

Quarterly Performance for Presort First-Class Mail®**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 2 was 94.2 percent on time, a decrease of 2.3 points compared to the same period last year, with 98.8 percent of pieces delivered within one day of the service standard. Two-Day performance declined by 5.8 points and Three-To-Five-Day performance dropped 9.3 points compared to last year, with 97.6 and 94.1 percent of mail delivered within 1 day of the service standard, respectively.

A large number of winter storms disrupted service throughout the quarter, particularly for mail requiring air transportation. Additionally, the mail processing operational window change that was made as part of the Network Rationalization plan was one of the most significant operational changes since automation implementation. These changes impacted the schedules for nearly all processing and transportation activities nationwide. The Postal Service is focused on stabilizing operations by aligning the right resources to activities under the new operating plan to meet both service performance targets and cost savings objectives.

Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 01/01/2015 and 03/31/2015

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	94.5	90.2	82.4
Atlanta	97.1	92.2	85.1
Baltimore	90.9	83.9	75.4
Capital	96.9	81.8	78.4
Greater South Carolina	95.3	89.9	75.8
Greensboro	95.0	91.9	81.4
Mid-Carolinas	97.7	91.0	84.9
Northern Virginia	95.2	89.5	84.7
Richmond	84.2	86.1	79.0
Eastern Area	96.1	90.6	82.2
Appalachian	96.6	92.7	85.9
Central Pennsylvania	97.0	89.6	83.2
Kentuckiana	93.3	87.7	81.1
Northern Ohio	97.0	93.5	82.5
Ohio Valley	95.3	91.9	82.1
Philadelphia Metro	95.9	81.1	77.7
South Jersey	97.4	92.6	85.8
Tennessee	94.0	90.6	81.5
Western New York	95.9	91.9	85.2
Western Pennsylvania	96.5	91.5	82.1
Great Lakes Area	93.5	87.6	81.5
Central Illinois	92.8	86.6	74.0
Chicago	77.7	69.4	59.9
Detroit	91.8	90.7	83.3
Gateway	89.3	88.2	78.0
Greater Indiana	95.0	86.7	88.7
Greater Michigan	95.2	88.6	81.0
Lakeland	96.1	90.2	75.7
Northeast Area	92.0	85.2	76.0
Albany	92.4	83.0	76.4
Caribbean	90.5	98.0	72.9
Connecticut Valley	94.9	81.8	75.2
Greater Boston	89.6	86.9	70.5
Long Island	89.9	85.9	77.8
New York	76.8	79.5	65.8
Northern New England	89.5	84.1	67.4
Northern New Jersey	90.7	89.2	83.3
Triboro	87.4	87.6	76.8
Westchester	91.7	83.6	73.5
Pacific Area	90.9	94.1	79.8
Bay-Valley	97.3	94.9	83.9
Honolulu	95.0	N/A	82.0
Los Angeles	81.9	94.3	76.4
Sacramento	93.8	93.2	76.2
San Diego	94.2	93.9	79.3
San Francisco	96.6	92.2	85.3
Santa Ana	95.5	94.0	77.6
Sierra Coastal	97.9	96.7	84.6

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 01/01/2015 and 03/31/2015

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	94.4	88.8	77.9
Alabama	93.6	93.6	86.8
Arkansas	94.8	89.2	84.8
Dallas	90.3	86.6	75.5
Fort Worth	95.6	88.7	79.8
Gulf Atlantic	96.6	92.6	81.0
Houston	94.7	84.9	78.6
Louisiana	94.1	93.6	82.5
Mississippi	97.3	92.5	85.2
Oklahoma	96.4	93.6	85.5
Rio Grande	95.9	86.8	79.8
South Florida	90.4	82.1	62.4
Suncoast	95.6	87.1	73.2
Western Area	96.0	93.4	82.5
Alaska	97.8	98.2	87.2
Arizona	96.0	92.1	85.8
Central Plains	95.9	96.9	85.7
Colorado/Wyoming	95.2	94.9	79.9
Dakotas	95.4	97.3	77.4
Hawkeye	97.8	91.9	78.7
Mid-America	95.8	88.9	82.7
Nevada-Sierra	94.6	85.5	87.7
Northland	94.6	92.9	82.2
Portland	97.6	96.5	83.3
Salt Lake City	95.1	95.7	73.4
Seattle	96.9	95.1	83.4
Nation FY2015 Q2	94.2	89.4	80.6

Nation FY2014 Q2 (SPLY)	96.5	95.2	89.9
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Nation FY2009 Annual	94.3	90.0	85.1
Nation FY2010 Annual	93.4	92.7	88.2
Nation FY2011 Annual	90.8	89.1	90.6
Nation FY2012 Annual	96.8	95.7	95.1
Nation FY2013 Annual	97.2	97.0	95.1
Nation FY2014 Annual	97.0	96.4	92.2
Nation FY2015 Q1	96.8	96.1	91.0

FY2015 Annual Target	96.80	96.50	95.25
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