

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 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 destinates.

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.

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

District	Overnight			Two-Day			Three-To-Five-Day		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	99.3	99.7	99.9	98.7	99.5	99.7	97.7	99.1	99.6
Atlanta	99.3	99.7	99.9	99.2	99.6	99.7	98.0	99.1	99.6
Baltimore	99.0	99.4	99.8	98.3	99.2	99.5	97.9	99.0	99.7
Capital	99.4	99.6	99.8	98.6	99.5	99.6	97.6	99.0	99.6
Greater South Carolina	99.5	99.7	99.9	99.1	99.6	99.8	97.3	99.0	99.5
Greensboro	99.2	99.7	99.8	99.0	99.7	99.8	97.6	99.1	99.6
Mid-Carolinas	99.4	99.9	99.9	98.4	99.5	99.8	97.1	99.0	99.6
Northern Virginia	99.3	99.7	99.8	98.6	99.4	99.8	98.3	99.5	99.8
Richmond	99.1	99.5	99.7	98.4	99.4	99.8	97.7	98.9	99.5
Eastern Area	99.1	99.6	99.8	98.4	99.4	99.7	97.6	99.0	99.6
Appalachian	99.1	99.5	99.7	98.8	99.5	99.7	97.4	98.9	99.4
Central Pennsylvania	99.3	99.7	99.9	98.2	99.2	99.5	97.0	98.9	99.5
Cincinnati	99.4	99.7	99.8	98.6	99.5	99.7	98.2	99.3	99.7
Kentuckiana	99.2	99.5	99.8	99.0	99.6	99.9	97.8	99.1	99.5
Northern Ohio	98.7	99.3	99.7	98.9	99.5	99.8	97.9	99.2	99.7
Philadelphia Metro	99.4	99.8	99.9	98.1	99.1	99.5	97.0	98.8	99.4
South Jersey	99.1	99.6	99.7	97.9	99.1	99.6	97.0	98.9	99.6
Tennessee	99.1	99.7	99.8	98.5	99.5	99.8	97.9	99.0	99.6
Western New York	98.7	99.6	99.8	98.6	99.5	99.6	97.6	99.0	99.5
Western Pennsylvania	99.1	99.6	99.8	98.6	99.6	99.8	97.6	99.0	99.6
Great Lakes Area	99.0	99.5	99.7	98.8	99.4	99.7	97.4	99.1	99.6
Central Illinois	99.0	99.5	99.7	98.8	99.5	99.7	97.7	99.2	99.6
Chicago	98.3	99.2	99.6	98.9	99.5	99.8	97.3	98.8	99.3
Detroit	99.1	99.8	99.8	99.0	99.4	99.7	97.5	99.2	99.6
Gateway	99.0	99.5	99.6	98.5	99.4	99.6	97.2	99.0	99.5
Greater Indiana	99.0	99.7	99.8	98.7	99.5	99.8	97.4	99.1	99.7
Greater Michigan	99.3	99.7	99.7	98.9	99.4	99.7	97.2	99.1	99.6
Lakeland	98.8	99.2	99.4	98.8	99.4	99.6	97.4	99.0	99.5
Northeast Area	98.3	99.4	99.7	97.1	98.8	99.4	95.7	98.0	99.0
Albany	99.2	99.7	99.9	98.0	99.1	99.6	97.7	98.9	99.5
Caribbean	99.1	99.7	99.9	99.7	99.8	99.9	94.2	97.5	99.0
Connecticut Valley	99.1	99.7	99.8	97.6	99.0	99.5	96.9	98.7	99.3
Greater Boston	99.0	99.5	99.7	97.8	99.2	99.6	97.4	98.9	99.5
Long Island	98.7	99.7	99.9	97.6	99.0	99.5	95.3	98.1	99.1
New York	96.5	99.2	99.6	96.1	98.3	99.1	93.2	96.6	98.2
Northern New England	99.3	99.7	99.8	98.3	99.4	99.7	96.8	98.5	99.4
Northern New Jersey	95.4	98.1	98.9	95.5	98.1	98.9	93.6	96.7	98.1
Triboro	98.7	99.5	99.7	97.2	98.7	99.3	94.0	97.5	99.2
Westchester	98.6	99.5	99.7	96.7	98.7	99.3	96.1	98.3	99.1
Pacific Area	98.9	99.4	99.7	98.8	99.5	99.8	97.3	99.0	99.5
Bay-Valley	98.6	99.3	99.6	98.8	99.6	99.8	97.3	98.9	99.5
Honolulu	99.5	99.7	99.8	N/A	N/A	N/A	95.7	98.3	98.9
Los Angeles	98.5	99.1	99.4	98.6	99.3	99.7	96.0	98.3	99.3
Sacramento	99.0	99.4	99.8	98.6	99.4	99.7	98.0	99.2	99.7
San Diego	98.9	99.4	99.7	98.5	99.3	99.7	97.5	99.1	99.6
San Francisco	99.0	99.6	99.8	98.6	99.6	99.7	97.6	99.0	99.5
Santa Ana	98.9	99.4	99.6	99.2	99.7	99.8	97.6	99.1	99.6
Sierra Coastal	99.4	99.8	100.0	98.6	99.3	99.7	97.2	99.0	99.5

