

**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 FY2021 Quarter 2 was 92.7 percent on time, which is 3.2 points lower than the same period last year. National Two-Day performance was 84.8 percent on time, which is 9.6 points lower than the same period last year. National Three-To-Five-Day performance was 73.8 percent on time, which is 18.8 points lower when compared to the same period last year.

Western Area led the nation in Overnight service performance, with 95.5 percent on time. Pacific Area led the nation in Two-Day service performance, with 96.4 percent on time in FY2021 Quarter 2, Pacific Area led the nation in Three-To-Five-Day service performance, with 84.3 percent on time.

In FY2021 Quarter 2, Alaska led the nation in Overnight service performance with 98.2 percent on time. Caribbean led in Two-Day service performance with 98.5 percent on time, and San Francisco led the nation in Three-To-Five-Day service performance with 88.0 percent on time.

**Quarterly Performance for Presort First-Class Mail®**  
**Mailpieces Delivered Between 01/01/2021 and 03/31/2021**

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>89.4</b>	<b>80.4</b>	<b>68.7</b>
Atlanta	92.7	88.4	76.2
Baltimore	51.7	55.7	32.4
Capital	80.1	63.7	50.8
Greater South Carolina	94.2	90.6	72.0
Greensboro	91.3	82.1	63.1
Mid-Carolinas	95.9	85.5	77.1
Northern Virginia	94.2	74.5	62.9
Richmond	88.6	61.4	57.7
<b>Eastern Area</b>	<b>88.4</b>	<b>73.9</b>	<b>64.1</b>
Appalachian	95.6	82.0	67.8
Central Pennsylvania	88.7	70.1	59.6
Kentuckiana	94.4	86.7	76.3
Northern Ohio	72.0	68.7	52.0
Ohio Valley	92.2	77.3	69.5
Philadelphia Metro	65.6	58.9	51.0
South Jersey	90.3	73.1	66.1
Tennessee	91.0	83.7	64.5
Western New York	96.1	89.2	74.8
Western Pennsylvania	96.9	82.4	74.8
<b>Great Lakes Area</b>	<b>91.5</b>	<b>86.4</b>	<b>71.4</b>
Central Illinois	91.8	87.2	64.9
Chicago	81.0	79.7	69.0
Detroit	88.5	82.5	63.1
Gateway	90.9	85.6	66.7
Greater Indiana	89.9	83.5	81.4
Greater Michigan	95.2	89.3	76.6
Lakeland	95.0	91.7	72.9
<b>Northeast Area</b>	<b>93.8</b>	<b>84.8</b>	<b>71.8</b>
Albany	95.1	86.6	71.5
Caribbean	96.6	98.5	72.1
Connecticut Valley	94.9	87.1	73.4
Greater Boston	93.5	90.2	72.7
Long Island	91.1	78.6	63.5
New York	87.9	80.3	65.4
Northern New England	95.2	91.1	66.7
Northern New Jersey	90.0	78.5	77.7
Triboro	78.0	79.3	66.6
Westchester	88.8	81.5	68.5
<b>Pacific Area</b>	<b>95.4</b>	<b>96.4</b>	<b>84.3</b>
Bay-Valley	97.0	96.8	85.6
Honolulu	96.8	N/A	74.5
Los Angeles	94.3	96.3	84.1
Sacramento	94.8	96.6	81.6
San Diego	97.1	96.0	86.3
San Francisco	95.7	95.7	88.0
Santa Ana	98.0	96.6	85.7
Sierra Coastal	96.7	96.0	87.8

**Quarterly Performance for Presort First-Class Mail®**  
**Mailpieces Delivered Between 01/01/2021 and 03/31/2021**

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>92.9</b>	<b>87.5</b>	<b>75.1</b>
Alabama	92.2	82.4	64.9
Arkansas	92.6	84.9	66.9
Dallas	85.9	82.5	77.3
Fort Worth	95.1	87.9	76.3
Gulf Atlantic	95.3	94.1	76.0
Houston	92.1	83.9	77.3
Louisiana	93.2	89.7	69.8
Mississippi	92.5	80.7	61.6
Oklahoma	94.8	85.5	72.1
Rio Grande	92.7	83.2	72.3
South Florida	95.7	93.1	73.4
Suncoast	96.3	95.3	82.3
<b>Western Area</b>	<b>95.5</b>	<b>92.1</b>	<b>77.4</b>
Alaska	98.2	96.8	79.6
Arizona	97.0	96.1	81.6
Central Plains	95.0	93.4	78.4
Colorado/Wyoming	91.4	78.0	74.0
Dakotas	98.0	95.9	75.1
Hawkeye	96.2	91.3	74.6
Mid-America	93.5	87.1	73.3
Nevada-Sierra	97.4	90.1	84.1
Northland	95.0	92.1	73.4
Portland	96.9	96.0	80.3
Salt Lake City	95.9	95.6	78.3
Seattle	95.6	93.8	76.7
<b>Nation FY2021 Q2</b>	<b>92.7</b>	<b>84.8</b>	<b>73.8</b>
<b>Nation FY2020 Q2 (SPLY)</b>	<b>95.9</b>	<b>94.4</b>	<b>92.6</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 FY2021 Q1</b>	<b>91.3</b>	<b>84.7</b>	<b>78.0</b>
<b>FY2021 Annual Target</b>	<b>N/A*</b>	<b>N/A*</b>	<b>N/A*</b>