

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 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 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.

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Mailpieces Delivered Between 01/01/2015 and 03/31/2015

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	96.6	98.0	99.3	97.6	99.0	99.5	89.2	96.0	98.2
Atlanta	99.0	99.0	100.0	98.0	99.2	99.6	91.3	97.0	98.6
Baltimore	99.9	100.0	100.0	97.1	98.9	99.5	84.6	93.3	97.0
Capital	93.7	93.8	100.0	96.8	98.9	99.5	87.3	95.0	97.5
Greater South Carolina	100.0	100.0	100.0	98.4	99.3	99.7	87.1	95.6	98.3
Greensboro	97.5	100.0	100.0	98.1	99.1	99.5	88.5	95.5	98.3
Mid-Carolinas	94.5	100.0	100.0	97.8	99.0	99.4	90.7	96.6	98.5
Northern Virginia	95.9	97.9	97.9	97.7	99.0	99.5	91.7	97.4	98.7
Richmond	80.9	84.7	92.4	96.8	98.4	99.1	86.8	94.9	97.7
Eastern Area	97.1	98.1	98.5	98.3	99.3	99.7	90.8	96.5	98.5
Appalachian	96.9	96.9	96.9	98.6	99.4	99.8	92.0	97.1	98.7
Central Pennsylvania	98.0	98.0	98.0	97.8	99.1	99.6	88.0	95.7	98.3
Kentuckiana	96.1	96.1	98.1	97.9	99.0	99.6	89.7	96.0	98.4
Northern Ohio	95.9	100.0	100.0	98.4	99.4	99.7	92.0	97.2	98.9
Ohio Valley	97.7	97.7	97.7	98.5	99.5	99.7	91.1	96.5	98.5
Philadelphia Metro	95.3	96.9	98.4	98.0	99.1	99.6	91.4	96.8	98.4
South Jersey	100.0	100.0	100.0	98.3	99.3	99.5	89.8	96.3	98.5
Tennessee	97.6	98.8	98.8	98.3	99.5	99.8	88.7	95.7	98.2
Western New York	98.7	100.0	100.0	98.1	99.3	99.6	91.5	96.1	98.1
Western Pennsylvania	93.2	93.2	95.5	98.6	99.4	99.7	94.6	98.1	99.2
Great Lakes Area	95.2	96.9	98.1	97.5	98.9	99.3	88.4	95.9	98.2
Central Illinois	96.9	98.4	98.4	97.8	99.1	99.5	89.2	96.2	98.2
Chicago	84.2	92.1	97.3	94.7	98.3	99.3	82.0	93.5	97.5
Detroit	96.4	98.9	100.0	97.0	98.6	99.0	91.0	96.6	98.3
Gateway	99.9	100.0	100.0	97.8	99.2	99.6	87.8	95.7	97.9
Greater Indiana	91.0	93.2	93.2	98.5	99.1	99.5	91.4	96.9	98.6
Greater Michigan	96.2	98.8	100.0	97.8	98.8	99.4	88.9	96.3	98.6
Lakeland	93.5	94.8	97.4	97.4	98.8	99.2	87.6	95.7	98.2
Northeast Area	96.4	98.0	98.9	95.2	98.3	99.2	83.5	93.4	97.3
Albany	100.0	100.0	100.0	96.8	99.0	99.7	87.9	95.3	98.1
Caribbean	95.8	95.8	95.8	99.2	99.7	99.8	82.3	93.5	96.6
Connecticut Valley	98.1	100.0	100.0	94.9	98.3	99.3	85.3	94.1	98.0
Greater Boston	92.9	95.3	96.4	94.4	97.7	98.8	82.1	92.2	96.7
Long Island	93.9	98.0	100.0	94.1	98.7	99.5	83.3	93.6	97.4
New York	98.1	100.0	100.0	92.0	97.0	98.6	77.3	91.2	95.9
Northern New England	95.3	95.3	100.0	97.5	99.0	99.6	84.1	93.8	97.6
Northern New Jersey	98.4	100.0	100.0	96.2	98.5	99.2	86.1	94.3	97.5
Triboro	95.7	97.2	97.2	95.2	98.5	99.2	80.5	92.7	97.0
Westchester	96.5	96.5	96.5	94.6	98.2	99.4	82.8	93.0	97.0
Pacific Area	94.9	97.4	97.4	97.5	99.0	99.4	87.0	94.9	97.8
Bay-Valley	93.0	97.2	97.2	98.5	99.4	99.6	89.8	96.0	98.2
Honolulu	100.0	100.0	100.0	99.6	99.9	100.0	89.3	96.3	98.2
Los Angeles	87.9	91.0	91.0	94.4	97.8	98.7	80.9	92.3	96.6
Sacramento	92.9	95.3	95.3	98.4	99.5	99.7	90.8	96.1	98.4
San Diego	97.1	100.0	100.0	97.6	99.1	99.4	86.2	95.0	98.1
San Francisco	90.2	94.1	94.2	98.2	99.2	99.6	85.6	94.6	97.7
Santa Ana	98.8	98.9	98.9	97.5	99.0	99.4	86.1	94.6	97.8
Sierra Coastal	96.9	100.0	100.0	97.9	99.1	99.5	89.6	96.1	98.3

