

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 3 was 95.7 percent on time, which is 0.6 points lower than the same period last year. National Two-Day performance was 93.2 percent on time, which is 2.1 points lower than the same period last year. National Three-To-Five-Day performance was 90.7 percent on time, which is 2.9 points lower when compared to the same period last year.

Southern Area led the nation in Overnight service performance, with 96.8 percent on time. Western Area led the nation in Two-Day service performance, with 96.0 percent on time in FY2020 Quarter 3. Eastern Area led the nation in Three-To-Five-Day service performance, with 91.9 percent on time.

In FY2020 Quarter 3, 29 districts met or exceeded the Overnight performance target of 96.80, eight 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 98.8 percent on time. Caribbean led in Two-Day service performance with 97.7 percent on time, and San Francisco led the nation in Three-To-Five-Day service performance with 94.7 percent on time.

Quarterly Performance for Presort First-Class Mail®
Mailpieces Delivered Between 04/01/2020 and 06/30/2020

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	95.8	94.5	91.6
Atlanta	95.8	95.2	92.7
Baltimore	92.6	88.5	83.2
Capital	88.8	91.9	89.4
Greater South Carolina	97.2	95.9	92.4
Greensboro	97.2	96.4	92.2
Mid-Carolinas	96.7	95.2	93.2
Northern Virginia	95.5	93.2	90.6
Richmond	94.2	93.6	90.3
Eastern Area	96.3	93.6	91.9
Appalachian	97.9	95.4	93.4
Central Pennsylvania	97.0	93.6	91.7
Kentuckiana	97.1	94.9	92.2
Northern Ohio	95.6	92.4	90.7
Ohio Valley	94.5	93.1	91.6
Philadelphia Metro	95.4	92.4	92.6
South Jersey	97.2	93.0	91.5
Tennessee	96.2	94.9	91.2
Western New York	97.2	95.8	92.4
Western Pennsylvania	97.7	94.7	93.7
Great Lakes Area	92.7	90.3	88.8
Central Illinois	93.5	92.0	87.3
Chicago	91.5	90.1	87.6
Detroit	82.4	74.7	78.6
Gateway	95.8	94.4	92.8
Greater Indiana	95.2	92.5	93.8
Greater Michigan	94.5	90.1	91.2
Lakeland	95.8	93.6	88.0
Northeast Area	94.3	90.7	86.8
Albany	97.4	92.4	91.7
Caribbean	94.8	97.7	83.2
Connecticut Valley	95.5	92.9	88.4
Greater Boston	96.0	94.8	88.1
Long Island	88.6	87.5	82.5
New York	64.1	66.8	65.6
Northern New England	95.8	94.2	84.5
Northern New Jersey	92.4	92.1	91.4
Triboro	88.7	84.7	80.1
Westchester	90.5	88.6	86.9
Pacific Area	95.8	95.5	91.0
Bay-Valley	97.5	95.2	93.2
Honolulu	98.2	N/A	80.4
Los Angeles	94.1	95.9	91.3
Sacramento	95.5	94.6	89.5
San Diego	97.3	95.6	90.0
San Francisco	95.6	94.5	94.7
Santa Ana	98.1	96.6	92.3
Sierra Coastal	96.7	96.2	92.8

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District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	96.8	95.2	91.5
Alabama	96.9	96.2	92.5
Arkansas	97.0	95.2	92.9
Dallas	96.2	94.6	90.8
Fort Worth	94.5	93.7	91.7
Gulf Atlantic	98.1	96.2	92.6
Houston	96.9	94.5	89.5
Louisiana	95.3	94.4	89.6
Mississippi	96.9	94.0	91.4
Oklahoma	97.6	94.6	93.1
Rio Grande	96.3	94.9	92.7
South Florida	97.0	95.2	91.9
Suncoast	97.3	96.5	92.3
Western Area	96.7	96.0	91.3
Alaska	98.8	97.3	92.4
Arizona	96.9	97.0	91.9
Central Plains	95.2	96.4	93.6
Colorado/Wyoming	95.3	90.0	87.3
Dakotas	98.5	97.4	92.8
Hawkeye	96.1	95.7	92.4
Mid-America	97.0	95.6	90.8
Nevada-Sierra	98.6	92.0	94.1
Northland	97.2	95.7	87.5
Portland	97.3	96.5	89.7
Salt Lake City	96.8	97.6	89.3
Seattle	96.6	96.1	89.6
Nation FY2020 Q3	95.7	93.2	90.7
Nation FY2019 Q3 (SPLY)	96.3	95.3	93.6
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 FY2020 Q1	94.4	93.5	91.2
Nation FY2020 Q2	95.9	94.4	92.6
FY2020 Annual Target	96.80	96.50	95.25