

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 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®

Service Variance

Mailpieces Delivered Between 01/01/2021 and 03/31/2021

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	94.6	96.5	97.4	90.7	94.2	95.8	82.0	87.8	90.8
Atlanta	96.9	98.5	99.1	95.8	97.7	98.6	87.6	92.3	94.6
Baltimore	66.8	74.0	78.4	71.1	78.4	83.0	48.3	58.5	65.6
Capital	90.0	93.8	95.1	78.9	87.1	90.1	69.1	79.0	84.0
Greater South Carolina	98.2	99.2	99.6	96.8	98.3	99.1	87.0	91.9	94.5
Greensboro	97.4	98.9	99.4	94.0	97.4	98.6	79.9	87.0	90.4
Mid-Carolinas	98.5	99.2	99.5	95.0	97.6	98.7	88.0	92.3	94.5
Northern Virginia	97.4	98.7	99.1	87.2	91.8	93.8	78.2	85.4	88.6
Richmond	94.4	96.7	97.7	77.4	84.6	88.5	75.1	83.5	87.5
Eastern Area	94.1	96.2	97.4	85.8	90.7	93.1	78.8	85.6	89.3
Appalachian	98.4	99.2	99.4	91.6	95.0	96.8	81.9	88.3	91.7
Central Pennsylvania	95.6	97.8	98.6	83.9	90.4	93.2	76.9	85.1	89.5
Kentuckiana	98.1	99.0	99.3	95.6	97.7	98.7	89.4	93.7	95.6
Northern Ohio	81.5	86.9	90.5	80.0	85.6	89.4	66.8	74.7	80.1
Ohio Valley	96.5	97.9	98.6	88.0	92.5	94.8	84.7	90.3	93.3
Philadelphia Metro	78.9	85.5	90.8	76.3	83.6	87.0	66.4	76.3	81.8
South Jersey	96.5	98.5	99.1	86.6	91.7	94.1	82.7	89.0	92.1
Tennessee	96.2	97.6	98.3	92.7	95.8	96.9	79.7	85.9	89.1
Western New York	98.8	99.5	99.7	93.9	95.7	96.9	87.1	92.1	94.7
Western Pennsylvania	98.8	99.2	99.3	90.7	94.0	95.6	87.0	91.9	94.3
Great Lakes Area	97.0	98.4	99.0	95.0	97.4	98.4	85.3	90.7	93.5
Central Illinois	97.5	98.7	99.1	95.7	98.0	98.9	81.5	88.7	92.3
Chicago	91.7	95.5	97.3	91.7	95.5	97.1	84.9	91.4	94.5
Detroit	95.4	97.2	98.2	92.2	95.4	97.0	80.2	86.7	90.1
Gateway	96.5	98.1	98.9	95.0	97.4	98.5	82.2	88.9	92.1
Greater Indiana	96.7	98.6	99.2	94.3	97.1	98.3	91.1	94.5	96.2
Greater Michigan	98.4	99.1	99.3	96.0	97.7	98.4	89.6	93.8	95.6
Lakeland	98.5	99.3	99.6	97.0	98.6	99.2	86.1	91.1	93.6
Northeast Area	97.7	98.9	99.3	93.2	96.2	97.3	85.7	91.3	94.2
Albany	98.3	99.2	99.5	94.0	96.7	97.7	86.3	91.8	94.5
Caribbean	98.8	99.3	99.6	99.4	99.6	99.8	82.8	87.5	90.8
Connecticut Valley	98.2	99.0	99.3	94.8	97.2	98.0	87.0	92.0	94.5
Greater Boston	98.2	99.2	99.4	96.3	98.1	98.7	86.2	91.5	94.1
Long Island	96.8	98.7	99.3	89.6	93.7	95.7	80.9	88.2	92.7
New York	94.8	97.7	98.5	90.8	95.1	96.8	82.5	89.9	93.6
Northern New England	98.3	99.2	99.6	96.5	98.4	99.0	82.1	88.6	92.7
Northern New Jersey	95.8	98.0	98.7	88.9	93.4	95.1	88.3	92.7	95.2
Triboro	91.9	96.0	98.1	90.4	94.6	96.3	83.8	90.8	94.0
Westchester	97.1	98.5	98.9	91.5	94.9	96.2	85.4	92.6	95.3
Pacific Area	98.7	99.3	99.6	98.8	99.5	99.7	92.4	95.3	96.8
Bay-Valley	99.0	99.6	99.7	98.9	99.5	99.7	92.2	94.9	96.5
Honolulu	99.0	99.4	99.6	N/A	N/A	N/A	87.3	91.5	93.9
Los Angeles	98.1	99.0	99.4	98.7	99.3	99.6	91.8	94.8	96.4
Sacramento	98.8	99.4	99.7	98.8	99.4	99.7	91.2	94.5	96.2
San Diego	99.1	99.5	99.7	98.8	99.4	99.7	93.8	96.5	97.6
San Francisco	98.4	99.1	99.5	98.6	99.3	99.5	94.3	96.6	97.7
Santa Ana	99.4	99.8	99.8	99.1	99.5	99.7	93.6	96.3	97.5
Sierra Coastal	98.7	99.3	99.6	98.8	99.5	99.7	94.4	96.6	97.7

