

**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 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.

United States Postal Service®
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Mailpieces Delivered Between 01/01/2022 and 03/31/2022

Quarter II
FY2022

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	97.8	98.8	99.2	96.7	98.5	99.2	94.1	97.3	98.6
Atlanta	97.6	98.6	99.1	96.8	98.4	99.0	93.3	96.9	98.3
Baltimore	96.4	98.1	98.7	94.7	97.4	98.5	92.1	96.0	97.7
Capital	95.9	98.2	98.8	95.2	97.6	98.7	93.1	96.7	98.3
Greater South Carolina	98.4	99.3	99.6	96.9	98.7	99.4	93.9	97.3	98.7
Greensboro	99.0	99.5	99.7	98.4	99.3	99.6	94.9	97.7	98.8
Mid-Carolinas	98.4	99.2	99.5	96.8	98.8	99.4	95.7	98.1	99.0
Northern Virginia	97.3	98.9	99.4	96.7	98.5	99.2	94.7	97.8	98.9
Richmond	95.9	97.8	98.5	94.5	97.7	98.8	91.5	95.8	97.7
Eastern Area	97.6	98.7	99.2	96.9	98.4	99.0	94.1	97.1	98.4
Appalachian	98.0	99.0	99.5	91.9	96.0	96.9	94.2	97.1	98.4
Central Pennsylvania	97.4	98.5	99.0	97.0	98.4	99.0	94.4	97.5	98.6
Kentuckiana	98.3	99.2	99.4	97.6	98.8	99.3	94.6	97.3	98.5
Northern Ohio	97.8	98.8	99.4	97.8	98.9	99.4	94.5	97.2	98.5
Ohio Valley	97.2	98.5	99.0	96.6	98.3	99.0	94.2	97.1	98.4
Philadelphia Metro	95.5	97.5	98.8	95.5	97.6	98.5	94.5	97.3	98.6
South Jersey	98.5	99.2	99.4	96.9	98.5	99.0	94.2	97.5	98.7
Tennessee	97.5	98.7	99.2	98.0	98.9	99.3	91.5	95.5	97.4
Western New York	98.5	99.2	99.5	98.6	99.3	99.5	94.7	97.6	98.9
Western Pennsylvania	98.6	99.3	99.6	97.2	98.8	99.3	95.0	97.6	98.6
Great Lakes Area	97.5	98.8	99.3	97.0	98.5	99.1	94.0	97.1	98.4
Central Illinois	97.3	98.6	98.9	97.0	98.5	99.1	93.4	97.1	98.5
Chicago	94.4	96.5	97.8	94.5	96.9	97.9	93.4	96.4	97.6
Detroit	97.7	98.8	99.2	97.8	98.7	99.3	94.2	96.9	98.3
Gateway	94.9	98.1	99.0	95.8	98.1	99.0	92.2	96.4	98.1
Greater Indiana	98.0	99.0	99.4	97.2	98.6	99.2	95.9	98.0	98.8
Greater Michigan	98.3	99.1	99.4	98.4	99.0	99.5	95.4	97.8	98.8
Lakeland	98.4	99.2	99.6	97.5	98.8	99.3	93.6	97.1	98.5
Northeast Area	97.9	98.9	99.3	96.4	98.3	98.9	94.5	97.4	98.6
Albany	98.0	99.2	99.5	97.1	98.5	99.1	95.1	97.8	98.8
Caribbean	98.6	99.3	99.5	98.9	99.4	99.7	93.4	95.7	97.3
Connecticut Valley	98.2	99.0	99.3	96.3	98.3	99.0	94.3	97.4	98.6
Greater Boston	97.8	98.8	99.3	96.9	98.6	99.2	93.8	97.0	98.2
Long Island	97.4	98.7	99.2	96.4	98.3	99.0	92.9	96.8	98.5
New York	95.7	97.4	98.0	94.6	97.1	98.1	94.3	96.9	98.0
Northern New England	98.2	99.1	99.4	96.7	98.4	99.1	94.3	97.3	98.6
Northern New Jersey	96.9	98.4	98.9	96.4	98.2	98.8	95.7	97.8	98.8
Triboro	96.1	97.7	98.4	95.8	97.8	98.6	94.6	97.5	98.4
Westchester	96.0	98.3	99.1	95.6	98.1	99.1	94.3	97.5	98.6
Pacific Area	98.6	99.2	99.5	98.8	99.4	99.6	97.4	98.6	99.2
Bay-Valley	99.3	99.7	99.8	98.8	99.4	99.7	97.4	98.5	99.2
Honolulu	98.9	99.3	99.5	N/A	N/A	N/A	96.0	97.8	98.9
Los Angeles	97.7	98.9	99.3	98.8	99.4	99.6	97.8	98.8	99.2
Sacramento	98.6	99.3	99.6	98.6	99.3	99.6	97.3	98.6	99.1
San Diego	98.8	99.4	99.6	98.8	99.3	99.5	97.3	98.6	99.2
San Francisco	98.5	99.2	99.4	98.3	99.1	99.4	96.4	98.0	98.9
Santa Ana	99.3	99.7	99.8	98.9	99.4	99.6	97.6	98.8	99.2
Sierra Coastal	99.0	99.4	99.7	99.1	99.5	99.7	97.6	98.7	99.3

