

Quarterly Performance for Presort First-Class Mail®**Overview**

Beginning FY2019 Q1, service performance for Presort First-Class Mail® 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 the Processing Duration leg, and the transit time from final automated processing until delivery is the Last Mile. Total transit time was calculated for the mail and compared with the appropriate service standard for the product to determine the service performance.

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 Presort First-Class 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.

Performance Highlights

National Presort First-Class Mail® Overnight performance in FY2022 Quarter 1 was 94.7 percent on time, which is 3.4 points higher than the same period last year. National Two-Day performance was 92.1 percent on time, which is 7.4 points higher than the same period last year. National Three-Day performance was 86.9 percent on time with Four-Day and Five-Day performance scoring 91.6 and 96.4 percent on time, respectively.

Pacific Area led the nation in Overnight service performance, with 96.0 percent on time. Pacific Area also led the nation in Two, Three and Four-Day service performance, with 96.3, 94.9 and 94.8 percent on time, respectively, in FY2022 Quarter 1. Northeast Area led the nation in Five-Day service performance with 97.2 percent on time.

In FY2022 Quarter 1, 35 districts met or exceeded the Overnight performance target of 94.75, 29 districts met or exceeded the Two-Day service performance target of 93.0, 17 of the districts met or exceeded the Three-Day service performance target of 90.50, 33 of the districts met or exceeded the Four-Day service performance target of 90.50 and 65 of 67 districts met or exceeded the Five-Day service performance target of 90.50. Alaska led the nation in Overnight service performance with 98.3 percent on time. Caribbean led in Two-Day service performance with 98.2 percent on time. Sierra Coastal led the nation in Three-Day service performance with 96.4 percent on time. Bay-Valley led the nation in Four-Day service performance with 97.1 percent on time and Detroit led the nation in Five-Day performance with 98.5 percent on time.

United States Postal Service®
Quarterly Performance for Presort First-Class Mail®
 Mailpieces Delivered Between 10/01/2021 and 12/31/2021

Quarter I
 FY2022

District	Overnight	Two-Day	Three-Day	Four-Day	Five-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	92.7	89.4	81.1	88.3	96.4	84.8
Atlanta	91.0	87.0	75.6	86.8	95.0	79.6
Baltimore	92.6	88.5	75.5	86.9	95.2	81.7
Capital	88.1	85.7	79.4	87.6	94.5	83.7
Greater South Carolina	93.9	90.2	79.7	89.1	95.3	83.6
Greensboro	95.3	94.2	86.7	89.5	96.5	88.3
Mid-Carolinas	95.3	91.4	86.3	90.7	97.7	89.6
Northern Virginia	94.9	90.2	83.7	90.3	97.3	87.3
Richmond	91.4	84.1	80.0	87.2	93.8	83.5
Eastern Area	94.8	91.2	85.7	90.6	95.4	87.9
Appalachian	95.3	92.3	86.9	90.3	94.7	88.4
Central Pennsylvania	93.6	87.7	81.9	89.8	94.9	85.7
Kentuckiana	96.1	94.3	87.4	91.7	95.1	88.8
Northern Ohio	95.2	94.4	88.7	92.6	96.6	90.1
Ohio Valley	94.0	93.6	87.3	91.8	95.9	88.8
Philadelphia Metro	92.5	89.2	83.7	90.3	94.5	87.6
South Jersey	96.1	90.6	82.2	90.1	96.4	86.6
Tennessee	95.2	94.3	85.6	87.6	94.0	86.5
Western New York	96.6	95.4	85.7	94.1	97.1	88.8
Western Pennsylvania	96.0	90.4	85.2	90.2	95.2	88.0
Great Lakes Area	94.1	91.9	85.7	90.6	96.8	88.0
Central Illinois	93.6	91.8	85.7	89.5	96.0	87.3
Chicago	85.2	85.1	78.9	87.1	92.0	82.8
Detroit	94.4	95.5	84.6	91.2	98.5	89.7
Gateway	94.1	93.2	80.8	89.2	95.2	83.7
Greater Indiana	93.4	93.8	90.6	94.3	96.6	91.7
Greater Michigan	96.5	95.3	89.5	90.6	96.9	90.3
Lakeland	94.3	91.3	83.4	89.4	95.4	86.6
Northeast Area	94.5	90.4	85.6	89.2	97.2	89.1
Albany	92.8	92.0	88.5	87.7	95.9	89.2
Caribbean	94.7	98.2	52.9	79.9	92.5	79.3
Connecticut Valley	96.4	90.5	87.5	88.1	96.9	88.8
Greater Boston	93.4	91.5	85.1	88.7	94.7	87.7
Long Island	93.5	89.8	81.4	88.0	97.6	86.3
New York	91.2	85.3	81.1	89.5	95.9	86.3
Northern New England	95.4	90.1	86.3	90.8	95.8	89.4
Northern New Jersey	93.3	89.9	84.4	92.8	98.0	92.0
Triboro	90.9	90.8	84.4	90.6	97.0	88.6
Westchester	93.2	90.6	84.2	89.9	96.1	87.7
Pacific Area	96.0	96.3	94.9	94.8	96.3	95.5
Bay-Valley	95.0	96.2	93.7	97.1	97.6	96.4
Honolulu	97.2	N/A	70.9	86.7	89.9	88.6
Los Angeles	94.1	96.5	94.9	94.9	96.0	95.4
Sacramento	96.0	95.8	94.5	94.5	96.3	95.3
San Diego	97.5	96.3	94.9	94.1	96.1	95.2
San Francisco	96.5	95.2	93.7	96.5	97.2	96.0
Santa Ana	98.1	96.7	96.3	95.4	96.5	96.2
Sierra Coastal	96.6	96.8	96.4	95.9	96.9	96.5

