b>	<b>90.8</b>
<b>Nation FY2012 Q2 (SPLY)</b>	<b>96.7</b>	<b>94.8</b>	<b>92.3</b>
<b>Nation FY2009 Annual</b>	<b>96.1</b>	<b>93.5</b>	<b>90.8</b>
<b>Nation FY2010 Annual</b>	<b>96.3</b>	<b>93.6</b>	<b>91.6</b>
<b>Nation FY2011 Annual</b>	<b>96.2</b>	<b>93.4</b>	<b>91.2</b>
<b>Nation FY2012 Annual</b>	<b>96.5</b>	<b>94.8</b>	<b>92.3</b>
<b>Nation FY2013 Q1</b>	<b>95.7</b>	<b>94.2</b>	<b>89.3</b>
<b>FY2013 Annual Target</b>	<b>96.70</b>	<b>95.10</b>	<b>95.00</b>

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