

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 among 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 USPS Tracking™ service. Actual transit time is then compared against First-Class Mail® service standards.

Performance Highlights

National Single-Piece First-Class Mail® results in FY14 Quarter 2 were 95.5 percent on time for Overnight, 93.7 percent on time for Two-Day, and 84.1 percent on time for Three-To-Five-Day, 6.7 points lower compared to the same period last year. Performance during the quarter was affected by numerous, severe winter storms, including Winter Storm Titan, which impacted 18 states across the middle and eastern US. Nationally, at least 99.1 percent of mail across all service standards was delivered within the service standard plus three days in FY14 Quarter 2.

In Quarter 2 at the district level, there were 11 districts that scored at or above the performance target of 96.80 percent on time for Overnight. Honolulu had the highest Overnight performance at 97.7 percent on time. For Two-Day service, 5 districts scored at or above the performance target of 96.50 percent on time, with Caribbean having the highest result at 98.2 percent on time. Western Pennsylvania had the highest Three-To-Five-Day performance at 88.4 percent on time.

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Mailpieces Delivered Between 01/01/2014 and 03/31/2014

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	98.7	99.6	99.8	98.0	99.2	99.6	95.0	98.1	99.1
Atlanta	97.5	99.5	99.8	97.6	99.1	99.7	94.2	98.0	99.2
Baltimore	99.0	99.5	99.8	97.8	99.2	99.6	93.0	96.9	98.5
Capital	98.6	99.5	99.6	97.7	99.1	99.4	95.0	97.9	98.9
Greater South Carolina	99.2	99.8	100.0	97.9	99.2	99.7	96.4	98.6	99.5
Greensboro	98.8	99.6	99.7	98.5	99.4	99.6	94.9	98.0	99.1
Mid-Carolinas	98.9	99.7	99.8	97.9	99.2	99.6	95.3	98.3	99.2
Northern Virginia	99.3	99.6	99.7	98.5	99.5	99.8	96.6	98.6	99.4
Richmond	99.1	99.6	99.8	98.4	99.3	99.7	95.6	98.1	99.1
Eastern Area	98.9	99.5	99.7	98.2	99.4	99.7	96.1	98.4	99.3
Appalachian	99.2	99.5	99.7	97.7	99.3	99.6	96.2	98.6	99.3
Central Pennsylvania	98.9	99.5	99.8	98.0	99.2	99.7	95.5	98.2	99.1
Kentuckiana	98.8	99.3	99.5	97.9	99.1	99.5	96.2	98.6	99.4
Northern Ohio	99.1	99.5	99.6	98.8	99.6	99.8	96.4	98.6	99.5
Ohio Valley	99.0	99.4	99.6	98.5	99.5	99.7	95.6	98.0	99.1
Philadelphia Metro	98.0	99.3	99.6	96.9	99.1	99.5	95.1	97.9	98.8
South Jersey	98.7	99.4	99.7	98.5	99.5	99.8	96.8	98.9	99.5
Tennessee	99.3	99.6	99.7	98.1	99.4	99.7	96.3	98.5	99.3
Western New York	99.0	99.4	99.8	98.7	99.6	99.7	95.4	98.1	99.0
Western Pennsylvania	99.0	99.4	99.6	98.4	99.4	99.7	96.8	98.8	99.4
Great Lakes Area	98.7	99.4	99.7	97.9	99.2	99.5	93.8	97.6	98.9
Central Illinois	98.7	99.4	99.7	97.7	98.9	99.4	92.8	97.1	98.5
Chicago	97.1	98.6	99.3	97.9	99.1	99.4	92.2	97.2	98.8
Detroit	98.6	99.4	99.7	98.4	99.5	99.7	93.9	97.7	99.0
Gateway	99.0	99.5	99.8	97.4	99.2	99.7	94.9	97.8	99.1
Greater Indiana	98.1	99.2	99.5	97.4	99.0	99.5	94.6	98.0	99.2
Greater Michigan	99.1	99.7	99.9	98.7	99.5	99.7	93.5	97.1	98.7
Lakeland	98.9	99.4	99.6	97.9	99.1	99.5	94.1	97.8	99.1
Northeast Area	98.8	99.5	99.7	98.1	99.3	99.6	94.7	98.0	99.1
Albany	98.7	99.4	99.6	98.0	99.4	99.7	94.6	97.7	98.8
Caribbean	99.1	99.6	99.7	99.2	99.6	99.7	90.8	96.3	98.6
Connecticut Valley	99.0	99.6	99.8	98.1	99.2	99.6	94.8	98.2	99.3
Greater Boston	99.0	99.4	99.5	98.2	99.3	99.6	94.6	97.9	99.2
Long Island	98.7	99.3	99.6	98.5	99.4	99.6	94.7	97.9	99.0
New York	98.3	99.5	99.7	98.4	99.3	99.7	94.0	97.6	98.9
Northern New England	99.2	99.7	99.8	98.5	99.5	99.7	94.3	97.9	99.0
Northern New Jersey	98.8	99.5	99.6	97.6	99.1	99.5	95.9	98.5	99.2
Triboro	98.3	99.4	99.5	98.3	99.4	99.7	94.7	98.0	99.2
Westchester	98.3	99.2	99.6	97.4	99.0	99.5	95.0	97.8	98.9
Pacific Area	99.2	99.6	99.8	98.9	99.4	99.6	95.0	97.8	98.8
Bay-Valley	99.2	99.5	99.7	98.9	99.3	99.6	95.2	97.8	98.8
Honolulu	99.7	99.8	99.9	N/A	N/A	N/A	90.3	95.6	97.5
Los Angeles	98.7	99.3	99.6	98.8	99.4	99.6	94.9	97.8	99.0
Sacramento	99.4	99.7	99.8	98.9	99.4	99.7	95.5	98.2	99.0
San Diego	99.3	99.5	99.7	98.8	99.4	99.6	95.2	97.8	98.7
San Francisco	99.4	99.7	99.8	98.9	99.3	99.5	95.2	98.0	98.9
Santa Ana	99.0	99.7	99.7	99.2	99.6	99.7	95.0	97.8	99.0
Sierra Coastal	99.2	99.6	99.9	98.6	99.4	99.6	95.1	97.8	99.0

