

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 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 FY16 Quarter 2 were 93.9 percent on time for Two-Day and 80.2 percent on time for Three-To-Five-Day. Nationally, at least 98.9 percent of mail across all service standards was delivered within the service standard plus three days in FY16 Quarter 2. Two-Day national performance was 3.5 points higher compared to the same period last year and Three-To-Five-Day performance was 17.1 points higher compared to the same period last year.

In FY16 Quarter 2 at the district level, there were 4 districts that scored at or above the performance target of 96.50 for Two-Day. Honolulu had the highest Two-Day performance at 97.3 percent on time. Two-Day performance improved for all 7 areas and for 60 out of 67 districts compared to the same period last year. For Three-To-Five-Day results in FY16 Quarter 2 at the district level, Oklahoma had the highest performance at 86.8 percent on time. Three-To-Five-Day performance improved across every district and area compared to the same period last year.

Note: On January 5, 2015, 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.

Quarterly Performance for Single-Piece First-Class Mail®

Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Overnight	Two-Day*	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	N/A	92.1	77.8
Atlanta	N/A	94.9	79.4
Baltimore	N/A	87.2	62.9
Capital	N/A	87.7	72.3
Greater South Carolina	N/A	95.1	79.1
Greensboro	N/A	91.1	79.3
Mid-Carolinas	N/A	93.5	82.3
Northern Virginia	N/A	90.3	75.0
Richmond	N/A	93.6	82.2
Eastern Area	N/A	94.3	83.6
Appalachian	N/A	92.9	81.9
Central Pennsylvania	N/A	92.9	81.6
Kentuckiana	N/A	94.3	83.2
Northern Ohio	N/A	94.1	84.1
Ohio Valley	N/A	95.5	84.8
Philadelphia Metro	N/A	91.7	80.7
South Jersey	N/A	93.2	82.0
Tennessee	N/A	94.9	83.9
Western New York	N/A	96.3	85.1
Western Pennsylvania	N/A	96.7	86.2
Great Lakes Area	N/A	94.3	81.3
Central Illinois	N/A	94.6	83.2
Chicago	N/A	91.5	72.7
Detroit	N/A	91.8	79.8
Gateway	N/A	95.1	81.1
Greater Indiana	N/A	94.8	81.9
Greater Michigan	N/A	94.4	82.0
Lakeland	N/A	95.0	82.3
Northeast Area	N/A	92.7	77.6
Albany	N/A	93.8	81.6
Caribbean	N/A	94.4	59.7
Connecticut Valley	N/A	94.4	78.9
Greater Boston	N/A	93.6	79.0
Long Island	N/A	91.9	76.5
New York	N/A	89.7	75.0
Northern New England	N/A	95.8	81.9
Northern New Jersey	N/A	91.3	77.4
Triboro	N/A	87.2	69.5
Westchester	N/A	93.3	79.3
Pacific Area	N/A	94.2	81.4
Bay-Valley	N/A	93.5	82.7
Honolulu	N/A	97.3	81.7
Los Angeles	N/A	91.0	74.5
Sacramento	N/A	93.9	84.8
San Diego	N/A	94.9	80.4
San Francisco	N/A	94.5	81.2
Santa Ana	N/A	94.7	83.1
Sierra Coastal	N/A	95.7	82.6

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Overnight	Two-Day*	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	N/A	94.8	80.7
Alabama	N/A	95.9	81.3
Arkansas	N/A	95.2	81.3
Dallas	N/A	93.1	79.0
Fort Worth	N/A	94.9	81.7
Gulf Atlantic	N/A	94.4	82.0
Houston	N/A	92.2	74.2
Louisiana	N/A	95.1	81.2
Mississippi	N/A	95.3	83.0
Oklahoma	N/A	96.9	86.8
Rio Grande	N/A	95.8	80.8
South Florida	N/A	95.2	79.3
Suncoast	N/A	94.5	82.8
Western Area	N/A	94.2	78.4
Alaska	N/A	96.7	84.7
Arizona	N/A	95.3	81.5
Central Plains	N/A	95.3	81.6
Colorado/Wyoming	N/A	88.0	66.0
Dakotas	N/A	96.0	77.4
Hawkeye	N/A	95.7	80.5
Mid-America	N/A	95.0	77.3
Nevada-Sierra	N/A	95.8	83.6
Northland	N/A	93.1	78.6
Portland	N/A	95.5	81.7
Salt Lake City	N/A	96.4	77.1
Seattle	N/A	93.5	78.9
Nation FY2016 Q2	N/A	93.9	80.2
Nation FY2015 Q2 (SPLY)	90.6	90.4	63.1
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 Annual	96.0	94.9	87.7
Nation FY2015 Annual	95.6	93.2	76.5
Nation FY2016 Q1	N/A	93.5	77.7
FY2016 Annual Target	96.80	96.50	95.25

*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.

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