United States Postal Service®

Quarterly Performance for Package Services
Service Variance

Overview

Package Services includes Media Mail®/Library Mail, Bound Printed Matter Flats, and Bound Printed Matter Parcels. Package Services includes both single-piece and presort volumes, with approximately 82 percent of the total represented by presort.

Service performance for Media Mail®/Library Mail and Bound Printed Matter Parcels is measured using an internal USPS® system, the Product Tracking and Reporting System (PTR). This system measures transit time from the time of mailing until the time of delivery to the intended recipient, on parcels for which a customer requested USPS Tracking® service. The first en route scan serves as the proxy for the time of mailing for commercial and PC Postage parcels that were not mailed over the counter. Transit time is compared to USPS® service standards to develop the measure of on-time service performance. The system measures service to and from virtually all 3-Digit ZIP Code™ areas for which Package Services volume originates or destinates.

Beginning FY2019 Q1, service performance for Bound Printed Matter Flats 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 Leg 2, and the transit time from final automated processing until delivery is Leg 3. Total transit time was calculated for the mail and compared with the appropriate service standard for the product to determine the service performance.

Bound Printed Matter Flat 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 Bound Printed Matter Flats 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.

Limitations

In FY2026 Quarter 4, the service performance results for Package Services through PTR included the data available for retail parcels mailed end-to-end from over the counter and with USPS Tracking® and End-To-End commercial and PC Postage parcels with USPS Tracking®. The first en route scan was used as the start-the-clock for the performance measurement of End-To-End parcels that were not mailed over the counter, with no adjustments for any transit time between acceptance and the first en route scan. Results for Destination Entry Bound Printed Matter parcels were also included in the measurement. While Destination Delivery Unit (DDU) Entry represented approximately 22 percent of Destination Entry Bound Printed Matter Parcels in the population, 31 percent of measured mail was DDU Entry. The results may not be representative of all parcels because of the heavy volume of DDU Entry parcels in measurement compared with the overall.

Due to the limitations of the current systems, the overall Package Services results are presented without any weighting. That is, no attempt was made to use the measured pieces to represent the entire Package Services population. These results represent the service performance for all measured Package Services pieces during the quarter.

Performance Highlights

National Package Services performance was 97.8 percent, which is 0.6 points higher than the same period last year. In FY2026 Quarter 4, 99.6 percent were delivered within the service standard plus three days, which is 0.3 points higher than the same period last year.

In FY2026 Quarter 4, 42 districts had scores at or above the target of 96.50. The Texas 3 district led in performance with 99.1 percent on time. The Atlantic Area achieved the highest performance of the four areas, with an on-time score of 98.4 percent.

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Mailpieces Delivered Between 07/01/2026 and 09/30/2026

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Atlantic Area	**99.2**	**99.5**	**99.7**
Connecticut	98.8	99.1	99.3
De-Pa2	99.1	99.5	99.7
Ma-Ri	99.1	99.5	99.6
Maryland	99.0	99.3	99.5
Me-Nh-Vt	99.1	99.6	99.7
New Jersey	99.3	99.6	99.7
New York 1	99.4	99.7	99.8
New York 2	99.3	99.5	99.7
New York 3	99.4	99.7	99.8
North Carolina	99.4	99.7	99.8
Pennsylvania 1	99.0	99.4	99.7
Virginia	99.2	99.5	99.7
Central Area	**98.5**	**99.1**	**99.4**
Ia-Ne-Sd	99.1	99.5	99.7
Illinois 1	98.7	99.1	99.3
Illinois 2	99.0	99.4	99.6
Indiana	97.7	98.5	98.9
Ks-Mo	98.5	99.1	99.5
Ky-Wv	98.6	99.2	99.5
Michigan 1	98.9	99.4	99.6
Michigan 2	99.2	99.5	99.7
Mn-Nd	99.2	99.5	99.7
Ohio 1	98.0	98.8	99.2
Ohio 2	97.9	98.8	99.2
Wisconsin	97.3	98.3	98.8
Southern Area	**99.0**	**99.4**	**99.6**
Al-Ms	98.4	99.2	99.4
Ar-Ok	99.1	99.5	99.7
Florida 1	98.9	99.4	99.6
Florida 2	99.3	99.7	99.8
Florida 3	97.5	98.4	98.8
Georgia	99.1	99.4	99.6
Louisiana	99.1	99.4	99.6
Puerto Rico	98.0	98.8	99.2
South Carolina	99.3	99.6	99.8
Tennessee	99.2	99.5	99.7
Texas 1	98.9	99.2	99.4
Texas 2	99.2	99.6	99.7
Texas 3	99.5	99.7	99.8

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Mailpieces Delivered Between 07/01/2026 and 09/30/2026

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Westpac Area	**99.0**	**99.4**	**99.6**
Alaska	94.5	96.3	97.4
Az-Nm	99.4	99.7	99.8
California 1	98.9	99.3	99.4
California 2	99.0	99.7	99.8
California 3	99.3	99.6	99.7
California 4	99.3	99.7	99.8
California 5	99.0	99.5	99.7
California 6	99.5	99.8	99.8
Co-Wy	98.5	99.2	99.5
Hawaii	90.3	92.2	93.4
Id-Mt-Or	99.2	99.6	99.7
Nv-Ut	99.3	99.6	99.8
Washington	98.3	98.8	99.1
Nation FY2026 Q4	**98.9**	**99.4**	**99.6**
Nation FY2025 Q4 (SPLY)	**98.5**	**99.0**	**99.3**
Nation FY2009 Annual	**84.6**	**90.9**	**94.6**
Nation FY2010 Annual	**89.7**	**94.2**	**96.5**
Nation FY2011 Annual	**87.3**	**92.7**	**95.6**
Nation FY2012 Annual	**93.7**	**96.4**	**97.8**
Nation FY2013 Annual	**94.7**	**97.3**	**98.5**
Nation FY2014 Annual	**94.2**	**97.3**	**98.5**
Nation FY2015 Annual	**92.9**	**96.7**	**98.2**
Nation FY2016 Annual	**92.6**	**96.7**	**98.1**
Nation FY2017 Annual	**95.5**	**97.8**	**98.7**
Nation FY2018 Annual	**95.4**	**97.8**	**98.7**
Nation FY2019 Annual	**94.3**	**97.1**	**98.3**
Nation FY2020 Annual	**92.3**	**95.4**	**96.8**
Nation FY2021 Annual	**89.3**	**92.2**	**93.9**
Nation FY2022 Annual	**94.6**	**96.6**	**97.7**
Nation FY2023 Annual	**97.9**	**98.9**	**99.3**
Nation FY2024 Annual	**97.6**	**98.4**	**98.8**
Nation FY2025 Annual	**97.4**	**98.4**	**98.9**
Nation FY2026 Annual	**98.4**	**99.0**	**99.4**
Nation FY2026 Q1	**98.5**	**99.1**	**99.4**
Nation FY2026 Q2	**97.8**	**98.6**	**99.1**
Nation FY2026 Q3	**98.5**	**99.0**	**99.3**