

United States Postal Service®

## Quarterly Performance for Presort First-Class Mail®

Quarter I  
FY2015

### **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.

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 FY15 Quarter 1 was 96.8 percent on time, unchanged from the same period last year. National Two-Day performance was 96.1 percent on time, 0.1 points higher than the same period last year. National Three-To-Five-Day performance was 91.0 percent on time, unchanged from the same period last year. Nationally, at least 99.6 percent of mail across all service standards was delivered within the service standard plus three days in FY15 Quarter 1. Eastern Area led the nation in Overnight service performance with 97.6 percent on time. For the fifth consecutive quarter since FY14, Pacific Area led the nation in Two-Day service performance with 97.1 percent on time. Northeast Area led the nation in Three-To-Five-Day service performance with 91.9 percent on time.

In Quarter 1, at the district level, Appalachian had the highest Overnight service score at 99.0 percent on time, and 32 districts had a score at or above the target of 96.80 percent on time. For Two-Day service, Caribbean had the highest score with 99.1 percent on time, with 28 districts scoring at or above the performance target of 96.50 percent on time. Greater Indiana had the highest Three-To-Five-Day score with 95.1 percent on time.

# Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 10/01/2014 and 12/31/2014

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>96.8</b>	<b>96.0</b>	<b>91.7</b>
Atlanta	96.5	96.2	92.3
Baltimore	95.6	94.0	91.5
Capital	96.9	94.5	92.4
Greater South Carolina	98.5	96.2	88.9
Greensboro	97.1	96.1	89.4
Mid-Carolinas	96.2	96.6	92.2
Northern Virginia	96.4	95.0	94.6
Richmond	96.7	95.9	91.4
<b>Eastern Area</b>	<b>97.6</b>	<b>96.4</b>	<b>91.6</b>
Appalachian	99.0	96.4	92.2
Central Pennsylvania	97.0	96.2	92.0
Kentuckiana	97.4	96.5	91.4
Northern Ohio	98.0	97.5	92.3
Ohio Valley	97.6	96.6	92.2
Philadelphia Metro	96.1	94.8	89.0
South Jersey	97.1	96.6	92.5
Tennessee	95.9	95.8	91.8
Western New York	96.7	94.3	89.0
Western Pennsylvania	98.9	96.7	91.3
<b>Great Lakes Area</b>	<b>96.5</b>	<b>95.8</b>	<b>91.7</b>
Central Illinois	96.0	95.8	90.2
Chicago	96.1	94.8	86.6
Detroit	95.6	96.6	91.2
Gateway	95.0	95.2	90.1
Greater Indiana	97.9	96.1	95.1
Greater Michigan	96.4	95.4	91.2
Lakeland	97.0	95.8	89.6
<b>Northeast Area</b>	<b>96.3</b>	<b>96.5</b>	<b>91.9</b>
Albany	97.8	96.1	91.1
Caribbean	97.8	99.1	86.3
Connecticut Valley	94.8	97.1	91.1
Greater Boston	96.1	97.0	91.8
Long Island	91.8	95.9	92.1
New York	96.2	95.9	93.2
Northern New England	98.3	97.4	91.4
Northern New Jersey	96.4	96.2	93.2
Triboro	96.0	95.3	92.5
Westchester	95.5	96.0	92.5
<b>Pacific Area</b>	<b>96.1</b>	<b>97.1</b>	<b>89.6</b>
Bay-Valley	95.3	96.5	88.8
Honolulu	96.6	N/A	92.1
Los Angeles	97.6	98.2	89.1
Sacramento	96.0	95.8	88.3
San Diego	97.3	97.4	90.8
San Francisco	90.2	95.6	91.5
Santa Ana	97.8	98.3	89.7
Sierra Coastal	95.2	98.1	90.1

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 10/01/2014 and 12/31/2014

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>96.3</b>	<b>94.6</b>	<b>89.8</b>
Alabama	98.2	96.7	93.2
Arkansas	98.0	95.6	93.2
Dallas	95.8	93.0	90.6
Fort Worth	98.2	95.7	91.2
Gulf Atlantic	97.3	96.0	91.9
Houston	93.2	91.1	84.2
Louisiana	98.0	96.7	91.4
Mississippi	97.4	96.2	92.9
Oklahoma	97.6	96.7	92.7
Rio Grande	96.1	92.9	90.0
South Florida	95.5	94.6	85.1
Suncoast	96.0	95.6	88.8
<b>Western Area</b>	<b>97.4</b>	<b>96.7</b>	<b>91.0</b>
Alaska	95.1	97.5	86.3
Arizona	98.1	96.8	92.4
Central Plains	97.8	96.9	93.1
Colorado/Wyoming	95.3	97.2	91.6
Dakotas	98.4	97.1	86.7
Hawkeye	96.0	95.7	90.9
Mid-America	96.6	95.1	90.2
Nevada-Sierra	97.7	96.9	94.2
Northland	94.2	96.4	90.8
Portland	98.9	98.0	91.4
Salt Lake City	98.0	98.1	85.0
Seattle	98.3	98.9	91.8
<b>Nation FY2015 Q1</b>	<b>96.8</b>	<b>96.1</b>	<b>91.0</b>
<b>Nation FY2014 Q1 (SPLY)</b>	<b>96.8</b>	<b>96.0</b>	<b>91.0</b>
<b>Nation FY2009 Annual</b>	<b>94.3</b>	<b>90.0</b>	<b>85.1</b>
<b>Nation FY2010 Annual</b>	<b>93.4</b>	<b>92.7</b>	<b>88.2</b>
<b>Nation FY2011 Annual</b>	<b>90.8</b>	<b>89.1</b>	<b>90.6</b>
<b>Nation FY2012 Annual</b>	<b>96.8</b>	<b>95.7</b>	<b>95.1</b>
<b>Nation FY2013 Annual</b>	<b>97.2</b>	<b>97.0</b>	<b>95.1</b>
<b>Nation FY2014 Annual</b>	<b>97.0</b>	<b>96.4</b>	<b>92.2</b>
<b>FY2015 Annual Target</b>	<b>96.80</b>	<b>96.50</b>	<b>95.25</b>

Service Measurement performed and calculated by IBM Corporation

