

## Quarterly Performance for Single-Piece First-Class Mail® Service Variance

### **Overview**

Since 1990, U.S. 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 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**

National Single-Piece First-Class Mail® results in FY 2017 Quarter 3 were 95.5 percent on time for Two-Day and 88.3 percent on time for Three-To-Five-Day. Nationally, at least 99.4 percent of mail across all service standards was delivered within the service standard plus three days in FY 2017 Quarter 3.

At the district level, there were 13 districts that scored at or above the performance target of 96.50 for Two-Day in FY 2017 Quarter 3. Nevada-Sierra had the highest Two-Day performance at 97.8 percent on time. Two-Day performance improved for two out of seven areas and for 23 out of 67 districts compared to the same period last year. Oklahoma had the highest Three-To-Five-Day performance in FY 2017 Quarter 3 at 91.9 percent on time. Three-To-Five-Day performance improved for five out of seven areas and for 40 out of 67 districts compared to the same period last year. Nationally, Three-To-Five-Day performance was 0.4 points higher compared to the same period last year.

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Mailpieces Delivered Between 04/01/2017 and 06/30/2017

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
<b>Capital Metro Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.5</b>	<b>99.3</b>	<b>99.6</b>	<b>96.9</b>	<b>98.9</b>	<b>99.4</b>
Atlanta	N/A	N/A	N/A	98.4	99.3	99.5	96.8	98.9	99.5
Baltimore	N/A	N/A	N/A	98.5	99.2	99.5	96.5	98.6	99.3
Capital	N/A	N/A	N/A	97.8	99.0	99.3	96.2	98.7	99.3
Greater South Carolina	N/A	N/A	N/A	99.0	99.4	99.7	97.1	98.8	99.4
Greensboro	N/A	N/A	N/A	98.7	99.3	99.7	97.0	98.7	99.4
Mid-Carolinas	N/A	N/A	N/A	98.8	99.4	99.7	97.7	99.1	99.6
Northern Virginia	N/A	N/A	N/A	98.5	99.3	99.7	97.1	98.9	99.5
Richmond	N/A	N/A	N/A	98.5	99.4	99.8	96.7	98.8	99.4
<b>Eastern Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.9</b>	<b>99.4</b>	<b>99.7</b>	<b>97.2</b>	<b>98.7</b>	<b>99.4</b>
Appalachian	N/A	N/A	N/A	99.1	99.5	99.8	97.0	98.7	99.4
Central Pennsylvania	N/A	N/A	N/A	99.0	99.5	99.7	97.5	99.0	99.5
