

## 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 destinations.

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™ began to implement 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.

National Single-Piece First-Class Mail® results in FY15 Quarter 3 were 94.2 percent on time for Two-Day and 77.1 percent on time for Three-To-Five-Day. Nationally, at least 99.0 percent of mail across all service standards was delivered within the service standard plus three days in FY15 Quarter 3. In Quarter 3 at the district level, there were 5 districts that scored at or above the performance target of 96.50 percent on time for Two-Day. Honolulu and Alaska had the highest Two-Day performance at 98.0 percent on time. Appalachian had the highest Three-To-Five-Day performance at 86.3 percent on time. Eastern area led the nation in both Two-Day and Three-To-Five-Day.

**Quarterly Performance for Single-Piece First-Class Mail®**

Mailpieces Delivered Between 04/01/2015 and 06/30/2015

District	Overnight*	Two-Day*	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>N/A</b>	<b>94.1</b>	<b>77.2</b>
Atlanta	N/A	94.4	76.8
Baltimore	N/A	93.6	75.6
Capital	N/A	93.8	79.5
Greater South Carolina	N/A	95.2	68.9
Greensboro	N/A	93.4	80.4
Mid-Carolinas	N/A	95.2	77.1
Northern Virginia	N/A	95.0	82.5
Richmond	N/A	92.3	77.6
<b>Eastern Area</b>	<b>N/A</b>	<b>95.5</b>	<b>81.7</b>
Appalachian	N/A	95.7	86.3
Central Pennsylvania	N/A	94.5	76.5
Kentuckiana	N/A	95.6	82.2
Northern Ohio	N/A	93.6	80.1
Ohio Valley	N/A	96.1	83.0
Philadelphia Metro	N/A	95.1	81.2
South Jersey	N/A	95.9	79.0
Tennessee	N/A	96.0	80.3
Western New York	N/A	96.6	85.9
Western Pennsylvania	N/A	96.5	85.5
<b>Great Lakes Area</b>	<b>N/A</b>	<b>93.6</b>	<b>77.7</b>
Central Illinois	N/A	94.5	79.4
Chicago	N/A	94.0	78.2
Detroit	N/A	92.1	78.2
Gateway	N/A	93.3	75.3
Greater Indiana	N/A	93.0	78.5
Greater Michigan	N/A	93.2	77.2
Lakeland	N/A	94.5	77.0
<b>Northeast Area</b>	<b>N/A</b>	<b>91.9</b>	<b>74.1</b>
Albany	N/A	92.1	79.0
Caribbean	N/A	94.8	66.5
Connecticut Valley	N/A	93.1	77.2
Greater Boston	N/A	92.1	72.8
Long Island	N/A	92.6	75.7
New York	N/A	90.7	70.0
Northern New England	N/A	94.3	72.1
Northern New Jersey	N/A	91.9	77.4
Triboro	N/A	88.4	67.9
Westchester	N/A	87.7	70.1
<b>Pacific Area</b>	<b>N/A</b>	<b>93.4</b>	<b>75.0</b>
Bay-Valley	N/A	93.7	78.4
Honolulu	N/A	98.0	81.5
Los Angeles	N/A	90.2	65.8
Sacramento	N/A	93.3	78.6
San Diego	N/A	93.9	75.2
San Francisco	N/A	93.7	76.2
Santa Ana	N/A	93.2	73.6
Sierra Coastal	N/A	94.9	78.2

Service Measurement performed and calculated by IBM Corporation



**Quarterly Performance for Single-Piece First-Class Mail®**

Mailpieces Delivered Between 04/01/2015 and 06/30/2015

District	Overnight*	Two-Day*	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>N/A</b>	<b>94.7</b>	<b>76.1</b>
Alabama	N/A	96.2	78.8
Arkansas	N/A	95.9	81.0
Dallas	N/A	93.6	74.2
Fort Worth	N/A	95.3	78.5
Gulf Atlantic	N/A	96.2	80.5
Houston	N/A	88.7	63.4
Louisiana	N/A	95.4	77.3
Mississippi	N/A	96.0	77.4
Oklahoma	N/A	96.4	83.7
Rio Grande	N/A	93.4	76.7
South Florida	N/A	95.9	73.6
Suncoast	N/A	96.0	77.5
<b>Western Area</b>	<b>N/A</b>	<b>95.1</b>	<b>76.9</b>
Alaska	N/A	98.0	85.6
Arizona	N/A	96.6	80.8
Central Plains	N/A	95.5	77.5
Colorado/Wyoming	N/A	93.5	72.5
Dakotas	N/A	95.4	75.4
Hawkeye	N/A	96.1	81.4
Mid-America	N/A	93.4	73.7
Nevada-Sierra	N/A	93.6	80.0
Northland	N/A	94.5	78.1
Portland	N/A	95.7	77.8
Salt Lake City	N/A	95.8	72.6
Seattle	N/A	95.0	73.4
<b>Nation FY2015 Q3</b>	<b>N/A</b>	<b>94.2</b>	<b>77.1</b>
<b>Nation FY2014 Q3 (SPLY)</b>	<b>96.5</b>	<b>95.8</b>	<b>90.0</b>
<b>Nation FY2009 Annual</b>	<b>96.1</b>	<b>93.5</b>	<b>90.8</b>
<b>Nation FY2010 Annual</b>	<b>96.3</b>	<b>93.6</b>	<b>91.6</b>
<b>Nation FY2011 Annual</b>	<b>96.2</b>	<b>93.4</b>	<b>91.2</b>
<b>Nation FY2012 Annual</b>	<b>96.5</b>	<b>94.8</b>	<b>92.3</b>
<b>Nation FY2013 Annual</b>	<b>96.1</b>	<b>95.3</b>	<b>91.6</b>
<b>Nation FY2014 Annual</b>	<b>96.0</b>	<b>94.9</b>	<b>87.7</b>
<b>Nation FY2015 Q1</b>	<b>95.7</b>	<b>94.5</b>	<b>83.7</b>
<b>Nation FY2015 Q2</b>	<b>90.6</b>	<b>90.4</b>	<b>63.1</b>
<b>FY2015 Annual Target</b>	<b>96.80</b>	<b>96.50</b>	<b>95.25</b>

\*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.