

**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 4 was 92.8 percent on time, which is 3.4 points lower than the same period last year. National Two-Day performance was 89.6 percent on time, which is 5.7 points lower than the same period last year. National Three-To-Five-Day performance was 84.6 percent on time, which is 9.5 points lower when compared to the same period last year.

Western Area led the nation in Overnight service performance, with 94.6 percent on time. Pacific Area led the nation in Two-Day service performance, with 93.2 percent on time in FY2020 Quarter 4. Pacific Area led the nation in Three-To-Five-Day service performance, with 86.9 percent on time.

In FY2020 Quarter 4, Five 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 98.5 percent on time. Salt Lake City led in Two-Day service performance with 96.9 percent on time, and San Francisco led the nation in Three-To-Five-Day service performance with 92.5 percent on time.

**Quarterly Performance for Presort First-Class Mail®**  
**Mailpieces Delivered Between 07/01/2020 and 09/30/2020**

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>91.9</b>	<b>89.1</b>	<b>84.1</b>
Atlanta	92.6	91.2	87.6
Baltimore	81.8	75.4	66.8
Capital	94.5	83.2	79.9
Greater South Carolina	92.1	91.3	83.6
Greensboro	94.2	93.0	84.1
Mid-Carolinas	95.1	91.6	87.2
Northern Virginia	90.4	88.5	83.3
Richmond	92.0	88.0	81.9
<b>Eastern Area</b>	<b>91.1</b>	<b>87.2</b>	<b>83.1</b>
Appalachian	96.7	91.5	84.3
Central Pennsylvania	90.2	85.1	81.0
Kentuckiana	94.7	91.2	84.6
Northern Ohio	85.0	84.4	79.7
Ohio Valley	88.8	82.6	80.5
Philadelphia Metro	91.7	89.3	85.2
South Jersey	94.1	88.8	83.6
Tennessee	91.7	90.0	84.2
Western New York	95.4	94.0	86.5
Western Pennsylvania	96.3	90.3	88.9
<b>Great Lakes Area</b>	<b>90.2</b>	<b>87.0</b>	<b>81.3</b>
Central Illinois	90.0	87.2	76.7
Chicago	85.1	80.3	75.9
Detroit	80.0	81.5	73.7
Gateway	92.0	90.7	83.6
Greater Indiana	94.0	86.0	88.7
Greater Michigan	92.2	90.5	84.4
Lakeland	94.3	89.0	78.3
<b>Northeast Area</b>	<b>93.1</b>	<b>91.0</b>	<b>83.4</b>
Albany	96.1	92.1	84.8
Caribbean	91.9	96.5	72.3
Connecticut Valley	94.5	91.6	83.8
Greater Boston	93.4	92.8	83.1
Long Island	92.9	87.9	79.3
New York	88.3	87.8	81.4
Northern New England	96.0	93.5	81.1
Northern New Jersey	92.5	90.4	86.6
Triboro	89.5	88.9	81.9
Westchester	92.3	88.6	83.5
<b>Pacific Area</b>	<b>93.7</b>	<b>93.2</b>	<b>86.9</b>
Bay-Valley	96.8	93.9	90.5
Honolulu	93.4	N/A	72.8
Los Angeles	90.6	92.2	84.9
Sacramento	94.1	91.8	86.3
San Diego	95.7	93.4	87.4
San Francisco	94.9	93.2	92.5
Santa Ana	97.1	94.1	86.5
Sierra Coastal	95.6	94.8	89.1

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**Mailpieces Delivered Between 07/01/2020 and 09/30/2020**

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>93.3</b>	<b>90.2</b>	<b>85.6</b>
Alabama	93.5	91.4	84.2
Arkansas	95.4	91.8	87.7
Dallas	93.2	87.8	86.1
Fort Worth	90.2	89.3	86.3
Gulf Atlantic	96.5	91.9	86.0
Houston	92.1	87.5	84.1
Louisiana	85.9	85.7	80.4
Mississippi	95.7	90.6	85.4
Oklahoma	96.4	91.5	88.8
Rio Grande	94.2	91.2	88.2
South Florida	93.1	92.4	83.9
Suncoast	93.0	92.8	86.5
<b>Western Area</b>	<b>94.6</b>	<b>93.1</b>	<b>86.0</b>
Alaska	98.5	95.6	89.6
Arizona	96.4	96.2	87.9
Central Plains	94.2	95.4	89.1
Colorado/Wyoming	94.2	86.2	83.7
Dakotas	97.1	96.7	89.6
Hawkeye	95.9	92.5	85.6
Mid-America	94.2	93.2	84.9
Nevada-Sierra	97.6	85.5	90.5
Northland	91.8	91.4	77.9
Portland	95.5	95.0	87.3
Salt Lake City	96.3	96.9	86.9
Seattle	89.4	92.7	80.3
<b>Nation FY2020 Q4</b>	<b>92.8</b>	<b>89.6</b>	<b>84.6</b>
<b>Nation FY2019 Q4 (SPLY)</b>	<b>96.2</b>	<b>95.3</b>	<b>94.1</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 Annual</b>	<b>95.5</b>	<b>94.1</b>	<b>92.0</b>
<b>Nation FY2020 Annual</b>	<b>94.7</b>	<b>92.8</b>	<b>89.9</b>
<b>Nation FY2020 Q1</b>	<b>94.4</b>	<b>93.5</b>	<b>91.2</b>
<b>Nation FY2020 Q2</b>	<b>95.9</b>	<b>94.4</b>	<b>92.6</b>
<b>Nation FY2020 Q3</b>	<b>95.7</b>	<b>93.2</b>	<b>90.7</b>
<b>FY2020 Annual Target</b>	<b>96.80</b>	<b>96.50</b>	<b>95.25</b>