

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

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®
Service Variance

Mail Delivered Between 01/01/2009 and 03/31/2009

District	Overnight			Two-Day			Three-Day to Five-Day		
	Within +1-Day	Within +2-Days	Within +3-Days	Within +1-Day	Within +2-Days	Within +3-Days	Within +1-Day	Within +2-Days	Within +3-Days
Capital Metro Area	99.4%	99.7%	99.9%	98.6%	99.5%	99.7%	98.3%	99.4%	99.7%
Baltimore	99.4%	99.6%	99.8%	98.5%	99.4%	99.6%	98.4%	99.5%	99.7%
Capital	99.1%	99.7%	99.9%	98.5%	99.3%	99.7%	98.2%	99.2%	99.5%
Greater South Carolina	99.3%	99.7%	99.8%	98.7%	99.7%	99.8%	98.6%	99.4%	99.6%
Greensboro	99.6%	99.8%	99.9%	99.0%	99.6%	99.8%	98.5%	99.4%	99.7%
Mid-Carolinas	99.6%	99.9%	100.0%	98.9%	99.6%	99.8%	98.3%	99.3%	99.6%
Northern Virginia	99.2%	99.6%	99.9%	98.6%	99.5%	99.7%	98.5%	99.4%	99.8%
Richmond	99.2%	99.6%	99.8%	98.1%	99.3%	99.6%	97.9%	99.3%	99.6%
Eastern Area	99.1%	99.6%	99.8%	98.2%	99.3%	99.7%	97.7%	99.2%	99.6%
Appalachian	99.2%	99.7%	99.8%	98.0%	99.4%	99.7%	97.1%	99.2%	99.7%
Central Pennsylvania	99.2%	99.7%	99.9%	98.2%	99.4%	99.6%	96.9%	98.7%	99.3%
Cincinnati	99.0%	99.7%	99.8%	98.1%	99.3%	99.7%	98.0%	99.3%	99.7%
Columbus	99.1%	99.6%	99.8%	98.2%	99.3%	99.6%	97.8%	98.9%	99.5%
Erie	99.6%	99.9%	99.9%	98.6%	99.2%	99.5%	97.5%	99.5%	99.8%
Kentuckiana	98.8%	99.5%	99.7%	98.2%	99.2%	99.6%	98.1%	99.3%	99.7%
Northern Ohio	99.1%	99.5%	99.8%	98.1%	99.4%	99.7%	97.8%	99.3%	99.6%
Philadelphia Metro	98.8%	99.4%	99.8%	98.3%	99.3%	99.7%	97.8%	99.3%	99.8%
Pittsburgh	99.4%	99.8%	99.8%	98.4%	99.4%	99.8%	98.6%	99.4%	99.7%
South Jersey	99.0%	99.5%	99.7%	98.5%	99.5%	99.8%	97.7%	99.3%	99.7%
Great Lakes Area	99.2%	99.6%	99.8%	98.4%	99.3%	99.7%	97.7%	99.1%	99.6%
