

## 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 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.

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

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

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>98.8</b>	<b>99.5</b>	<b>99.7</b>	<b>98.2</b>	<b>99.3</b>	<b>99.6</b>	<b>97.2</b>	<b>98.9</b>	<b>99.5</b>
Atlanta	98.8	99.5	99.7	98.4	99.4	99.6	97.2	99.0	99.5
Baltimore	99.1	99.6	99.8	97.8	99.2	99.6	96.5	98.8	99.5
Capital	96.9	99.0	99.4	97.5	99.0	99.5	96.2	98.5	99.3
Greater South Carolina	99.1	99.7	99.8	98.9	99.5	99.7	97.6	99.1	99.6
Greensboro	98.5	99.3	99.6	98.1	99.3	99.7	97.4	99.0	99.5
Mid-Carolinas	99.1	99.6	99.8	98.4	99.4	99.7	97.8	99.1	99.6
Northern Virginia	98.7	99.3	99.6	98.3	99.4	99.7	97.1	98.9	99.5
Richmond	97.9	99.2	99.5	97.0	98.6	99.1	95.5	98.2	99.2
<b>Eastern Area</b>	<b>99.1</b>	<b>99.6</b>	<b>99.8</b>	<b>98.4</b>	<b>99.3</b>	<b>99.6</b>	<b>97.3</b>	<b>99.0</b>	<b>99.5</b>
Appalachian	99.2	99.7	99.8	98.6	99.4	99.7	97.2	99.1	99.6
Central Pennsylvania	99.2	99.7	99.8	98.4	99.4	99.7	97.9	99.2	99.6
Kentuckiana	98.8	99.5	99.7	98.2	99.2	99.6	97.3	98.9	99.5
Northern Ohio	98.7	99.5	99.7	98.4	99.3	99.6	97.3	98.9	99.5
Ohio Valley	99.0	99.5	99.7	98.5	99.3	99.6	97.3	99.1	99.5
Philadelphia Metro	98.8	99.5	99.7	97.7	99.2	99.5	96.2	98.8	99.5
South Jersey	99.3	99.7	99.9	98.7	99.5	99.7	97.5	99.1	99.6
Tennessee	98.9	99.5	99.7	98.2	99.3	99.6	97.1	98.9	99.4
Western New York	99.1	99.6	99.8	98.5	99.4	99.7	97.4	99.0	99.5
Western Pennsylvania	99.4	99.7	99.8	98.8	99.5	99.7	97.9	99.2	99.5
<b>Great Lakes Area</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>	<b>98.1</b>	<b>99.2</b>	<b>99.6</b>	<b>97.2</b>	<b>98.9</b>	<b>99.4</b>
Central Illinois	98.4	99.2	99.5	97.9	99.1	99.5	95.9	98.3	99.2
Chicago	97.6	98.9	99.3	96.0	98.5	99.2	93.4	97.5	98.7
Detroit	98.5	99.3	99.6	98.3	99.3	99.6	96.9	98.7	99.4
Gateway	98.1	99.2	99.6	98.1	99.3	99.7	97.4	99.0	99.5
Greater Indiana	99.3	99.7	99.8	98.4	99.3	99.7	98.4	99.3	99.7
Greater Michigan	99.2	99.7	99.9	98.5	99.4	99.7	97.7	99.2	99.6
Lakeland	99.1	99.6	99.8	98.3	99.2	99.6	96.9	98.8	99.4
<b>Northeast Area</b>	<b>98.5</b>	<b>99.4</b>	<b>99.7</b>	<b>98.0</b>	<b>99.2</b>	<b>99.6</b>	<b>96.3</b>	<b>98.6</b>	<b>99.3</b>
Albany	99.0	99.6	99.7	98.4	99.4	99.6	97.1	98.9	99.5
Caribbean	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Connecticut Valley	98.7	99.5	99.7	98.4	99.3	99.7	96.3	98.7	99.4
Greater Boston	98.5	99.3	99.6	98.3	99.3	99.6	96.1	98.4	99.3
Long Island	98.4	99.4	99.7	97.5	99.1	99.6	95.7	98.3	99.3
New York	97.0	98.5	99.0	96.8	98.4	99.1	95.3	98.1	98.9
Northern New England	99.0	99.7	99.8	98.4	99.5	99.7	96.3	98.8	99.5
Northern New Jersey	98.2	99.2	99.6	98.0	99.2	99.6	97.2	99.0	99.4
Triboro	97.4	98.9	99.3	96.7	98.8	99.3	94.6	97.8	98.9
Westchester	98.1	99.2	99.6	97.5	99.0	99.5	96.1	98.7	99.4
<b>Pacific Area</b>	<b>99.1</b>	<b>99.6</b>	<b>99.7</b>	<b>99.1</b>	<b>99.6</b>	<b>99.7</b>	<b>97.4</b>	<b>99.0</b>	<b>99.5</b>
Bay-Valley	99.2	99.6	99.8	99.0	99.5	99.7	98.0	99.2	99.6
Honolulu	99.1	99.6	99.8	N/A	N/A	N/A	96.4	98.3	99.2
Los Angeles	98.7	99.4	99.7	99.2	99.7	99.8	97.1	98.9	99.4
Sacramento	99.1	99.7	99.8	98.8	99.3	99.4	97.1	98.9	99.5
San Diego	99.3	99.6	99.8	99.2	99.6	99.8	97.6	99.1	99.5
San Francisco	98.9	99.5	99.7	99.0	99.5	99.7	97.6	99.1	99.5
Santa Ana	99.7	99.8	99.8	99.3	99.7	99.8	97.7	99.1	99.5
Sierra Coastal	99.0	99.5	99.7	99.1	99.6	99.8	97.7	99.0	99.5

