

Quarterly Performance for Package Services Service Variance

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 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 post office 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 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 the 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. The 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 had the highest 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.

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

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	94.1	97.1	98.2
Atlanta	93.3	96.9	98.2
Baltimore	95.2	97.2	98.1
Capital	89.8	94.9	97.0
Greater South Carolina	97.0	98.4	99.1
Greensboro	93.7	97.4	98.4
Mid-Carolinas	96.9	98.5	99.1
Northern Virginia	94.3	96.6	97.7
Richmond	92.3	95.6	97.2
Eastern Area	96.4	98.2	99.0
Appalachian	95.8	97.7	98.7
Central Pennsylvania	95.6	97.8	98.8
Kentuckiana	96.6	98.3	99.0
Northern Ohio	97.1	98.5	99.2
Ohio Valley	96.2	97.9	98.8
Philadelphia Metro	94.6	97.4	98.6
South Jersey	96.0	98.2	99.0
Tennessee	96.3	98.1	98.8
Western New York	98.1	98.9	99.4
Western Pennsylvania	98.3	99.2	99.5
Great Lakes Area	94.1	97.2	98.4
Central Illinois	93.7	97.0	98.3
Chicago	91.3	95.5	97.4
Detroit	93.5	97.3	98.5
Gateway	94.7	97.8	98.7
Greater Indiana	95.5	97.6	98.5
Greater Michigan	96.3	98.3	99.1
Lakeland	93.5	96.8	97.9
Northeast Area	94.6	97.2	98.4
Albany	96.5	98.1	98.9
Caribbean	67.6	75.3	81.8
Connecticut Valley	94.8	97.6	98.6
Greater Boston	96.0	98.1	98.9
Long Island	94.1	97.1	98.4
New York	93.8	96.8	98.2
Northern New England	95.9	98.0	98.9
Northern New Jersey	94.4	97.3	98.6
Triboro	94.1	96.5	97.7
Westchester	92.6	96.3	97.7
Pacific Area	94.9	97.7	98.7
Bay-Valley	95.8	97.9	98.7
Honolulu	64.2	73.5	79.5
Los Angeles	91.6	95.6	98.2
Sacramento	96.5	98.4	99.1
San Diego	95.9	98.3	99.0
San Francisco	94.2	98.1	98.9
Santa Ana	95.8	97.9	98.8
Sierra Coastal	95.9	98.5	99.1

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District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	94.6	97.2	98.4
Alabama	94.9	97.4	98.4
Arkansas	94.8	97.0	97.9
Dallas	90.9	95.1	97.1
Fort Worth	95.4	97.6	98.7
Gulf Atlantic	95.1	97.6	98.5
Houston	95.2	97.4	98.4
Louisiana	93.5	96.1	97.5
Mississippi	96.3	98.0	98.7
Oklahoma	96.2	98.1	98.8
Rio Grande	96.9	98.4	99.1
South Florida	91.1	95.5	97.5
Suncoast	95.9	98.1	99.1
Western Area	95.8	98.0	98.9
Alaska	89.2	92.8	94.7
Arizona	96.0	98.4	99.1
Central Plains	96.6	98.5	99.2
Colorado/Wyoming	95.5	97.9	98.9
Dakotas	95.3	97.8	98.7
Hawkeye	96.8	98.4	99.0
Mid-America	95.2	97.3	98.0
Nevada-Sierra	95.2	97.8	98.8
Northland	95.9	97.9	99.0
Portland	96.1	98.1	98.9
Salt Lake City	95.4	97.8	98.7
Seattle	96.3	98.3	99.0
Nation FY2016 Q2	95.0	97.5	98.6
Nation FY2015 Q2 (SPLY)	93.3	96.8	98.3
Nation FY2009 Annual	84.6	90.9	94.6
Nation FY2010 Annual	89.7	94.2	96.5
Nation FY2011 Annual	87.3	92.7	95.6
Nation FY2012 Annual	93.7	96.4	97.8
Nation FY2013 Annual	94.7	97.3	98.5
Nation FY2014 Annual	94.2	97.3	98.5
Nation FY2015 Annual	92.9	96.7	98.2
Nation FY2016 Q1	90.5	96.1	98.2