

## **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 post office 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 updated service standards established in FY08. EXFC was expanded in FY09 to continuously test service in 891 three-digit ZIP Code areas between 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 Delivery Confirmation™ service. Actual transit time is then compared against First-Class Mail® service standards.

**Quarterly Performance for Single-Piece First-Class Mail®**  
Mail Delivered Between 01/01/09 and 03/31/09

District	Overnight	Two-Day	Three-Day to Five-Day
	% On-Time	% On-Time	% On-Time
<b>Capital Metro Area</b>	<b>97.1%</b>	<b>93.9%</b>	<b>93.0%</b>
Baltimore	96.9%	94.0%	93.5%
Capital	96.4%	93.5%	92.2%
Greater South Carolina	97.2%	94.1%	93.5%
Greensboro	97.8%	94.4%	93.6%
Mid-Carolinas	97.3%	94.8%	93.4%
Northern Virginia	96.9%	93.6%	92.8%
Richmond	96.6%	92.2%	91.4%
<b>Eastern Area</b>	<b>95.5%</b>	<b>92.1%</b>	<b>90.9%</b>
Appalachian	95.8%	90.6%	89.0%
Central Pennsylvania	95.8%	91.8%	87.1%
Cincinnati	95.0%	91.1%	92.3%
Columbus	95.2%	92.8%	92.6%
Erie	96.5%	93.3%	91.1%
Kentuckiana	94.5%	90.8%	91.4%
Northern Ohio	95.6%	91.3%	90.6%
Philadelphia Metro	95.5%	93.5%	91.1%
Pittsburgh	96.4%	92.6%	92.4%
South Jersey	96.0%	94.1%	91.7%
<b>Great Lakes Area</b>	<b>96.0%</b>	<b>92.5%</b>	<b>90.4%</b>
Central Illinois	95.7%	92.7%	89.0%
Chicago	94.8%	93.6%	88.8%
Detroit	95.6%	91.4%	90.4%
Gateway	94.9%	90.3%	88.2%
Greater Indiana	96.0%	92.4%	91.8%
Greater Michigan	96.8%	93.3%	91.9%
Lakeland	97.0%	92.1%	90.5%
Northern Illinois	96.1%	93.3%	91.2%
Southeast Michigan	96.3%	92.5%	91.2%
<b>New York Metro Area</b>	<b>96.3%</b>	<b>94.1%</b>	<b>90.9%</b>
Caribbean	94.6%	97.3%	82.1%
Central New Jersey	96.6%	93.8%	93.1%
Long Island	96.4%	94.4%	89.7%
New York	95.8%	93.8%	90.8%
Northern New Jersey	96.6%	94.2%	91.9%
Triboro	96.8%	93.6%	91.3%
Westchester	96.7%	94.5%	92.3%
<b>Northeast Area</b>	<b>96.0%</b>	<b>92.0%</b>	<b>89.4%</b>
Albany	96.1%	91.6%	87.9%
Boston	96.2%	93.1%	90.6%
Connecticut	95.7%	92.6%	89.1%
Maine	95.3%	90.8%	88.7%
Massachusetts	95.8%	90.9%	89.6%
New Hampshire/Vermont	96.7%	92.5%	89.3%
Southeast New England	95.3%	91.8%	89.2%
Western New York	96.9%	92.5%	91.2%

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District	Overnight	Two-Day	Three-Day to Five-Day
	% On-Time	% On-Time	% On-Time
<b>Pacific Area</b>	<b>96.2%</b>	<b>95.1%</b>	<b>90.8%</b>
Bay-Valley	96.7%	95.7%	92.6%
Honolulu	96.8%		93.5%
Los Angeles	96.0%	95.3%	90.8%
Sacramento	96.0%	94.8%	90.7%
San Diego	95.8%	95.5%	89.7%
San Francisco	96.1%	93.1%	90.0%
Santa Ana	96.2%	95.1%	90.3%
Sierra Coastal	96.5%	95.4%	90.5%
<b>Southeast Area</b>	<b>96.5%</b>	<b>93.9%</b>	<b>91.8%</b>
Alabama	95.9%	93.4%	91.2%
Atlanta	96.2%	92.5%	91.6%
Central Florida	97.0%	95.6%	91.5%
Mississippi	95.9%	93.2%	92.4%
North Florida	97.7%	94.9%	92.0%
South Florida	96.7%	95.7%	92.9%
South Georgia	96.5%	92.9%	90.4%
Suncoast	97.2%	95.6%	91.5%
Tennessee	96.3%	92.7%	92.6%
<b>Southwest Area</b>	<b>96.4%</b>	<b>93.5%</b>	<b>91.6%</b>
Albuquerque	96.8%	93.4%	91.0%
Arkansas	95.1%	91.7%	90.4%
Dallas	96.6%	94.0%	92.4%
Fort Worth	96.7%	92.8%	91.8%
Houston	96.8%	94.8%	91.8%
Louisiana	95.5%	92.8%	90.8%
Oklahoma	96.2%	92.9%	91.0%
Rio Grande	96.8%	93.9%	91.1%
<b>Western Area</b>	<b>96.1%</b>	<b>92.6%</b>	<b>90.5%</b>
Alaska	95.3%	95.3%	88.3%
Arizona	97.0%	95.2%	93.6%
Big Sky	96.3%	92.9%	92.4%
Central Plains	95.9%	91.3%	89.2%
Colorado/Wyoming	95.4%	91.1%	87.6%
Dakotas	93.7%	92.0%	90.9%
Hawkeye	96.0%	91.7%	90.1%
Mid-America	95.5%	89.1%	89.9%
Nevada-Sierra	97.3%	94.7%	93.0%
Northland	95.8%	93.9%	90.7%
Portland	97.0%	93.9%	89.7%
Salt Lake City	96.6%	93.3%	90.2%
Seattle	97.1%	92.5%	91.3%
Spokane	96.1%	93.1%	89.4%
<b>Nation</b>	<b>96.2%</b>	<b>93.1%</b>	<b>91.0%</b>