Kentuckiana	N/A	N/A	N/A	98.9	99.5	99.8	97.4	98.9	99.5
Northern Ohio	N/A	N/A	N/A	98.6	99.2	99.6	96.8	98.5	99.2
Ohio Valley	N/A	N/A	N/A	98.6	99.2	99.6	96.9	98.5	99.2
Philadelphia Metro	N/A	N/A	N/A	98.7	99.3	99.7	96.1	98.2	99.2
South Jersey	N/A	N/A	N/A	98.8	99.4	99.7	97.7	99.1	99.5
Tennessee	N/A	N/A	N/A	98.8	99.3	99.6	97.3	98.7	99.4
Western New York	N/A	N/A	N/A	99.2	99.6	99.8	97.4	98.7	99.4
Western Pennsylvania	N/A	N/A	N/A	99.4	99.7	99.9	97.6	99.1	99.6
<b>Great Lakes Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>	<b>97.0</b>	<b>98.9</b>	<b>99.4</b>
Central Illinois	N/A	N/A	N/A	98.9	99.6	99.8	97.3	99.0	99.5
Chicago	N/A	N/A	N/A	98.4	99.3	99.6	96.5	98.7	99.3
Detroit	N/A	N/A	N/A	98.2	99.3	99.6	96.4	98.7	99.3
Gateway	N/A	N/A	N/A	98.4	99.3	99.7	96.0	98.5	99.2
Greater Indiana	N/A	N/A	N/A	98.7	99.3	99.6	97.4	98.8	99.5
Greater Michigan	N/A	N/A	N/A	99.1	99.6	99.8	97.2	98.8	99.4
Lakeland	N/A	N/A	N/A	98.9	99.5	99.8	97.5	99.0	99.6
<b>Northeast Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.2</b>	<b>99.2</b>	<b>99.6</b>	<b>96.1</b>	<b>98.4</b>	<b>99.2</b>
Albany	N/A	N/A	N/A	98.5	99.2	99.7	97.1	98.9	99.4
Caribbean	N/A	N/A	N/A	98.2	99.1	99.3	92.3	97.0	98.4
Connecticut Valley	N/A	N/A	N/A	98.6	99.4	99.6	96.5	98.7	99.5
Greater Boston	N/A	N/A	N/A	98.3	99.2	99.6	96.3	98.4	99.2
Long Island	N/A	N/A	N/A	98.6	99.2	99.6	96.3	98.4	99.3
New York	N/A	N/A	N/A	97.2	99.0	99.5	95.7	98.5	99.2
Northern New England	N/A	N/A	N/A	98.5	99.3	99.7	96.2	98.6	99.3
Northern New Jersey	N/A	N/A	N/A	98.3	99.3	99.6	95.9	98.3	99.2
Triboro	N/A	N/A	N/A	97.5	98.8	99.3	95.2	97.4	98.6
Westchester	N/A	N/A	N/A	97.7	99.2	99.7	96.2	98.5	99.3
<b>Pacific Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>	<b>96.8</b>	<b>98.7</b>	<b>99.4</b>
Bay-Valley	N/A	N/A	N/A	98.6	99.3	99.6	96.5	98.5	99.3
Honolulu	N/A	N/A	N/A	99.5	99.7	99.8	96.7	99.0	99.4
Los Angeles	N/A	N/A	N/A	98.4	99.2	99.7	96.0	98.3	99.1
Sacramento	N/A	N/A	N/A	98.8	99.5	99.7	97.3	98.7	99.6
San Diego	N/A	N/A	N/A	98.3	99.4	99.7	96.7	98.6	99.5
San Francisco	N/A	N/A	N/A	98.4	99.3	99.5	96.8	98.8	99.4
Santa Ana	N/A	N/A	N/A	99.0	99.6	99.7	97.3	99.0	99.5
Sierra Coastal	N/A	N/A	N/A	99.0	99.5	99.8	96.8	98.7	99.4

