

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 4 was 96.2 percent on time, 1.3 points lower when compared to the same period last year. National Two-Day performance was 94.9 percent on time, 2.4 points lower when compared to the same period last year. National Three-To-Five-Day performance was 91.0 percent on time, 3.8 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 4. Eastern Area led the nation in Overnight service performance with 96.9 percent on time. For the eighth consecutive quarter since FY15, Pacific Area led the nation in Two-Day service performance with 96.9 percent on time. Southern Area and Great Lakes Area led the nation in Three-To-Five-Day service performance with 91.5 percent on time.

In FY15 Quarter 4, Alaska had the highest Overnight service performance at 98.6 percent on time, and 26 districts had a score at or above the performance target of 96.80 percent on time. Alaska also had the highest performance for Two-Day service at 98.3 percent on time, with 13 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 95.4 percent on time.

Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 07/01/2015 and 09/30/2015

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	96.5	95.3	90.9
Atlanta	96.8	95.8	91.0
Baltimore	96.8	94.9	90.9
Capital	96.4	94.6	91.4
Greater South Carolina	95.9	95.5	88.6
Greensboro	97.0	95.8	91.9
Mid-Carolinas	98.3	95.2	90.8
Northern Virginia	96.6	95.4	93.1
Richmond	94.4	93.7	89.6
Eastern Area	96.9	95.1	91.2
Appalachian	97.8	95.4	93.4
Central Pennsylvania	98.1	95.0	92.2
Kentuckiana	97.2	94.7	92.4
Northern Ohio	96.6	95.7	92.1
Ohio Valley	96.3	94.7	89.6
Philadelphia Metro	95.4	93.7	89.6
South Jersey	97.7	96.0	92.7
Tennessee	95.1	95.7	92.7
Western New York	96.5	94.4	91.6
Western Pennsylvania	96.8	96.0	91.5
Great Lakes Area	96.2	94.8	91.5
Central Illinois	95.2	94.5	89.9
Chicago	94.3	92.9	88.1
Detroit	95.4	95.2	90.7
Gateway	94.3	94.7	88.6
Greater Indiana	97.1	94.7	95.4
Greater Michigan	96.7	95.2	90.4
Lakeland	96.9	95.0	91.2
Northeast Area	94.9	92.8	88.9
Albany	95.9	95.1	89.8
Caribbean	91.8	97.0	80.3
Connecticut Valley	96.7	93.9	90.4
Greater Boston	95.6	95.6	90.1
Long Island	93.8	92.6	89.7
New York	97.6	91.7	88.1
Northern New England	94.5	93.7	83.3
Northern New Jersey	94.0	91.7	93.0
Triboro	93.0	82.0	76.3
Westchester	96.6	91.9	87.3
Pacific Area	95.5	96.9	91.1
Bay-Valley	97.4	96.6	92.6
Honolulu	96.1	N/A	90.5
Los Angeles	92.9	97.2	89.8
Sacramento	95.9	96.6	89.2
San Diego	96.9	97.0	91.4
San Francisco	96.6	96.1	92.8
Santa Ana	98.2	97.2	92.6
Sierra Coastal	98.4	97.8	93.6

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 07/01/2015 and 09/30/2015

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	96.7	94.7	91.5
Alabama	96.6	94.7	90.0
Arkansas	95.9	94.6	91.9
Dallas	94.8	94.6	92.8
Fort Worth	97.1	95.0	90.3
Gulf Atlantic	98.1	95.2	92.7
Houston	96.9	93.2	89.1
Louisiana	96.2	95.0	90.1
Mississippi	96.3	94.2	90.3
Oklahoma	97.3	95.7	91.9
Rio Grande	96.7	94.2	90.5
South Florida	98.0	95.4	91.9
Suncoast	95.6	95.3	91.3
Western Area	96.3	95.8	91.0
Alaska	98.6	98.3	93.5
Arizona	97.7	96.8	93.1
Central Plains	93.2	96.2	93.5
Colorado/Wyoming	95.2	95.3	86.8
Dakotas	97.8	96.6	89.7
Hawkeye	95.8	95.2	91.8
Mid-America	94.2	94.6	86.6
Nevada-Sierra	97.2	92.5	93.4
Northland	97.4	95.3	88.6
Portland	96.2	97.0	92.3
Salt Lake City	95.3	96.7	89.6
Seattle	96.2	97.4	90.6
Nation FY2015 Q4	96.2	94.9	91.0

Nation FY2014 Q4 (SPLY)	97.5	97.3	94.8
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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 Annual	95.7	93.6	87.8
Nation FY2015 Q1	96.8	96.1	91.0
Nation FY2015 Q2	94.2	89.4	80.6
Nation FY2015 Q3	95.8	93.9	88.7

FY2015 Annual Target	96.80	96.50	95.25
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