



**Finance and Administration**  
*Mail & Receiving Services*  
**Receipt to Delivery**  
**2023**

Cycle Time	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Orders Received	36,341	43,383	38,773	29,471	45,168	55,072	41,852
Delivery 24 hrs	34,553	38,309	36,593	26,187	41,367	52,050	40,681
Delivery 48 hrs	1,043	3,159	1,375	1,540	2,051	2,072	885
Delivery Over 48 hrs	720	1,903	791	1,726	1,750	941	280
On Hold Not Delivered	0	0	0	1	0	9	6

On-time Percentage	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Delivery 24 hrs	95.08%	88.30%	94.38%	88.86%	91.58%	94.51%	97.20%
Delivery 48 hrs	2.87%	7.28%	3.55%	5.23%	4.54%	3.76%	2.11%
Delivery Over 48 hrs	1.98%	4.39%	2.04%	5.86%	3.87%	1.71%	0.67%
On Hold Not Delivered	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.01%

