

## 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 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.

### **Performance Highlights**

Service performance for FY13 Quarter 1 was impacted by Hurricane Sandy which brought strong winds, heavy rain, and substantial flooding that affected mail delivery throughout the mid-Atlantic and northeastern United States in late October and November. Service performance scores are reported without adjustments even when circumstances outside the control of the Postal Service® limit access to delivery, sortation, transportation or collection locations, facilities or services.

National Single-Piece First-Class Mail® results in FY13 Q1 were 95.7 percent on time for Overnight, 94.2 percent on time for Two-Day, and 89.3 percent on time for Three-To-Five-Day, showing performance increases compared to the same period last year for the Two-Day and Three-To-Five-Day service standards. Nationally, at least 99.5 percent of mail across all service standards was delivered within the service standard plus three days in FY13 Quarter 1. Capital Metro Area improved its performance across every service standard compared to the same period last year, with the largest improvement coming from a 4.3 point increase for the Two-Day service standard compared to the same period last year.

In Quarter 1 at the district level, there were 13 districts that scored at or above the performance target of 96.70 percent on time for Overnight. Honolulu had the highest Overnight performance at 97.2 percent on time. For Two-Day service, 26 districts scored at or above the performance target of 95.10 percent on time, with Caribbean having the highest result at 98.7 percent on time. Nevada-Sierra had the highest Three-To-Five-Day performance at 93.1 percent on time. For the Three-To-Five-Day service standard, no districts scored at or above the performance target of 95.00 percent on time.

**Quarterly Performance for Single-Piece First-Class Mail®**

Mailpieces Delivered Between 10/01/2012 and 12/31/2012

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>96.6</b>	<b>94.8</b>	<b>90.7</b>
Atlanta	96.6	96.5	91.9
Baltimore	96.0	94.2	91.5
Capital	96.9	94.6	91.3
Greater South Carolina	97.1	95.4	89.1
Greensboro	96.6	94.7	90.4
Mid-Carolinas	97.1	93.8	88.6
Northern Virginia	96.2	94.3	91.5
Richmond	96.0	94.0	91.0
<b>Eastern Area</b>	<b>96.1</b>	<b>93.9</b>	<b>91.1</b>
Appalachian	95.5	93.4	90.0
Central Pennsylvania	96.9	94.4	89.4
Cincinnati	96.6	94.2	92.5
Kentuckiana	96.2	94.9	92.6
Northern Ohio	96.4	95.2	91.6
Philadelphia Metro	95.5	93.0	89.1
South Jersey	94.4	91.6	89.1
Tennessee	96.5	94.8	91.7
Western New York	96.2	95.1	90.9
Western Pennsylvania	95.7	93.9	91.8
<b>Great Lakes Area</b>	<b>95.8</b>	<b>95.0</b>	<b>89.7</b>
Central Illinois	95.8	95.2	90.2
Chicago	92.7	96.4	89.5
Detroit	96.1	95.9	89.4
Gateway	96.6	92.5	89.2
Greater Indiana	95.2	94.2	90.0
Greater Michigan	96.3	95.1	88.9
Lakeland	95.6	95.1	89.9
<b>Northeast Area</b>	<b>94.0</b>	<b>91.6</b>	<b>86.3</b>
Albany	95.9	92.9	89.8
Caribbean	94.0	98.7	77.3
Connecticut Valley	95.4	92.1	87.6
Greater Boston	94.9	92.9	88.5
Long Island	95.1	93.1	85.2
New York	92.5	90.2	83.0
Northern New England	95.9	92.6	88.3
Northern New Jersey	87.9	87.9	83.6
Triboro	93.7	92.5	85.4
Westchester	95.4	91.1	87.4
<b>Pacific Area</b>	<b>95.8</b>	<b>94.9</b>	<b>89.2</b>
Bay-Valley	95.7	94.5	89.5
Honolulu	97.2	N/A	84.9
Los Angeles	93.5	93.8	85.6
Sacramento	96.0	93.9	91.4
San Diego	95.7	93.8	89.6
San Francisco	96.1	94.4	90.1
Santa Ana	95.8	96.5	89.2
Sierra Coastal	96.7	95.2	90.1

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 10/01/2012 and 12/31/2012

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>95.8</b>	<b>95.6</b>	<b>89.0</b>
Alabama	94.8	94.5	89.8
Arkansas	95.2	95.6	92.3
Dallas	95.7	96.3	90.4
Fort Worth	96.1	96.9	90.4
Houston	96.3	95.7	87.6
Louisiana	96.3	96.3	89.7
Mississippi	96.0	94.3	89.7
North Florida	96.9	94.6	91.2
Oklahoma	96.8	94.9	90.5
Rio Grande	95.9	94.7	88.5
South Florida	95.6	96.6	86.2
Suncoast	94.6	95.9	86.6
<b>Western Area</b>	<b>96.1</b>	<b>95.2</b>	<b>88.9</b>
Alaska	96.8	94.8	88.9
Arizona	95.5	96.3	91.1
Central Plains	95.7	94.9	88.1
Colorado/Wyoming	95.5	95.4	87.1
Dakotas	95.9	95.3	87.7
Hawkeye	95.2	93.1	88.4
Mid-America	96.4	93.5	88.9
Nevada-Sierra	96.8	90.5	93.1
Northland	96.9	95.8	88.2
Portland	96.7	95.9	89.4
Salt Lake City	96.9	96.9	89.3
Seattle	96.3	96.0	87.4
<b>Nation FY2013 Q1</b>	<b>95.7</b>	<b>94.2</b>	<b>89.3</b>
<b>Nation FY2012 Q1 (SPLY)</b>	<b>95.9</b>	<b>92.7</b>	<b>88.7</b>
<b>Nation FY2009 Annual</b>	<b>96.1</b>	<b>93.5</b>	<b>90.8</b>
<b>Nation FY2010 Annual</b>	<b>96.3</b>	<b>93.6</b>	<b>91.6</b>
<b>Nation FY2011 Annual</b>	<b>96.2</b>	<b>93.4</b>	<b>91.2</b>
<b>Nation FY2012 Annual</b>	<b>96.5</b>	<b>94.8</b>	<b>92.3</b>
<b>FY2013 Annual Target</b>	<b>96.70</b>	<b>95.10</b>	<b>95.00</b>

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