

United States Postal Service®

Quarterly Performance for Presort First-Class Mail®

Quarter IV
FY2019

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 4 was 96.2 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 0.6 points lower than the same period last year. National Three-To-Five-Day performance was 94.1 percent on time, which is 0.3 points higher when compared to the same period last year.

Pacific 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 97.1 percent on time in FY2019 Quarter 4. Pacific Area led the nation in Three-To-Five-Day service performance, with 94.7 percent on time.

In FY2019 Quarter 4, 30 districts met or exceeded the Overnight performance target of 96.80, 13 districts met or exceeded the Two-Day service performance target of 96.50, and eight districts met or exceeded the Three-To-Five-Day service performance target of 95.25. Honolulu led the nation in Overnight service performance with 98.5 percent on time. Caribbean led in Two-Day service performance with 98.3 percent on time, and San Francisco 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 07/01/2019 and 09/30/2019

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	96.3	94.8	94.2
Atlanta	96.5	95.1	94.3
Baltimore	95.5	94.4	94.0
Capital	92.3	93.9	93.9
Greater South Carolina	96.1	94.7	93.5
Greensboro	97.6	96.2	95.0
Mid-Carolinas	96.8	94.3	94.2
Northern Virginia	93.4	94.6	93.8
Richmond	95.4	95.2	93.8
Eastern Area	96.7	95.5	94.5
Appalachian	97.9	95.8	94.7
Central Pennsylvania	97.3	95.8	94.8
Kentuckiana	97.1	95.3	94.5
Northern Ohio	96.7	96.4	95.0
Ohio Valley	95.1	94.6	93.4
Philadelphia Metro	97.5	95.8	95.2
South Jersey	97.5	95.8	94.4
Tennessee	95.2	95.4	94.2
Western New York	97.0	95.6	95.2
Western Pennsylvania	97.6	95.4	94.9
Great Lakes Area	96.3	94.8	94.1
Central Illinois	94.9	94.0	92.1
Chicago	95.5	93.4	91.6
Detroit	96.7	95.3	94.0
Gateway	96.9	95.6	94.5
Greater Indiana	95.2	94.2	95.6
Greater Michigan	96.8	95.6	94.7
Lakeland	96.4	95.3	93.7
Northeast Area	94.8	94.6	93.0
Albany	97.2	95.9	94.4
Caribbean	92.6	98.3	91.1
Connecticut Valley	95.9	95.1	92.9
Greater Boston	94.3	95.1	90.9
Long Island	95.0	93.6	93.5
New York	89.9	90.5	90.5
Northern New England	96.7	95.0	92.4
Northern New Jersey	94.6	95.1	94.9
Triboro	88.3	92.2	91.0
Westchester	96.0	94.4	93.2
Pacific Area	96.8	97.1	94.7
Bay-Valley	97.2	96.7	95.4
Honolulu	98.5	N/A	94.0
Los Angeles	95.5	97.3	94.4
Sacramento	97.3	97.0	94.1
San Diego	96.9	97.0	95.1
San Francisco	95.9	96.2	96.0
Santa Ana	98.3	97.3	95.2
Sierra Coastal	96.7	97.2	95.4

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Mailpieces Delivered Between 07/01/2019 and 09/30/2019

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	95.6	94.9	93.6
Alabama	97.1	95.8	94.2
Arkansas	97.1	96.2	94.2
Dallas	96.4	94.7	94.5
Fort Worth	97.3	95.9	95.3
Gulf Atlantic	97.3	95.1	93.7
Houston	91.8	91.9	90.9
Louisiana	94.4	95.8	92.5
Mississippi	96.7	94.9	94.0
Oklahoma	97.9	96.1	95.3
Rio Grande	95.9	94.0	94.3
South Florida	96.4	95.4	92.7
Suncoast	95.6	95.3	93.6
Western Area	96.6	96.1	94.4
Alaska	98.1	97.4	93.7
Arizona	97.2	96.7	94.9
Central Plains	94.4	96.5	95.4
Colorado/Wyoming	95.6	92.7	94.0
Dakotas	98.3	97.1	94.4
Hawkeye	97.4	95.9	94.7
Mid-America	96.8	96.0	94.1
Nevada-Sierra	98.0	94.4	95.6
Northland	97.0	95.7	91.5
Portland	96.9	96.6	94.3
Salt Lake City	96.5	97.8	94.1
Seattle	96.2	95.6	93.1
Nation FY2019 Q4	96.2	95.3	94.1
Nation FY2018 Q4 (SPLY)	96.5	95.9	93.8
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 FY2019 Annual	95.5	94.1	92.0
Nation FY2019 Q1	94.7	92.8	89.9
Nation FY2019 Q2	94.8	93.3	90.4
Nation FY2019 Q3	96.3	95.3	93.6
FY2019 Annual Target	96.80	96.50	95.25