United States Postal Service®

Quarterly Performance for Single-Piece First-Class Mail®

Quarter IV
FY2014

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 4 were 96.5 percent on time for Overnight, 95.8 percent on time for Two-Day, and 91.3 percent on time for Three-To-Five-Day. Nationally, at least 99.6 percent of mail across all service standards was delivered within the service standard plus three days in FY14 Quarter 4.

In Quarter 4 at the district level, there were 23 districts that scored at or above the performance target of 96.80 percent on time for Overnight. Greater South Carolina, Mid-Carolinas, and Alaska all tied for the highest Overnight performance at 97.7 percent on time. For Two-Day service, 16 districts scored at or above the performance target of 96.50 percent on time, with Caribbean having the highest result at 98.6 percent on time. Oklahoma had the highest Three-To-Five-Day performance at 94.1 percent on time.

Quarterly Performance for Single-Piece First-Class Mail®

Mailpieces Delivered Between 07/01/2014 and 09/30/2014

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	**96.9**	**96.3**	**92.2**
Atlanta	96.7	97.5	92.7
Baltimore	95.7	95.4	90.4
Capital	96.4	96.1	92.4
Greater South Carolina	97.7	96.2	90.3
Greensboro	96.6	96.2	92.4
Mid-Carolinas	97.7	95.8	92.1
Northern Virginia	97.4	96.4	94.0
Richmond	96.7	96.5	92.7
Eastern Area	**96.6**	**95.4**	**92.5**
Appalachian	97.2	95.2	93.3
Central Pennsylvania	97.3	94.5	90.9
Kentuckiana	95.9	95.3	93.5
Northern Ohio	96.2	95.8	93.9
Ohio Valley	95.9	95.0	93.2
Philadelphia Metro	96.2	95.5	91.4
South Jersey	96.7	95.7	91.8
Tennessee	97.1	96.2	91.4
Western New York	97.0	96.4	92.8
Western Pennsylvania	96.8	95.2	93.1
Great Lakes Area	**96.5**	**95.8**	**91.2**
Central Illinois	96.5	95.9	90.2
Chicago	94.5	96.9	89.0
Detroit	94.7	96.2	91.3
Gateway	96.4	93.8	91.0
Greater Indiana	97.1	96.2	92.6
Greater Michigan	96.8	95.4	91.5
Lakeland	97.3	95.8	91.8
Northeast Area	**96.0**	**95.1**	**90.2**
Albany	95.4	94.2	91.2
Caribbean	94.9	98.6	87.6
Connecticut Valley	96.3	94.4	90.6
Greater Boston	96.5	95.1	90.6
Long Island	96.8	96.1	87.6
New York	95.2	95.1	89.1
Northern New England	96.1	95.7	91.2
Northern New Jersey	96.1	94.7	91.6
Triboro	95.3	95.9	89.0
Westchester	95.4	94.4	90.9
Pacific Area	**96.2**	**96.2**	**89.8**
Bay-Valley	95.6	95.9	90.8
Honolulu	97.1	N/A	87.9
Los Angeles	95.2	96.0	88.6
Sacramento	95.8	94.7	89.8
San Diego	97.2	96.7	89.7
San Francisco	96.1	96.4	91.1
Santa Ana	96.3	96.9	89.6
Sierra Coastal	96.2	95.8	90.0

Service Measurement performed and calculated by IBM Corporation

United States Postal Service®

Quarterly Performance for Single-Piece First-Class Mail®

Mailpieces Delivered Between 07/01/2014 and 09/30/2014

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	**96.5**	**95.9**	**91.4**
Alabama	96.6	96.1	91.9
Arkansas	96.5	95.3	92.4
Dallas	96.1	96.3	91.8
Fort Worth	96.4	96.7	92.6
Gulf Atlantic	97.1	95.3	91.4
Houston	94.2	95.6	88.0
Louisiana	96.4	95.6	92.9
Mississippi	96.5	96.2	92.7
Oklahoma	96.9	95.1	94.1
Rio Grande	96.4	95.3	91.2
South Florida	97.6	97.0	89.9
Suncoast	96.6	96.1	91.4
Western Area	**96.6**	**96.3**	**91.0**
Alaska	97.7	97.1	87.8
Arizona	96.8	97.7	91.8
Central Plains	96.8	97.0	92.4
Colorado/Wyoming	96.1	96.7	90.2
Dakotas	97.0	95.0	89.7
Hawkeye	97.1	95.7	92.1
Mid-America	96.5	95.0	89.6
Nevada-Sierra	96.6	94.1	92.6
Northland	96.1	96.6	92.1
Portland	96.5	96.5	88.3
Salt Lake City	97.5	96.7	90.2
Seattle	96.1	97.1	91.1
Nation FY2014 Q4	**96.5**	**95.8**	**91.3**
Nation FY2013 Q4 (SPLY)	**96.3**	**95.9**	**93.2**
Nation FY2009 Annual	**96.1**	**93.5**	**90.8**
Nation FY2010 Annual	**96.3**	**93.6**	**91.6**
Nation FY2011 Annual	**96.2**	**93.4**	**91.2**
Nation FY2012 Annual	**96.5**	**94.8**	**92.3**
Nation FY2013 Annual	**96.1**	**95.3**	**91.6**
Nation FY2014 Annual	**96.0**	**94.9**	**87.7**
Nation FY2014 Q1	**95.5**	**94.2**	**85.1**
Nation FY2014 Q2	**95.5**	**93.7**	**84.1**
Nation FY2014 Q3	**96.5**	**95.8**	**90.0**
FY2014 Annual Target	**96.80**	**96.50**	**95.25**

Service Measurement performed and calculated by IBM Corporation