

Quarterly Performance for Presort First-Class Mail®

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 3 was 96.7 percent on time, 0.9 percentage points higher when compared to the same period last year. National Two-Day performance was 96.2 percent on time, 2.3 points higher when compared to the same period last year. National Three-To-Five-Day performance was 94.3 percent on time, 5.6 points higher when compared to the same period last year. Nationally, at least 99.7 percent of mail across all service standards was delivered within the service standard plus three days in FY16 Quarter 3. For Overnight service performance, Capital Metro Area led the nation with 97.2 percent on-time. For the fourteenth consecutive quarter, Pacific Area led the nation in Two-Day service performance with 96.9 percent on time. Southern Area led the nation in Three-To-Five-Day service performance with 94.5 percent on time.

In FY16 Quarter 3, 36 districts met or exceeded the Overnight performance target of 96.80, 25 districts met or exceeded the Two Day service performance target of 96.50 and 11 districts met or exceeded the Three-to-Five-Day service performance target of 95.25. Out of all districts, Alaska had the highest Overnight service performance at 99.1 percent on time as well as the highest Two-Day service performance at 98.8 percent on-time. Greater Indiana and Central Plains had the highest Three-To-Five-Day performance at 96.6 percent on time.

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Mailpieces Delivered Between 04/01/2016 and 06/30/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	97.2	95.8	94.3
Atlanta	97.5	96.2	94.0
Baltimore	98.0	95.1	93.9
Capital	96.2	94.7	92.6
Greater South Carolina	96.7	96.2	93.4
Greensboro	97.2	96.2	94.7
Mid-Carolinas	97.4	95.7	95.3
Northern Virginia	97.0	96.4	94.2
Richmond	95.9	95.1	94.0
Eastern Area	97.1	96.2	94.4
Appalachian	97.8	96.2	95.4
Central Pennsylvania	97.4	96.1	94.3
Kentuckiana	97.0	95.8	94.2
Northern Ohio	96.8	96.5	93.9
Ohio Valley	96.7	95.8	94.1
Philadelphia Metro	96.9	96.0	94.1
South Jersey	97.5	96.7	94.8
Tennessee	96.4	96.5	95.4
Western New York	97.4	96.6	94.8
Western Pennsylvania	97.4	96.4	94.5
Great Lakes Area	96.6	96.1	94.1
Central Illinois	96.4	96.3	92.9
Chicago	94.0	94.6	88.5
Detroit	95.3	95.6	92.6
Gateway	96.2	96.7	93.8
Greater Indiana	97.1	95.8	96.6
Greater Michigan	96.6	95.9	93.8
Lakeland	97.6	96.5	93.4
Northeast Area	95.7	95.9	93.8
Albany	95.7	96.6	94.2
Caribbean	94.1	97.9	86.6
Connecticut Valley	97.4	96.1	93.5
Greater Boston	95.9	96.4	93.4
Long Island	92.0	95.3	92.2
New York	95.2	94.8	92.0
Northern New England	95.2	95.8	93.3
Northern New Jersey	94.8	95.5	95.8
Triboro	96.3	95.7	93.0
Westchester	95.7	94.6	93.3
Pacific Area	96.5	96.9	94.0
Bay-Valley	97.9	96.1	93.7
Honolulu	95.8	N/A	92.4
Los Angeles	95.2	97.4	93.6
Sacramento	97.3	96.7	93.4
San Diego	97.0	97.4	94.3
San Francisco	95.2	95.5	94.6
Santa Ana	97.5	97.4	94.6
Sierra Coastal	97.7	97.5	95.4

Service Measurement performed and calculated by IBM Corporation



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District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	97.0	96.1	94.5
Alabama	97.0	96.7	95.4
Arkansas	97.1	96.7	94.6
Dallas	95.7	95.5	94.7
Fort Worth	96.4	96.0	93.6
Gulf Atlantic	97.3	96.7	94.9
Houston	97.5	95.3	94.6
Louisiana	96.9	95.7	94.2
Mississippi	98.0	96.7	94.6
Oklahoma	97.4	96.3	94.8
Rio Grande	97.1	95.9	93.8
South Florida	98.4	96.2	95.0
Suncoast	95.8	96.3	94.1
Western Area	96.9	96.8	94.4
Alaska	99.1	98.8	95.9
Arizona	98.2	97.6	95.4
Central Plains	95.5	97.4	96.6
Colorado/Wyoming	95.2	94.9	91.7
Dakotas	98.5	97.2	93.0
Hawkeye	96.0	96.6	94.2
Mid-America	95.8	96.6	92.5
Nevada-Sierra	98.8	96.0	96.2
Northland	97.4	96.4	92.0
Portland	97.1	97.2	95.0
Salt Lake City	95.7	95.9	91.3
Seattle	96.2	97.7	94.3
Nation FY2016 Q3	96.7	96.2	94.3
Nation FY2015 Q3 (SPLY)	95.8	93.9	88.7
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 Q1	95.6	94.0	88.7
Nation FY2016 Q2	95.8	94.2	89.7
FY2016 Annual Target	96.80	96.50	95.25

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