Service Measurement performed and calculated by IBM Corporation



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	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
Southern Area	98.9	99.5	99.7	98.7	99.4	99.7	95.1	98.0	99.1
Alabama	97.9	99.5	99.7	97.2	99.2	99.6	95.1	98.3	99.4
Arkansas	99.2	99.6	99.8	98.5	99.5	99.8	96.7	98.5	99.3
Dallas	99.1	99.5	99.7	99.1	99.6	99.7	96.2	98.4	99.2
Fort Worth	98.8	99.3	99.6	99.5	99.7	99.8	96.3	98.5	99.2
Gulf Atlantic	99.0	99.6	99.8	97.9	99.3	99.7	95.1	98.3	99.2
Houston	98.7	99.5	99.8	98.9	99.5	99.7	93.8	97.5	98.8
Louisiana	98.7	99.3	99.7	98.7	99.5	99.8	95.7	98.4	99.2
Mississippi	98.8	99.2	99.4	98.0	99.1	99.6	95.6	98.3	99.2
Oklahoma	99.3	99.7	99.9	99.1	99.7	99.8	95.7	98.5	99.2
Rio Grande	99.2	99.6	99.7	98.7	99.4	99.8	94.7	97.6	99.0
South Florida	98.8	99.4	99.5	98.5	99.1	99.5	94.0	97.5	98.8
Suncoast	99.2	99.5	99.7	98.8	99.4	99.8	94.3	97.7	99.2
Western Area	99.2	99.6	99.8	98.8	99.5	99.7	95.4	98.2	99.2
Alaska	99.4	99.6	99.9	99.2	99.7	99.8	93.8	97.6	98.6
Arizona	99.5	99.9	99.9	99.7	99.9	99.9	95.3	98.0	99.0
Central Plains	99.5	99.7	99.8	99.2	99.6	99.8	95.6	98.6	99.4
Colorado/Wyoming	98.9	99.4	99.5	98.9	99.6	99.7	95.7	98.3	99.3
Dakotas	99.1	99.5	99.7	98.7	99.5	99.7	94.3	97.9	99.1
Hawkeye	99.4	99.6	99.8	98.3	99.4	99.7	96.3	98.4	99.3
Mid-America	99.1	99.6	99.8	98.1	99.3	99.7	94.3	98.0	99.1
Nevada-Sierra	99.4	99.6	99.7	99.0	99.6	99.8	94.3	96.9	98.4
Northland	98.8	99.4	99.7	98.7	99.5	99.6	96.6	98.8	99.5
Portland	99.3	99.8	99.9	99.3	99.6	99.8	95.7	98.2	99.2
Salt Lake City	99.3	99.6	99.8	99.4	99.7	99.8	94.3	97.5	98.9
Seattle	99.1	99.5	99.7	98.8	99.2	99.6	95.7	98.5	99.4
Nation FY2014 Q2	99.0	99.5	99.7	98.3	99.3	99.6	95.1	98.0	99.1
Nation FY2013 Q2 (SPLY)	99.1	99.6	99.8	98.7	99.5	99.7	97.7	99.1	99.6
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 Annual	99.1	99.6	99.8	98.7	99.5	99.7	97.8	99.1	99.6
Nation FY2014 Q1	99.0	99.5	99.7	98.5	99.4	99.7	95.2	98.0	99.1

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