

Quarterly Performance for Package Services

Overview

Package Services includes Media Mail®/Library Mail, Bound Printed Matter Flats, and Bound Printed Matter Parcels. Package Services includes both single-piece and presort volumes, with approximately 88 percent of the total represented by presort.

Service performance for Media Mail®/Library Mail and Bound Printed Matter Parcels is measured using an internal USPS® system, the Product Tracking System (PTS). This system measures transit time from the time of mailing until the time of delivery to the intended recipient, on parcels for which a customer requested USPS Tracking™ service. The first en route scan serves as the proxy for the time of mailing for commercial and PC postage parcels that were not mailed over the counter. Transit time is compared to USPS® service standards to develop the measure of on-time service performance. The system measures service to and from virtually all 3-Digit ZIP Code™ areas for which Package Services volume originates or destines.

Service performance for Bound Printed Matter Flats is measured using 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 to the entire volume of Full-Service Intelligent Mail® Bound Printed Matter Flats 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 Bound Printed Matter Flats mail that is 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.

Limitations

Data for the delivery factor of Bound Printed Matter Flats were comprised of Bound Printed Matter Flats and Standard Mail® flats with Intelligent Mail® barcodes received by external reporters. Standard Mail® flats were used to supplement the very limited Bound Printed Matter Flats data available during this period. Because even the combination of those two types of mail still resulted in too little volume, EXFC flats were also used to supplement the data for calculating the delivery factor. As a result of the use of this proxy data, which may differ significantly from the actual product, the delivery factor may not be representative of the gap between estimated delivery based on the final automated processing and actual delivery for Bound Printed Matter Flats to every district.

In FY15 Quarter 3, the service performance results for Package Services through PTS included the data available for retail parcels mailed end-to-end from over the counter and with USPS Tracking™ and End-To-End commercial and PC postage parcels with USPS Tracking™. The first en route scan was used as the start-the-clock for the performance measurement of End-To-End parcels that were not mailed over the counter, with no adjustments for any transit time between acceptance and the first en route scan. USPS® is in the process of developing an approach to account for the period from when the Postal Service™ receives the mail until the first en route scan of the mail. Results for Destination Entry Bound Printed Matter parcels were also included in the measurement. However the results may not be representative of all parcels because of the heavy volume of DDU-entry parcels in measurement compared with the overall population.

Due to the limitations of the current systems, the overall Package Services results are presented without any weighting. That is, no attempt was made to use the measured pieces to represent the entire Package Services population. These results represent the service performance for all measured Package Services pieces during the quarter.

Performance Highlights

National Package Services performance was 87.1 percent on time, 4.7 points lower than the same period last year. In FY15 Q3, 97.8 percent of Package Services mail pieces were delivered within the service standard plus three days.

The Mid-Carolinas district led in performance with 93.4 percent, followed by Western Pennsylvania with 93.0 percent. Overall, 17 districts had scores of 90 percent on time or better. Eastern area achieved the highest performance of the seven areas with an on time score of 91.2 percent.

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Mailpieces Delivered Between 04/01/2015 and 06/30/2015

District	Percent On Time
Capital Metro Area	89.6
Atlanta	86.7
Baltimore	92.9
Capital	89.4
Greater South Carolina	90.8
Greensboro	89.3
Mid-Carolinas	93.4
Northern Virginia	91.4
Richmond	81.2
Eastern Area	91.2
Appalachian	91.4
Central Pennsylvania	88.2
Kentuckiana	89.5
Northern Ohio	90.2
Ohio Valley	90.8
Philadelphia Metro	91.7
South Jersey	91.1
Tennessee	92.7
Western New York	92.2
Western Pennsylvania	93.0
Great Lakes Area	83.4
Central Illinois	82.1
Chicago	86.9
Detroit	66.1
Gateway	90.0
Greater Indiana	84.7
Greater Michigan	82.3
Lakeland	86.9
Northeast Area	87.4
Albany	86.2
Caribbean	83.4
Connecticut Valley	86.9
Greater Boston	89.2
Long Island	84.1
New York	87.5
Northern New England	89.7
Northern New Jersey	88.1
Triboro	87.7
Westchester	84.9
Pacific Area	86.4
Bay-Valley	86.6
Honolulu	46.7
Los Angeles	88.7
Sacramento	86.3
San Diego	86.3
San Francisco	89.5
Santa Ana	82.6
Sierra Coastal	86.1

Service Measurement performed and calculated by IBM Corporation



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District	Percent On Time
Southern Area	85.4
Alabama	86.8
Arkansas	86.0
Dallas	78.7
Fort Worth	79.4
Gulf Atlantic	87.4
Houston	81.5
Louisiana	85.9
Mississippi	86.4
Oklahoma	89.5
Rio Grande	89.0
South Florida	87.6
Suncoast	88.8
Western Area	86.4
Alaska	84.0
Arizona	86.1
Central Plains	90.0
Colorado/Wyoming	77.7
Dakotas	84.9
Hawkeye	90.1
Mid-America	87.4
Nevada-Sierra	85.7
Northland	79.8
Portland	91.1
Salt Lake City	78.5
Seattle	91.7
Nation FY2015 Q3	87.1
Nation FY2014 Q3 (SPLY)	91.8
Nation FY2009 Annual	73.4
Nation FY2010 Annual	79.4
Nation FY2011 Annual	76.7
Nation FY2012 Annual	87.2
Nation FY2013 Annual	87.5
Nation FY2014 Annual	86.3
Nation FY2015 Q1	76.9
Nation FY2015 Q2	85.1
FY2015 Annual Target	90.0

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