

## Quarterly Performance for Presort First-Class Mail® Service Variance

### **Overview**

For Presort First-Class Mail®, the service performance measurement system of the Postal Service® uses documented arrival time at a designated postal facility to start the measurement clock, and an Intelligent Mail® barcode (IMb™) scan by an external, third-party reporter to stop-the-clock. Mail piece tracking from IMb™ in-process scans is used in conjunction with the external data to extrapolate results for the population of Presort First-Class Mail® using Full Service Intelligent Mail®. Data collected by the Postal Service® are provided to an independent, external contractor to calculate service measurement and compile the necessary reports. The system used for this reporting is called the Intelligent Mail® Accuracy and Performance System (iMAPS).

The external contractor determines service performance based on the elapsed time between the start-the-clock event recorded by the Postal Service® and the stop-the-clock event recorded by anonymous households and small businesses that report delivery information directly to the contractor. The service measure consists of two parts: (1) how long mail pieces take to get through processing, and (2) how long mail takes from the last processing scan to delivery. The second portion is used as a delivery factor differential to determine the percent of all Presort First-Class Mail® delivered on the last processing date versus the percent delivered after the last processing date. Service performance is measured by comparing the transit time to USPS® service standards to determine the percent of mail delivered on time.

The Service Performance Measurement (SPM) application of the Full Service Seamless Acceptance and Service Performance system (SASP) serves as the data source for iMAPS. SPM captures data from all Full Service Intelligent Mail® and applies business rules for service measurement before sending data to iMAPS.

The service performance measures for Single-Piece First-Class Mail® flats (using data from EXFC) serve as proxies for estimating the service performance for Presort First-Class™ flats. The following service performance results combine the results for letter performance calculated by the iMAPS program with the proxy data for flats to measure service performance for all Presort First-Class Mail®.

Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in the Presort First-Class Mail® scores.

### **Performance Highlights**

National Overnight performance in FY14 Quarter 2 was 96.5 percent on time, 0.6 points lower compared to the same period last year. National Two-Day performance was 95.2 percent on time, 1.7 points lower compared to the same period last year. National Three-To-Five-Day performance was 89.9 percent on time, 4.9 points lower compared to the same period last year. Performance during the quarter was affected by numerous, severe winter storms, including Winter Storm Titan, which impacted 18 states across the middle and eastern US. Nationally, at least 99.4 percent of mail across all service standards was delivered within the service standard plus three days in FY14 Quarter 2. Southern Area led the nation in Overnight service performance. For the third consecutive quarter, Pacific Area led the nation in Two-Day service performance and Capital Metro Area led the nation in Three-To-Five-Day service performance.

In Quarter 2, at the district level, Dakotas had the highest Overnight service performance at 99.0 percent on time, and 33 districts had a score at or above the performance target of 96.80 percent on-time. For Two-Day service, Seattle had the highest performance at 98.8 percent on time, with 24 districts scoring at or above the performance target of 96.50 percent on time. Northern Virginia had the highest Three-To-Five-Day performance at 93.5 percent on time.

