



Finance and Administration
Mail & Receiving Services
Receipt to Delivery
2025

Cycle Time	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Orders Received	36,341	43,383	38,773	29,471	45,168	55,072	60,216	59,205	49,363
Delivery 24 hrs	34,553	38,309	36,593	26,187	41,367	52,050	58,672	58,333	48,682
Delivery 48 hrs	1,043	3,159	1,375	1,540	2,051	2,072	1,185	689	556
Delivery Over 48 hrs	720	1,903	791	1,726	1,750	941	352	183	125
On Hold Not Delivered	0	0	0	1	0	9	7	0	0

On-time Percentage	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Delivery 24 hrs	95.08%	88.30%	94.38%	88.86%	91.58%	94.51%	97.44%	98.53%	98.62%
Delivery 48 hrs	2.87%	7.28%	3.55%	5.23%	4.96%	3.76%	1.97%	1.16%	1.13%
Delivery Over 48 hrs	1.98%	4.39%	2.04%	5.86%	3.87%	1.71%	0.58%	0.31%	0.25%
On Hold Not Delivered	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.01%	0.00%	0.00%

