

United States Postal Service®
Quarterly Performance for Presort First-Class Mail®

Quarter II
FY2022

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 FY2022 Quarter 2 was 94.1 percent on time, which is 1.4 points higher than the same period last year. National Two-Day performance was 92.1 percent on time, which is 7.3 points higher than the same period last year. National Three-To-Five Day performance was 87.5 percent on time, which is 13.7 points higher than the same period last year.

Pacific Area led the nation in Overnight service performance with 95.9 percent on time. Pacific Area also led the nation in Two-Day and Three-To-Five Day service performance with 96.5 and 93.9 percent on time, respectively, in FY2022 Quarter 2.

In FY2022 Quarter 2, 29 districts met or exceeded the Overnight performance target of 94.75, 29 districts met or exceeded the Two-Day service performance target of 93.0 and 13 of the districts met or exceeded the Three-To-Five Day service performance target of 90.50. Alaska led the nation in Overnight service performance with 98.6 percent on time. Dakotas led in Two-Day service performance with 98.3 percent on time and Los Angeles led the nation in Three-To-Five Day service performance with 95.1 percent on time.

Quarterly Performance for Presort First-Class Mail®
Mailpieces Delivered Between 01/01/2022 and 03/31/2022

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	93.6	90.3	84.9
Atlanta	93.9	90.6	82.6
Baltimore	90.4	86.4	81.3
Capital	73.6	87.4	83.5
Greater South Carolina	95.0	90.7	82.5
Greensboro	94.8	94.5	86.6
Mid-Carolinas	94.7	90.1	88.8
Northern Virginia	92.7	91.5	86.5
Richmond	90.8	87.5	80.3
Eastern Area	93.8	91.0	85.8
Appalachian	94.9	85.0	87.0
Central Pennsylvania	93.7	90.8	85.4
Kentuckiana	94.6	93.5	86.9
Northern Ohio	94.0	93.3	86.6
Ohio Valley	93.1	90.5	85.9
Philadelphia Metro	88.2	87.8	86.7
South Jersey	95.7	90.3	85.3
Tennessee	93.2	95.0	81.4
Western New York	96.0	95.7	85.7
Western Pennsylvania	94.5	90.8	87.5
Great Lakes Area	93.3	92.3	85.5
Central Illinois	92.9	92.3	83.8
Chicago	87.7	87.6	85.4
Detroit	94.3	94.8	86.5
Gateway	87.8	89.8	81.1
Greater Indiana	94.2	92.1	89.4
Greater Michigan	95.5	95.5	89.2
Lakeland	94.8	93.2	85.3
Northeast Area	93.9	89.1	87.1
Albany	94.7	91.0	87.7
Caribbean	95.8	97.5	87.3
Connecticut Valley	94.9	87.9	85.6
Greater Boston	94.2	90.9	85.7
Long Island	92.0	89.4	83.9
New York	88.8	86.1	86.4
Northern New England	93.7	87.0	86.2
Northern New Jersey	90.7	89.2	90.3
Triboro	90.1	89.3	88.2
Westchester	92.4	88.4	87.3
Pacific Area	95.9	96.5	93.9
Bay-Valley	97.7	96.2	94.1
Honolulu	97.4	N/A	91.1
Los Angeles	93.1	96.7	95.1
Sacramento	96.2	96.0	93.4
San Diego	96.8	96.4	93.8
San Francisco	96.0	95.5	92.3
Santa Ana	98.1	96.9	94.5
Sierra Coastal	96.8	97.2	94.9

Quarterly Performance for Presort First-Class Mail®
Mailpieces Delivered Between 01/01/2022 and 03/31/2022

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	92.9	90.9	86.3
Alabama	94.9	91.1	82.6
Arkansas	93.5	80.0	81.8
Dallas	89.7	87.6	86.2
Fort Worth	87.5	86.8	87.5
Gulf Atlantic	95.8	92.6	85.7
Houston	90.3	N/A	84.5
Louisiana	95.4	95.3	86.5
Mississippi	94.3	93.3	82.0
Oklahoma	95.7	93.0	87.1
Rio Grande	90.6	81.0	86.4
South Florida	93.1	94.0	88.9
Suncoast	96.5	95.0	92.0
Western Area	95.2	95.2	89.3
Alaska	98.6	96.4	87.5
Arizona	97.1	97.0	92.5
Central Plains	94.5	92.7	93.2
Colorado/Wyoming	92.0	83.0	84.8
Dakotas	96.2	98.3	82.9
Hawkeye	94.8	94.2	83.1
Mid-America	93.3	90.9	83.0
Nevada-Sierra	97.4	68.9	93.1
Northland	95.5	95.0	87.5
Portland	96.6	97.8	92.6
Salt Lake City	95.3	96.9	85.8
Seattle	94.6	95.5	89.7
Nation FY2022 Q2	94.1	92.1	87.5
Nation FY2021 Q2 (SPLY)	92.7	84.8	73.8
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 FY2022 Q1	94.7	92.1	90.0
FY2022 Annual Target	94.75	93.00	90.50