

**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 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.

United States Postal Service®
Quarterly Performance for Presort First-Class Mail®
Service Variance
Mailpieces Delivered Between 07/01/2020 and 09/30/2020

Quarter IV
FY2020

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	97.1	98.5	99.1	96.1	98.1	98.9	94.2	97.2	98.4
Atlanta	97.0	98.3	98.9	96.9	98.5	99.1	95.3	97.5	98.6
Baltimore	93.0	96.2	97.7	89.5	94.5	96.8	84.5	91.7	95.0
Capital	96.9	98.8	99.4	93.7	96.9	98.4	93.4	97.1	98.4
Greater South Carolina	97.9	99.1	99.5	97.4	98.8	99.4	94.5	97.6	98.7
Greensboro	98.6	99.3	99.6	97.9	99.1	99.5	94.9	97.8	98.9
Mid-Carolinas	98.4	99.2	99.5	97.3	98.7	99.3	95.9	98.1	99.0
Northern Virginia	97.8	98.7	99.1	95.9	98.0	98.8	95.1	97.6	98.6
Richmond	96.3	98.3	99.0	95.2	97.8	98.8	93.7	97.1	98.5
Eastern Area	96.9	98.4	99.1	95.3	97.8	98.8	94.0	97.3	98.5
Appalachian	98.8	99.3	99.5	96.4	98.3	98.9	94.4	97.5	98.8
Central Pennsylvania	97.3	98.8	99.3	95.0	97.9	98.8	93.1	96.9	98.4
Kentuckiana	97.9	99.0	99.4	96.4	98.2	99.1	94.4	97.2	98.5
Northern Ohio	94.1	97.4	98.7	94.1	97.3	98.6	92.3	96.4	98.2
Ohio Valley	95.6	97.5	98.6	93.0	96.5	98.0	92.8	96.7	98.2
Philadelphia Metro	97.5	98.6	99.2	96.3	98.1	98.9	95.1	97.8	98.8
South Jersey	98.3	99.1	99.4	96.3	98.2	98.9	94.7	97.8	98.8
Tennessee	97.5	99.0	99.4	96.9	98.5	99.2	94.7	97.6	98.6
Western New York	98.5	99.3	99.6	97.8	98.9	99.4	95.9	98.1	99.0
Western Pennsylvania	98.9	99.5	99.7	97.2	98.7	99.4	96.5	98.4	99.1
Great Lakes Area	96.1	98.0	98.8	95.2	97.7	98.8	92.8	96.5	98.1
Central Illinois	96.8	98.4	99.0	95.4	97.9	98.8	91.0	95.7	97.7
Chicago	94.3	96.6	98.0	93.2	96.6	98.0	90.4	95.2	97.3
Detroit	90.4	95.0	97.2	92.4	96.3	98.0	89.4	94.6	97.0
Gateway	97.4	98.7	99.2	96.6	98.4	99.2	94.0	97.1	98.4
Greater Indiana	97.9	99.0	99.4	94.6	97.2	98.6	95.8	98.1	99.0
Greater Michigan	96.8	98.3	99.0	96.7	98.4	99.1	93.9	96.9	98.4
Lakeland	98.3	99.1	99.5	96.4	98.4	99.1	91.4	95.8	97.7
Northeast Area	97.6	98.7	99.1	96.6	98.3	98.9	94.3	97.3	98.5
Albany	98.7	99.3	99.7	97.3	98.6	99.2	94.8	97.6	98.9
Caribbean	97.4	98.6	99.1	98.6	99.1	99.4	87.9	94.7	96.9
Connecticut Valley	97.7	98.7	99.2	97.0	98.5	99.1	94.7	97.6	98.7
Greater Boston	98.2	98.9	99.1	97.6	98.8	99.2	94.9	97.7	98.7
Long Island	97.4	98.7	99.0	95.3	97.7	98.6	92.7	96.7	98.3
New York	94.2	95.9	96.3	94.5	96.6	97.6	92.8	96.0	97.3
Northern New England	98.6	99.2	99.6	97.9	99.0	99.5	93.6	97.5	98.7
Northern New Jersey	97.2	98.2	98.6	96.2	98.2	98.8	95.2	97.7	98.7
Triboro	95.8	97.3	98.0	95.2	97.0	97.9	93.4	96.2	97.3
Westchester	96.9	98.5	99.4	95.7	98.0	98.8	94.4	97.5	98.5
Pacific Area	98.0	98.9	99.3	98.0	99.1	99.5	95.4	97.8	98.7
Bay-Valley	99.1	99.5	99.6	98.4	99.3	99.5	96.4	98.2	98.9
Honolulu	98.3	99.4	99.7	N/A	N/A	N/A	87.6	93.8	96.5
Los Angeles	96.9	98.4	99.0	97.6	99.0	99.4	94.3	97.1	98.2
Sacramento	98.3	99.0	99.3	97.5	98.9	99.3	95.4	97.9	98.8
San Diego	98.8	99.4	99.6	98.0	99.2	99.6	96.0	98.3	99.1
San Francisco	97.7	98.6	99.1	97.8	98.8	99.3	97.0	98.4	99.1
Santa Ana	99.3	99.6	99.8	98.4	99.3	99.6	95.4	97.6	98.8
Sierra Coastal	98.7	99.2	99.6	98.4	99.2	99.5	96.3	98.3	99.1