Central Illinois	99.1%	99.7%	99.8%	98.3%	99.2%	99.5%	97.6%	98.9%	99.5%
Chicago	98.5%	99.1%	99.4%	98.4%	99.2%	99.6%	96.9%	98.6%	99.4%
Detroit	99.0%	99.6%	99.7%	97.6%	99.0%	99.6%	97.7%	99.1%	99.5%
Gateway	99.0%	99.5%	99.8%	98.0%	99.2%	99.7%	97.4%	98.9%	99.4%
Greater Indiana	99.2%	99.6%	99.8%	98.4%	99.5%	99.7%	98.1%	99.3%	99.7%
Greater Michigan	99.5%	99.8%	99.9%	98.9%	99.5%	99.7%	98.0%	99.4%	99.8%
Lakeland	99.3%	99.6%	99.9%	98.6%	99.4%	99.7%	97.9%	99.2%	99.6%
Northern Illinois	99.2%	99.5%	99.6%	98.6%	99.4%	99.7%	97.8%	99.1%	99.5%
Southeast Michigan	99.1%	99.6%	99.8%	98.1%	99.2%	99.6%	97.9%	99.3%	99.8%
New York Metro Area	99.2%	99.7%	99.8%	98.6%	99.4%	99.7%	97.6%	99.0%	99.5%
Caribbean	98.8%	99.5%	99.7%	99.3%	99.7%	99.9%	95.4%	98.1%	99.1%
Central New Jersey	99.3%	99.7%	99.8%	98.4%	99.3%	99.6%	98.2%	99.2%	99.6%
Long Island	99.3%	99.7%	99.8%	98.7%	99.4%	99.6%	97.1%	98.8%	99.4%
New York	99.1%	99.5%	99.7%	98.7%	99.5%	99.7%	98.1%	99.3%	99.6%
Northern New Jersey	99.2%	99.7%	99.8%	98.6%	99.4%	99.6%	97.6%	98.9%	99.5%
Triboro	99.3%	99.7%	99.8%	98.3%	99.3%	99.7%	97.6%	99.0%	99.6%
Westchester	99.3%	99.8%	99.9%	98.7%	99.6%	99.8%	97.6%	99.0%	99.4%
Northeast Area	99.3%	99.6%	99.8%	98.3%	99.4%	99.7%	97.6%	99.1%	99.5%
Albany	99.2%	99.6%	99.8%	98.1%	99.3%	99.7%	97.3%	99.2%	99.8%
Boston	99.3%	99.6%	99.8%	98.1%	99.5%	99.9%	97.7%	99.2%	99.5%
Connecticut	99.0%	99.6%	99.8%	98.4%	99.5%	99.7%	97.1%	99.0%	99.5%
Maine	99.3%	99.7%	99.9%	98.5%	99.5%	99.8%	97.5%	99.0%	99.4%
Massachusetts	99.5%	99.8%	99.9%	98.4%	99.5%	99.8%	97.6%	99.0%	99.5%
New Hampshire/Vermont	99.3%	99.6%	99.8%	98.4%	99.3%	99.7%	97.7%	98.9%	99.5%
Southeast New England	99.0%	99.5%	99.7%	98.1%	99.4%	99.7%	97.6%	99.1%	99.5%
Western New York	99.4%	99.7%	99.9%	98.3%	99.4%	99.6%	98.4%	99.4%	99.6%

