

**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 FY 2017 Quarter 1 were 93.8 percent on time for Two-Day and 82.3 percent on time for Three-To-Five-Day. Nationally, at least 99.1 percent of mail across all service standards was delivered within the service standard plus three days in FY 2017 Quarter 1.

In FY 2017 Quarter 1 at the district level, there were 3 districts that scored at or above the performance target of 96.50 for Two-Day. Honolulu had the highest Two-Day performance at 97.0 percent on time. Two-Day performance improved for 6 out of 7 areas and for 43 out of 67 districts compared to the same period last year. Nationally, Two-Day performance was 0.3 points higher compared to the same period last year. Western Pennsylvania had the highest Three-To-Five-Day performance at 87.6 percent on time for FY 2017 Quarter 1 at the district level. Three-To-Five-Day performance improved for all 7 areas and for 64 out of 67 districts compared to the same period last year. Nationally, Three-To-Five-Day performance was 4.6 points higher compared to the same period last year.

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

Mailpieces Delivered Between 10/01/2016 and 12/31/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>N/A</b>	<b>93.7</b>	<b>83.5</b>
Atlanta	N/A	93.9	83.3
Baltimore	N/A	93.8	81.1
Capital	N/A	92.4	80.9
Greater South Carolina	N/A	95.5	86.4
Greensboro	N/A	94.5	84.7
Mid-Carolinas	N/A	91.5	83.1
Northern Virginia	N/A	92.5	84.5
Richmond	N/A	94.9	84.2
<b>Eastern Area</b>	<b>N/A</b>	<b>94.9</b>	<b>85.0</b>
Appalachian	N/A	96.0	85.4
Central Pennsylvania	N/A	94.5	84.1
Kentuckiana	N/A	94.5	82.4
Northern Ohio	N/A	93.7	83.3
Ohio Valley	N/A	94.6	85.6
Philadelphia Metro	N/A	93.7	84.8
South Jersey	N/A	95.0	85.9
Tennessee	N/A	95.1	84.9
Western New York	N/A	96.8	86.8
Western Pennsylvania	N/A	96.0	87.6
<b>Great Lakes Area</b>	<b>N/A</b>	<b>91.9</b>	<b>79.6</b>
Central Illinois	N/A	92.7	79.6
Chicago	N/A	91.4	79.7
Detroit	N/A	84.7	71.6
Gateway	N/A	94.0	79.0
Greater Indiana	N/A	92.7	81.4
Greater Michigan	N/A	92.7	81.8
Lakeland	N/A	93.4	81.9
<b>Northeast Area</b>	<b>N/A</b>	<b>92.6</b>	<b>79.3</b>
Albany	N/A	94.0	83.0
Caribbean	N/A	93.5	65.0
Connecticut Valley	N/A	93.8	80.5
Greater Boston	N/A	92.5	79.0
Long Island	N/A	91.7	79.4
New York	N/A	91.7	77.4
Northern New England	N/A	95.0	82.5
Northern New Jersey	N/A	91.1	78.5
Triboro	N/A	89.8	75.6
Westchester	N/A	93.0	80.1
<b>Pacific Area</b>	<b>N/A</b>	<b>94.4</b>	<b>82.8</b>
Bay-Valley	N/A	94.6	81.4
Honolulu	N/A	97.0	82.2
Los Angeles	N/A	91.0	78.8
Sacramento	N/A	95.9	86.4
San Diego	N/A	95.5	84.4
San Francisco	N/A	93.0	82.8
Santa Ana	N/A	95.2	84.6
Sierra Coastal	N/A	94.0	80.8

Service Measurement performed and calculated by IBM Corporation



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

Mailpieces Delivered Between 10/01/2016 and 12/31/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>N/A</b>	<b>94.5</b>	<b>83.0</b>
Alabama	N/A	94.6	83.6
Arkansas	N/A	95.8	84.2
Dallas	N/A	93.9	83.5
Fort Worth	N/A	95.3	85.4
Gulf Atlantic	N/A	94.7	83.3
Houston	N/A	94.6	80.5
Louisiana	N/A	94.9	80.7
Mississippi	N/A	95.4	82.6
Oklahoma	N/A	96.1	86.2
Rio Grande	N/A	96.0	83.9
South Florida	N/A	90.9	81.5
Suncoast	N/A	93.5	82.5
<b>Western Area</b>	<b>N/A</b>	<b>94.4</b>	<b>81.4</b>
Alaska	N/A	96.8	81.9
Arizona	N/A	95.4	83.8
Central Plains	N/A	95.4	85.0
Colorado/Wyoming	N/A	91.2	76.8
Dakotas	N/A	94.1	78.4
Hawkeye	N/A	96.2	85.0
Mid-America	N/A	93.0	76.1
Nevada-Sierra	N/A	96.3	86.5
Northland	N/A	94.8	81.3
Portland	N/A	94.0	78.7
Salt Lake City	N/A	94.7	83.0
Seattle	N/A	94.2	80.8
<b>Nation FY2017 Q1</b>	<b>N/A</b>	<b>93.8</b>	<b>82.3</b>
<b>Nation FY2016 Q1 (SPLY)</b>	<b>N/A</b>	<b>93.5</b>	<b>77.7</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>Nation FY2013 Annual</b>	<b>96.1</b>	<b>95.3</b>	<b>91.6</b>
<b>Nation FY2014 Annual</b>	<b>96.0</b>	<b>94.9</b>	<b>87.7</b>
<b>Nation FY2015 Annual</b>	<b>95.6</b>	<b>93.2</b>	<b>76.5</b>
<b>Nation FY2016 Annual</b>	<b>N/A</b>	<b>94.7</b>	<b>83.7</b>
<b>FY2017 Annual Target</b>	<b>N/A</b>	<b>96.50</b>	<b>95.25</b>

Service Measurement performed and calculated by IBM Corporation

