

United States Postal Service®  
**Quarterly Performance for Package Services**

Quarter II  
FY2016

**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 92 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 destinates.

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 FY16 Quarter 2, 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. While DDU entry represented approximately 59 percent of Destination Entry Bound Printed Matter Parcels in the population, 97 percent of measured mail was DDU entry. The results may not be representative of all parcels because of the heavy volume of DDU-entry parcels in measurement compared with the overall.

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 88.6, 3.5 points higher when compared to the same period last year. In FY16 Q2, 98.6 percent of Package Services mail pieces were delivered within the service standard plus three days.

In FY16 Q2, 25 districts and one postal area had scores above the target of 90.0. The Western Pennsylvania district led in performance with 95.4 percent and was followed by Western New York with 94.9 percent. Eastern Area achieved the highest performance of the seven areas with an on-time score of 91.2 percent.

**Quarterly Performance for Package Services**

Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Percent On Time
<b>Capital Metro Area</b>	<b>87.9</b>
Atlanta	86.1
Baltimore	90.6
Capital	82.9
Greater South Carolina	93.1
Greensboro	87.7
Mid-Carolinas	92.7
Northern Virginia	86.0
Richmond	85.0
<b>Eastern Area</b>	<b>91.2</b>
Appalachian	90.2
Central Pennsylvania	89.7
Kentuckiana	91.4
Northern Ohio	93.2
Ohio Valley	91.0
Philadelphia Metro	86.9
South Jersey	90.7
Tennessee	91.4
Western New York	94.9
Western Pennsylvania	95.4
<b>Great Lakes Area</b>	<b>87.1</b>
Central Illinois	83.5
Chicago	84.8
Detroit	87.0
Gateway	89.5
Greater Indiana	89.6
Greater Michigan	90.8
Lakeland	86.0
<b>Northeast Area</b>	<b>88.4</b>
Albany	91.7
Caribbean	58.1
Connecticut Valley	89.2
Greater Boston	90.4
Long Island	89.0
New York	88.5
Northern New England	90.1
Northern New Jersey	86.4
Triboro	89.3
Westchester	81.0
<b>Pacific Area</b>	<b>87.9</b>
Bay-Valley	89.6
Honolulu	48.5
Los Angeles	84.1
Sacramento	90.8
San Diego	89.9
San Francisco	87.2
Santa Ana	89.5
Sierra Coastal	85.8

**Quarterly Performance for Package Services**

Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Percent On Time
<b>Southern Area</b>	<b>87.8</b>
Alabama	88.0
Arkansas	88.6
Dallas	82.6
Fort Worth	89.3
Gulf Atlantic	89.2
Houston	87.4
Louisiana	87.1
Mississippi	90.7
Oklahoma	91.5
Rio Grande	92.8
South Florida	80.7
Suncoast	89.6
<b>Western Area</b>	<b>89.8</b>
Alaska	83.1
Arizona	88.2
Central Plains	89.9
Colorado/Wyoming	90.2
Dakotas	87.8
Hawkeye	91.9
Mid-America	89.4
Nevada-Sierra	88.6
Northland	90.2
Portland	90.6
Salt Lake City	89.3
Seattle	90.9
<b>Nation FY2016 Q2</b>	<b>88.6</b>

<b>Nation FY2015 Q2 (SPLY)</b>	<b>85.1</b>
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<b>Nation FY2009 Annual</b>	<b>73.4</b>
<b>Nation FY2010 Annual</b>	<b>79.4</b>
<b>Nation FY2011 Annual</b>	<b>76.7</b>
<b>Nation FY2012 Annual</b>	<b>87.2</b>
<b>Nation FY2013 Annual</b>	<b>87.5</b>
<b>Nation FY2014 Annual</b>	<b>86.3</b>
<b>Nation FY2015 Annual</b>	<b>84.0</b>
<b>Nation FY2016 Q1</b>	<b>84.1</b>

<b>FY2016 Annual Target</b>	<b>90.0</b>
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