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Southern Area	97.4	98.7	99.2	96.9	98.5	99.2	94.3	97.1	98.4
Alabama	98.2	99.0	99.3	97.2	98.6	99.2	92.6	96.5	98.1
Arkansas	97.3	98.4	98.8	90.1	94.5	97.0	91.5	95.5	97.3
Dallas	95.7	97.9	98.8	95.8	98.2	99.0	94.5	97.4	98.6
Fort Worth	96.6	98.8	99.3	96.2	98.6	99.2	95.2	97.6	98.5
Gulf Atlantic	98.1	98.9	99.3	98.0	99.0	99.4	94.7	97.5	98.6
Houston	96.7	98.5	99.1	N/A	N/A	N/A	92.9	96.3	97.8
Louisiana	98.3	99.2	99.4	98.3	98.9	99.2	94.3	97.0	98.3
Mississippi	97.8	99.0	99.3	97.5	98.6	99.1	91.3	95.4	97.2
Oklahoma	98.6	99.3	99.6	98.0	99.2	99.5	95.2	97.8	98.8
Rio Grande	97.1	98.8	99.3	93.7	97.3	98.7	94.3	97.1	98.4
South Florida	97.5	98.7	99.2	97.4	98.7	99.2	95.2	97.5	98.6
Suncoast	98.7	99.3	99.5	98.5	99.2	99.5	96.7	98.4	99.1
Western Area	98.4	99.2	99.5	98.4	99.2	99.6	95.6	97.8	98.8
Alaska	99.4	99.6	99.6	98.0	98.8	99.3	92.8	96.9	98.1
Arizona	98.9	99.5	99.6	99.1	99.5	99.6	96.9	98.5	99.1
Central Plains	98.4	99.3	99.5	97.4	98.7	99.3	97.5	98.8	99.3
Colorado/Wyoming	96.9	98.5	98.9	96.2	98.2	99.1	93.8	96.9	98.2
Dakotas	99.1	99.6	99.7	99.4	99.7	99.8	92.0	96.2	98.0
Hawkeye	98.2	99.1	99.5	97.9	99.0	99.5	93.4	96.9	98.3
Mid-America	97.7	98.9	99.3	96.6	98.3	99.1	93.2	96.9	98.4
Nevada-Sierra	98.9	99.4	99.6	98.1	99.1	100.0	96.7	98.2	99.0
Northland	98.3	99.1	99.5	98.3	99.3	99.6	95.0	97.7	98.8
Portland	98.5	99.3	99.6	99.2	99.6	99.7	96.7	98.2	99.0
Salt Lake City	98.7	99.4	99.7	98.7	99.3	99.7	93.6	96.9	98.4
Seattle	98.4	99.2	99.5	98.5	99.3	99.6	95.6	97.7	98.7
Nation FY2022 Q2	97.9	98.9	99.3	97.2	98.6	99.2	94.8	97.5	98.6
Nation FY2021 Q2 (SPLY)	97.0	98.3	98.9	93.1	95.9	97.2	86.2	91.2	93.8
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 Annual	97.5	98.6	99.1	95.2	97.3	98.3	91.5	95.2	96.8
Nation FY2022 Q1	98.2	99.1	99.4	97.3	98.7	99.2	96.0	98.0	98.9