

Quarterly Performance for Single-Piece First-Class Mail®

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

National Single-Piece First-Class Mail® results in FY14 Quarter 2 were 95.5 percent on time for Overnight, 93.7 percent on time for Two-Day, and 84.1 percent on time for Three-To-Five-Day, 6.7 points lower compared to the same period last year. Performance during the quarter was affected by numerous, severe winter storms, including Winter Storm Titan, which impacted 18 states across the middle and eastern US. Nationally, at least 99.1 percent of mail across all service standards was delivered within the service standard plus three days in FY14 Quarter 2.

In Quarter 2 at the district level, there were 11 districts that scored at or above the performance target of 96.80 percent on time for Overnight. Honolulu had the highest Overnight performance at 97.7 percent on time. For Two-Day service, 5 districts scored at or above the performance target of 96.50 percent on time, with Caribbean having the highest result at 98.2 percent on time. Western Pennsylvania had the highest Three-To-Five-Day performance at 88.4 percent on time.

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Mailpieces Delivered Between 01/01/2014 and 03/31/2014

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	95.3	93.3	84.5
Atlanta	94.1	92.9	82.9
Baltimore	94.5	92.0	79.9
Capital	93.9	93.1	85.1
Greater South Carolina	96.5	92.5	87.0
Greensboro	95.0	94.0	83.8
Mid-Carolinas	96.5	93.5	85.6
Northern Virginia	95.9	94.6	87.6
Richmond	95.5	94.7	86.3
Eastern Area	95.7	92.9	86.9
Appalachian	95.8	91.4	87.3
Central Pennsylvania	95.3	91.7	85.8
Kentuckiana	95.9	93.1	87.6
Northern Ohio	95.6	95.3	87.3
Ohio Valley	95.5	93.1	86.2
Philadelphia Metro	91.4	89.8	83.6
South Jersey	95.5	93.2	87.1
Tennessee	97.2	93.8	87.9
Western New York	96.2	95.3	87.1
Western Pennsylvania	96.8	93.4	88.4
Great Lakes Area	94.5	92.2	80.3
Central Illinois	95.4	91.8	76.5
Chicago	89.7	92.9	76.0
Detroit	93.1	94.7	81.5
Gateway	94.4	88.5	83.6
Greater Indiana	93.7	91.9	84.5
Greater Michigan	95.6	93.3	83.2
Lakeland	95.4	91.7	78.7
Northeast Area	94.0	92.2	81.8
Albany	94.8	91.7	83.6
Caribbean	94.9	98.2	71.6
Connecticut Valley	94.0	91.1	82.2
Greater Boston	94.4	92.8	79.5
Long Island	93.9	93.3	81.6
New York	93.5	92.9	81.5
Northern New England	96.2	93.5	80.6
Northern New Jersey	93.1	90.6	84.6
Triboro	91.2	93.1	82.2
Westchester	92.0	90.2	83.6
Pacific Area	96.6	96.2	85.1
Bay-Valley	96.7	96.4	85.0
Honolulu	97.7	N/A	75.2
Los Angeles	94.7	95.8	84.5
Sacramento	97.0	96.4	86.1
San Diego	97.2	95.7	85.7
San Francisco	96.5	95.9	86.3
Santa Ana	96.0	97.0	84.5
Sierra Coastal	97.0	95.5	86.1

Service Measurement performed and calculated by IBM Corporation



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District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	95.7	95.2	83.9
Alabama	94.5	91.3	84.3
Arkansas	96.4	93.5	86.8
Dallas	95.4	96.3	86.2
Fort Worth	95.5	97.0	86.7
Gulf Atlantic	96.2	92.6	84.5
Houston	95.3	96.2	80.3
Louisiana	95.2	95.2	86.7
Mississippi	94.7	93.3	86.5
Oklahoma	96.8	95.6	87.2
Rio Grande	96.3	95.5	83.8
South Florida	95.8	95.0	79.4
Suncoast	96.0	96.1	81.7
Western Area	95.9	95.2	84.8
Alaska	96.8	95.8	83.7
Arizona	96.6	97.9	86.9
Central Plains	96.6	96.2	84.8
Colorado/Wyoming	94.3	96.5	82.9
Dakotas	96.7	95.4	81.2
Hawkeye	97.4	92.5	87.0
Mid-America	94.5	92.1	81.4
Nevada-Sierra	96.8	95.3	85.1
Northland	94.4	95.3	86.1
Portland	96.4	95.9	84.7
Salt Lake City	97.2	95.8	83.9
Seattle	96.0	96.0	84.8
Nation FY2014 Q2	95.5	93.7	84.1
Nation FY2013 Q2 (SPLY)	96.1	95.0	90.8
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 Q1	95.5	94.2	85.1
FY2014 Annual Target	96.80	96.50	95.25

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