Quarterly Performance for Presort First-Class Mail®
Service Variance

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®
Service Variance
Mailpieces Delivered Between 04/01/2020 and 06/30/2020

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	**98.5**	**99.1**	**99.4**	**98.0**	**99.0**	**99.4**	**97.1**	**98.6**	**99.2**
Atlanta	98.4	99.0	99.3	98.3	99.1	99.5	97.3	98.5	99.1
Baltimore	98.0	98.9	99.2	96.1	98.2	99.0	94.2	97.5	98.6
Capital	97.2	98.6	99.3	96.8	98.5	99.0	96.3	98.1	98.8
Greater South Carolina	99.0	99.5	99.7	98.6	99.3	99.6	97.5	99.0	99.4
Greensboro	99.1	99.5	99.6	98.7	99.3	99.7	97.4	98.9	99.5
Mid-Carolinas	98.8	99.2	99.5	98.2	99.1	99.5	97.5	98.8	99.2
Northern Virginia	98.0	98.8	99.2	97.6	98.7	99.1	97.1	98.6	99.1
Richmond	97.6	98.9	99.2	97.6	98.8	99.3	97.0	98.6	99.2
Eastern Area	**98.6**	**99.2**	**99.5**	**97.5**	**98.7**	**99.2**	**97.2**	**98.6**	**99.2**
Appalachian	99.2	99.5	99.7	98.2	99.2	99.5	97.7	99.0	99.5
Central Pennsylvania	99.0	99.4	99.6	97.9	98.9	99.3	97.0	98.4	99.1
Kentuckiana	98.9	99.4	99.6	98.3	99.1	99.5	97.4	98.7	99.3
Northern Ohio	98.3	99.1	99.4	96.4	98.1	99.0	96.3	98.0	98.8
Ohio Valley	97.9	98.8	99.2	96.6	98.1	98.9	97.0	98.6	99.2
Philadelphia Metro	98.4	99.0	99.3	97.4	98.6	99.1	97.5	98.8	99.2
South Jersey	98.9	99.4	99.5	97.6	98.8	99.2	97.3	98.8	99.3
Tennessee	98.5	99.2	99.5	98.3	99.2	99.5	97.1	98.7	99.3
Western New York	99.0	99.5	99.7	98.6	99.3	99.6	97.6	98.9	99.4
Western Pennsylvania	99.3	99.6	99.8	98.5	99.2	99.6	98.0	99.0	99.4
Great Lakes Area	**97.2**	**98.5**	**99.1**	**95.9**	**97.8**	**98.7**	**95.6**	**97.7**	**98.7**
Central Illinois	97.6	98.9	99.4	97.2	98.8	99.3	95.5	97.9	98.8
Chicago	97.8	98.9	99.2	96.5	98.2	98.9	94.7	96.8	98.3
Detroit	92.4	96.1	97.7	85.9	91.6	94.7	89.5	94.2	96.5
Gateway	98.3	99.0	99.3	98.0	99.0	99.4	97.6	98.8	99.3
Greater Indiana	98.3	99.2	99.5	97.4	98.7	99.3	97.8	99.0	99.4
Greater Michigan	98.1	99.0	99.3	95.9	97.7	98.6	96.7	98.3	99.0
Lakeland	98.7	99.3	99.6	97.8	98.9	99.4	95.6	97.8	98.8
Northeast Area	**97.7**	**98.7**	**99.2**	**96.4**	**98.0**	**98.7**	**95.2**	**97.8**	**98.7**
Albany	99.0	99.5	99.7	97.1	98.4	99.0	97.6	99.0	99.5
Caribbean	98.4	99.1	99.4	99.0	99.4	99.5	94.0	96.7	98.2
Connecticut Valley	97.9	98.7	99.3	97.3	98.5	99.0	95.9	98.2	99.0
Greater Boston	98.3	99.1	99.4	98.1	98.9	99.3	96.4	98.5	99.1
Long Island	97.7	99.1	99.5	95.5	97.7	98.6	93.9	97.8	98.8
New York	79.7	89.6	94.4	85.4	92.2	95.2	83.0	91.4	94.9
Northern New England	98.0	99.3	99.5	98.0	99.1	99.4	93.8	97.4	98.7
Northern New Jersey	96.6	97.9	98.5	96.7	98.1	98.7	96.9	98.3	99.0
Triboro	95.1	97.1	97.9	94.5	96.7	97.6	92.6	96.0	97.3
Westchester	95.5	97.3	98.0	95.3	97.4	98.3	95.4	97.7	98.6
Pacific Area	**98.8**	**99.3**	**99.6**	**98.8**	**99.4**	**99.6**	**97.0**	**98.6**	**99.2**
Bay-Valley	99.1	99.5	99.7	98.9	99.4	99.7	97.3	98.7	99.3
Honolulu	99.2	99.6	99.8	N/A	N/A	N/A	92.8	96.9	98.6
Los Angeles	98.3	99.0	99.3	98.9	99.4	99.6	96.9	98.4	99.1
Sacramento	98.8	99.4	99.6	98.6	99.3	99.6	96.8	98.6	99.2
San Diego	99.1	99.5	99.7	98.9	99.6	99.7	97.1	98.8	99.4
San Francisco	98.3	99.1	99.4	98.4	99.1	99.4	98.0	99.0	99.3
Santa Ana	99.4	99.7	99.8	99.0	99.5	99.7	97.5	98.9	99.5
Sierra Coastal	98.9	99.5	99.6	99.0	99.5	99.7	97.4	98.9	99.4

