

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 4 was 96.5 percent on time, which is 0.1 points lower than the same period last year. National Two-Day performance was 95.9 percent on time, which is 0.1 points lower than the same period last year. National Three-To-Five-Day performance was 93.8 percent on time, which is 0.1 points higher when compared to the same period last year.

Eastern Area led the nation in Overnight service performance, with 97.1 percent on time. Pacific Area led the nation in Two-Day service performance, with 96.7 percent on time in FY 2018 Quarter 4. Eastern Area led the nation in Three-To-Five-Day service performance, with 94.2 percent on time.

In FY 2018 Quarter 4, 29 districts met or exceeded the Overnight performance target of 96.80, 16 districts met or exceeded the Two-Day service performance target of 96.50, and 3 districts met or exceeded the Three-To-Five-Day service performance target of 95.25. Alaska led the nation in Overnight service performance with 98.9 percent on time and 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 96.2 percent on time.

National FY 2018 annual service performance for Presort First-Class Mail® declined across all Service Standards compared to FY 2017. Overnight service score decreased by 0.5 points, Two-Day service score decreased by 0.7 points, and Three-to-Five-Day service score decreased by 1.2 points.

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Mailpieces Delivered Between 07/01/2018 and 09/30/2018

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	96.7	95.3	93.5
Atlanta	96.7	96.0	94.1
Baltimore	97.6	95.3	92.7
Capital	93.5	94.3	92.8
Greater South Carolina	96.2	95.1	92.0
Greensboro	96.5	95.3	94.1
Mid-Carolinas	98.0	94.8	93.9
Northern Virginia	95.8	95.3	93.7
Richmond	95.4	95.4	92.4
Eastern Area	97.1	96.0	94.2
Appalachian	98.1	96.5	94.2
Central Pennsylvania	98.0	96.0	94.3
Kentuckiana	97.9	96.2	94.6
Northern Ohio	96.1	95.9	93.5
Ohio Valley	96.0	95.5	93.8
Philadelphia Metro	97.8	96.3	94.4
South Jersey	98.3	96.9	94.4
Tennessee	96.5	95.7	94.6
Western New York	96.7	95.5	95.4
Western Pennsylvania	97.1	95.6	94.3
Great Lakes Area	96.4	95.7	94.1
Central Illinois	95.0	94.8	92.1
Chicago	96.5	94.4	90.9
Detroit	95.7	96.3	93.1
Gateway	96.9	96.2	94.5
Greater Indiana	96.1	95.9	96.2
Greater Michigan	96.6	96.3	94.5
Lakeland	96.9	95.9	93.7
Northeast Area	95.6	95.8	93.6
Albany	97.2	96.1	94.0
Caribbean	94.0	96.3	88.3
Connecticut Valley	96.6	96.3	93.1
Greater Boston	95.6	96.4	93.1
Long Island	95.0	95.0	93.5
New York	93.4	93.6	92.8
Northern New England	96.6	96.0	91.8
Northern New Jersey	95.3	95.7	95.2
Triboro	94.5	94.6	93.6
Westchester	96.6	94.7	93.6
Pacific Area	95.7	96.7	93.2
Bay-Valley	97.1	96.4	94.4
Honolulu	95.5	N/A	92.1
Los Angeles	93.2	96.9	93.0
Sacramento	96.2	96.6	92.3
San Diego	97.1	96.4	92.8
San Francisco	96.2	95.8	95.1
Santa Ana	98.3	97.0	94.5
Sierra Coastal	96.1	97.0	94.7

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Mailpieces Delivered Between 07/01/2018 and 09/30/2018

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	96.4	95.7	93.7
Alabama	97.4	96.2	93.9
Arkansas	96.9	96.5	94.2
Dallas	92.0	94.1	93.1
Fort Worth	97.3	95.8	94.1
Gulf Atlantic	96.8	96.0	93.3
Houston	97.2	94.7	93.9
Louisiana	97.5	96.8	94.0
Mississippi	96.3	95.7	93.9
Oklahoma	98.0	96.1	95.1
Rio Grande	95.7	95.4	93.9
South Florida	97.3	94.9	93.0
Suncoast	97.0	96.7	94.5
Western Area	96.8	96.6	94.1
Alaska	98.9	98.7	95.2
Arizona	97.2	96.6	94.3
Central Plains	95.5	96.5	95.6
Colorado/Wyoming	96.4	95.4	94.0
Dakotas	98.5	97.6	93.8
Hawkeye	97.9	96.3	93.1
Mid-America	96.4	96.4	93.0
Nevada-Sierra	97.6	95.0	94.6
Northland	97.8	96.3	92.8
Portland	96.4	97.2	93.5
Salt Lake City	95.5	97.9	91.9
Seattle	95.5	97.1	92.8
Nation FY2018 Q4	96.5	95.9	93.8
Nation FY2017 Q4 (SPLY)	96.6	96.0	93.7
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 Annual	96.0	94.9	92.0
Nation FY2018 Q1	95.4	94.0	90.7
Nation FY2018 Q2	95.6	93.9	89.7
Nation FY2018 Q3	96.6	96.1	94.0
FY2018 Annual Target	96.80	96.50	95.25