

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 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 destinates.

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.

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

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	99.3	99.6	99.8	98.9	99.5	99.8	98.0	99.2	99.6
Atlanta	99.4	99.7	99.7	99.0	99.5	99.8	98.1	99.3	99.7
Baltimore	99.4	99.6	99.8	98.9	99.6	99.8	98.0	99.2	99.7
Capital	99.4	99.7	99.8	98.7	99.4	99.7	97.7	99.0	99.6
Greater South Carolina	99.1	99.5	99.7	98.8	99.6	99.8	97.7	99.1	99.5
Greensboro	99.4	99.7	99.9	99.1	99.7	99.8	98.2	99.2	99.7
Mid-Carolinas	99.3	99.5	99.7	98.8	99.5	99.7	97.8	99.1	99.6
Northern Virginia	99.4	99.7	99.8	99.3	99.7	99.8	98.3	99.2	99.7
Richmond	99.1	99.5	99.6	98.8	99.4	99.6	97.9	99.1	99.6
Eastern Area	99.2	99.6	99.8	98.5	99.4	99.7	98.0	99.2	99.6
Appalachian	98.8	99.2	99.4	97.9	99.3	99.5	97.6	98.9	99.4
Central Pennsylvania	99.4	99.9	100.0	98.4	99.5	99.7	97.5	99.1	99.7
Cincinnati	99.2	99.5	99.8	98.5	99.5	99.8	98.2	99.3	99.7
Kentuckiana	99.3	99.7	99.8	99.1	99.6	99.8	98.1	99.2	99.6
Northern Ohio	99.2	99.7	99.8	99.0	99.6	99.8	98.3	99.3	99.6
Philadelphia Metro	99.2	99.5	99.7	98.2	99.1	99.6	97.8	99.2	99.6
South Jersey	99.5	99.8	99.9	98.4	99.2	99.8	97.9	99.1	99.6
Tennessee	98.9	99.4	99.8	98.7	99.4	99.7	98.1	99.3	99.7
Western New York	99.0	99.7	99.9	99.2	99.9	99.9	98.2	99.4	99.7
Western Pennsylvania	99.1	99.5	99.8	98.3	99.2	99.6	97.9	99.1	99.7
Great Lakes Area	99.0	99.5	99.7	98.7	99.5	99.7	97.6	99.1	99.6
Central Illinois	98.8	99.3	99.6	98.8	99.7	99.9	98.0	99.3	99.6
Chicago	98.1	99.0	99.4	98.7	99.4	99.8	97.5	99.0	99.5
Detroit	99.2	99.6	99.7	98.6	99.4	99.7	97.4	99.0	99.5
Gateway	99.0	99.4	99.6	98.2	99.5	99.6	96.6	99.0	99.6
Greater Indiana	99.1	99.6	99.7	98.8	99.5	99.7	97.8	99.2	99.6
Greater Michigan	99.4	99.8	99.9	99.0	99.5	99.8	97.9	99.1	99.6
Lakeland	98.9	99.6	99.8	98.8	99.4	99.7	97.8	99.3	99.7
Northeast Area	98.7	99.5	99.7	98.1	99.3	99.6	96.9	98.7	99.5
Albany	99.2	99.6	99.8	98.6	99.4	99.7	97.7	99.1	99.6
Caribbean	99.2	99.8	99.9	99.5	99.7	99.8	95.3	98.0	99.2
Connecticut Valley	97.6	99.3	99.6	97.7	99.2	99.7	96.7	98.5	99.5
Greater Boston	98.6	99.3	99.6	97.6	99.2	99.5	96.1	98.3	99.5
Long Island	99.0	99.7	99.8	98.3	99.4	99.7	96.5	98.8	99.4
New York	99.1	99.4	99.7	98.5	99.4	99.7	97.1	98.8	99.6
Northern New England	99.1	99.7	99.8	98.1	99.4	99.7	97.2	98.8	99.5
Northern New Jersey	98.9	99.5	99.7	98.1	99.1	99.6	97.6	99.1	99.5
Triboro	99.0	99.7	99.8	98.4	99.4	99.6	96.5	98.9	99.6
Westchester	99.0	99.6	99.8	98.0	99.1	99.5	97.3	99.0	99.5
Pacific Area	99.2	99.6	99.8	99.0	99.6	99.8	97.9	99.1	99.6
Bay-Valley	99.2	99.6	99.8	98.9	99.5	99.7	98.1	99.2	99.6
Honolulu	99.7	99.9	100.0	N/A	N/A	N/A	96.7	98.9	99.5
Los Angeles	98.6	99.2	99.5	98.9	99.6	99.8	97.2	98.8	99.4
Sacramento	99.3	99.6	99.8	99.1	99.7	99.8	97.8	99.0	99.6
San Diego	99.2	99.6	99.8	99.0	99.6	99.9	98.0	99.3	99.7
San Francisco	99.3	99.6	99.7	99.0	99.8	99.8	98.0	99.2	99.6
Santa Ana	99.1	99.6	99.8	99.3	99.8	99.9	98.3	99.3	99.7
Sierra Coastal	99.4	99.7	99.9	98.7	99.5	99.7	97.8	99.1	99.6