# Quarterly Performance for Presort First-Class Mail®

## Service Variance

Mailpieces Delivered Between 01/01/2014 and 03/31/2014

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
<b>Capital Metro Area</b>	<b>99.0</b>	<b>99.7</b>	<b>99.9</b>	<b>98.6</b>	<b>99.6</b>	<b>99.8</b>	<b>97.2</b>	<b>98.9</b>	<b>99.5</b>
Atlanta	98.5	99.6	99.9	98.4	99.6	99.8	97.2	99.0	99.6
Baltimore	98.7	99.4	99.7	98.0	99.4	99.7	96.2	98.4	99.2
Capital	98.9	99.4	99.8	98.8	99.6	99.8	98.2	99.2	99.6
Greater South Carolina	99.2	99.7	99.9	98.1	99.5	99.8	96.4	98.6	99.4
Greensboro	99.3	99.8	99.9	99.0	99.7	99.9	96.7	98.9	99.5
Mid-Carolinas	99.3	99.8	99.9	98.9	99.7	99.9	97.4	99.0	99.5
Northern Virginia	99.5	99.8	99.9	98.4	99.5	99.7	98.1	99.3	99.7
Richmond	99.4	99.8	99.9	98.8	99.6	99.8	97.7	99.1	99.6
<b>Eastern Area</b>	<b>99.2</b>	<b>99.7</b>	<b>99.8</b>	<b>98.6</b>	<b>99.5</b>	<b>99.8</b>	<b>96.8</b>	<b>98.7</b>	<b>99.3</b>
Appalachian	99.2	99.8	99.9	98.5	99.6	99.8	97.2	99.1	99.7
Central Pennsylvania	98.8	99.4	99.7	98.7	99.5	99.7	97.4	98.9	99.4
Kentuckiana	99.5	99.7	99.8	98.4	99.5	99.8	97.2	99.1	99.6
Northern Ohio	99.4	99.7	99.9	99.1	99.6	99.8	97.3	99.1	99.7
Ohio Valley	99.3	99.7	99.8	98.4	99.4	99.8	96.0	98.1	99.0
Philadelphia Metro	97.8	99.4	99.7	97.3	98.7	99.2	95.8	98.2	98.9
South Jersey	99.2	99.7	99.9	99.0	99.6	99.8	98.2	99.4	99.7
Tennessee	99.4	99.8	99.8	98.9	99.6	99.8	97.1	99.0	99.6
Western New York	99.6	99.8	99.9	99.3	99.8	99.9	97.4	98.9	99.6
Western Pennsylvania	99.5	99.7	99.8	98.9	99.5	99.8	97.4	98.9	99.4
<b>Great Lakes Area</b>	<b>99.0</b>	<b>99.6</b>	<b>99.8</b>	<b>98.4</b>	<b>99.4</b>	<b>99.7</b>	<b>96.0</b>	<b>98.4</b>	<b>99.3</b>
Central Illinois	98.9	99.6	99.8	97.7	99.1	99.5	93.4	96.8	98.4
Chicago	98.5	99.3	99.7	98.1	99.2	99.6	94.0	97.6	98.9
Detroit	98.8	99.5	99.8	98.4	99.5	99.8	96.3	98.7	99.5
Gateway	98.6	99.5	99.7	97.7	99.2	99.6	96.2	98.7	99.4
Greater Indiana	99.1	99.6	99.8	98.5	99.4	99.7	97.4	99.0	99.6
Greater Michigan	99.0	99.8	99.9	98.6	99.5	99.8	96.2	98.3	99.1
Lakeland	99.4	99.8	99.9	98.9	99.5	99.8	96.5	98.8	99.5
<b>Northeast Area</b>	<b>99.1</b>	<b>99.7</b>	<b>99.8</b>	<b>98.5</b>	<b>99.3</b>	<b>99.6</b>	<b>97.0</b>	<b>98.8</b>	<b>99.4</b>
Albany	99.7	99.9	99.9	99.1	99.6	99.8	97.1	98.8	99.5
Caribbean	98.7	99.5	99.8	99.5	99.8	99.8	89.2	94.7	96.6
Connecticut Valley	99.1	99.6	99.7	98.6	99.3	99.5	96.5	98.5	99.3
Greater Boston	99.3	99.7	99.8	98.9	99.6	99.8	97.2	99.0	99.6
Long Island	99.1	99.7	99.9	98.2	99.0	99.7	97.4	99.0	99.6
New York	98.5	99.2	99.5	98.3	99.2	99.6	97.4	98.8	99.3
Northern New England	99.6	99.8	99.9	98.7	99.3	99.7	96.7	98.6	99.3
Northern New Jersey	99.0	99.7	99.8	98.6	99.3	99.6	98.1	99.4	99.7
Triboro	99.0	99.5	99.7	97.4	98.8	99.6	95.9	98.2	99.3
Westchester	98.9	99.5	99.8	98.3	99.1	99.6	97.6	99.1	99.5
<b>Pacific Area</b>	<b>99.6</b>	<b>99.8</b>	<b>99.9</b>	<b>99.5</b>	<b>99.8</b>	<b>99.9</b>	<b>96.5</b>	<b>98.4</b>	<b>99.1</b>
Bay-Valley	99.6	99.8	99.9	99.5	99.8	99.9	96.0	98.2	98.9
Honolulu	99.7	99.8	99.9	N/A	N/A	N/A	92.4	96.5	98.3
Los Angeles	99.4	99.7	99.8	99.5	99.8	99.9	96.4	98.3	99.0
Sacramento	99.7	99.9	99.9	99.5	99.8	99.9	96.2	98.4	99.2
San Diego	99.7	99.9	99.9	99.6	99.9	99.9	97.1	98.7	99.3
San Francisco	99.6	99.8	99.9	99.5	99.8	99.9	97.3	98.8	99.3
Santa Ana	99.6	99.8	99.9	99.5	99.8	99.9	96.3	98.3	99.0
Sierra Coastal	99.7	99.9	100.0	99.5	99.8	99.9	97.1	98.9	99.5