Service Measurement performed and calculated by IBM Corporation



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Southern Area	99.1	99.5	99.7	98.8	99.5	99.7	97.2	99.0	99.5
Alabama	99.1	99.5	99.7	98.5	99.5	99.6	97.4	99.1	99.5
Arkansas	99.0	99.6	99.7	98.9	99.7	99.8	98.0	99.3	99.7
Dallas	98.9	99.2	99.5	98.8	99.3	99.6	97.3	99.0	99.6
Fort Worth	99.2	99.6	99.8	99.3	99.7	99.8	97.3	99.2	99.7
Houston	99.3	99.6	99.9	98.9	99.7	99.8	96.4	98.6	99.5
Louisiana	99.2	99.6	99.8	99.1	99.7	99.9	97.5	99.2	99.6
Mississippi	99.0	99.5	99.7	99.0	99.5	99.7	97.1	98.8	99.5
North Florida	99.2	99.6	99.8	98.7	99.6	99.8	97.7	99.1	99.5
Oklahoma	99.2	99.7	99.8	98.7	99.4	99.7	98.1	99.1	99.7
Rio Grande	99.3	99.7	99.8	98.5	99.6	99.9	97.2	99.2	99.6
South Florida	99.1	99.6	99.7	98.9	99.6	99.7	96.4	98.7	99.4
Suncoast	98.8	99.2	99.5	98.5	99.3	99.5	96.9	98.9	99.4
Western Area	99.2	99.6	99.7	98.9	99.6	99.8	97.1	98.9	99.5
Alaska	99.2	99.6	99.7	98.5	99.3	99.7	97.1	98.8	99.5
Arizona	98.9	99.4	99.7	98.9	99.4	99.8	97.7	99.1	99.6
Central Plains	99.2	99.6	99.8	98.7	99.5	99.9	97.2	99.0	99.6
Colorado/Wyoming	98.8	99.3	99.4	98.8	99.5	99.7	96.4	98.6	99.5
Dakotas	99.1	99.6	99.8	99.1	99.8	99.9	96.3	98.8	99.6
Hawkeye	99.0	99.5	99.7	98.6	99.5	99.7	96.8	98.9	99.5
Mid-America	99.4	99.8	99.8	98.3	99.3	99.8	97.2	98.8	99.5
Nevada-Sierra	99.4	99.7	99.8	98.3	99.7	99.9	97.8	99.4	99.8
Northland	99.3	99.6	99.8	99.2	99.8	99.9	97.2	99.0	99.6
Portland	99.4	99.7	99.7	99.0	99.4	99.7	97.6	99.0	99.4
Salt Lake City	99.4	99.7	99.9	99.1	99.7	99.8	97.1	99.0	99.5
Seattle	99.4	99.7	99.9	99.1	99.5	99.7	97.1	98.8	99.5
Nation FY2013 Q1	99.0	99.5	99.7	98.4	99.3	99.7	97.2	98.9	99.5
Nation FY2012 Q1 (SPLY)	99.1	99.6	99.8	98.3	99.3	99.7	97.2	98.9	99.5
Nation FY2009 Annual	99.2	99.6	99.8	98.5	99.4	99.7	97.5	99.1	99.6
Nation FY2010 Annual	99.2	99.6	99.8	98.5	99.4	99.7	97.9	99.2	99.6
Nation FY2011 Annual	99.2	99.6	99.8	98.4	99.4	99.7	97.7	99.1	99.6
Nation FY2012 Annual	99.2	99.6	99.8	98.8	99.5	99.7	98.0	99.2	99.7

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