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Pacific Area	99.1%	99.6%	99.8%	98.8%	99.5%	99.8%	97.9%	99.2%	99.6%
Bay-Valley	99.1%	99.5%	99.7%	98.9%	99.7%	99.8%	98.3%	99.5%	99.8%
Honolulu	99.6%	99.9%	99.9%				98.5%	99.3%	99.6%
Los Angeles	99.2%	99.6%	99.8%	98.6%	99.5%	99.7%	97.7%	99.2%	99.7%
Sacramento	99.1%	99.6%	99.8%	98.8%	99.6%	99.9%	97.6%	99.2%	99.6%
San Diego	99.0%	99.5%	99.7%	98.6%	99.4%	99.7%	97.7%	99.1%	99.6%
San Francisco	98.9%	99.3%	99.6%	98.5%	99.4%	99.6%	97.6%	98.9%	99.5%
Santa Ana	99.2%	99.7%	99.8%	98.9%	99.4%	99.8%	97.9%	99.2%	99.6%
Sierra Coastal	99.2%	99.7%	99.9%	98.8%	99.6%	99.7%	97.9%	99.2%	99.6%
Southeast Area	99.2%	99.7%	99.8%	98.5%	99.4%	99.7%	98.0%	99.3%	99.7%
Alabama	99.1%	99.6%	99.8%	98.3%	99.2%	99.6%	97.9%	99.2%	99.6%
Atlanta	98.9%	99.4%	99.7%	98.2%	99.3%	99.7%	98.0%	99.2%	99.6%
Central Florida	99.6%	99.8%	99.9%	99.1%	99.6%	99.8%	97.8%	99.1%	99.6%
Mississippi	99.2%	99.7%	99.8%	98.2%	99.4%	99.8%	98.4%	99.5%	99.8%
North Florida	99.5%	99.6%	99.8%	98.7%	99.6%	99.9%	98.1%	99.4%	99.7%
South Florida	99.3%	99.7%	99.8%	98.7%	99.4%	99.7%	97.9%	99.3%	99.8%
South Georgia	99.5%	99.8%	99.9%	98.2%	99.3%	99.7%	98.2%	99.5%	99.7%
Suncoast	99.2%	99.7%	99.8%	99.1%	99.6%	99.8%	97.9%	99.2%	99.7%
Tennessee	99.3%	99.7%	99.8%	98.4%	99.4%	99.7%	98.1%	99.3%	99.7%
Southwest Area	99.2%	99.6%	99.8%	98.7%	99.5%	99.7%	97.9%	99.2%	99.6%
Albuquerque	99.3%	99.6%	99.7%	98.2%	99.2%	99.7%	97.7%	99.1%	99.5%
Arkansas	98.8%	99.4%	99.6%	98.2%	99.1%	99.6%	97.9%	99.3%	99.7%
Dallas	99.1%	99.5%	99.7%	98.9%	99.6%	99.8%	98.0%	99.2%	99.6%
Fort Worth	99.2%	99.5%	99.7%	98.7%	99.4%	99.7%	97.8%	98.9%	99.5%
Houston	99.2%	99.6%	99.7%	98.8%	99.4%	99.6%	98.2%	99.2%	99.6%
Louisiana	99.5%	99.8%	99.9%	98.7%	99.7%	99.8%	97.7%	99.1%	99.7%
Oklahoma	99.0%	99.6%	99.8%	98.4%	99.4%	99.7%	98.0%	99.3%	99.7%
Rio Grande	99.4%	99.8%	99.9%	98.8%	99.6%	99.7%	97.8%	99.1%	99.6%
Western Area	99.2%	99.7%	99.8%	98.4%	99.4%	99.7%	97.7%	99.2%	99.7%
Alaska	99.3%	99.7%	99.8%	98.5%	99.3%	99.6%	95.7%	98.1%	99.4%
Arizona	99.5%	99.8%	99.9%	99.0%	99.6%	99.8%	98.5%	99.4%	99.8%
Big Sky	99.5%	99.8%	99.9%	98.1%	99.3%	99.7%	97.9%	99.2%	99.6%
Central Plains	99.2%	99.7%	99.8%	97.9%	99.2%	99.5%	97.3%	99.3%	99.7%
Colorado/Wyoming	98.9%	99.5%	99.7%	98.2%	99.1%	99.6%	97.2%	99.1%	99.6%
Dakotas	98.7%	99.3%	99.5%	98.5%	99.4%	99.7%	97.7%	99.1%	99.6%
Hawkeye	99.0%	99.7%	99.9%	98.0%	99.2%	99.6%	97.6%	99.1%	99.5%
Mid-America	99.0%	99.6%	99.7%	98.0%	99.3%	99.7%	98.0%	99.4%	99.7%
Nevada-Sierra	99.5%	99.8%	99.9%	98.9%	99.6%	99.9%	98.1%	99.4%	99.7%
Northland	99.0%	99.6%	99.8%	98.8%	99.6%	99.8%	98.0%	99.3%	99.7%
Portland	99.5%	99.8%	99.9%	98.8%	99.6%	99.8%	97.3%	99.1%	99.7%
Salt Lake City	99.0%	99.6%	99.8%	98.4%	99.2%	99.6%	97.5%	99.0%	99.5%
Seattle	99.6%	99.9%	99.9%	98.4%	99.7%	99.9%	97.9%	99.3%	99.7%
Spokane	99.2%	99.7%	99.9%	98.2%	99.3%	99.7%	97.8%	99.2%	99.6%
Nation	99.2%	99.6%	99.8%	98.5%	99.4%	99.7%	97.8%	99.2%	99.6%