Quarterly Performance for Single-Piece First-Class Mail®

Overview

Since 1990, the Postal Service™ has contracted with a third party vendor to measure First-Class Mail® service performance independently and objectively via the External First-Class Mail® measurement system (EXFC). EXFC is an 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

On January 5, the Postal Service™ implemented Phase 2 of its plan to rationalize the processing network. This change revised the service standards for Single-Piece First-Class Mail® to eliminate the Overnight service standard which had previously been applied to pieces originating and destinating within the same Sectional Center Facility area. Starting January 5, 2015, Single-Piece First-Class Mail® has a service standard between two and five days, with the majority falling into either two or three days.

Results shown for Overnight service for Q2 reflect only pieces mailed prior to January 5, thus having limited representation of the quarter. The national score for Two-Day service was down 3.3 points from Q2 FY2014, and the Three-to-Five-Day score was down 21 points. Across all service standards, at least 98 percent of mail was delivered within the service standard plus three days. A large number of winter storms disrupted service throughout the quarter, particularly for mail requiring air transportation. Additionally, the mail processing operational window change that was made as part of the Network Rationalization plan was one of the most significant operational changes since automation implementation. These changes impacted the schedules for nearly all processing and transportation activities nationwide. The Postal Service is focused on stabilizing operations by aligning the right resources to activities under the new operating plan to meet both service performance targets and cost savings objectives.

District	Overnight* Percent On Time	Two-Day* Percent On Time	Three-To-Five-Day Percent On Time
Capital Metro Area	**92.2**	**90.2**	**64.1**
Atlanta	94.9	92.9	66.8
Baltimore	99.8	86.2	55.4
Capital	93.5	86.4	60.3
Greater South Carolina	99.9	92.8	61.9
Greensboro	92.4	91.2	66.8
Mid-Carolinas	86.2	92.4	65.7
Northern Virginia	85.6	90.0	68.9
Richmond	73.2	87.0	59.4
Eastern Area	**92.3**	**92.9**	**69.6**
Appalachian	84.5	93.8	73.2
Central Pennsylvania	92.8	91.7	64.1
Kentuckiana	94.1	91.6	66.5
Northern Ohio	91.7	93.5	70.1
Ohio Valley	93.0	94.3	71.3
Philadelphia Metro	91.9	90.1	70.5
South Jersey	94.1	92.8	66.0
Tennessee	95.1	93.0	64.6
Western New York	92.1	93.4	73.8
Western Pennsylvania	84.1	94.7	79.5
Great Lakes Area	**87.2**	**90.1**	**62.5**
Central Illinois	92.1	90.9	64.5
Chicago	70.7	81.6	51.0
Detroit	77.1	89.2	69.0
Gateway	84.8	89.1	60.5
Greater Indiana	86.4	93.4	68.8
Greater Michigan	93.6	90.0	63.6
Lakeland	89.5	91.0	59.7
Northeast Area	**90.0**	**83.7**	**55.2**
Albany	97.6	87.2	62.8
Caribbean	95.7	95.7	52.1
Connecticut Valley	93.4	85.6	58.6
Greater Boston	88.1	82.5	53.4
Long Island	87.8	83.7	55.6
New York	92.7	74.3	44.1
Northern New England	89.1	88.9	56.6
Northern New Jersey	87.7	84.7	58.0
Triboro	92.8	80.7	49.6
Westchester	75.7	78.6	55.2
Pacific Area	**86.7**	**89.1**	**61.8**
Bay-Valley	87.2	92.0	68.4
Honolulu	90.4	96.6	64.9
Los Angeles	69.7	79.0	48.3
Sacramento	85.3	91.5	69.1
San Diego	85.5	88.6	59.9
San Francisco	82.2	91.8	61.8
Santa Ana	94.1	88.8	59.7
Sierra Coastal	87.6	91.0	67.5

Service Measurement performed and calculated by IBM Corporation

District	Overnight* Percent On Time	Two-Day* Percent On Time	Three-To-Five-Day Percent On Time
Southern Area	**91.3**	**91.4**	**60.1**
Alabama	69.7	92.2	65.7
Arkansas	95.7	92.3	68.3
Dallas	91.2	88.5	56.2
Fort Worth	87.4	90.3	60.7
Gulf Atlantic	96.1	94.1	65.5
Houston	86.7	83.4	50.2
Louisiana	84.8	92.1	65.4
Mississippi	95.1	94.8	67.7
Oklahoma	95.0	95.3	71.8
Rio Grande	90.1	91.4	63.8
South Florida	88.3	91.1	48.0
Suncoast	96.6	93.7	60.5
Western Area	**91.8**	**94.0**	**65.8**
Alaska	91.5	96.8	77.9
Arizona	86.3	94.4	68.0
Central Plains	98.5	95.2	68.6
Colorado/Wyoming	85.7	91.0	55.9
Dakotas	88.4	94.5	64.6
Hawkeye	90.7	94.5	69.7
Mid-America	93.6	92.4	62.8
Nevada-Sierra	85.7	92.0	70.4
Northland	91.3	92.9	69.9
Portland	93.8	95.2	63.8
Salt Lake City	91.6	96.6	63.6
Seattle	96.9	94.7	64.3
Nation FY2015 Q2	**90.6**	**90.4**	**63.1**
Nation FY2014 Q2 (SPLY)	**95.5**	**93.7**	**84.1**
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 FY2015 Q1	**95.7**	**94.5**	**83.7**
FY2015 Annual Target	**96.80**	**96.50**	**95.25**

*The Overnight Service Standard for single-piece First-Class Mail was eliminated on January 5, 2015; at that time, Overnight links moved predominantly to Two-Day service. Overnight and Two-Day performance in FY2015 Q2 and beyond cannot be directly compared to previous quarters. A modified weighting approach for calculating performance was used to account for the service standard changes in FY15 Q2.

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