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District	Overnight	Two-Day	Three-Day	Four-Day	Five-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time	Percent On Time	Percent On Time	Percent On Time
Southern Area	94.5	91.6	87.5	92.0	96.2	90.2
Alabama	95.4	86.6	78.4	83.9	96.0	81.6
Arkansas	94.1	89.2	86.3	91.0	94.6	87.8
Dallas	93.9	92.2	90.5	94.0	96.7	92.5
Fort Worth	95.7	92.0	91.9	94.0	97.6	93.3
Gulf Atlantic	96.1	91.9	82.5	87.8	94.7	85.4
Houston	92.6	55.1	87.5	91.8	97.3	90.2
Louisiana	95.6	95.1	89.7	90.2	96.8	90.4
Mississippi	93.9	94.0	84.8	85.4	94.3	85.6
Oklahoma	96.7	93.3	90.1	93.2	82.9	91.2
Rio Grande	92.9	91.9	92.7	93.1	96.2	93.1
South Florida	91.1	89.9	85.9	90.0	95.0	89.6
Suncoast	96.9	95.3	89.1	93.6	97.5	92.8
Western Area	95.6	94.0	90.6	92.4	96.5	92.4
Alaska	98.3	97.2	88.2	92.6	92.1	92.3
Arizona	96.3	95.6	92.0	94.5	97.4	94.6
Central Plains	93.1	91.5	94.0	94.9	91.3	94.5
Colorado/Wyoming	94.4	86.4	87.9	91.7	94.9	90.1
Dakotas	97.5	96.3	88.7	90.2	94.8	89.9
Hawkeye	95.8	93.6	87.0	89.3	94.7	88.0
Mid-America	95.1	90.6	87.5	86.1	92.6	87.3
Nevada-Sierra	97.4	88.1	94.9	94.4	97.3	95.5
Northland	93.8	92.7	87.4	86.4	97.5	87.7
Portland	97.1	98.1	93.8	94.4	97.0	95.6
Salt Lake City	96.1	96.4	91.7	90.8	95.6	92.6
Seattle	95.0	94.5	90.7	91.9	96.7	93.9
Nation FY2022 Q1	94.7	92.1	86.9	91.6	96.4	90.0
Nation FY2021 Q1 (SPLY)	91.3	84.7	N/A	N/A	N/A	78.0
Nation FY2009 Annual	94.3	90.0	N/A	N/A	N/A	85.1
Nation FY2010 Annual	93.4	92.7	N/A	N/A	N/A	88.2
Nation FY2011 Annual	90.8	89.1	N/A	N/A	N/A	90.6
Nation FY2012 Annual	96.8	95.7	N/A	N/A	N/A	95.1
Nation FY2013 Annual	97.2	97.0	N/A	N/A	N/A	95.1
Nation FY2014 Annual	97.0	96.4	N/A	N/A	N/A	92.2
Nation FY2015 Annual	95.7	93.6	N/A	N/A	N/A	87.8
Nation FY2016 Annual	96.2	95.1	N/A	N/A	N/A	91.7
Nation FY2017 Annual	96.5	95.6	N/A	N/A	N/A	93.2
Nation FY2018 Annual	96.0	94.9	N/A	N/A	N/A	92.0
Nation FY2019 Annual	95.5	94.1	N/A	N/A	N/A	92.0
Nation FY2020 Annual	94.7	92.8	N/A	N/A	N/A	89.9
Nation FY2021 Annual	93.4	88.3	N/A	N/A	N/A	80.9
FY2022 Annual Target	94.75	93.00	90.50	90.50	90.50	90.50