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<b>Southern Area</b>	<b>99.5</b>	<b>99.7</b>	<b>99.9</b>	<b>99.0</b>	<b>99.6</b>	<b>99.8</b>	<b>96.8</b>	<b>98.8</b>	<b>99.4</b>
Alabama	99.2	99.7	99.9	98.7	99.6	99.8	97.5	99.1	99.6
Arkansas	99.6	99.8	99.9	98.9	99.6	99.8	97.5	99.0	99.5
Dallas	99.4	99.7	99.9	99.0	99.7	99.9	97.5	99.1	99.6
Fort Worth	99.5	99.7	99.9	99.2	99.7	99.8	96.9	98.7	99.3
Gulf Atlantic	99.3	99.6	99.7	98.6	99.4	99.5	96.8	98.8	99.4
Houston	99.4	99.7	99.9	99.1	99.7	99.9	96.7	98.7	99.3
Louisiana	99.5	99.8	99.9	99.4	99.7	99.8	97.6	99.0	99.5
Mississippi	99.0	99.4	99.6	98.4	99.4	99.6	96.9	98.8	99.4
Oklahoma	99.6	99.9	99.9	99.1	99.6	99.9	97.1	99.0	99.5
Rio Grande	99.4	99.8	99.9	99.2	99.7	99.9	95.7	98.1	98.9
South Florida	99.4	99.7	99.8	99.3	99.7	99.8	96.5	98.6	99.3
Suncoast	99.7	99.8	99.9	99.2	99.5	99.6	94.9	98.1	99.3
<b>Western Area</b>	<b>99.6</b>	<b>99.8</b>	<b>99.9</b>	<b>99.3</b>	<b>99.7</b>	<b>99.9</b>	<b>96.8</b>	<b>98.7</b>	<b>99.4</b>
Alaska	99.5	99.8	99.9	99.7	99.9	99.9	94.5	96.6	98.0
Arizona	99.7	99.9	99.9	99.6	99.8	99.9	96.9	98.5	99.2
Central Plains	99.6	99.8	99.9	99.2	99.7	99.9	97.3	99.2	99.7
Colorado/Wyoming	99.0	99.6	99.8	99.4	99.7	99.8	97.1	98.9	99.6
Dakotas	99.8	99.8	99.9	99.6	99.8	99.9	96.0	98.2	99.1
Hawkeye	99.6	99.9	99.9	99.3	99.7	99.9	97.5	99.2	99.7
Mid-America	99.4	99.6	99.9	98.9	99.5	99.8	95.4	98.3	99.4
Nevada-Sierra	99.6	99.7	99.8	99.3	99.6	99.8	96.7	98.3	99.0
Northland	99.3	99.6	99.8	99.2	99.7	99.8	97.6	99.1	99.6
Portland	99.6	99.9	99.9	99.3	99.8	99.9	97.0	98.6	99.3
Salt Lake City	99.7	99.9	99.9	99.8	99.9	99.9	95.4	98.1	99.2
Seattle	99.7	99.8	99.9	99.6	99.8	99.9	96.5	98.5	99.1
<b>Nation FY2014 Q2</b>	<b>99.3</b>	<b>99.7</b>	<b>99.8</b>	<b>98.8</b>	<b>99.5</b>	<b>99.8</b>	<b>96.7</b>	<b>98.7</b>	<b>99.4</b>
<b>Nation FY2013 Q2 (SPLY)</b>	<b>99.5</b>	<b>99.8</b>	<b>99.9</b>	<b>99.3</b>	<b>99.7</b>	<b>99.9</b>	<b>98.8</b>	<b>99.6</b>	<b>99.8</b>
<b>Nation FY2009 Annual</b>	<b>98.7</b>	<b>99.3</b>	<b>99.4</b>	<b>97.2</b>	<b>98.6</b>	<b>99.2</b>	<b>93.3</b>	<b>96.7</b>	<b>98.3</b>
<b>Nation FY2010 Annual</b>	<b>98.9</b>	<b>99.6</b>	<b>99.8</b>	<b>98.3</b>	<b>99.3</b>	<b>99.6</b>	<b>96.8</b>	<b>98.4</b>	<b>99.0</b>
<b>Nation FY2011 Annual</b>	<b>98.6</b>	<b>99.5</b>	<b>99.7</b>	<b>98.0</b>	<b>99.4</b>	<b>99.7</b>	<b>97.8</b>	<b>99.1</b>	<b>99.6</b>
<b>Nation FY2012 Annual</b>	<b>99.5</b>	<b>99.8</b>	<b>99.9</b>	<b>99.1</b>	<b>99.7</b>	<b>99.8</b>	<b>98.9</b>	<b>99.6</b>	<b>99.8</b>
<b>Nation FY2013 Annual</b>	<b>99.6</b>	<b>99.8</b>	<b>99.9</b>	<b>99.4</b>	<b>99.8</b>	<b>99.9</b>	<b>98.9</b>	<b>99.6</b>	<b>99.8</b>
<b>Nation FY2014 Q1</b>	<b>99.4</b>	<b>99.8</b>	<b>99.9</b>	<b>99.0</b>	<b>99.7</b>	<b>99.8</b>	<b>97.1</b>	<b>98.9</b>	<b>99.5</b>

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