

Quarterly Performance for Presort First-Class Mail® Service Variance

Overview

For Presort First-Class Mail® letters, cards, and flats, the service performance measurement system of the Postal Service™ uses documented arrival time at a designated postal facility to start the measurement clock, and an Intelligent Mail® barcode (IMb™) scan by an external, third-party reporter to stop-the-clock. Mail piece tracking from IMb™ in-process scans is used in conjunction with the external data to extrapolate results for the population of Presort First-Class Mail® using Full-Service Intelligent Mail®. Data collected by the Postal Service™ are provided to an independent, external contractor to calculate service measurement and compile the necessary reports. The system used for this reporting is called the Intelligent Mail® Accuracy and Performance System (iMAPS).

The external contractor determines service performance based on the elapsed time between the start-the-clock event recorded by the 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 consists 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 is 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 is measured by comparing the transit time to USPS® service standards to determine the percent of mail delivered on time.

The Service Performance Measurement (SPM) application of the Full-Service Seamless Acceptance and Service Performance system (SASP) serves as the data source for iMAPS. SPM captures data from all Full-Service Intelligent Mail® and applies business rules for service measurement before sending data to iMAPS.

Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in the Presort First-Class Mail® scores.

Performance Highlights

National Overnight performance in FY16 Quarter 2 was 95.8 percent on time, 1.6 points higher when compared to the same period last year. National Two-Day performance was 94.2 percent on time, 4.8 points higher when compared to the same period last year. National Three-To-Five-Day performance was 89.7 percent on time, 9.1 points higher when compared to the same period last year. Nationally, at least 99.4 percent of mail across all service standards was delivered within the service standard plus three days in FY16 Quarter 2.

Southern Area led the nation in Overnight service performance with 96.4 percent on time. For the thirteenth consecutive quarter, Pacific Area led the nation in Two-Day service performance, with 96.6 percent on time in FY16 Q2. Southern Area led the nation in Three-To-Five-Day service performance with 91.0 percent on time.

In FY16 Quarter 2, 16 districts within Overnight service performance achieved the target score of 96.80. Alaska had the highest Overnight service performance at 99.1 percent on time. Caribbean had the highest performance for Two-Day service at 97.6 percent on time and Central Plains had the highest Three-To-Five-Day performance at 94.8 percent on time.

Quarterly Performance for Presort First-Class Mail®**Service Variance**

Mailpieces Delivered Between 01/01/2016 and 03/31/2016

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	98.4	99.2	99.5	97.3	98.8	99.4	95.5	98.0	99.1
Atlanta	99.0	99.5	99.7	98.6	99.4	99.7	96.8	98.6	99.4
Baltimore	96.5	97.6	99.2	94.0	97.1	98.8	90.4	95.2	97.6
Capital	97.5	98.7	99.5	94.0	97.3	98.5	92.0	96.0	97.9
Greater South Carolina	99.0	99.5	99.7	98.7	99.4	99.7	96.2	98.5	99.4
Greensboro	97.6	99.4	99.7	98.0	99.3	99.7	95.9	98.4	99.4
Mid-Carolinas	99.1	99.6	99.8	98.2	99.3	99.7	97.0	98.8	99.5
Northern Virginia	93.0	94.9	95.6	94.1	96.7	97.8	92.2	95.7	97.7
Richmond	98.3	99.2	99.5	96.4	98.3	99.0	95.2	97.9	99.1
Eastern Area	99.0	99.6	99.8	98.1	99.2	99.7	96.4	98.4	99.4
Appalachian	98.7	99.5	99.8	97.6	99.0	99.6	95.5	98.0	99.1
Central Pennsylvania	98.8	99.5	99.7	97.6	99.1	99.6	96.7	98.6	99.4
Kentuckiana	98.6	99.5	99.8	98.2	99.3	99.7	97.2	98.9	99.6
Northern Ohio	99.0	99.5	99.7	98.6	99.4	99.7	97.6	98.9	99.5
Ohio Valley	99.1	99.6	99.8	98.4	99.4	99.7	96.9	98.8	99.5
Philadelphia Metro	98.3	99.6	99.8	96.6	98.6	99.4	92.8	96.1	98.8
South Jersey	99.3	99.7	99.8	97.9	99.3	99.7	96.6	98.6	99.5
Tennessee	98.8	99.6	99.8	98.8	99.5	99.8	97.4	99.0	99.5
Western New York	99.2	99.6	99.8	98.8	99.5	99.8	97.5	98.8	99.5
Western Pennsylvania	99.4	99.7	99.9	98.4	99.4	99.7	97.1	98.9	99.5
Great Lakes Area	99.1	99.6	99.8	98.6	99.4	99.7	97.0	98.7	99.4
Central Illinois	99.1	99.6	99.8	98.5	99.4	99.7	95.2	97.8	98.9
Chicago	94.6	97.1	99.3	97.8	99.1	99.5	95.1	98.1	99.1
Detroit	98.9	99.5	99.7	98.4	99.3	99.6	96.8	98.6	99.3
Gateway	98.9	99.5	99.7	98.9	99.5	99.8	97.2	98.8	99.4
Greater Indiana	99.3	99.6	99.8	98.5	99.4	99.7	98.3	99.3	99.6
Greater Michigan	99.1	99.6	99.8	98.5	99.3	99.6	97.3	98.8	99.4
Lakeland	99.2	99.6	99.8	98.8	99.5	99.7	96.7	98.7	99.4
Northeast Area	99.0	99.6	99.8	98.1	99.2	99.5	96.1	98.3	99.2
Albany	99.1	99.7	99.9	98.6	99.4	99.7	97.3	99.0	99.6
Caribbean	99.1	99.6	99.8	99.4	99.7	99.8	95.2	98.1	99.0
Connecticut Valley	99.2	99.6	99.8	98.6	99.4	99.7	96.9	98.8	99.5
Greater Boston	98.6	99.3	99.6	98.4	99.2	99.6	96.9	98.5	99.3
Long Island	97.9	99.2	99.6	97.3	98.9	99.4	93.4	96.4	98.6
New York	98.2	99.1	99.4	96.7	98.5	99.1	94.4	97.0	98.3
Northern New England	99.5	99.8	99.9	99.0	99.6	99.8	97.0	98.7	99.4
Northern New Jersey	98.4	99.3	99.7	97.3	99.0	99.5	96.7	98.7	99.4
Triboro	97.6	98.8	99.2	97.3	98.8	99.3	93.6	96.7	98.2
Westchester	98.6	99.1	99.4	97.7	98.8	99.3	95.5	97.8	98.9
Pacific Area	99.1	99.6	99.8	99.1	99.6	99.8	96.9	98.7	99.4
Bay-Valley	99.5	99.8	99.9	99.2	99.6	99.8	97.1	98.8	99.4
Honolulu	99.0	99.4	99.6	N/A	N/A	N/A	95.6	97.9	98.8
Los Angeles	98.5	99.4	99.6	99.2	99.7	99.8	96.1	98.3	99.1
Sacramento	99.4	99.7	99.8	99.1	99.5	99.8	97.0	98.8	99.5
San Diego	99.4	99.8	99.8	99.3	99.7	99.8	97.3	98.8	99.4
San Francisco	99.0	99.6	99.7	99.0	99.5	99.7	97.6	99.0	99.5
Santa Ana	99.4	99.8	99.8	99.1	99.6	99.8	96.9	98.5	99.3
Sierra Coastal	99.4	99.8	99.9	99.3	99.7	99.9	97.1	98.7	99.5