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	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	97.1	98.4	99.1	95.0	97.3	98.5	87.3	92.1	94.5
Alabama	96.8	98.2	98.9	92.9	96.1	97.5	80.5	87.1	90.5
Arkansas	97.1	98.1	98.8	94.4	96.6	97.7	79.5	85.2	88.7
Dallas	93.8	96.3	97.6	92.4	95.7	97.8	89.6	94.0	96.2
Fort Worth	98.2	99.0	99.4	94.9	97.6	98.8	88.2	92.7	95.0
Gulf Atlantic	98.1	99.0	99.3	97.8	98.9	99.3	88.1	92.7	94.8
Houston	96.4	98.1	99.3	93.3	96.6	98.3	88.8	93.7	96.0
Louisiana	97.4	98.8	99.2	95.9	97.8	98.6	81.8	87.2	90.1
Mississippi	97.0	98.0	98.6	89.3	93.1	94.7	75.7	83.0	87.1
Oklahoma	98.2	99.1	99.5	95.7	98.0	98.8	85.1	90.4	93.2
Rio Grande	97.3	98.8	99.3	92.9	96.1	97.8	85.0	90.4	93.2
South Florida	98.2	98.9	99.3	97.9	99.0	99.4	87.5	92.5	94.8
Suncoast	98.8	99.5	99.7	98.4	99.3	99.6	91.1	94.5	96.2
Western Area	98.5	99.3	99.6	97.6	98.9	99.4	89.3	93.6	95.6
Alaska	98.9	99.3	99.5	98.6	99.0	99.4	89.4	92.7	94.5
Arizona	98.7	99.2	99.5	98.7	99.4	99.6	91.5	94.9	96.6
Central Plains	98.5	99.3	99.5	97.7	98.9	99.4	89.2	93.4	95.3
Colorado/Wyoming	97.3	98.8	99.2	93.6	97.1	98.4	88.6	93.6	96.0
Dakotas	99.3	99.6	99.8	98.9	99.5	99.7	87.1	91.6	94.1
Hawkeye	98.7	99.3	99.5	97.5	98.9	99.4	87.9	92.7	95.3
Mid-America	98.0	99.0	99.4	95.6	97.9	98.8	87.2	92.1	94.6
Nevada-Sierra	99.1	99.6	99.7	97.6	99.0	99.5	91.8	94.7	96.4
Northland	98.5	99.4	99.6	97.9	99.2	99.5	89.1	93.9	95.9
Portland	99.0	99.6	99.7	98.8	99.5	99.7	89.5	93.9	95.9
Salt Lake City	98.9	99.4	99.6	98.4	99.0	99.6	89.2	93.2	95.3
Seattle	98.4	99.0	99.6	98.1	99.0	99.4	89.2	93.7	95.8
Nation FY2021 Q2	97.0	98.3	98.9	93.1	95.9	97.2	86.2	91.2	93.8
Nation FY2020 Q2 (SPLY)	98.6	99.2	99.5	98.1	99.1	99.5	97.6	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 Annual	98.1	99.0	99.3	97.4	98.7	99.2	96.6	98.4	99.1
Nation FY2021 Q1	96.9	98.4	99.0	93.5	96.4	97.8	89.9	94.4	96.5