

Quarterly Performance for Presort First-Class Mail®

Overview

For Presort First-Class Mail® letters, cards, and flats, the service performance measurement system of U.S. 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 U.S. 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 methodology for estimating performance for Presort First-Class Mail® letters, cards, and flats was modified slightly beginning in FY 2017 Quarter 1. The application of the last mile profile was changed from stratification by the type of final processing operation that occurred to stratification by the number of days remaining to meet service standard after final processing occurred. This methodology change was made to improve the accuracy of the performance estimates as the new methodology better accounts for the relationship between time spent in last mile and time spent in processing.

The external contractor determines service performance based on the elapsed time between the start-the-clock event recorded by U.S. 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.

Limitation

A small volume, estimated at less than 1% of total volume in measurement across all commercial mail classes, had known data issues in the SASP system in FY 2017 Quarter 3. These issues included mail pieces mis-categorized between Full Service and Basic, missing mail scans, inaccurate facility reference data, inaccurate Start-the-Clock information, and inaccurate data exclusion.

Performance Highlights

National Presort First-Class Mail® Overnight performance in FY 2017 Quarter 3 was 96.9 percent on time, 0.2 points higher when compared to the same period last year. National Two-Day performance was 96.4 percent on time, 0.2 points higher when compared to the same period last year. National Three-To-Five-Day performance was 94.6 percent on time, 0.3 points higher when compared to the same period last year.

Capital Metro Area led the nation in Overnight service performance with 97.5 percent on time. Western Area also led the nation in Two-Day service performance, with 97.3 percent on time in FY 2017 Quarter 3. Eastern Area led the nation in Three-To-Five-Day service performance with 95.1 percent on time.

In FY 2017 Quarter 3, 43 districts met or exceeded the Overnight performance target of 96.80, 35 districts met or exceeded the Two-Day service performance target of 96.50 and 11 districts met or exceeded the Three-To-Five-Day service performance target of 95.25. Nevada-Sierra led the nation in Overnight service performance with 99.0 percent on time, Alaska led the nation in Two-Day service performance with 98.7 percent on time, and Central Plains led the nation in Three-To-Five-Day service performance with 96.8 percent on time.

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Mailpieces Delivered Between 04/01/2017 and 06/30/2017

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	97.5	96.4	94.6
Atlanta	97.5	96.7	94.1
Baltimore	98.4	95.3	94.2
Capital	94.5	93.9	93.3
Greater South Carolina	97.5	97.3	95.1
Greensboro	96.8	96.9	94.9
Mid-Carolinas	98.0	96.9	94.9
Northern Virginia	96.9	96.0	95.1
Richmond	96.4	96.1	94.7
Eastern Area	97.4	96.4	95.1
Appalachian	98.3	97.1	95.9
Central Pennsylvania	97.8	96.1	95.2
Kentuckiana	97.0	96.4	95.2
Northern Ohio	97.2	96.7	94.3
Ohio Valley	97.0	96.3	94.9
Philadelphia Metro	96.8	95.7	94.9
South Jersey	97.7	96.2	95.0
Tennessee	97.1	96.6	95.8
Western New York	97.5	97.0	96.0
Western Pennsylvania	97.7	96.9	95.0
Great Lakes Area	96.7	96.6	95.0
Central Illinois	95.7	96.5	94.3
Chicago	92.9	96.4	93.8
Detroit	96.2	96.7	93.9
Gateway	95.8	96.7	94.5
Greater Indiana	96.7	96.1	96.7
Greater Michigan	97.7	97.1	95.2
Lakeland	97.6	96.7	94.2
Northeast Area	94.9	95.4	93.5
Albany	96.1	96.4	94.9
Caribbean	92.7	97.1	85.7
Connecticut Valley	96.9	95.9	93.4
Greater Boston	95.5	95.6	93.5
Long Island	94.2	93.5	90.8
New York	95.7	94.2	92.2
Northern New England	97.0	96.6	94.4
Northern New Jersey	92.2	95.4	94.8
Triboro	94.2	93.8	93.3
Westchester	95.4	94.7	92.8
Pacific Area	96.3	96.9	93.8
Bay-Valley	96.8	96.4	93.8
Honolulu	97.0	N/A	92.9
Los Angeles	94.5	97.0	92.8
Sacramento	97.1	96.8	92.8
San Diego	97.8	97.5	95.8
San Francisco	94.8	96.0	94.8
Santa Ana	98.4	97.5	95.4
Sierra Coastal	97.3	97.0	94.9

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Mailpieces Delivered Between 04/01/2017 and 06/30/2017

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	97.2	96.4	94.5
Alabama	97.3	96.6	93.2
Arkansas	96.7	96.6	94.7
Dallas	96.9	96.2	95.1
Fort Worth	97.4	96.4	94.5
Gulf Atlantic	97.1	96.7	94.0
Houston	97.6	96.2	95.8
Louisiana	97.5	96.2	94.5
Mississippi	95.7	95.5	93.7
Oklahoma	98.4	97.1	96.2
Rio Grande	97.0	96.4	93.8
South Florida	97.4	95.1	93.1
Suncoast	96.6	96.3	94.9
Western Area	97.4	97.3	94.9
Alaska	98.9	98.7	96.5
Arizona	97.7	97.4	95.2
Central Plains	96.4	97.5	96.8
Colorado/Wyoming	95.7	93.1	91.9
Dakotas	98.9	98.0	94.0
Hawkeye	97.7	97.4	94.9
Mid-America	96.2	96.6	92.6
Nevada-Sierra	99.0	94.6	96.7
Northland	98.5	97.5	94.1
Portland	96.8	97.9	95.0
Salt Lake City	96.5	97.9	92.2
Seattle	97.2	98.1	94.4
Nation FY2017 Q3	96.9	96.4	94.6
Nation FY2016 Q3 (SPLY)	96.7	96.2	94.3
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 FY2016 Annual	96.2	95.1	91.7
Nation FY2017 Q1	96.0	94.6	91.7
Nation FY2017 Q2	96.4	95.4	92.7
FY2017 Annual Target	96.80	96.50	95.25