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Presort First-Class Mail®**Service Variance**

Mailpieces Delivered Between 01/01/2016 and 03/31/2016

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
Southern Area	99.2	99.6	99.8	98.7	99.5	99.7	97.5	98.9	99.5
Alabama	99.3	99.7	99.9	99.1	99.6	99.8	97.9	99.2	99.6
Arkansas	99.5	99.8	99.9	98.7	99.5	99.7	97.9	99.2	99.6
Dallas	98.5	99.4	99.6	98.6	99.4	99.7	97.4	98.8	99.4
Fort Worth	99.0	99.6	99.8	98.8	99.5	99.7	97.3	98.9	99.4
Gulf Atlantic	99.4	99.7	99.8	98.8	99.5	99.7	97.7	99.0	99.5
Houston	99.3	99.6	99.8	98.6	99.5	99.7	97.6	98.9	99.5
Louisiana	99.3	99.7	99.8	98.6	99.4	99.7	97.1	98.6	99.4
Mississippi	99.3	99.6	99.8	98.3	99.1	99.6	97.6	99.1	99.5
Oklahoma	99.3	99.8	99.9	98.8	99.5	99.8	97.5	99.0	99.6
Rio Grande	99.4	99.7	99.9	98.7	99.6	99.8	97.5	98.9	99.5
South Florida	99.4	99.7	99.8	98.6	99.4	99.6	97.2	98.9	99.5
Suncoast	98.9	99.5	99.7	98.8	99.5	99.7	97.5	99.0	99.5
Western Area	99.1	99.7	99.8	99.0	99.6	99.8	97.2	98.9	99.5
Alaska	99.7	99.8	99.9	99.3	99.7	99.9	96.8	98.4	99.3
Arizona	99.5	99.8	99.9	99.4	99.8	99.9	97.7	98.9	99.5
Central Plains	98.8	99.6	99.8	99.1	99.7	99.9	98.6	99.4	99.7
Colorado/Wyoming	98.4	99.4	99.7	98.1	99.3	99.6	94.8	98.2	99.2
Dakotas	99.6	99.8	99.9	99.2	99.7	99.9	96.5	98.7	99.4
Hawkeye	98.9	99.7	99.9	98.9	99.7	99.8	97.7	99.1	99.6
Mid-America	99.0	99.6	99.9	98.9	99.6	99.8	96.6	98.5	99.3
Nevada-Sierra	99.6	99.9	99.9	98.4	99.4	99.6	97.4	98.6	99.2
Northland	99.1	99.6	99.8	98.7	99.5	99.8	96.8	98.8	99.4
Portland	99.2	99.6	99.8	99.2	99.6	99.8	97.1	98.8	99.4
Salt Lake City	98.8	99.4	99.7	98.6	99.1	99.5	95.6	98.3	99.3
Seattle	99.3	99.7	99.8	99.4	99.7	99.8	97.3	98.8	99.4
Nation FY2016 Q2	99.0	99.6	99.8	98.4	99.3	99.6	96.8	98.6	99.4
Nation FY2015 Q2 (SPLY)	98.8	99.5	99.8	97.6	99.2	99.6	94.1	97.8	99.1
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 Q1	99.0	99.6	99.8	98.5	99.4	99.7	96.9	98.8	99.4

Service Measurement performed and calculated by IBM Corporation

