

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 FY2020 Quarter 1 was 94.4 percent on time, which is 0.3 points lower than the same period last year. National Two-Day performance was 93.5 percent on time, which is 0.7 points higher than the same period last year. National Three-To-Five-Day performance was 91.2 percent on time, which is 1.3 points higher when compared to the same period last year.

Eastern Area led the nation in Overnight service performance, with 96.2 percent on time. Pacific Area led the nation in Two-Day service performance, with 95.8 percent on time in FY2020 Quarter 1. Pacific Area led the nation in Three-To-Five-Day service performance, with 92.6 percent on time.

In FY2020 Quarter 1, 19 districts met or exceeded the Overnight performance target of 96.80, three districts met or exceeded the Two-Day service performance target of 96.50, and none of the districts met or exceeded the Three-To-Five-Day service performance target of 95.25. Alaska led the nation in Overnight service performance with 98.7 percent on time. Caribbean led in Two-Day service performance with 98.2 percent on time, and Nevada-Sierra led the nation in Three-To-Five-Day service performance with 93.8 percent on time.

Quarterly Performance for Presort First-Class Mail®
Mailpieces Delivered Between 10/01/2019 and 12/31/2019

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	95.0	93.4	91.5
Atlanta	94.6	94.0	91.9
Baltimore	93.1	92.2	90.0
Capital	88.1	91.4	90.1
Greater South Carolina	97.4	94.4	92.3
Greensboro	96.2	94.4	91.9
Mid-Carolinas	95.4	92.7	91.5
Northern Virginia	95.8	93.6	91.2
Richmond	92.8	93.3	90.8
Eastern Area	96.2	93.8	92.0
Appalachian	97.7	94.6	93.1
Central Pennsylvania	96.5	94.4	92.1
Kentuckiana	96.3	94.0	92.4
Northern Ohio	95.7	94.8	92.4
Ohio Valley	94.5	92.3	90.9
Philadelphia Metro	96.7	91.1	92.7
South Jersey	97.0	94.8	91.9
Tennessee	95.1	94.5	91.5
Western New York	96.9	94.2	93.4
Western Pennsylvania	97.6	95.5	92.5
Great Lakes Area	94.6	93.0	90.8
Central Illinois	93.1	92.8	90.0
Chicago	76.9	91.5	86.1
Detroit	94.6	93.1	90.5
Gateway	94.6	92.7	91.7
Greater Indiana	94.0	92.5	92.9
Greater Michigan	96.8	94.5	92.4
Lakeland	95.3	93.8	89.0
Northeast Area	95.4	93.4	90.2
Albany	96.8	95.5	92.5
Caribbean	96.0	98.2	89.8
Connecticut Valley	95.2	94.4	89.8
Greater Boston	95.4	94.6	87.6
Long Island	93.3	92.7	90.6
New York	88.8	86.4	89.2
Northern New England	97.1	94.2	88.2
Northern New Jersey	94.2	94.0	92.4
Triboro	91.1	88.9	88.4
Westchester	94.3	92.9	90.8
Pacific Area	95.7	95.8	92.6
Bay-Valley	96.8	95.9	93.0
Honolulu	98.1	N/A	92.0
Los Angeles	93.2	96.1	92.4
Sacramento	96.4	95.9	91.8
San Diego	96.8	95.4	93.2
San Francisco	94.8	95.0	93.4
Santa Ana	98.0	96.0	93.5
Sierra Coastal	96.2	95.4	93.6

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District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	89.8	91.7	90.2
Alabama	97.5	96.0	92.4
Arkansas	96.6	94.8	91.4
Dallas	93.6	88.4	91.7
Fort Worth	96.2	93.7	92.1
Gulf Atlantic	96.4	94.6	91.7
Houston	68.2	82.8	77.8
Louisiana	93.5	94.0	91.3
Mississippi	95.2	90.8	90.1
Oklahoma	96.9	93.8	91.3
Rio Grande	94.9	88.9	92.8
South Florida	94.7	95.8	91.8
Suncoast	96.6	95.8	92.6
Western Area	95.7	94.5	91.6
Alaska	98.7	97.9	90.2
Arizona	97.4	95.5	91.5
Central Plains	93.2	95.5	93.4
Colorado/Wyoming	92.8	90.6	88.5
Dakotas	97.5	95.4	91.4
Hawkeye	96.4	94.5	91.3
Mid-America	94.7	93.3	91.3
Nevada-Sierra	97.9	92.9	93.8
Northland	95.1	93.9	88.4
Portland	97.5	95.9	91.9
Salt Lake City	96.1	97.2	91.4
Seattle	95.9	94.8	91.2
Nation FY2020 Q1	94.4	93.5	91.2
Nation FY2019 Q1 (SPLY)	94.7	92.8	89.9
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
FY2020 Annual Target	96.80	96.50	95.25