

**Quarterly Performance for Presort First-Class Mail®****Overview**

Beginning FY2019 Q1, service performance for Presort First-Class Mail® is measured through the USPS® internal measurement system. The system uses documented arrival time at a designated postal facility to start the clock, and an Intelligent Mail® barcode (IMB®) scan by postal personnel at delivery for randomly selected delivery points to stop the clock. Mail piece tracking from IMB® in-process scans is used in conjunction with the sampling data to extrapolate results for the entire volume of measurement eligible Full Service Intelligent Mail. The transit time from the start-the-clock through final automated processing is the Processing Duration leg, and the transit time from final automated processing until delivery is the Last Mile. Total transit time was calculated for the mail and compared with the appropriate service standard for the product to determine the service performance.

Scores prior to FY2019 Q1 were calculated and compiled by an independent external contractor. The system used for this reporting was called the Intelligent Mail® Accuracy and Performance System (iMAPS). The external contractor determined 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 consisted 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 was 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 was measured by comparing the transit time to USPS® service standards to determine the percent of mail delivered on time.

**Performance Highlights**

National Presort First-Class Mail® Overnight performance in FY2019 Quarter 3 was 96.3 percent on time, which is 0.3 points lower than the same period last year. National Two-Day performance was 95.3 percent on time, which is 0.8 points lower than the same period last year. National Three-To-Five-Day performance was 93.6 percent on time, which is 0.4 points lower when compared to the same period last year.

Eastern Area led the nation in Overnight service performance, with 96.8 percent on time. Pacific Area led the nation in Two-Day service performance, with 96.9 percent on time in FY2019 Quarter 3. Eastern Area led the nation in Three-To-Five-Day service performance, with 94.1 percent on time.

In FY2019 Quarter 3, 28 districts met or exceeded the Overnight performance target of 96.80, 12 districts met or exceeded the Two-Day service performance target of 96.50, and 2 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. Caribbean led in Two-Day service performance with 98.1 percent on time, and Greater Indiana led the nation in Three-To-Five-Day service performance with 95.6 percent on time.

**Quarterly Performance for Presort First-Class Mail®**  
**Mailpieces Delivered Between 04/01/2019 and 06/30/2019**

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>96.2</b>	<b>95.3</b>	<b>93.8</b>
Atlanta	96.4	95.5	94.3
Baltimore	95.8	94.3	93.3
Capital	91.5	94.5	93.0
Greater South Carolina	97.0	96.1	93.8
Greensboro	96.9	96.0	94.8
Mid-Carolinas	96.3	95.1	93.8
Northern Virginia	96.2	95.0	93.1
Richmond	95.0	94.1	91.9
<b>Eastern Area</b>	<b>96.8</b>	<b>95.1</b>	<b>94.1</b>
Appalachian	98.1	95.9	95.1
Central Pennsylvania	97.6	95.7	94.6
Kentuckiana	96.7	93.9	93.7
Northern Ohio	96.1	94.9	93.5
Ohio Valley	95.1	93.8	93.1
Philadelphia Metro	97.6	95.6	94.6
South Jersey	97.7	95.3	94.1
Tennessee	96.1	96.0	94.0
Western New York	96.9	96.3	95.3
Western Pennsylvania	97.7	95.8	94.9
<b>Great Lakes Area</b>	<b>95.6</b>	<b>94.3</b>	<b>93.5</b>
Central Illinois	94.9	93.7	90.6
Chicago	68.7	92.4	90.8
Detroit	96.4	95.6	92.8
Gateway	96.6	95.3	94.5
Greater Indiana	94.5	92.9	95.6
Greater Michigan	96.8	95.9	94.2
Lakeland	95.4	94.3	92.8
<b>Northeast Area</b>	<b>95.8</b>	<b>94.7</b>	<b>92.7</b>
Albany	97.1	95.5	94.7
Caribbean	97.1	98.1	91.4
Connecticut Valley	96.3	95.7	93.0
Greater Boston	93.6	95.4	90.6
Long Island	93.5	93.9	93.1
New York	88.0	89.3	89.5
Northern New England	96.8	95.8	92.1
Northern New Jersey	94.0	94.9	94.4
Triboro	92.6	91.9	90.4
Westchester	96.1	94.3	92.9
<b>Pacific Area</b>	<b>96.5</b>	<b>96.9</b>	<b>93.8</b>
Bay-Valley	97.6	97.0	94.5
Honolulu	98.6	N/A	94.7
Los Angeles	94.4	96.7	93.1
Sacramento	97.1	97.1	93.4
San Diego	96.6	96.4	93.7
San Francisco	95.9	96.3	95.2
Santa Ana	98.5	97.1	94.7
Sierra Coastal	96.4	97.4	94.4

**Quarterly Performance for Presort First-Class Mail®**  
**Mailpieces Delivered Between 04/01/2019 and 06/30/2019**

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>96.6</b>	<b>95.6</b>	<b>93.5</b>
Alabama	97.1	95.8	93.5
Arkansas	96.4	95.7	94.1
Dallas	95.5	95.3	93.1
Fort Worth	96.9	95.8	94.0
Gulf Atlantic	96.4	96.0	93.3
Houston	97.0	94.7	93.2
Louisiana	96.0	95.6	93.7
Mississippi	97.7	95.0	93.7
Oklahoma	97.6	95.8	94.9
Rio Grande	96.2	94.9	93.4
South Florida	95.8	95.8	93.0
Suncoast	96.2	96.3	93.9
<b>Western Area</b>	<b>96.5</b>	<b>96.0</b>	<b>93.7</b>
Alaska	99.0	97.5	94.6
Arizona	96.8	97.0	94.3
Central Plains	94.9	96.4	94.8
Colorado/Wyoming	95.5	95.4	93.5
Dakotas	98.2	97.4	93.3
Hawkeye	96.8	95.1	94.1
Mid-America	96.4	95.8	93.4
Nevada-Sierra	97.9	94.3	94.9
Northland	97.0	95.6	90.8
Portland	97.2	96.7	94.4
Salt Lake City	96.0	97.3	93.1
Seattle	95.5	96.5	92.9
<b>Nation FY2019 Q3</b>	<b>96.3</b>	<b>95.3</b>	<b>93.6</b>
<b>Nation FY2018 Q3 (SPLY)</b>	<b>96.6</b>	<b>96.1</b>	<b>94.0</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 Annual</b>	<b>96.0</b>	<b>94.9</b>	<b>92.0</b>
<b>Nation FY2019 Q1</b>	<b>94.7</b>	<b>92.8</b>	<b>89.9</b>
<b>Nation FY2019 Q2</b>	<b>94.8</b>	<b>93.3</b>	<b>90.4</b>
<b>FY2019 Annual Target</b>	<b>96.80</b>	<b>96.50</b>	<b>95.25</b>