

## 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.

Single-Piece First-Class Mail® parcels were classified as a competitive product effective for pieces mailed on or after September 3, 2017; therefore, Single-Piece First-Class Mail® parcel results are no longer included in Single-Piece First-Class Mail® reporting.

Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY 2018 Quarter 1 and FY 2018 Quarter 2 due to the devastating impacts of Hurricanes Irma and Maria. Measurement will resume in FY 2018 Quarter 3.

### **Performance Highlights**

National Single-Piece First-Class Mail® Two-Day performance in FY 2018 Quarter 2 was 92.8 percent on time, which is 1.5 points lower than the same period last year. National Three-To-Five-Day performance was 77.8 percent on time, which is 6.6 points lower than the same period last year. Nationally, at least 98.8 percent of mail across all service standards was delivered within the service standard plus three days in FY 2018 Quarter 2.

In FY 2018 Quarter 2 at the district level, there were 26 districts that scored at or above 94.0 percent on-time in Two-Day service performance. Honolulu had the highest Two-Day performance at 96.9 percent on time. Two-Day performance improved for 7 out of 66 districts compared to the same period last year. In FY 2018 Quarter 2 at the district level, Alaska had the highest Three-To-Five-Day performance at 87.5 percent on time. Three-To-Five-Day performance improved for 1 out of 66 districts compared to the same period last year.

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Mailpieces Delivered Between 01/01/2018 and 03/31/2018

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>97.7</b>	<b>99.0</b>	<b>99.5</b>	<b>93.3</b>	<b>97.4</b>	<b>98.7</b>
Atlanta	N/A	N/A	N/A	97.2	98.9	99.4	93.0	97.4	98.7
Baltimore	N/A	N/A	N/A	96.8	98.5	99.1	90.0	96.1	98.0
Capital	N/A	N/A	N/A	97.3	98.9	99.3	92.1	96.6	98.2
Greater South Carolina	N/A	N/A	N/A	98.2	99.3	99.6	95.1	98.1	99.0
Greensboro	N/A	N/A	N/A	97.9	99.1	99.6	93.8	97.7	99.0
Mid-Carolinas	N/A	N/A	N/A	98.3	99.2	99.7	94.0	97.4	98.8
Northern Virginia	N/A	N/A	N/A	98.3	99.2	99.5	94.1	97.6	98.7
Richmond	N/A	N/A	N/A	97.5	98.9	99.5	94.2	97.6	98.9
<b>Eastern Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.2</b>	<b>99.2</b>	<b>99.5</b>	<b>94.4</b>	<b>97.6</b>	<b>98.8</b>
Appalachian	N/A	N/A	N/A	98.7	99.4	99.7	94.3	97.7	98.9
Central Pennsylvania	N/A	N/A	N/A	98.4	99.2	99.6	93.8	97.7	99.0
Kentuckiana	N/A	N/A	N/A	98.0	99.2	99.5	95.3	97.8	99.0
Northern Ohio	N/A	N/A	N/A	97.2	98.9	99.4	92.9	96.9	98.6
Ohio Valley	N/A	N/A	N/A	98.3	99.2	99.4	94.0	97.3	98.6
Philadelphia Metro	N/A	N/A	N/A	97.5	98.9	99.4	92.8	97.0	98.4
South Jersey	N/A	N/A	N/A	98.3	99.2	99.6	94.5	98.1	99.2
Tennessee	N/A	N/A	N/A	98.5	99.1	99.4	95.6	98.0	99.0
Western New York	N/A	N/A	N/A	98.8	99.3	99.7	94.3	97.4	98.8
Western Pennsylvania	N/A	N/A	N/A	98.8	99.5	99.7	96.2	98.4	99.2
<b>Great Lakes Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>97.3</b>	<b>98.9</b>	<b>99.4</b>	<b>93.4</b>	<b>97.3</b>	<b>98.7</b>
Central Illinois	N/A	N/A	N/A	97.6	98.9	99.5	94.2	97.5	98.7
Chicago	N/A	N/A	N/A	95.8	98.2	99.1	90.2	96.0	98.4
Detroit	N/A	N/A	N/A	96.3	98.3	99.1	90.8	95.8	97.9
Gateway	N/A	N/A	N/A	96.9	98.9	99.5	92.7	97.0	98.5
Greater Indiana	N/A	N/A	N/A	98.3	99.2	99.5	95.0	97.9	99.0
Greater Michigan	N/A	N/A	N/A	98.4	99.4	99.6	94.8	97.7	98.8
Lakeland	N/A	N/A	N/A	97.4	99.0	99.4	94.0	97.7	99.0
<b>Northeast Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>97.3</b>	<b>98.9</b>	<b>99.4</b>	<b>91.7</b>	<b>96.5</b>	<b>98.3</b>
Albany	N/A	N/A	N/A	97.9	99.2	99.6	92.8	96.9	98.4
Caribbean	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Connecticut Valley	N/A	N/A	N/A	98.0	99.2	99.5	92.0	97.3	98.9
Greater Boston	N/A	N/A	N/A	97.0	98.7	99.2	90.4	95.4	97.7
Long Island	N/A	N/A	N/A	97.7	99.0	99.4	92.7	96.8	98.3
New York	N/A	N/A	N/A	96.8	98.6	99.3	92.3	96.7	98.3
Northern New England	N/A	N/A	N/A	97.6	98.9	99.4	91.3	96.3	98.3
Northern New Jersey	N/A	N/A	N/A	97.6	98.9	99.6	92.2	96.8	98.5
Triboro	N/A	N/A	N/A	95.8	98.3	99.2	91.4	96.3	98.3
Westchester	N/A	N/A	N/A	96.3	98.3	98.8	90.2	96.0	98.3
<b>Pacific Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.3</b>	<b>99.2</b>	<b>99.6</b>	<b>94.6</b>	<b>97.8</b>	<b>99.0</b>
Bay-Valley	N/A	N/A	N/A	98.1	99.2	99.6	94.3	97.5	98.9
Honolulu	N/A	N/A	N/A	99.4	99.7	99.9	91.1	96.2	98.1
Los Angeles	N/A	N/A	N/A	97.4	98.7	99.5	93.3	97.4	98.8
Sacramento	N/A	N/A	N/A	98.1	99.0	99.3	94.9	97.7	98.9
San Diego	N/A	N/A	N/A	98.5	99.1	99.6	94.7	98.0	98.9
San Francisco	N/A	N/A	N/A	98.3	99.1	99.4	95.4	98.1	99.1
Santa Ana	N/A	N/A	N/A	98.8	99.5	99.7	95.3	98.4	99.3
Sierra Coastal	N/A	N/A	N/A	98.3	99.3	99.7	94.9	97.9	98.9