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Service Variance**

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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
<b>Southern Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.6</b>	<b>99.4</b>	<b>99.7</b>	<b>96.8</b>	<b>98.6</b>	<b>99.3</b>
Alabama	N/A	N/A	N/A	98.9	99.6	99.8	96.7	98.7	99.4
Arkansas	N/A	N/A	N/A	98.9	99.4	99.7	97.4	98.9	99.4
Dallas	N/A	N/A	N/A	98.4	99.3	99.7	96.9	98.8	99.4
Fort Worth	N/A	N/A	N/A	98.8	99.5	99.7	97.2	98.7	99.2
Gulf Atlantic	N/A	N/A	N/A	98.6	99.4	99.7	96.6	98.7	99.4
Houston	N/A	N/A	N/A	98.1	99.3	99.7	97.2	98.7	99.2
Louisiana	N/A	N/A	N/A	98.5	99.3	99.5	95.4	97.9	99.2
Mississippi	N/A	N/A	N/A	99.0	99.5	99.7	97.0	98.4	99.1
Oklahoma	N/A	N/A	N/A	99.0	99.4	99.7	97.7	99.0	99.6
Rio Grande	N/A	N/A	N/A	98.6	99.4	99.7	96.6	98.5	99.2
South Florida	N/A	N/A	N/A	97.7	98.7	99.3	95.8	98.2	99.1
Suncoast	N/A	N/A	N/A	98.8	99.5	99.7	97.2	98.8	99.4
<b>Western Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.9</b>	<b>99.5</b>	<b>99.7</b>	<b>96.8</b>	<b>98.7</b>	<b>99.4</b>
Alaska	N/A	N/A	N/A	99.1	99.7	99.9	94.8	97.8	98.9
Arizona	N/A	N/A	N/A	99.0	99.5	99.7	97.2	99.0	99.6
Central Plains	N/A	N/A	N/A	98.8	99.3	99.5	97.0	98.8	99.4
Colorado/Wyoming	N/A	N/A	N/A	98.1	99.0	99.6	95.5	98.1	99.0
Dakotas	N/A	N/A	N/A	99.2	99.7	99.8	96.9	98.4	99.3
Hawkeye	N/A	N/A	N/A	99.1	99.7	99.8	97.4	98.8	99.4
Mid-America	N/A	N/A	N/A	98.7	99.4	99.6	96.2	98.3	99.1
Nevada-Sierra	N/A	N/A	N/A	99.3	99.6	99.8	97.1	98.7	99.4
Northland	N/A	N/A	N/A	98.9	99.5	99.7	97.5	98.9	99.5
Portland	N/A	N/A	N/A	99.4	99.8	99.8	96.6	98.7	99.3
Salt Lake City	N/A	N/A	N/A	99.4	99.8	99.8	97.0	98.8	99.6
Seattle	N/A	N/A	N/A	98.8	99.4	99.8	96.2	98.5	99.2
<b>Nation FY2017 Q3</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>	<b>96.8</b>	<b>98.7</b>	<b>99.4</b>
<b>Nation FY2016 Q3 (SPLY)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.8</b>	<b>99.4</b>	<b>99.7</b>	<b>96.8</b>	<b>98.6</b>	<b>99.4</b>
<b>Nation FY2009 Annual</b>	<b>99.2</b>	<b>99.6</b>	<b>99.8</b>	<b>98.5</b>	<b>99.4</b>	<b>99.7</b>	<b>97.5</b>	<b>99.1</b>	<b>99.6</b>
<b>Nation FY2010 Annual</b>	<b>99.2</b>	<b>99.6</b>	<b>99.8</b>	<b>98.5</b>	<b>99.4</b>	<b>99.7</b>	<b>97.9</b>	<b>99.2</b>	<b>99.6</b>
<b>Nation FY2011 Annual</b>	<b>99.2</b>	<b>99.6</b>	<b>99.8</b>	<b>98.4</b>	<b>99.4</b>	<b>99.7</b>	<b>97.7</b>	<b>99.1</b>	<b>99.6</b>
<b>Nation FY2012 Annual</b>	<b>99.2</b>	<b>99.6</b>	<b>99.8</b>	<b>98.8</b>	<b>99.5</b>	<b>99.7</b>	<b>98.0</b>	<b>99.2</b>	<b>99.7</b>
<b>Nation FY2013 Annual</b>	<b>99.1</b>	<b>99.6</b>	<b>99.8</b>	<b>98.7</b>	<b>99.5</b>	<b>99.7</b>	<b>97.8</b>	<b>99.1</b>	<b>99.6</b>
<b>Nation FY2014 Annual</b>	<b>99.1</b>	<b>99.6</b>	<b>99.7</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>	<b>96.4</b>	<b>98.5</b>	<b>99.3</b>
<b>Nation FY2015 Annual</b>	<b>99.0</b>	<b>99.5</b>	<b>99.7</b>	<b>98.3</b>	<b>99.3</b>	<b>99.6</b>	<b>93.3</b>	<b>97.4</b>	<b>98.9</b>
<b>Nation FY2016 Annual</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.5</b>	<b>99.3</b>	<b>99.6</b>	<b>95.5</b>	<b>98.1</b>	<b>99.1</b>
<b>Nation FY2017 Q1</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.3</b>	<b>99.3</b>	<b>99.6</b>	<b>95.1</b>	<b>98.1</b>	<b>99.1</b>
<b>Nation FY2017 Q2</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.4</b>	<b>99.3</b>	<b>99.6</b>	<b>95.6</b>	<b>98.3</b>	<b>99.2</b>

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