

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

Quarter III  
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 3 was 95.4 percent on time, which is 0.2 points higher than the same period last year. National Two-Day performance was 94.5 percent on time, which is 2.3 points higher than the same period last year. National Three-To-Five Day performance was 94.1 percent on time, which is 8.2 points higher than the same period last year.

Northeast and Pacific Areas led the nation in Overnight service performance with 95.7 percent on time. Pacific Area also led the nation in Two-Day and Three-To-Five Day service performance with 96.5 and 96.7 percent on time, respectively, in FY2022 Quarter 3.

In FY2022 Quarter 3, 47 districts met or exceeded the Overnight performance target of 94.75, 53 districts met or exceeded the Two-Day service performance target of 93.0 and all 67 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 98.7 percent on time. Portland led in Two-Day service performance with 98.1 percent on time and Sierra Coastal led the nation in Three-To-Five Day service performance with 97.4 percent on time.

**Quarterly Performance for Presort First-Class Mail®**  
**Mailpieces Delivered Between 04/01/2022 and 06/30/2022**

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>94.4</b>	<b>93.6</b>	<b>92.8</b>
Atlanta	93.9	93.7	91.3
Baltimore	92.8	91.7	90.7
Capital	81.4	91.8	91.4
Greater South Carolina	95.9	94.2	92.0
Greensboro	94.8	96.5	93.8
Mid-Carolinas	96.7	93.8	94.8
Northern Virginia	94.2	90.9	93.2
Richmond	92.6	90.3	91.3
<b>Eastern Area</b>	<b>95.3</b>	<b>94.2</b>	<b>93.0</b>
Appalachian	96.1	93.8	93.9
Central Pennsylvania	95.7	94.1	92.6
Kentuckiana	95.6	94.6	93.8
Northern Ohio	95.6	95.1	93.3
Ohio Valley	95.1	93.7	91.6
Philadelphia Metro	91.6	93.0	93.6
South Jersey	96.9	94.5	92.7
Tennessee	93.3	94.8	92.3
Western New York	97.0	97.1	93.9
Western Pennsylvania	95.4	93.7	94.2
<b>Great Lakes Area</b>	<b>95.4</b>	<b>94.3</b>	<b>92.9</b>
Central Illinois	95.3	94.2	91.5
Chicago	92.4	91.5	91.8
Detroit	95.6	96.2	92.2
Gateway	94.0	93.7	92.1
Greater Indiana	95.6	94.9	95.0
Greater Michigan	96.2	96.4	94.4
Lakeland	95.4	94.0	92.8
<b>Northeast Area</b>	<b>95.7</b>	<b>93.5</b>	<b>93.8</b>
Albany	95.4	95.0	93.9
Caribbean	96.1	97.6	92.5
Connecticut Valley	96.7	93.6	92.8
Greater Boston	95.7	95.5	94.2
Long Island	93.4	91.7	92.7
New York	87.5	88.7	92.2
Northern New England	95.5	93.4	92.9
Northern New Jersey	94.8	93.8	95.9
Triboro	92.6	92.6	94.1
Westchester	92.9	91.5	94.0
<b>Pacific Area</b>	<b>95.7</b>	<b>96.5</b>	<b>96.7</b>
Bay-Valley	97.2	96.1	97.3
Honolulu	97.2	N/A	93.8
Los Angeles	93.2	96.7	96.7
Sacramento	95.7	96.1	96.4
San Diego	97.2	96.7	96.5
San Francisco	97.2	95.9	97.0
Santa Ana	98.1	96.8	97.3
Sierra Coastal	96.7	97.0	97.4

**Quarterly Performance for Presort First-Class Mail®**  
**Mailpieces Delivered Between 04/01/2022 and 06/30/2022**

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>95.6</b>	<b>94.9</b>	<b>94.0</b>
Alabama	93.7	94.4	92.0
Arkansas	95.7	93.2	92.6
Dallas	93.6	94.5	94.3
Fort Worth	93.0	95.2	94.5
Gulf Atlantic	96.6	94.5	92.8
Houston	96.3	N/A	94.3
Louisiana	96.1	96.1	93.5
Mississippi	96.3	96.1	93.8
Oklahoma	96.6	94.0	94.5
Rio Grande	94.8	92.2	93.4
South Florida	94.9	93.1	94.2
Suncoast	95.9	96.1	95.5
<b>Western Area</b>	<b>95.5</b>	<b>95.9</b>	<b>95.1</b>
Alaska	98.7	96.8	94.9
Arizona	96.4	97.0	95.4
Central Plains	93.8	95.3	97.0
Colorado/Wyoming	94.0	94.8	93.2
Dakotas	96.0	98.0	93.3
Hawkeye	94.2	95.9	91.9
Mid-America	95.5	92.7	91.8
Nevada-Sierra	97.4	58.4	96.8
Northland	95.5	95.6	93.4
Portland	96.8	98.1	96.8
Salt Lake City	96.1	96.6	94.6
Seattle	95.5	95.8	95.0
<b>Nation FY2022 Q3</b>	<b>95.4</b>	<b>94.5</b>	<b>94.1</b>
<b>Nation FY2021 Q3 (SPLY)</b>	<b>95.2</b>	<b>92.2</b>	<b>85.9</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 Annual</b>	<b>93.4</b>	<b>88.3</b>	<b>80.9</b>
<b>Nation FY2022 Q1</b>	<b>94.7</b>	<b>92.1</b>	<b>90.0</b>
<b>Nation FY2022 Q2</b>	<b>94.1</b>	<b>92.1</b>	<b>87.5</b>
<b>FY2022 Annual Target</b>	<b>94.75</b>	<b>93.00</b>	<b>90.50</b>