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Southern Area	97.6	98.8	99.3	96.5	98.4	99.1	95.0	97.7	98.7
Alabama	97.7	98.6	99.0	96.7	98.3	99.0	94.2	97.1	98.4
Arkansas	98.6	99.3	99.6	97.3	98.5	99.0	95.5	97.9	98.8
Dallas	97.6	98.8	99.2	95.7	98.1	98.9	95.4	97.8	98.8
Fort Worth	95.7	98.5	99.3	96.7	98.5	99.3	95.6	98.0	98.9
Gulf Atlantic	98.4	99.0	99.3	97.3	98.7	99.2	95.0	97.5	98.6
Houston	97.0	98.5	99.2	95.4	98.2	98.9	94.8	97.7	98.8
Louisiana	95.2	97.5	98.5	94.1	96.8	98.1	92.1	95.8	97.5
Mississippi	98.3	99.2	99.5	95.6	97.7	98.6	94.1	97.1	98.4
Oklahoma	98.9	99.4	99.7	97.6	98.9	99.4	96.1	98.1	99.0
Rio Grande	98.3	99.2	99.5	97.0	98.8	99.3	95.9	98.2	99.0
South Florida	97.5	98.7	99.2	97.6	98.8	99.3	94.3	97.3	98.5
Suncoast	97.9	99.0	99.5	97.7	98.9	99.3	95.5	97.9	98.9
Western Area	98.4	99.2	99.5	97.7	99.0	99.5	95.3	97.8	98.8
Alaska	99.2	99.5	99.7	98.3	99.1	99.3	95.4	97.4	98.4
Arizona	98.8	99.4	99.6	98.7	99.3	99.5	95.8	98.0	98.8
Central Plains	98.4	99.2	99.4	98.3	99.1	99.5	96.5	98.3	99.1
Colorado/Wyoming	98.3	99.1	99.3	95.9	98.1	98.6	94.7	97.5	98.6
Dakotas	99.1	99.5	99.7	98.9	99.5	99.7	96.2	98.1	99.0
Hawkeye	98.6	99.3	99.6	97.6	99.0	99.5	95.2	97.8	98.7
Mid-America	98.3	99.2	99.5	97.7	98.8	99.4	94.9	97.8	98.9
Nevada-Sierra	98.9	99.4	99.6	96.8	98.8	99.3	96.6	98.2	99.0
Northland	97.2	99.0	99.5	97.2	98.7	99.4	92.9	97.1	98.5
Portland	98.6	99.2	99.4	97.9	99.0	99.4	95.7	97.8	98.8
Salt Lake City	98.9	99.4	99.7	99.0	99.4	99.5	95.5	97.8	98.8
Seattle	97.8	99.0	99.6	97.7	99.0	99.4	93.4	97.1	98.5
Nation FY2020 Q4	97.5	98.7	99.2	96.3	98.2	99.0	94.6	97.4	98.6
Nation FY2019 Q4 (SPLY)	98.6	99.2	99.5	98.2	99.1	99.4	97.9	99.0	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 Annual	98.1	99.0	99.3	97.4	98.7	99.2	96.6	98.4	99.1
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
Nation FY2020 Q3	98.4	99.1	99.4	97.5	98.7	99.2	96.7	98.4	99.1