

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 89 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 FY16 Quarter 4, 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 71 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

In FY16 Q4, national Package Services performance was 90.9, 6.0 points higher when compared to the same period last year and 0.9 above target. Nationally 99.2 percent of Package Services mail pieces were delivered within the service standard plus three days.

In FY16 Q4, 45 districts and five postal areas had scores above the target of 90.0. The Western Pennsylvania district led in performance with 95.1 percent and was followed by South Jersey with 94.6 percent. Capital Metro Area achieved the highest performance of the seven areas with an on-time score of 92.7 percent, 4.9 points higher when compared to the same period last year.

The national FY16 annual performance of Package Services was 82.5 percent on time, a 1.5 point decrease from the year before.

Quarterly Performance for Package Services

Mailpieces Delivered Between 07/01/2016 and 09/30/2016

District	Percent On Time
Capital Metro Area	92.7
Atlanta	93.1
Baltimore	93.4
Capital	91.7
Greater South Carolina	92.7
Greensboro	93.6
Mid-Carolinas	92.0
Northern Virginia	92.9
Richmond	90.1
Eastern Area	91.4
Appalachian	90.5
Central Pennsylvania	89.8
Kentuckiana	87.9
Northern Ohio	90.1
Ohio Valley	90.9
Philadelphia Metro	90.0
South Jersey	94.6
Tennessee	93.4
Western New York	90.3
Western Pennsylvania	95.1
Great Lakes Area	88.4
Central Illinois	88.3
Chicago	88.9
Detroit	88.4
Gateway	89.4
Greater Indiana	92.2
Greater Michigan	92.5
Lakeland	83.7
Northeast Area	89.5
Albany	89.1
Caribbean	83.1
Connecticut Valley	88.9
Greater Boston	87.8
Long Island	92.1
New York	92.9
Northern New England	88.8
Northern New Jersey	89.7
Triboro	92.9
Westchester	84.4
Pacific Area	92.0
Bay-Valley	93.9
Honolulu	62.4
Los Angeles	91.0
Sacramento	91.1
San Diego	91.4
San Francisco	92.9
Santa Ana	91.6
Sierra Coastal	92.9

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Package Services

Mailpieces Delivered Between 07/01/2016 and 09/30/2016

District	Percent On Time
Southern Area	90.6
Alabama	91.2
Arkansas	92.3
Dallas	88.9
Fort Worth	88.4
Gulf Atlantic	92.4
Houston	91.6
Louisiana	91.7
Mississippi	92.4
Oklahoma	91.2
Rio Grande	93.4
South Florida	84.0
Suncoast	90.9
Western Area	91.4
Alaska	83.0
Arizona	90.8
Central Plains	91.3
Colorado/Wyoming	90.9
Dakotas	88.8
Hawkeye	87.0
Mid-America	89.9
Nevada-Sierra	91.5
Northland	90.9
Portland	92.3
Salt Lake City	94.2
Seattle	93.6
Nation FY2016 Q4	90.9
Nation FY2015 Q4 (SPLY)	84.9
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 Annual	84.0
Nation FY2016 Annual	82.5
Nation FY2016 Q1	84.1
Nation FY2016 Q2	88.6
Nation FY2016 Q3	91.7
FY2016 Annual Target	90.0

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