

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

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Southern Area	98.8	99.3	99.5	98.6	99.3	99.5	98.1	99.0	99.4
Alabama	99.4	99.7	99.9	99.0	99.6	99.8	98.4	99.4	99.7
Arkansas	99.1	99.6	99.7	98.7	99.4	99.7	98.1	99.0	99.4
Dallas	95.9	97.0	97.4	97.8	98.7	99.0	97.4	98.5	98.8
Fort Worth	99.1	99.6	99.8	98.5	99.2	99.4	98.3	99.3	99.7
Gulf Atlantic	99.2	99.6	99.8	98.8	99.5	99.7	98.1	99.2	99.6
Houston	99.3	99.7	99.8	98.3	99.2	99.4	98.4	99.3	99.6
Louisiana	99.4	99.7	99.8	99.0	99.4	99.6	98.3	99.2	99.6
Mississippi	98.9	99.6	99.7	98.4	99.2	99.6	98.0	99.1	99.5
Oklahoma	99.4	99.7	99.8	98.7	99.3	99.5	98.7	99.4	99.7
Rio Grande	99.0	99.6	99.8	98.6	99.3	99.6	98.3	99.3	99.6
South Florida	99.1	99.6	99.7	98.2	99.2	99.5	97.9	99.1	99.5
Suncoast	99.2	99.5	99.6	99.0	99.5	99.8	98.6	99.3	99.7
Western Area	99.2	99.6	99.8	99.0	99.6	99.8	98.4	99.3	99.6
Alaska	99.5	99.6	99.7	99.5	99.6	99.8	98.3	99.1	99.4
Arizona	99.1	99.6	99.8	99.0	99.5	99.7	98.4	99.2	99.6
Central Plains	98.8	99.4	99.6	98.9	99.5	99.7	98.8	99.5	99.7
Colorado/Wyoming	99.1	99.6	99.7	99.0	99.6	99.7	98.3	99.2	99.5
Dakotas	99.5	99.8	99.9	99.3	99.7	99.9	98.1	99.2	99.6
Hawkeye	99.5	99.8	99.9	99.0	99.6	99.8	98.1	99.3	99.6
Mid-America	99.1	99.6	99.9	99.0	99.6	99.8	98.0	99.2	99.6
Nevada-Sierra	99.5	99.8	99.8	98.4	99.4	99.7	98.5	99.3	99.6
Northland	99.3	99.7	99.9	99.0	99.6	99.8	98.2	99.2	99.6
Portland	99.2	99.7	99.8	99.1	99.7	99.8	98.0	99.1	99.4
Salt Lake City	98.9	99.6	99.8	99.2	99.7	99.8	97.8	99.1	99.5
Seattle	99.2	99.7	99.8	99.3	99.7	99.9	98.2	99.2	99.6
Nation FY2018 Q4	99.1	99.5	99.7	98.8	99.4	99.7	98.2	99.2	99.5
Nation FY2017 Q4 (SPLY)	99.1	99.6	99.8	98.8	99.4	99.7	98.0	99.0	99.4
Nation FY2009 Annual	98.7	99.3	99.4	97.2	98.6	99.2	93.3	96.7	98.3
Nation FY2010 Annual	98.9	99.6	99.8	98.3	99.3	99.6	96.8	98.4	99.0
Nation FY2011 Annual	98.6	99.5	99.7	98.0	99.4	99.7	97.8	99.1	99.6
Nation FY2012 Annual	99.5	99.8	99.9	99.1	99.7	99.8	98.9	99.6	99.8
Nation FY2013 Annual	99.6	99.8	99.9	99.4	99.8	99.9	98.9	99.6	99.8
Nation FY2014 Annual	99.5	99.8	99.9	99.2	99.7	99.9	97.8	99.2	99.6
Nation FY2015 Annual	99.1	99.6	99.8	98.5	99.4	99.7	96.6	98.8	99.5
Nation FY2016 Annual	99.1	99.6	99.8	98.7	99.4	99.7	97.6	99.0	99.5
Nation FY2017 Annual	99.1	99.6	99.8	98.7	99.4	99.7	98.1	99.2	99.6
Nation FY2018 Annual	99.0	99.5	99.7	98.6	99.4	96.7	97.8	99.1	99.5
Nation FY2018 Q1	98.9	99.5	99.7	98.4	99.3	99.7	97.5	99.0	99.5
Nation FY2018 Q2	99.0	99.5	99.7	98.4	99.3	99.6	97.1	98.9	99.5
Nation FY2018 Q3	99.2	99.6	99.8	98.9	99.5	99.7	98.4	99.3	99.6

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