

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 methodology for estimating performance for Presort First-Class Mail® letters, cards, and flats was modified slightly for Quarter 1 FY 2017. The application of the last mile profile was changed from stratification by the type of final processing operation which occurred to stratification by the number of days remaining to meet service standard after final processing occurred. This methodology change was made to improve the accuracy of the performance estimates as the new methodology better accounts for the relationship between time spent in last mile and time spent in processing.

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 FY 2017 Quarter 1 was 96.0 percent on time, 0.4 points higher when compared to the same period last year. National Two-Day performance was 94.6 percent on time, 0.6 points higher when compared to the same period last year. National Three-To-Five-Day performance was 91.7 percent on time, 3.0 points higher when compared to the same period last year. Nationally, at least 99.6 percent of mail across all service standards was delivered within the service standard plus three days in FY 2017 Quarter 1.

Eastern Area led the nation in Overnight service performance with 96.7 percent on time. For the sixteenth consecutive quarter, Pacific Area led the nation in Two-Day service performance, with 95.9 percent on time in FY 2017 Quarter 1. Western Area led the nation in Three-To-Five-Day service performance with 92.4 percent on time.

In FY 2017 Quarter 1, 21 districts met or exceeded the Overnight performance target of 96.80, 9 districts met or exceeded the Two Day service performance target of 96.50 and 1 district met or exceeded the Three-to-Five-Day service performance target of 95.25. Nevada-Sierra led the nation in Overnight service performance with 98.8 percent on time, Alaska led the nation in Two-Day service performance with 98.0 percent on time, and Central Plains led the nation in Three-to-Five-Day service performance with 95.4 percent on time, respectively.

Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 10/01/2016 and 12/31/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	96.0	94.3	91.8
Atlanta	96.7	95.3	93.0
Baltimore	96.9	93.5	90.1
Capital	96.6	93.8	90.3
Greater South Carolina	95.5	95.1	91.4
Greensboro	96.2	94.9	92.7
Mid-Carolinas	94.5	92.3	91.2
Northern Virginia	96.1	94.6	91.9
Richmond	96.3	95.0	91.4
Eastern Area	96.7	95.0	92.3
Appalachian	97.1	95.3	93.2
Central Pennsylvania	97.0	95.0	92.0
Kentuckiana	95.6	94.3	91.3
Northern Ohio	96.8	95.4	92.6
Ohio Valley	96.5	94.3	92.0
Philadelphia Metro	95.3	94.4	90.4
South Jersey	96.9	95.4	93.2
Tennessee	96.0	95.5	93.7
Western New York	97.4	96.7	94.1
Western Pennsylvania	97.1	95.7	92.1
Great Lakes Area	95.0	93.5	90.4
Central Illinois	93.1	93.4	86.9
Chicago	92.7	92.6	88.2
Detroit	92.7	90.9	87.1
Gateway	93.3	94.3	90.3
Greater Indiana	96.8	94.4	94.8
Greater Michigan	95.1	93.5	91.0
Lakeland	96.5	94.3	89.5
Northeast Area	94.7	94.3	90.9
Albany	94.5	95.5	92.2
Caribbean	92.8	97.0	84.1
Connecticut Valley	95.8	95.0	89.8
Greater Boston	95.1	95.4	91.1
Long Island	94.3	92.7	90.6
New York	92.0	92.6	89.1
Northern New England	95.6	95.7	91.0
Northern New Jersey	95.0	93.9	92.9
Triboro	95.1	91.9	89.3
Westchester	94.6	92.9	89.9
Pacific Area	95.6	95.9	91.6
Bay-Valley	96.5	95.6	91.5
Honolulu	95.4	N/A	94.0
Los Angeles	94.1	95.9	89.8
Sacramento	96.0	95.5	91.0
San Diego	97.2	96.6	92.7
San Francisco	94.7	94.7	92.7
Santa Ana	97.3	96.2	92.5
Sierra Coastal	96.6	96.6	93.8

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Presort First-Class Mail®

Mailpieces Delivered Between 10/01/2016 and 12/31/2016

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	96.4	94.7	92.0
Alabama	95.3	94.7	90.6
Arkansas	96.2	95.6	93.0
Dallas	95.8	94.7	92.8
Fort Worth	97.7	96.0	93.1
Gulf Atlantic	94.8	94.4	91.1
Houston	97.8	94.3	92.4
Louisiana	97.7	95.6	92.3
Mississippi	96.4	94.7	91.9
Oklahoma	97.9	95.6	94.0
Rio Grande	95.8	94.6	92.3
South Florida	97.3	93.0	90.2
Suncoast	94.2	94.2	91.4
Western Area	96.6	95.8	92.4
Alaska	97.3	98.0	93.9
Arizona	97.0	97.0	93.5
Central Plains	95.6	96.5	95.4
Colorado/Wyoming	95.0	95.2	89.4
Dakotas	97.8	95.9	88.8
Hawkeye	97.3	95.1	90.4
Mid-America	94.0	94.5	89.7
Nevada-Sierra	98.8	93.4	95.0
Northland	98.2	96.2	90.1
Portland	95.0	96.0	90.8
Salt Lake City	95.5	96.9	89.9
Seattle	96.0	97.0	92.1
Nation FY2017 Q1	96.0	94.6	91.7
Nation FY2016 Q1 (SPLY)	95.6	94.0	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 Annual	96.2	95.1	91.7
FY2017 Annual Target	96.80	96.50	95.25

Service Measurement performed and calculated by IBM Corporation

