

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 3 was 95.8 percent on time, 1.6 points lower when compared to the same period last year. National Two-Day performance was 93.9 percent on time, 3.2 points lower when compared to the same period last year. National Three-To-Five-Day performance was 88.7 percent on time, 4.8 points lower when compared to 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 3. Eastern Area led the nation in Overnight service performance with 96.9 percent on time. For the seventh consecutive quarter since FY14, Pacific Area led the nation in Two-Day service performance with 96.0 percent on time. Eastern Area led the nation in Three-To-Five-Day service performance with 89.3 percent on time.

At the district level, Sierra Coastal had the highest Overnight service performance at 98.5 percent on time, and 22 districts had a score at or above the performance target of 96.80 percent on time. For Two-Day service, Alaska had the highest performance at 99.0 percent on time, with seven districts scoring at or above the performance target of 96.50 percent on time. Greater Indiana had the highest Three-To-Five-Day performance at 93.6 percent on time.

Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 04/01/2015 and 06/30/2015

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	95.8	94.1	88.7
Atlanta	96.2	95.0	89.3
Baltimore	96.0	93.0	89.3
Capital	97.4	93.1	89.4
Greater South Carolina	94.7	93.0	80.8
Greensboro	94.9	94.6	89.9
Mid-Carolinas	97.5	93.9	90.2
Northern Virginia	97.8	94.4	91.6
Richmond	94.4	92.9	87.4
Eastern Area	96.9	94.1	89.3
Appalachian	97.9	95.7	92.7
Central Pennsylvania	97.1	93.1	88.2
Kentuckiana	97.1	93.9	90.4
Northern Ohio	95.4	93.5	87.9
Ohio Valley	97.0	93.7	88.8
Philadelphia Metro	96.9	92.7	87.8
South Jersey	98.1	95.8	91.9
Tennessee	96.5	95.4	91.1
Western New York	97.4	95.2	91.7
Western Pennsylvania	96.7	95.0	89.4
Great Lakes Area	94.8	93.0	89.2
Central Illinois	92.8	92.7	86.0
Chicago	89.7	92.3	85.0
Detroit	94.2	93.9	89.1
Gateway	92.1	92.5	85.4
Greater Indiana	94.8	93.0	93.6
Greater Michigan	95.1	92.7	88.4
Lakeland	96.7	93.1	87.6
Northeast Area	94.3	92.9	87.3
Albany	95.3	93.9	87.6
Caribbean	92.6	98.0	81.1
Connecticut Valley	95.5	91.9	87.5
Greater Boston	95.0	94.4	86.3
Long Island	93.0	93.0	87.2
New York	89.3	92.0	87.7
Northern New England	94.4	92.3	78.2
Northern New Jersey	93.4	94.3	91.8
Triboro	92.0	92.3	86.2
Westchester	95.8	89.3	84.1
Pacific Area	94.9	96.0	87.8
Bay-Valley	97.2	95.5	89.8
Honolulu	90.5	N/A	89.0
Los Angeles	92.9	96.4	86.6
Sacramento	95.3	95.7	85.8
San Diego	96.1	95.9	88.7
San Francisco	97.5	94.5	91.1
Santa Ana	95.2	95.7	84.9
Sierra Coastal	98.5	97.7	90.8

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 04/01/2015 and 06/30/2015

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	96.3	93.8	88.8
Alabama	97.2	95.7	91.2
Arkansas	96.7	94.2	91.0
Dallas	94.9	92.8	90.0
Fort Worth	96.4	94.4	89.1
Gulf Atlantic	96.2	94.8	90.4
Houston	94.6	89.2	82.8
Louisiana	95.5	94.4	90.0
Mississippi	97.3	93.9	87.6
Oklahoma	97.1	95.5	91.5
Rio Grande	96.2	92.6	87.3
South Florida	98.1	95.6	87.8
Suncoast	96.8	95.5	87.7
Western Area	96.1	94.4	89.0
Alaska	98.2	99.0	92.9
Arizona	98.0	95.8	91.0
Central Plains	94.2	96.5	91.7
Colorado/Wyoming	96.1	96.9	86.7
Dakotas	96.7	96.5	86.4
Hawkeye	97.1	93.0	87.5
Mid-America	94.6	91.4	86.7
Nevada-Sierra	97.4	92.9	93.2
Northland	95.9	93.5	87.2
Portland	96.1	96.1	89.5
Salt Lake City	94.4	96.2	85.3
Seattle	95.8	97.0	89.2
Nation FY2015 Q3	95.8	93.9	88.7
Nation FY2014 Q3 (SPLY)	97.4	97.1	93.5
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
Nation FY2015 Q2	94.2	89.4	80.6
FY2015 Annual Target	96.80	96.50	95.25

Service Measurement performed and calculated by IBM Corporation