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Service Variance**

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<b>Southern Area</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.1</b>	<b>99.1</b>	<b>99.5</b>	<b>93.1</b>	<b>97.2</b>	<b>98.7</b>
Alabama	N/A	N/A	N/A	98.5	99.4	99.7	94.6	97.9	99.1
Arkansas	N/A	N/A	N/A	98.5	99.3	99.7	94.4	98.0	99.2
Dallas	N/A	N/A	N/A	98.1	99.1	99.5	92.0	97.0	98.8
Fort Worth	N/A	N/A	N/A	98.5	99.1	99.7	93.9	97.5	98.9
Gulf Atlantic	N/A	N/A	N/A	97.8	99.0	99.5	92.6	97.1	98.7
Houston	N/A	N/A	N/A	97.1	98.5	99.1	90.0	95.5	98.0
Louisiana	N/A	N/A	N/A	97.6	99.0	99.4	93.3	97.5	98.8
Mississippi	N/A	N/A	N/A	97.9	98.9	99.4	94.0	97.5	98.9
Oklahoma	N/A	N/A	N/A	99.4	99.7	99.8	96.3	98.5	99.3
Rio Grande	N/A	N/A	N/A	98.6	99.5	99.8	94.9	97.7	98.9
South Florida	N/A	N/A	N/A	96.6	98.2	98.9	90.7	96.0	98.0
Suncoast	N/A	N/A	N/A	98.2	99.2	99.4	94.3	97.5	98.7
<b>Western 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>94.5</b>	<b>97.7</b>	<b>98.9</b>
Alaska	N/A	N/A	N/A	99.2	99.6	99.8	95.5	97.7	99.2
Arizona	N/A	N/A	N/A	98.7	99.3	99.6	94.6	97.8	99.0
Central Plains	N/A	N/A	N/A	98.7	99.6	99.8	93.6	97.3	98.7
Colorado/Wyoming	N/A	N/A	N/A	98.4	99.3	99.4	94.1	97.7	98.9
Dakotas	N/A	N/A	N/A	98.5	99.5	99.7	93.7	97.4	99.0
Hawkeye	N/A	N/A	N/A	98.8	99.4	99.8	94.6	97.7	99.0
Mid-America	N/A	N/A	N/A	98.2	99.1	99.4	93.4	97.1	98.5
Nevada-Sierra	N/A	N/A	N/A	98.4	99.1	99.5	94.5	97.8	99.1
Northland	N/A	N/A	N/A	98.7	99.5	99.8	95.1	98.1	99.0
Portland	N/A	N/A	N/A	99.2	99.7	99.8	95.3	98.2	99.2
Salt Lake City	N/A	N/A	N/A	99.0	99.6	99.7	94.6	97.7	98.9
Seattle	N/A	N/A	N/A	98.5	99.4	99.6	95.1	97.9	99.1
<b>Nation FY2018 Q2</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.0</b>	<b>99.1</b>	<b>99.5</b>	<b>93.7</b>	<b>97.4</b>	<b>98.8</b>
<b>Nation FY2017 Q2 (SPLY)</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>
<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 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>96.0</b>	<b>98.4</b>	<b>99.3</b>
<b>Nation FY2018 Q1</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>98.1</b>	<b>99.2</b>	<b>99.6</b>	<b>94.1</b>	<b>97.6</b>	<b>98.9</b>

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