

## Quarterly Performance for Presort First-Class Mail® Service Variance

### **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.

**Quarterly Performance for Presort First-Class Mail®****Service Variance**

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

District	Overnight			Two-Day			Three-To-Five-Day		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
<b>Capital Metro Area</b>	<b>99.3</b>	<b>99.7</b>	<b>99.8</b>	<b>98.9</b>	<b>99.5</b>	<b>99.7</b>	<b>98.5</b>	<b>99.4</b>	<b>99.7</b>
Atlanta	99.3	99.7	99.8	99.0	99.5	99.8	98.4	99.3	99.7
Baltimore	99.6	99.8	99.9	98.8	99.5	99.7	98.6	99.5	99.7
Capital	99.0	99.6	99.7	98.1	99.3	99.6	98.1	99.2	99.6
Greater South Carolina	99.2	99.6	99.8	99.2	99.6	99.8	98.7	99.4	99.7
Greensboro	99.2	99.6	99.8	99.1	99.5	99.7	98.7	99.5	99.7
Mid-Carolinas	99.4	99.7	99.8	99.0	99.5	99.7	98.5	99.4	99.7
Northern Virginia	99.2	99.6	99.7	98.7	99.4	99.7	98.7	99.4	99.7
Richmond	99.3	99.6	99.7	99.1	99.6	99.7	98.7	99.4	99.7
<b>Eastern Area</b>	<b>99.3</b>	<b>99.7</b>	<b>99.8</b>	<b>99.0</b>	<b>99.5</b>	<b>99.7</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>
Appalachian	99.5	99.7	99.8	99.0	99.5	99.7	98.7	99.4	99.7
Central Pennsylvania	99.4	99.6	99.8	98.9	99.5	99.7	98.7	99.5	99.7
Kentuckiana	99.4	99.7	99.8	99.0	99.5	99.7	98.7	99.4	99.7
Northern Ohio	99.2	99.7	99.8	99.1	99.6	99.8	98.6	99.4	99.7
Ohio Valley	99.2	99.6	99.8	98.9	99.5	99.7	98.6	99.4	99.7
Philadelphia Metro	98.6	98.9	99.7	98.7	99.4	99.7	98.7	99.4	99.7
South Jersey	99.4	99.8	99.9	98.9	99.6	99.7	98.6	99.3	99.7
Tennessee	99.4	99.7	99.8	99.0	99.5	99.8	98.7	99.4	99.7
Western New York	99.5	99.8	99.9	99.3	99.7	99.8	99.0	99.5	99.7
Western Pennsylvania	99.4	99.8	99.8	99.1	99.7	99.8	98.7	99.4	99.7
<b>Great Lakes Area</b>	<b>99.1</b>	<b>99.6</b>	<b>99.8</b>	<b>99.0</b>	<b>99.5</b>	<b>99.7</b>	<b>98.6</b>	<b>99.4</b>	<b>99.7</b>
Central Illinois	98.9	99.4	99.6	98.9	99.5	99.7	98.4	99.3	99.6
Chicago	98.7	99.4	99.6	98.9	99.5	99.7	98.4	99.3	99.6
Detroit	98.9	99.4	99.7	99.0	99.5	99.7	98.2	99.1	99.6
Gateway	99.1	99.6	99.8	99.0	99.6	99.8	98.5	99.3	99.7
Greater Indiana	99.1	99.6	99.8	98.9	99.5	99.8	99.0	99.5	99.8
Greater Michigan	99.5	99.7	99.8	99.2	99.6	99.8	98.8	99.4	99.7
Lakeland	99.4	99.7	99.8	99.2	99.6	99.7	98.5	99.4	99.6
<b>Northeast Area</b>	<b>98.9</b>	<b>99.5</b>	<b>99.7</b>	<b>98.6</b>	<b>99.4</b>	<b>99.7</b>	<b>98.2</b>	<b>99.2</b>	<b>99.6</b>
Albany	99.3	99.7	99.8	99.0	99.5	99.7	98.8	99.5	99.7
Caribbean	98.6	99.4	99.6	99.1	99.5	99.6	96.4	98.5	99.2
Connecticut Valley	99.3	99.7	99.9	98.8	99.5	99.7	98.5	99.4	99.7
Greater Boston	98.8	99.4	99.8	98.5	99.4	99.7	98.4	99.3	99.7
Long Island	98.6	99.4	99.8	98.3	99.3	99.7	97.6	99.1	99.6
New York	98.7	99.3	99.5	98.1	99.2	99.4	97.7	99.0	99.4
Northern New England	99.3	99.8	99.9	99.0	99.7	99.9	98.4	99.4	99.7
Northern New Jersey	98.4	99.4	99.6	98.5	99.3	99.6	98.3	99.1	99.5
Triboro	98.3	99.1	99.4	98.1	99.3	99.6	98.1	99.2	99.6
Westchester	98.5	99.2	99.4	98.1	99.1	99.4	97.7	98.9	99.3
<b>Pacific Area</b>	<b>99.1</b>	<b>99.5</b>	<b>99.7</b>	<b>99.2</b>	<b>99.6</b>	<b>99.8</b>	<b>98.5</b>	<b>99.4</b>	<b>99.6</b>
Bay-Valley	98.8	99.4	99.6	98.8	99.5	99.7	98.1	99.2	99.5
Honolulu	99.0	99.5	99.7	N/A	N/A	N/A	97.9	98.9	99.4
Los Angeles	98.8	99.4	99.6	99.3	99.7	99.8	98.3	99.3	99.6
Sacramento	99.3	99.6	99.7	99.0	99.5	99.7	98.5	99.4	99.6
San Diego	99.4	99.7	99.8	99.4	99.7	99.9	98.9	99.5	99.8
San Francisco	98.9	99.5	99.8	98.9	99.5	99.7	98.8	99.4	99.7
Santa Ana	99.6	99.8	99.9	99.4	99.7	99.8	98.9	99.5	99.8
Sierra Coastal	99.3	99.7	99.8	99.3	99.6	99.8	98.7	99.4	99.7

