

## 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 resumed in FY 2018 Quarter 3.

### **Performance Highlights**

National Presort First-Class Mail® Overnight performance in FY 2018 Quarter 3 was 96.6 percent on time, which is 0.3 points lower than the same period last year. National Two-Day performance was 96.1 percent on time, which is 0.3 points lower than the same period last year. National Three-To-Five-Day performance was 94.0 percent on time, which is 0.6 points lower when compared to the same period last year.

Capital Metro Area and Eastern Area led the nation in Overnight service performance, with 97.3 percent on time. Pacific Area and Western Area led the nation in Two-Day service performance, with 96.7 percent on time in FY 2018 Quarter 3. Eastern Area led the nation in Three-To-Five-Day service performance, with 94.5 percent on time.

In FY 2018 Quarter 3, 34 districts met or exceeded the Overnight performance target of 96.80, 26 districts met or exceeded the Two-Day service performance target of 96.50, and 4 districts met or exceeded the Three-To-Five-Day service performance target of 95.25. Alaska led the nation in Overnight service performance with 99.0 percent on time and in Two-Day service performance with 98.9 percent on time, and Western New York and Greater Indiana led the nation in Three-To-Five-Day service performance with 96.0 percent on time.

## Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 04/01/2018 and 06/30/2018

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>97.3</b>	<b>96.2</b>	<b>94.3</b>
Atlanta	97.3	96.2	94.2
Baltimore	97.5	94.9	93.1
Capital	92.1	94.8	92.9
Greater South Carolina	97.7	97.3	94.8
Greensboro	97.1	96.6	95.2
Mid-Carolinas	98.2	96.7	95.2
Northern Virginia	96.7	96.0	94.1
Richmond	96.1	95.7	91.9
<b>Eastern Area</b>	<b>97.3</b>	<b>96.1</b>	<b>94.5</b>
Appalachian	97.7	96.4	95.1
Central Pennsylvania	97.9	96.3	94.4
Kentuckiana	97.2	95.2	94.7
Northern Ohio	96.0	96.1	94.0
Ohio Valley	96.7	95.5	93.6
Philadelphia Metro	98.3	96.5	94.5
South Jersey	98.5	97.1	94.5
Tennessee	97.3	95.8	95.2
Western New York	97.6	96.8	96.0
Western Pennsylvania	97.1	96.5	95.2
<b>Great Lakes Area</b>	<b>96.4</b>	<b>95.4</b>	<b>93.9</b>
Central Illinois	95.0	94.6	91.2
Chicago	94.8	94.6	90.5
Detroit	96.3	96.5	93.9
Gateway	96.5	95.4	94.3
Greater Indiana	96.9	95.4	96.0
Greater Michigan	97.3	96.6	94.6
Lakeland	96.1	95.3	93.0
<b>Northeast Area</b>	<b>95.4</b>	<b>95.5</b>	<b>93.2</b>
Albany	97.7	96.3	94.8
Caribbean	91.4	97.5	88.1
Connecticut Valley	96.4	96.0	92.4
Greater Boston	94.5	95.8	91.2
Long Island	94.2	94.4	92.6
New York	94.2	93.4	92.3
Northern New England	95.7	95.5	91.7
Northern New Jersey	95.0	95.8	95.2
Triboro	95.2	95.4	93.8
Westchester	94.1	93.6	92.9
<b>Pacific Area</b>	<b>95.6</b>	<b>96.7</b>	<b>93.7</b>
Bay-Valley	95.5	95.8	94.0
Honolulu	97.4	N/A	92.7
Los Angeles	93.3	96.9	92.9
Sacramento	96.3	96.8	93.5
San Diego	97.3	96.5	94.4
San Francisco	96.1	96.1	94.4
Santa Ana	98.8	97.3	94.8
Sierra Coastal	96.5	96.8	94.4

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Mailpieces Delivered Between 04/01/2018 and 06/30/2018

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>97.1</b>	<b>96.5</b>	<b>94.3</b>
Alabama	97.4	96.0	94.1
Arkansas	96.7	96.3	93.8
Dallas	96.8	96.9	94.9
Fort Worth	97.3	96.9	94.5
Gulf Atlantic	96.4	96.2	93.2
Houston	97.6	96.5	93.2
Louisiana	97.1	96.8	94.3
Mississippi	96.2	95.2	94.3
Oklahoma	98.0	96.6	95.2
Rio Grande	96.9	96.4	94.2
South Florida	96.7	95.0	93.6
Suncoast	97.0	96.6	94.5
<b>Western Area</b>	<b>96.9</b>	<b>96.7</b>	<b>93.9</b>
Alaska	99.0	98.9	95.7
Arizona	97.5	96.4	94.6
Central Plains	96.0	96.8	95.4
Colorado/Wyoming	96.1	92.1	94.3
Dakotas	97.9	97.4	92.9
Hawkeye	97.9	96.6	93.5
Mid-America	96.1	95.8	93.4
Nevada-Sierra	98.0	95.6	95.2
Northland	98.2	97.0	92.3
Portland	94.3	95.7	91.9
Salt Lake City	95.6	97.3	90.9
Seattle	96.9	97.4	93.8
<b>Nation FY2018 Q3</b>	<b>96.6</b>	<b>96.1</b>	<b>94.0</b>
<b>Nation FY2017 Q3 (SPLY)</b>	<b>96.9</b>	<b>96.4</b>	<b>94.6</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>Nation FY2018 Q1</b>	<b>95.4</b>	<b>94.0</b>	<b>90.7</b>
<b>Nation FY2018 Q2</b>	<b>95.6</b>	<b>93.9</b>	<b>89.7</b>
<b>FY2018 Annual Target</b>	<b>96.80</b>	<b>96.50</b>	<b>95.25</b>

Service Measurement performed and calculated by IBM Corporation