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<b>Southern Area</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>97.0</b>	<b>98.9</b>	<b>99.5</b>
Alabama	99.1	99.7	99.8	98.4	99.5	99.7	97.4	99.1	99.6
Arkansas	98.7	99.5	99.7	98.4	99.5	99.7	97.1	98.9	99.5
Dallas	99.0	99.5	99.7	98.6	99.4	99.7	97.5	99.0	99.5
Fort Worth	98.9	99.5	99.8	98.6	99.4	99.7	97.5	98.9	99.5
Gulf Atlantic	99.2	99.6	99.8	98.7	99.4	99.7	97.0	98.9	99.5
Houston	98.3	99.3	99.6	97.6	99.1	99.5	96.0	98.5	99.3
Louisiana	99.0	99.6	99.8	98.1	99.2	99.7	95.6	98.5	99.3
Mississippi	99.0	99.6	99.8	97.3	98.9	99.6	96.7	98.8	99.5
Oklahoma	99.5	99.8	99.9	99.1	99.6	99.8	98.1	99.2	99.6
Rio Grande	99.1	99.6	99.7	98.5	99.4	99.7	97.7	99.1	99.6
South Florida	98.5	99.2	99.4	97.7	99.0	99.4	94.7	97.9	99.0
Suncoast	99.0	99.6	99.8	98.6	99.4	99.6	97.6	99.2	99.6
<b>Western Area</b>	<b>99.2</b>	<b>99.6</b>	<b>99.8</b>	<b>99.0</b>	<b>99.6</b>	<b>99.8</b>	<b>97.4</b>	<b>99.0</b>	<b>99.5</b>
Alaska	99.4	99.7	99.7	99.3	99.5	99.7	97.6	99.0	99.4
Arizona	99.3	99.6	99.8	99.2	99.5	99.8	97.8	99.1	99.6
Central Plains	99.1	99.6	99.8	98.9	99.5	99.7	98.2	99.4	99.7
Colorado/Wyoming	98.9	99.5	99.7	98.7	99.6	99.7	97.5	98.9	99.5
Dakotas	99.2	99.6	99.7	99.1	99.6	99.7	96.4	98.6	99.3
Hawkeye	99.3	99.5	99.8	98.8	99.4	99.7	96.9	98.9	99.5
Mid-America	99.0	99.6	99.7	98.7	99.5	99.7	96.9	98.7	99.4
Nevada-Sierra	99.2	99.7	99.8	98.6	99.5	99.7	97.8	99.1	99.6
Northland	99.5	99.8	99.9	99.1	99.7	99.8	97.2	99.0	99.5
Portland	99.4	99.8	99.9	99.3	99.8	99.9	97.7	99.2	99.6
Salt Lake City	98.9	99.5	99.7	99.2	99.6	99.8	95.3	98.4	99.3
Seattle	99.1	99.5	99.7	99.2	99.6	99.8	97.7	99.1	99.5
<b>Nation FY2018 Q2</b>	<b>99.0</b>	<b>99.5</b>	<b>99.7</b>	<b>98.4</b>	<b>99.3</b>	<b>99.6</b>	<b>97.1</b>	<b>98.9</b>	<b>99.5</b>
<b>Nation FY2017 Q2 (SPLY)</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>
<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 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>98.1</b>	<b>99.2</b>	<b>99.6</b>
<b>Nation FY2018 Q1</b>	<b>98.9</b>	<b>99.5</b>	<b>99.7</b>	<b>98.4</b>	<b>99.3</b>	<b>99.7</b>	<b>97.5</b>	<b>99.0</b>	<b>99.5</b>

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