United States Postal Service®
Quarterly Performance for Presort First-Class Mail®
Service Variance
Mailpieces Delivered Between 04/01/2020 and 06/30/2020

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
Southern Area	**98.9**	**99.4**	**99.6**	**98.4**	**99.3**	**99.5**	**97.2**	**98.7**	**99.3**
Alabama	98.9	99.4	99.6	98.5	99.3	99.6	97.6	98.8	99.3
Arkansas	98.9	99.5	99.6	98.5	99.2	99.5	97.4	98.9	99.4
Dallas	98.7	99.2	99.5	98.3	99.2	99.5	97.0	98.6	99.2
Fort Worth	98.7	99.3	99.6	98.1	99.2	99.5	97.3	98.8	99.3
Gulf Atlantic	99.1	99.5	99.7	98.7	99.4	99.6	97.5	98.9	99.4
Houston	98.8	99.3	99.6	98.1	99.2	99.5	96.4	98.4	99.2
Louisiana	98.4	99.2	99.4	98.4	99.1	99.4	96.5	98.5	99.2
Mississippi	99.0	99.4	99.6	97.6	99.0	99.4	96.7	98.5	99.2
Oklahoma	99.0	99.4	99.6	98.5	99.3	99.5	97.7	98.9	99.4
Rio Grande	98.7	99.3	99.6	98.1	99.2	99.6	97.4	98.9	99.4
South Florida	98.8	99.2	99.5	98.5	99.2	99.6	97.3	98.7	99.3
Suncoast	99.1	99.5	99.7	99.0	99.5	99.7	97.7	98.9	99.4
Western Area	**98.9**	**99.4**	**99.6**	**98.7**	**99.3**	**99.6**	**97.1**	**98.6**	**99.2**
Alaska	99.2	99.6	99.7	98.4	98.8	98.9	96.6	98.4	99.0
Arizona	98.9	99.3	99.5	98.9	99.2	99.4	97.4	98.8	99.3
Central Plains	98.5	99.2	99.5	98.8	99.3	99.6	97.6	98.8	99.3
Colorado/Wyoming	98.2	99.0	99.3	97.7	99.0	99.4	96.1	98.2	99.1
Dakotas	99.4	99.7	99.7	99.1	99.5	99.7	97.3	98.7	99.3
Hawkeye	98.7	99.4	99.6	98.5	99.3	99.6	97.6	98.8	99.3
Mid-America	99.0	99.5	99.7	98.6	99.3	99.6	97.2	98.6	99.2
Nevada-Sierra	99.4	99.7	99.7	97.6	98.8	99.5	97.7	98.9	99.3
Northland	98.9	99.5	99.7	98.6	99.4	99.6	96.1	98.4	99.2
Portland	99.0	99.5	99.7	98.8	99.4	99.6	96.7	98.5	99.2
Salt Lake City	99.0	99.4	99.6	98.9	99.3	99.6	96.4	98.4	99.1
Seattle	98.9	99.4	99.7	98.8	99.4	99.6	97.0	98.7	99.3
Nation FY2020 Q3	**98.4**	**99.1**	**99.4**	**97.5**	**98.7**	**99.2**	**96.7**	**98.4**	**99.1**
Nation FY2019 Q3 (SPLY)	**98.6**	**99.2**	**99.5**	**98.2**	**99.1**	**99.4**	**97.9**	**98.9**	**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**	**99.7**	**97.8**	**99.1**	**99.5**
Nation FY2019 Annual	**98.4**	**99.1**	**99.4**	**97.9**	**99.0**	**99.4**	**97.4**	**98.7**	**99.3**
Nation FY2020 Q1	**97.9**	**98.8**	**99.2**	**97.7**	**98.9**	**99.3**	**97.1**	**98.7**	**99.2**
Nation FY2020 Q2	**98.6**	**99.2**	**99.5**	**98.1**	**99.1**	**99.5**	**97.6**	**98.9**	**99.4**