

Quarterly Performance for Presort First-Class Mail®**Overview**

For Presort First-Class Mail® letters, cards, and flats, 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 FY16 Quarter 1 was 95.6 percent on time, 1.2 points lower when compared to the same period last year. National Two-Day performance was 94.0 percent on time, 2.1 points lower when compared to the same period last year. National Three-To-Five-Day performance was 88.7 percent on time, 2.3 points lower when compared to the same period last year. Nationally, at least 99.4 percent of mail across all service standards was delivered within the service standard plus three days in FY16 Quarter 1. Eastern Area led the nation in Overnight service performance with 96.7 percent on time. For the fifth consecutive quarter since FY15, Pacific Area led the nation in Two-Day service performance with 95.3 percent on time. Southern Area led the nation in Three-To-Five-Day service performance with 89.6 percent on time.

In FY16 Quarter 1, Sierra Coastal had the highest Overnight service performance at 97.9 percent on time. Caribbean, Sierra Coastal and Alaska had the highest performance for Two-Day service at 96.8 percent on time. Greater Indiana and Central Plains had the highest Three-To-Five-Day performance at 94.0 percent on time.

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Mailpieces Delivered Between 10/01/2015 and 12/31/2015

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	96.1	93.8	89.1
Atlanta	96.5	95.1	90.0
Baltimore	96.7	93.1	87.4
Capital	96.6	91.0	85.1
Greater South Carolina	94.2	94.0	86.3
Greensboro	95.7	94.3	88.5
Mid-Carolinas	97.8	93.7	91.8
Northern Virginia	95.2	93.1	87.2
Richmond	94.3	93.1	87.8
Eastern Area	96.7	94.1	88.6
Appalachian	97.5	94.0	90.7
Central Pennsylvania	97.3	93.8	89.6
Kentuckiana	96.9	93.9	89.0
Northern Ohio	96.8	95.0	90.7
Ohio Valley	95.9	93.7	88.4
Philadelphia Metro	95.5	91.7	82.8
South Jersey	97.4	94.9	91.8
Tennessee	95.5	94.4	89.5
Western New York	96.2	95.0	90.1
Western Pennsylvania	97.0	95.4	88.8
Great Lakes Area	95.6	94.4	89.3
Central Illinois	93.9	94.3	85.4
Chicago	88.1	92.5	81.4
Detroit	94.8	94.7	88.9
Gateway	93.4	94.5	87.5
Greater Indiana	96.4	94.1	94.0
Greater Michigan	96.7	94.7	88.9
Lakeland	96.4	94.5	88.5
Northeast Area	94.0	92.4	88.4
Albany	96.3	95.3	90.2
Caribbean	91.9	96.8	77.9
Connecticut Valley	95.7	93.9	88.7
Greater Boston	95.1	93.7	87.1
Long Island	91.0	90.6	86.6
New York	94.5	90.3	86.9
Northern New England	95.5	92.8	87.0
Northern New Jersey	90.6	90.2	91.9
Triboro	93.8	87.0	83.2
Westchester	95.8	91.5	88.2
Pacific Area	94.4	95.3	87.6
Bay-Valley	96.1	94.3	88.5
Honolulu	95.0	N/A	87.6
Los Angeles	90.8	95.7	83.1
Sacramento	95.4	95.1	87.1
San Diego	96.8	95.6	87.8
San Francisco	96.1	93.9	89.9
Santa Ana	97.2	95.5	87.9
Sierra Coastal	97.9	96.8	91.4

Service Measurement performed and calculated by IBM Corporation



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District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	96.0	93.8	89.6
Alabama	95.4	95.3	90.2
Arkansas	95.3	93.9	87.8
Dallas	94.6	93.2	90.8
Fort Worth	96.1	93.0	86.5
Gulf Atlantic	97.3	95.8	91.2
Houston	95.4	90.5	87.5
Louisiana	96.1	91.6	86.4
Mississippi	95.8	93.3	88.8
Oklahoma	97.0	94.4	88.5
Rio Grande	95.9	92.2	88.2
South Florida	97.5	94.5	89.8
Suncoast	96.0	95.4	90.4
Western Area	95.4	94.1	88.3
Alaska	97.8	96.8	90.9
Arizona	97.7	95.9	90.5
Central Plains	93.1	95.0	94.0
Colorado/Wyoming	92.9	91.1	81.6
Dakotas	97.0	95.1	86.0
Hawkeye	92.0	93.2	89.2
Mid-America	94.4	94.4	87.4
Nevada-Sierra	96.5	89.4	92.3
Northland	96.2	92.8	83.8
Portland	95.2	95.3	87.7
Salt Lake City	94.5	95.6	84.7
Seattle	95.5	96.1	87.9
Nation FY2016 Q1	95.6	94.0	88.7
Nation FY2015 Q1 (SPLY)	96.8	96.1	91.0
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
FY2016 Annual Target	96.80	96.50	95.25

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