

Overview

Beginning FY2019 Q1, service performance for Single-Piece First-Class Mail® is measured through the USPS® internal measurement system. The system combines scanning of mailpieces by postal personnel at randomly selected collection and delivery points with in-process machine scans for all eligible mail to estimate total transit time for the mail. The total transit is comprised of three legs: collection to initial automated processing, known as First Mile; initial processing to final automated processing, known as Processing Duration; and final processing to delivery, known as Last Mile. The estimated transit-time is compared against Single-Piece First-Class Mail® service standards to determine the percent of mail delivered on time.

Scores prior to FY2019 Q1 were calculated via the External First-Class Mail® Measurement System (EXFC). EXFC was an external sampling system that measured the time it took from deposit of mail into a collection box or lobby chute until its delivery to a home or business.

Single-Piece First-Class Mail® parcels were classified as a competitive product effective for pieces mailed on or after September 3, 2017; therefore, Single-Piece First-Class Mail® parcel results are no longer included in Single-Piece First-Class Mail® reporting.

Single-Piece First-Class Mail® Letters/Postcards includes business reply mail beginning May 21, 2022.

Limitations

Single piece mail that is first observed in incoming processing operations rather than the expected outgoing processing operations is referred to as First Processing Operation Type 2 mail, or FPO2. The volume of FPO2 mail as a proportion of total single-piece volume observed in processing duration in Internal SPM is significantly higher than the proportion observed for pieces sampled in collection or associated from the retail channel, particularly for flats. This is likely due to the inclusion of commercial mail that is sorted to destination and begins processing in incoming sort operations but is not able to be identified as commercial mail. Because FPO2 mail generally experiences longer durations in First Mile than mail first observed in outgoing operations, the higher proportion of FPO2 mail led to scores which were not accurate. FPO2 volume proportions in single-piece processing duration have been weighted for reporting such that they are aligned with the volume proportions observed for pieces in the collection sampling process and retail pieces to improve the measurement accuracy.

Performance Highlights

In FY2023 Quarter 4, national Single-Piece First-Class Mail® Two-Day performance was 90.8 percent on time, which is a 1.4 point decrease over the same period last year. National Three-To-Five Day performance was 83.4 percent on time, which is a 5.2 point decrease over the same period last year.

Nationally, at least 97.9 percent of mail across all service standards was delivered within the service standard plus three days in FY2023 Quarter 4.

In FY2023 Quarter 4, at the district level, there were 11 districts that scored at or above the performance target of 93.0 for Two-Day. California 1 had the highest Two-Day performance at 95.2 percent on time. California 4 had the highest Three-To-Five Day performance at 90.7 percent on time.

Quarterly Performance for Single-Piece First-Class Mail®
Mailpieces Delivered Between 07/01/2023 and 09/30/2023

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Atlantic Area	N/A	90.4	84.4
Connecticut	N/A	90.7	84.2
De-Pa2	N/A	90.9	86.5
Ma-Ri	N/A	86.6	80.8
Maryland	N/A	89.8	84.3
Me-Nh-Vt	N/A	91.8	84.2
New Jersey	N/A	90.8	83.3
New York 1	N/A	86.5	79.9
New York 2	N/A	88.4	83.6
New York 3	N/A	93.3	86.2
North Carolina	N/A	93.1	85.9
Pennsylvania 1	N/A	93.4	87.4
Virginia	N/A	85.7	80.9
Central Area	N/A	89.7	82.3
Ia-Ne-Sd	N/A	91.6	82.2
Illinois 1	N/A	84.5	81.7
Illinois 2	N/A	87.8	80.8
Indiana	N/A	89.1	82.1
Ks-Mo	N/A	89.1	78.9
Ky-Wv	N/A	92.5	84.3
Michigan 1	N/A	89.6	85.6
Michigan 2	N/A	94.7	87.4
Mn-Nd	N/A	87.9	78.7
Ohio 1	N/A	89.4	83.0
Ohio 2	N/A	90.6	85.0
Wisconsin	N/A	91.3	83.2
Southern Area	N/A	91.2	82.0
Al-Ms	N/A	91.2	77.6
Ar-Ok	N/A	92.9	79.1
Florida 1	N/A	91.7	80.2
Florida 2	N/A	92.7	86.3
Florida 3	N/A	87.3	80.4
Georgia	N/A	87.9	80.7
Louisiana	N/A	92.3	79.9
Puerto Rico	N/A	92.8	85.4
South Carolina	N/A	91.4	82.4
Tennessee	N/A	91.1	77.3
Texas 1	N/A	91.4	86.6
Texas 2	N/A	90.5	80.6
Texas 3	N/A	93.7	84.4

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Mailpieces Delivered Between 07/01/2023 and 09/30/2023

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Westpac Area	N/A	92.5	85.4
Alaska	N/A	92.1	90.4
Az-Nm	N/A	92.5	84.2
California 1	N/A	95.2	87.2
California 2	N/A	93.3	87.0
California 3	N/A	93.8	89.1
California 4	N/A	94.2	90.7
California 5	N/A	90.2	87.1
California 6	N/A	93.5	86.9
Co-Wy	N/A	88.7	79.1
Hawaii	N/A	93.3	86.5
Id-Mt-Or	N/A	91.3	84.8
Nv-Ut	N/A	91.1	81.8
Washington	N/A	92.8	83.1
Nation FY2023 Q4	N/A	90.8	83.4
Nation FY2022 Q4 (SPLY)	N/A	92.2	88.6
Nation FY2009 Annual	96.1	93.5	90.8
Nation FY2010 Annual	96.3	93.6	91.6
Nation FY2011 Annual	96.2	93.4	91.2
Nation FY2012 Annual	96.5	94.8	92.3
Nation FY2013 Annual	96.1	95.3	91.6
Nation FY2014 Annual	96.0	94.9	87.7
Nation FY2015 Annual	95.6	93.2	76.5
Nation FY2016 Annual	N/A	94.7	83.7
Nation FY2017 Annual	N/A	94.7	85.6
Nation FY2018 Annual	N/A	93.8	82.5
Nation FY2019 Annual	N/A	92.0	80.9
Nation FY2020 Annual	N/A	91.5	78.8
Nation FY2021 Annual	N/A	86.4	63.2
Nation FY2022 Annual	N/A	91.3	83.6
Nation FY2023 Annual	N/A	90.7	83.5
Nation FY2023 Q1	N/A	89.7	81.4
Nation FY2023 Q2	N/A	90.9	83.8
Nation FY2023 Q3	N/A	91.8	86.2
FY2023 Annual Target	N/A	93.00	90.28