Service Measurement performed and calculated by IBM Corporation



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Southern Area	96.4	98.1	98.8	97.8	99.1	99.5	86.2	94.7	97.7
Alabama	91.4	93.5	97.8	98.3	99.4	99.8	90.4	96.9	98.7
Arkansas	95.8	95.8	97.9	97.7	99.2	99.5	90.9	96.7	98.6
Dallas	97.1	98.6	98.6	96.8	98.6	99.2	83.9	93.7	97.1
Fort Worth	94.6	95.3	97.7	97.3	99.1	99.5	86.6	94.7	97.7
Gulf Atlantic	99.9	100.0	100.0	98.5	99.4	99.7	88.9	96.3	98.5
Houston	93.5	95.2	96.8	95.2	97.8	98.7	81.4	92.7	96.9
Louisiana	91.4	97.8	97.8	98.4	99.4	99.8	88.3	95.6	98.2
Mississippi	95.3	97.6	97.6	98.9	99.5	99.7	90.3	96.5	98.5
Oklahoma	100.0	100.0	100.0	99.2	99.6	99.7	91.1	96.3	98.4
Rio Grande	94.7	98.7	100.0	98.0	99.2	99.6	87.7	95.1	97.7
South Florida	92.8	98.5	98.6	97.7	99.1	99.7	77.8	89.9	95.5
Suncoast	99.2	99.2	99.2	98.4	99.2	99.6	88.1	96.1	98.4
Western Area	97.4	99.0	99.3	98.9	99.6	99.7	89.5	96.0	98.4
Alaska	94.3	94.3	97.0	98.8	99.5	99.8	91.5	97.1	98.5
Arizona	98.8	100.0	100.0	99.1	99.7	99.8	90.6	96.2	98.4
Central Plains	99.8	100.0	100.0	99.2	99.7	99.9	89.6	95.9	98.5
Colorado/Wyoming	97.4	98.7	100.0	98.3	99.1	99.3	85.2	94.7	98.0
Dakotas	96.7	100.0	100.0	99.0	99.7	99.9	88.2	95.4	97.9
Hawkeye	93.8	96.9	98.4	98.8	99.5	99.6	90.4	96.4	98.6
Mid-America	95.3	96.9	96.9	98.5	99.5	99.8	88.4	95.7	98.3
Nevada-Sierra	96.4	100.0	100.0	98.4	99.2	99.6	90.9	96.2	98.3
Northland	97.1	100.0	100.0	98.6	99.6	99.8	92.1	97.3	98.7
Portland	98.5	98.5	98.5	98.9	99.6	99.8	89.6	96.1	98.3
Salt Lake City	97.9	97.9	100.0	99.7	99.8	99.9	87.6	94.8	98.0
Seattle	96.9	98.5	98.5	99.1	99.5	99.7	90.0	96.5	98.7
Nation FY2015 Q2	96.4	98.0	98.7	97.6	99.0	99.5	88.0	95.4	98.0
Nation FY2014 Q2 (SPLY)	99.0	99.5	99.7	98.3	99.3	99.6	95.1	98.0	99.1
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 Annual	99.1	99.6	99.7	98.7	99.4	99.7	96.4	98.5	99.3
Nation FY2015 Q1	99.0	99.6	99.7	98.6	99.4	99.7	95.4	98.3	99.3

* 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.

Service Measurement performed and calculated by IBM Corporation

