

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 Caribbean District in FY 2018 Quarter 1 and FY 2018 Quarter 2 due to the devastating impacts of Hurricanes Irma and Maria. Measurement will resume in FY 2018 Quarter 3.

Performance Highlights

National Presort First-Class Mail® Overnight performance in FY 2018 Quarter 2 was 95.6 percent on time, 0.8 points lower than the same period last year. National Two-Day performance was 93.9 percent on time, 1.5 points lower than the same period last year. National Three-To-Five-Day performance was 89.7 percent on time, 3.0 points lower when compared to the same period last year.

Western Area led the nation in Overnight service performance, with 96.6 percent on time. Pacific Area led the nation in Two-Day service performance, with 96.2 percent on time in FY 2018 Quarter 2. Western Area again led the nation in Three-To-Five-Day service performance, with 90.6 percent on time.

In FY 2018 Quarter 2, 16 districts met or exceeded the Overnight performance target of 96.80, eight districts met or exceeded the Two-Day service performance target of 96.50, and no districts met the Three-To-Five-Day service performance target of 95.25. Santa Ana and Alaska led the nation in Overnight service performance with 98.3 percent on time, Alaska led the nation in Two-Day service performance with 98.4 percent on time, and Greater Indiana led the nation in Three-To-Five-Day service performance with 94.1 percent on time.

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Mailpieces Delivered Between 01/01/2018 and 03/31/2018

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	95.8	93.8	89.7
Atlanta	96.3	94.3	90.3
Baltimore	95.5	90.5	85.2
Capital	88.7	91.5	87.9
Greater South Carolina	96.6	95.8	91.0
Greensboro	95.3	94.2	90.3
Mid-Carolinas	97.0	94.8	91.5
Northern Virginia	95.5	94.0	89.5
Richmond	91.9	90.3	85.3
Eastern Area	96.3	94.0	90.1
Appalachian	97.2	95.1	91.1
Central Pennsylvania	97.4	94.1	92.3
Kentuckiana	95.4	93.8	91.0
Northern Ohio	93.9	94.3	90.2
Ohio Valley	96.5	94.0	90.0
Philadelphia Metro	94.6	90.9	85.9
South Jersey	97.0	95.3	90.8
Tennessee	96.2	94.3	90.8
Western New York	96.9	95.1	91.5
Western Pennsylvania	96.9	95.1	91.2
Great Lakes Area	94.3	92.5	89.5
Central Illinois	93.1	91.4	86.2
Chicago	91.1	84.8	76.1
Detroit	92.9	93.3	88.6
Gateway	92.3	93.0	89.3
Greater Indiana	96.1	94.1	94.1
Greater Michigan	96.6	94.2	91.5
Lakeland	95.8	92.8	88.5
Northeast Area	93.1	92.3	86.9
Albany	96.6	94.0	90.8
Caribbean	N/A	N/A	N/A
Connecticut Valley	93.3	93.3	85.2
Greater Boston	93.0	93.3	83.6
Long Island	90.6	90.1	86.8
New York	90.3	88.8	85.2
Northern New England	94.0	93.2	85.1
Northern New Jersey	91.6	92.4	90.3
Triboro	91.6	88.7	84.8
Westchester	93.0	89.3	86.6
Pacific Area	95.6	96.2	89.9
Bay-Valley	96.1	95.6	92.3
Honolulu	95.9	N/A	89.4
Los Angeles	94.6	96.7	89.1
Sacramento	95.6	95.6	88.0
San Diego	97.4	97.1	91.5
San Francisco	94.6	94.9	91.5
Santa Ana	98.3	96.6	91.3
Sierra Coastal	95.8	95.8	91.3

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 01/01/2018 and 03/31/2018

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	95.7	94.5	89.7
Alabama	96.7	95.0	90.6
Arkansas	95.2	95.1	89.7
Dallas	95.7	94.0	91.2
Fort Worth	94.5	94.9	89.8
Gulf Atlantic	96.9	95.8	89.1
Houston	91.6	90.3	85.6
Louisiana	96.0	93.9	87.6
Mississippi	96.1	92.8	90.2
Oklahoma	98.0	96.3	93.1
Rio Grande	96.1	94.7	90.9
South Florida	96.0	92.7	85.1
Suncoast	95.9	95.8	91.0
Western Area	96.6	96.1	90.6
Alaska	98.3	98.4	92.8
Arizona	97.6	97.0	92.1
Central Plains	94.8	96.1	92.7
Colorado/Wyoming	95.6	94.0	91.5
Dakotas	97.3	97.0	88.5
Hawkeye	96.9	95.0	89.2
Mid-America	94.7	94.8	89.9
Nevada-Sierra	97.1	93.8	92.9
Northland	97.8	96.0	88.4
Portland	96.8	97.5	91.1
Salt Lake City	95.3	96.5	84.2
Seattle	96.7	97.6	91.4
Nation FY2018 Q2	95.6	93.9	89.7
Nation FY2017 Q2 (SPLY)	96.4	95.4	92.7
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 Annual	96.5	95.6	93.2
Nation FY2018 Q1	95.4	94.0	90.7
FY2018 Annual Target	96.80	96.50	95.25

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