Service Measurement performed and calculated by IBM Corporation



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**Service Variance**

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<b>Southern Area</b>	<b>99.2</b>	<b>99.6</b>	<b>99.7</b>	<b>98.9</b>	<b>99.5</b>	<b>99.7</b>	<b>98.6</b>	<b>99.4</b>	<b>99.7</b>
Alabama	99.2	99.7	99.8	98.8	99.5	99.7	98.3	99.3	99.7
Arkansas	99.4	99.7	99.9	99.0	99.6	99.8	98.5	99.4	99.7
Dallas	98.6	99.2	99.4	98.8	99.4	99.6	98.7	99.4	99.7
Fort Worth	99.2	99.6	99.8	98.8	99.6	99.8	98.4	99.4	99.7
Gulf Atlantic	99.3	99.7	99.9	99.0	99.6	99.8	98.5	99.4	99.7
Houston	99.3	99.6	99.8	98.9	99.5	99.7	98.9	99.5	99.7
Louisiana	99.2	99.6	99.8	98.7	99.4	99.6	98.2	99.2	99.6
Mississippi	99.1	99.6	99.7	98.4	99.1	99.3	98.3	99.2	99.5
Oklahoma	99.5	99.7	99.8	99.2	99.6	99.8	98.9	99.5	99.7
Rio Grande	99.4	99.7	99.8	99.1	99.6	99.8	98.6	99.4	99.7
South Florida	99.3	99.6	99.7	98.7	99.5	99.6	98.3	99.2	99.5
Suncoast	99.2	99.6	99.8	98.9	99.6	99.8	98.7	99.4	99.7
<b>Western Area</b>	<b>99.4</b>	<b>99.7</b>	<b>99.8</b>	<b>99.3</b>	<b>99.7</b>	<b>99.8</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>
Alaska	99.6	99.7	99.8	99.2	99.4	99.5	98.7	99.2	99.5
Arizona	99.5	99.7	99.8	99.4	99.6	99.8	98.7	99.4	99.7
Central Plains	99.3	99.7	99.9	99.4	99.7	99.9	99.2	99.6	99.8
Colorado/Wyoming	99.1	99.6	99.8	99.1	99.7	99.8	98.3	99.3	99.7
Dakotas	99.6	99.8	99.9	99.4	99.7	99.9	98.5	99.4	99.7
Hawkeye	99.4	99.8	99.9	99.3	99.7	99.9	98.7	99.5	99.7
Mid-America	99.0	99.6	99.7	99.1	99.5	99.8	98.0	99.2	99.6
Nevada-Sierra	99.7	99.8	99.9	98.8	99.5	99.7	98.9	99.4	99.7
Northland	99.7	99.9	99.9	99.4	99.8	99.9	98.6	99.4	99.7
Portland	99.2	99.7	99.8	99.4	99.7	99.8	98.6	99.3	99.7
Salt Lake City	99.3	99.7	99.8	99.3	99.6	99.7	98.0	99.2	99.6
