

**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 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.

Service performance measurement was suspended for mail originating from or destined to the Caribbean District in FY 2018 Quarter 1 due to the devastating impacts of Hurricanes Irma and Maria.

**Performance Highlights**

National Presort First-Class Mail® Overnight performance in FY 2018 Quarter 1 was 95.4 percent on time, which is 0.6 points lower than the same period last year. National Two-Day performance was 94.0 percent on time, which is also 0.6 points lower than the same period last year. National Three-To-Five-Day performance was 90.7 percent on time, which is 1.0 point lower when compared to the same period last year.

In FY 2018 Quarter 1, Western Area led the nation in Overnight, Two-Day, and Three-To-Five-Day service performance, with 96.3, 95.9, and 91.2 percent on time, respectively.

In FY 2018 Quarter 1, 14 districts met or exceeded the Overnight performance target of 96.80, and five districts met or exceeded the Two-Day service performance target of 96.50. Alaska and the Dakotas led the nation in Overnight service performance with 98.4 percent on time, Alaska led the nation in Two-Day service performance with 98.7 percent on time, and Greater Indiana led the nation in Three-To-Five-Day service performance with 94.5 percent on time.

## Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 10/01/2017 and 12/31/2017

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>95.4</b>	<b>93.9</b>	<b>90.6</b>
Atlanta	94.7	94.5	91.0
Baltimore	96.2	92.6	87.2
Capital	86.7	91.8	88.0
Greater South Carolina	96.9	96.4	92.6
Greensboro	95.8	94.7	91.7
Mid-Carolinas	96.7	95.0	91.5
Northern Virginia	93.7	91.9	89.9
Richmond	95.2	87.7	89.0
<b>Eastern Area</b>	<b>96.1</b>	<b>93.6</b>	<b>90.9</b>
Appalachian	95.5	94.9	92.4
Central Pennsylvania	97.3	94.7	93.0
Kentuckiana	95.5	93.2	89.3
Northern Ohio	91.9	92.9	87.2
Ohio Valley	96.7	93.3	91.1
Philadelphia Metro	96.9	90.3	89.6
South Jersey	97.6	95.9	92.1
Tennessee	95.4	94.2	91.5
Western New York	96.9	96.2	93.1
Western Pennsylvania	96.2	94.6	91.8
<b>Great Lakes Area</b>	<b>94.0</b>	<b>92.9</b>	<b>90.7</b>
Central Illinois	93.9	92.5	89.5
Chicago	85.4	84.6	80.4
Detroit	93.2	93.8	89.4
Gateway	92.8	94.5	91.2
Greater Indiana	96.1	93.9	94.5
Greater Michigan	95.5	95.0	92.0
Lakeland	93.2	91.9	88.0
<b>Northeast Area</b>	<b>94.4</b>	<b>93.2</b>	<b>90.4</b>
Albany	96.1	94.7	92.0
Caribbean	N/A	N/A	N/A
Connecticut Valley	94.4	94.1	88.5
Greater Boston	94.4	94.4	89.6
Long Island	91.9	92.2	90.7
New York	91.9	91.0	89.6
Northern New England	95.7	95.0	89.7
Northern New Jersey	94.4	93.7	93.1
Triboro	91.7	88.0	88.1
Westchester	91.7	89.7	89.9
<b>Pacific Area</b>	<b>95.2</b>	<b>95.6</b>	<b>90.1</b>
Bay-Valley	94.2	94.1	91.4
Honolulu	96.4	N/A	87.7
Los Angeles	93.8	96.2	88.1
Sacramento	95.7	95.1	88.8
San Diego	96.8	95.9	92.7
San Francisco	95.3	93.9	92.2
Santa Ana	97.6	96.4	91.9
Sierra Coastal	95.1	96.4	92.6

Service Measurement performed and calculated by IBM Corporation



## Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 10/01/2017 and 12/31/2017

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>95.4</b>	<b>94.5</b>	<b>90.3</b>
Alabama	95.3	94.5	90.5
Arkansas	95.4	95.3	91.6
Dallas	94.1	94.5	91.0
Fort Worth	95.2	95.5	91.9
Gulf Atlantic	96.1	94.9	89.7
Houston	94.8	93.4	91.4
Louisiana	95.3	92.5	87.8
Mississippi	95.4	92.2	90.7
Oklahoma	97.2	95.1	93.0
Rio Grande	96.8	95.3	91.6
South Florida	95.0	91.9	83.7
Suncoast	95.0	94.9	91.3
<b>Western Area</b>	<b>96.3</b>	<b>95.9</b>	<b>91.2</b>
Alaska	98.4	98.7	91.9
Arizona	97.1	96.2	92.1
Central Plains	95.7	96.5	94.2
Colorado/Wyoming	93.7	93.7	89.4
Dakotas	98.4	97.5	90.0
Hawkeye	96.1	94.3	90.5
Mid-America	94.4	95.3	90.5
Nevada-Sierra	97.2	94.2	93.5
Northland	97.8	95.7	88.3
Portland	96.0	96.8	91.3
Salt Lake City	94.7	96.4	86.8
Seattle	95.5	96.8	90.1
<b>Nation FY2018 Q1</b>	<b>95.4</b>	<b>94.0</b>	<b>90.7</b>
<b>Nation FY2017 Q1 (SPLY)</b>	<b>96.0</b>	<b>94.6</b>	<b>91.7</b>
<b>Nation FY2009 Annual</b>	<b>94.3</b>	<b>90.0</b>	<b>85.1</b>
<b>Nation FY2010 Annual</b>	<b>93.4</b>	<b>92.7</b>	<b>88.2</b>
<b>Nation FY2011 Annual</b>	<b>90.8</b>	<b>89.1</b>	<b>90.6</b>
<b>Nation FY2012 Annual</b>	<b>96.8</b>	<b>95.7</b>	<b>95.1</b>
<b>Nation FY2013 Annual</b>	<b>97.2</b>	<b>97.0</b>	<b>95.1</b>
<b>Nation FY2014 Annual</b>	<b>97.0</b>	<b>96.4</b>	<b>92.2</b>
<b>Nation FY2015 Annual</b>	<b>95.7</b>	<b>93.6</b>	<b>87.8</b>
<b>Nation FY2016 Annual</b>	<b>96.2</b>	<b>95.1</b>	<b>91.7</b>
<b>Nation FY2017 Annual</b>	<b>96.5</b>	<b>95.6</b>	<b>93.2</b>
<b>FY2018 Annual Target</b>	<b>96.80</b>	<b>96.50</b>	<b>95.25</b>

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