

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 FY2022 Quarter 4 was 95.3 percent on time, which is 0.7 points higher than the same period last year. National Two-Day performance was 94.3 percent on time, which is 2.0 points higher than the same period last year. National Three-To-Five Day performance was 93.9 percent on time, which is 6.9 points higher than the same period last year.

Pacific Areas led the nation in Overnight service performance with 96.0 percent on time. Pacific Area also led the nation in Two-Day and Three-To-Five Day service performance with 96.8 and 96.4 percent on time, respectively, in FY2022 Quarter 4.

In FY2022 Quarter 4, 42 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 66 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. Nevada-Sierra led in Two-Day service performance with 98.4 percent on time and Santa Ana led the nation in Three-To-Five Day service performance with 97.2 percent on time.

Quarterly Performance for Presort First-Class Mail®
Mailpieces Delivered Between 07/01/2022 and 09/30/2022

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	94.7	93.8	93.2
Atlanta	94.0	94.1	93.2
Baltimore	93.9	91.4	91.3
Capital	93.5	89.5	92.5
Greater South Carolina	95.4	94.5	90.8
Greensboro	95.8	96.0	94.5
Mid-Carolinas	96.6	94.6	94.2
Northern Virginia	94.1	93.5	94.0
Richmond	92.8	92.8	93.0
Eastern Area	95.2	93.8	93.2
Appalachian	96.4	93.2	93.6
Central Pennsylvania	95.5	93.1	94.7
Kentuckiana	95.3	94.4	92.9
Northern Ohio	95.7	95.3	93.3
Ohio Valley	94.2	92.1	92.2
Philadelphia Metro	92.4	93.1	93.0
South Jersey	96.2	94.1	92.7
Tennessee	94.1	95.9	91.5
Western New York	96.9	97.0	94.2
Western Pennsylvania	95.7	94.9	92.8
Great Lakes Area	95.1	94.3	92.9
Central Illinois	94.5	94.2	91.6
Chicago	87.2	91.7	92.2
Detroit	96.0	96.3	93.4
Gateway	92.4	93.4	90.6
Greater Indiana	95.7	94.2	95.1
Greater Michigan	95.8	95.9	93.6
Lakeland	95.2	94.3	92.9
Northeast Area	95.3	93.2	93.4
Albany	94.3	95.0	93.3
Caribbean	95.6	96.6	92.5
Connecticut Valley	96.6	93.2	92.3
Greater Boston	94.9	95.0	93.1
Long Island	92.7	92.5	93.9
New York	86.3	88.2	92.0
Northern New England	94.8	94.5	92.2
Northern New Jersey	94.2	93.2	95.2
Triboro	88.6	92.0	94.4
Westchester	93.7	92.4	94.4
Pacific Area	96.0	96.8	96.4
Bay-Valley	97.8	96.6	96.9
Honolulu	96.9	N/A	94.0
Los Angeles	93.6	96.9	96.3
Sacramento	96.1	96.2	95.9
San Diego	97.0	97.0	96.4
San Francisco	97.4	95.8	96.7
Santa Ana	98.5	97.3	97.2
Sierra Coastal	97.0	97.1	97.0

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Mailpieces Delivered Between 07/01/2022 and 09/30/2022

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	95.2	94.6	93.9
Alabama	94.0	94.2	91.6
Arkansas	96.2	93.5	92.5
Dallas	93.1	94.4	94.5
Fort Worth	95.3	95.8	94.7
Gulf Atlantic	95.8	95.6	92.6
Houston	95.8	N/A	94.0
Louisiana	95.3	96.6	92.9
Mississippi	95.3	96.6	92.9
Oklahoma	96.9	95.6	93.7
Rio Grande	94.6	93.9	93.6
South Florida	94.8	88.8	93.9
Suncoast	94.9	94.8	95.4
Western Area	95.3	95.5	94.2
Alaska	98.6	96.7	94.8
Arizona	96.5	96.6	94.4
Central Plains	95.2	95.0	96.8
Colorado/Wyoming	93.4	88.6	91.8
Dakotas	96.0	97.9	92.9
Hawkeye	94.5	96.3	93.3
Mid-America	93.6	92.7	90.1
Nevada-Sierra	96.2	98.4	96.2
Northland	95.0	94.5	93.1
Portland	96.5	98.0	94.9
Salt Lake City	95.2	97.2	92.9
Seattle	94.6	95.9	92.3
Nation FY2022 Q4	95.3	94.3	93.9
Nation FY2021 Q4 (SPLY)	94.6	92.3	87.0
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 Annual	94.9	93.3	91.5
Nation FY2022 Q1	94.7	92.1	90.0
Nation FY2022 Q2	94.1	92.1	87.5
Nation FY2022 Q3	95.4	94.5	94.1
FY2022 Annual Target	94.75	93.00	90.50