Seattle	99.3	99.7	99.9	99.4	99.7	99.8	98.7	99.4	99.7
<b>Nation FY2017 Q3</b>	<b>99.2</b>	<b>99.6</b>	<b>99.8</b>	<b>98.9</b>	<b>99.5</b>	<b>99.7</b>	<b>98.6</b>	<b>99.4</b>	<b>99.7</b>
<b>Nation FY2016 Q3 (SPLY)</b>	<b>99.3</b>	<b>99.7</b>	<b>99.8</b>	<b>99.0</b>	<b>99.5</b>	<b>99.7</b>	<b>98.5</b>	<b>99.4</b>	<b>99.7</b>
<b>Nation FY2009 Annual</b>	<b>98.7</b>	<b>99.3</b>	<b>99.4</b>	<b>97.2</b>	<b>98.6</b>	<b>99.2</b>	<b>93.3</b>	<b>96.7</b>	<b>98.3</b>
<b>Nation FY2010 Annual</b>	<b>98.9</b>	<b>99.6</b>	<b>99.8</b>	<b>98.3</b>	<b>99.3</b>	<b>99.6</b>	<b>96.8</b>	<b>98.4</b>	<b>99.0</b>
<b>Nation FY2011 Annual</b>	<b>98.6</b>	<b>99.5</b>	<b>99.7</b>	<b>98.0</b>	<b>99.4</b>	<b>99.7</b>	<b>97.8</b>	<b>99.1</b>	<b>99.6</b>
<b>Nation FY2012 Annual</b>	<b>99.5</b>	<b>99.8</b>	<b>99.9</b>	<b>99.1</b>	<b>99.7</b>	<b>99.8</b>	<b>98.9</b>	<b>99.6</b>	<b>99.8</b>
<b>Nation FY2013 Annual</b>	<b>99.6</b>	<b>99.8</b>	<b>99.9</b>	<b>99.4</b>	<b>99.8</b>	<b>99.9</b>	<b>98.9</b>	<b>99.6</b>	<b>99.8</b>
<b>Nation FY2014 Annual</b>	<b>99.5</b>	<b>99.8</b>	<b>99.9</b>	<b>99.2</b>	<b>99.7</b>	<b>99.9</b>	<b>97.8</b>	<b>99.2</b>	<b>99.6</b>
<b>Nation FY2015 Annual</b>	<b>99.1</b>	<b>99.6</b>	<b>99.8</b>	<b>98.5</b>	<b>99.4</b>	<b>99.7</b>	<b>96.6</b>	<b>98.8</b>	<b>99.5</b>
<b>Nation FY2016 Annual</b>	<b>99.1</b>	<b>99.6</b>	<b>99.8</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>	<b>97.6</b>	<b>99.0</b>	<b>99.5</b>
<b>Nation FY2017 Q1</b>	<b>99.0</b>	<b>99.6</b>	<b>99.7</b>	<b>98.6</b>	<b>99.4</b>	<b>99.7</b>	<b>97.8</b>	<b>99.1</b>	<b>99.6</b>
<b>Nation FY2017 Q2</b>	<b>99.1</b>	<b>99.6</b>	<b>99.8</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>	<b>98.0</b>	<b>99.2</b>	<b>99.6</b>

