

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 4 was 94.6 percent on time, which is 1.8 points higher than the same period last year. National Two-Day performance was 92.3 percent on time, which is 2.7 points higher than the same period last year. National Three-To-Five-Day performance was 87.0 percent on time, which is 2.4 points higher when compared to the same period last year.

Western Area led the nation in Overnight service performance, with 96.2 percent on time. Pacific Area led the nation in Two-Day service performance, with 96.2 percent on time in FY2021 Quarter 4, Pacific Area led the nation in Three-To-Five-Day service performance, with 89.9 percent on time.

In FY2021 Quarter 4, 51 districts met or exceeded the Overnight performance target of 93.99, 53 districts met or exceeded the Two-Day service performance target of 89.20, and 44 of the districts met or exceeded the Three-To-Five-Day service performance target of 84.11. Alaska led the nation in Overnight service performance with 98.8 percent on time. Salt Lake City led in Two-Day service performance with 97.6 percent on time, and Bay-Valley led the nation in Three-To-Five-Day service performance with 93.8 percent on time.

Quarterly Performance for Presort First-Class Mail®
Mailpieces Delivered Between 07/01/2021 and 09/30/2021

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	93.4	89.9	84.5
Atlanta	92.9	88.1	82.8
Baltimore	89.1	87.3	76.6
Capital	88.0	84.6	80.8
Greater South Carolina	95.8	90.3	83.1
Greensboro	94.9	94.2	86.5
Mid-Carolinas	96.1	93.0	89.0
Northern Virginia	95.6	87.7	85.1
Richmond	92.2	86.6	82.3
Eastern Area	95.6	91.6	85.7
Appalachian	96.6	92.3	85.9
Central Pennsylvania	95.7	90.5	82.5
Kentuckiana	96.8	93.7	88.0
Northern Ohio	95.9	92.4	88.7
Ohio Valley	92.2	92.9	86.6
Philadelphia Metro	92.0	89.2	82.3
South Jersey	97.0	90.4	83.0
Tennessee	94.4	90.0	83.4
Western New York	96.6	95.3	88.4
Western Pennsylvania	96.6	93.1	87.4
Great Lakes Area	94.2	91.9	86.1
Central Illinois	94.8	92.1	83.5
Chicago	88.2	85.6	79.4
Detroit	91.7	92.8	88.6
Gateway	94.2	91.7	82.7
Greater Indiana	94.0	92.6	91.2
Greater Michigan	96.0	91.6	86.4
Lakeland	94.5	92.7	82.7
Northeast Area	88.6	91.5	85.0
Albany	96.8	93.5	84.9
Caribbean	74.6	82.0	66.5
Connecticut Valley	96.2	93.0	87.1
Greater Boston	95.9	93.8	86.4
Long Island	92.1	89.4	78.4
New York	86.3	84.9	78.9
Northern New England	95.9	93.7	84.1
Northern New Jersey	91.8	88.0	87.2
Triboro	90.9	89.1	81.5
Westchester	85.3	91.0	84.5
Pacific Area	96.0	96.2	89.9
Bay-Valley	97.2	95.4	93.8
Honolulu	96.7	N/A	84.0
Los Angeles	94.0	96.9	90.9
Sacramento	95.9	95.6	88.2
San Diego	97.3	96.8	90.9
San Francisco	97.7	96.2	92.2
Santa Ana	97.8	96.8	89.4
Sierra Coastal	96.9	96.8	92.6

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District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	95.2	92.7	87.1
Alabama	94.8	87.7	82.6
Arkansas	95.3	92.1	85.3
Dallas	93.8	94.1	89.4
Fort Worth	95.9	93.9	88.9
Gulf Atlantic	96.5	94.0	84.4
Houston	94.7	93.0	89.3
Louisiana	95.1	87.0	75.2
Mississippi	90.1	85.8	81.6
Oklahoma	96.1	92.3	87.6
Rio Grande	94.2	93.6	88.8
South Florida	95.1	92.8	85.2
Suncoast	96.9	95.3	89.0
Western Area	96.2	93.8	88.7
Alaska	98.8	97.2	91.7
Arizona	97.0	97.3	90.6
Central Plains	94.3	93.9	91.1
Colorado/Wyoming	94.5	92.8	88.1
Dakotas	96.8	96.8	86.8
Hawkeye	96.4	91.5	87.7
Mid-America	95.3	92.6	86.0
Nevada-Sierra	98.1	94.9	92.4
Northland	96.1	90.7	83.7
Portland	97.5	97.0	90.8
Salt Lake City	96.4	97.6	88.6
Seattle	95.9	95.9	87.8
Nation FY2021 Q4	94.6	92.3	87.0
Nation FY2020 Q4 (SPLY)	92.8	89.6	84.6
Nation FY2009 Annual	94.3	90.0	85.1
Nation FY2010 Annual	93.4	92.7	88.2
Nation FY2011 Annual	90.8	89.1	90.6
Nation FY2012 Annual	96.8	95.7	95.1
Nation FY2013 Annual	97.2	97.0	95.1
Nation FY2014 Annual	97.0	96.4	92.2
Nation FY2015 Annual	95.7	93.6	87.8
Nation FY2016 Annual	96.2	95.1	91.7
Nation FY2017 Annual	96.5	95.6	93.2
Nation FY2018 Annual	96.0	94.9	92.0
Nation FY2019 Annual	95.5	94.1	92.0
Nation FY2020 Annual	94.7	92.8	89.9
Nation FY2021 Annual	93.4	88.3	80.9
Nation FY2021 Q1	91.3	84.7	78.0
Nation FY2021 Q2	92.7	84.8	73.8
Nation FY2021 Q3	95.2	92.2	85.9
FY2021 Annual Target	93.99	89.20	84.11