

## 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 FY2021 Quarter 1 was 91.3 percent on time, which is 3.1 points lower than the same period last year. National Two-Day performance was 84.7 percent on time, which is 8.8 points lower than the same period last year. National Three-To-Five-Day performance was 78.0 percent on time, which is 13.2 points lower when compared to the same period last year.

Western Region led the nation in Overnight service performance, with 93.6 percent on time. Western Region led the nation in Two-Day service performance, with 89.9 percent on time in FY2021 Quarter 1. Western Region led the nation in Three-To-Five-Day service performance, with 81.3 percent on time.

In FY2021 Quarter 1, Southern California led the nation in Overnight service performance with 95.8 percent on time. Southern California led in Two-Day service performance with 95.3 percent on time, and Southern California led the nation in Three-To-Five-Day service performance with 84.7 percent on time.

**Quarterly Performance for Presort First-Class Mail®**  
**Service Variance**  
Mailpieces Delivered Between 10/01/2020 and 12/31/2020

Division	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
<b>Eastern Region</b>	<b>95.5</b>	<b>97.7</b>	<b>98.5</b>	<b>91.2</b>	<b>95.0</b>	<b>96.9</b>	<b>87.3</b>	<b>92.7</b>	<b>95.3</b>
Chesapeake	93.3	96.6	98.0	85.5	91.6	94.7	81.3	88.6	92.4
Coastal Southeast	97.3	98.6	99.1	96.5	98.2	99.0	90.0	94.7	96.7
Lakeshores	94.4	96.9	97.9	89.0	93.4	95.8	86.2	92.0	94.8
Mid-Atlantic	96.7	98.3	99.0	91.0	95.1	97.0	86.0	91.7	94.7
New England	95.6	96.5	96.8	95.3	97.4	98.3	88.8	93.8	95.9
New York Metro	96.4	97.9	98.6	92.6	95.9	97.3	87.8	92.6	95.0
<b>Western Region</b>	<b>98.0</b>	<b>99.0</b>	<b>99.4</b>	<b>96.6</b>	<b>98.4</b>	<b>99.1</b>	<b>92.0</b>	<b>95.8</b>	<b>97.4</b>
Mid-South	97.7	98.8	99.3	95.1	97.5	98.5	89.2	94.1	96.3
Midwest	98.0	99.0	99.4	96.9	98.6	99.2	92.0	95.9	97.5
Pacific Northwest	98.6	99.2	99.5	98.2	99.1	99.4	93.6	96.8	98.1
Southern California	98.7	99.3	99.5	98.5	99.3	99.6	93.6	96.7	98.0
Southwest	97.8	98.8	99.2	96.4	98.3	99.0	92.7	96.2	97.7
Westshore	95.9	98.0	98.7	95.0	97.6	98.7	87.6	93.5	96.1
<b>Nation FY2021 Q1</b>	<b>96.9</b>	<b>98.4</b>	<b>99.0</b>	<b>93.5</b>	<b>96.4</b>	<b>97.8</b>	<b>89.9</b>	<b>94.4</b>	<b>96.5</b>
<b>Nation FY2020 Q1 (SPLY)</b>	<b>97.9</b>	<b>98.8</b>	<b>99.2</b>	<b>97.7</b>	<b>98.9</b>	<b>99.3</b>	<b>97.1</b>	<b>98.7</b>	<b>99.2</b>
<b>Nation FY2009 Annual</b>	<b>98.7</b>	<b>99.3</b>	<b>99.4</b>	<b>97.2</b>	<b>98.6</b>	<b>99.2</b>	<b>93.3</b>	<b>96.7</b>	<b>98.3</b>
<b>Nation FY2010 Annual</b>	<b>98.9</b>	<b>99.6</b>	<b>99.8</b>	<b>98.3</b>	<b>99.3</b>	<b>99.6</b>	<b>96.8</b>	<b>98.4</b>	<b>99.0</b>
<b>Nation FY2011 Annual</b>	<b>98.6</b>	<b>99.5</b>	<b>99.7</b>	<b>98.0</b>	<b>99.4</b>	<b>99.7</b>	<b>97.8</b>	<b>99.1</b>	<b>99.6</b>
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<b>Nation FY2017 Annual</b>	<b>99.1</b>	<b>99.6</b>	<b>99.8</b>	<b>98.7</b>	<b>99.4</b>	<b>99.7</b>	<b>98.1</b>	<b>99.2</b>	<b>99.6</b>
<b>Nation FY2018 Annual</b>	<b>99.0</b>	<b>99.5</b>	<b>99.7</b>	<b>98.6</b>	<b>99.4</b>	<b>99.7</b>	<b>97.8</b>	<b>99.1</b>	<b>99.5</b>
<b>Nation FY2019 Annual</b>	<b>98.4</b>	<b>99.1</b>	<b>99.4</b>	<b>97.9</b>	<b>99.0</b>	<b>99.4</b>	<b>97.4</b>	<b>98.7</b>	<b>99.3</b>
<b>Nation FY2020 Annual</b>	<b>98.1</b>	<b>99.0</b>	<b>99.3</b>	<b>97.4</b>	<b>98.7</b>	<b>99.2</b>	<b>96.6</b>	<b>98.4</b>	<b>99.1</b>