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Nov. 17, 2023

# POSTAL NEWS

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## Service Performance Remains Steady Across Postal Service Network

WASHINGTON, DC — The United States Postal Service reported new delivery performance metrics for the sixth week of the first quarter for fiscal year 2024. The average time for the Postal Service to deliver a mailpiece or package across the nation was 2.6 days.

FY24 first quarter service performance scores covering October 1 through November 10, included:

- **First-Class Mail:** 87.8 percent of First-Class Mail delivered on time against the USPS service standard, a decrease of 3.3 percentage points from the fiscal fourth quarter.
- **Marketing Mail:** 94.5 percent of Marketing Mail delivered on time against the USPS service standard, consistent with performance from the fiscal fourth quarter.
- **Periodicals:** 85.4 percent of Periodicals delivered on time against the USPS service standard, consistent with performance from the fiscal fourth quarter.

Performance during this timeframe was negatively affected during the insourcing of several Surface Transfer Centers that were previously managed by third parties. There were temporary operational disruptions during these transitions that have been resolved. Additionally, performance was negatively affected as a facility in Saint Louis, MO, was shut down for two weeks for decontamination of a hazardous mercury leak from an illegally shipped package, which required significant rerouting of product and service disruptions throughout the Midwest.

One of the goals of [Delivering for America](#), the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to meet or exceed 95 percent on-time service performance for all mail and shipping products once all elements of the plan are implemented. Service performance is defined by the Postal Service as the time it takes to deliver a mailpiece or package from its acceptance into our system through its delivery, as measured against published service standards.

With the implementation of the Delivering for America plan, the Postal Service continues its focus on improving service reliability for the American public and business customers by modernizing the outmoded and aging postal network across the nation.

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**Please Note:** The United States Postal Service is an independent federal establishment, mandated to be self-financing and to serve every American community through the affordable, reliable and secure delivery of mail and packages to nearly 165 million addresses six and often seven days a week. Overseen by a bipartisan Board of Governors, the Postal Service is implementing a 10-year transformation plan, [Delivering for America](#), to modernize the postal network, restore long-term financial sustainability, dramatically improve service across all mail and shipping categories, and maintain the organization as one of America's most valued and trusted brands.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

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