Service Measurement performed and calculated by IBM Corporation



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Southern Area	99.1	99.5	99.8	99.0	99.5	99.8	97.7	99.1	99.6
Alabama	99.0	99.6	99.9	99.2	99.8	99.9	98.0	99.1	99.7
Arkansas	99.0	99.4	99.7	98.8	99.4	99.7	98.0	99.2	99.5
Dallas	98.9	99.2	99.5	99.0	99.6	99.8	97.7	99.0	99.4
Fort Worth	99.0	99.6	99.8	99.2	99.6	99.9	98.0	99.4	99.7
Houston	99.3	99.6	99.8	98.9	99.7	99.8	97.4	99.1	99.6
Louisiana	99.1	99.6	99.9	99.0	99.6	99.9	98.1	99.4	99.8
Mississippi	99.0	99.5	99.8	98.6	99.5	99.7	97.7	99.2	99.8
North Florida	99.0	99.5	99.8	98.2	99.1	99.6	97.5	99.1	99.6
Oklahoma	99.4	99.7	99.7	98.9	99.4	99.7	97.8	99.2	99.7
Rio Grande	99.3	99.5	99.8	98.8	99.6	99.8	97.4	98.9	99.5
South Florida	99.1	99.5	99.7	99.3	99.6	99.7	97.6	99.1	99.7
Suncoast	99.2	99.5	99.8	99.2	99.6	99.8	97.8	99.2	99.7
Western Area	99.2	99.6	99.8	98.8	99.5	99.7	97.7	99.1	99.6
Alaska	99.7	99.9	100.0	98.8	99.4	99.8	97.1	99.0	99.5
Arizona	99.2	99.8	99.9	99.3	99.8	99.8	97.7	99.1	99.5
Central Plains	99.1	99.7	99.8	98.8	99.6	99.7	97.6	99.1	99.7
Colorado/Wyoming	99.3	99.6	99.8	99.0	99.4	99.7	97.2	99.0	99.6
Dakotas	98.7	99.3	99.7	98.7	99.3	99.5	97.3	99.1	99.6
Hawkeye	99.2	99.5	99.9	98.5	99.4	99.8	97.9	99.3	99.7
Mid-America	98.8	99.6	99.8	98.6	99.6	99.7	97.1	98.9	99.6
Nevada-Sierra	99.4	99.6	99.8	98.6	99.2	99.4	98.5	99.4	99.7
Northland	99.1	99.6	99.7	98.5	99.2	99.6	97.8	99.2	99.7
Portland	99.5	99.7	99.8	99.4	99.7	99.8	98.0	99.2	99.7
Salt Lake City	99.1	99.4	99.5	99.1	99.6	99.7	97.8	99.1	99.6
Seattle	99.2	99.6	99.7	99.1	99.6	99.7	97.6	99.0	99.6
Nation FY2013 Q2	99.1	99.6	99.8	98.7	99.5	99.7	97.7	99.1	99.6
Nation FY2012 Q2 (SPLY)	99.3	99.7	99.8	98.8	99.5	99.8	98.0	99.2	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 Annual	99.2	99.6	99.8	98.5	99.4	99.7	97.9	99.2	99.6
Nation FY2011 Annual	99.2	99.6	99.8	98.4	99.4	99.7	97.7	99.1	99.6
Nation FY2012 Annual	99.2	99.6	99.8	98.8	99.5	99.7	98.0	99.2	99.7
Nation FY2013 Q1	99.0	99.5	99.7	98.4	99.3	99.7	97.2	98.9	99.5

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