United States Postal Service®

Quarter II
FY2013

Quarterly Performance for Package Services

Overview

Package Services includes Single-Piece Parcel Post®, Media Mail®/Library Mail, Bound Printed Matter Flats, and Bound Printed Matter Parcels. Package Services includes both single-piece and presort volumes, with approximately 83 percent of the total represented by presort.

Service performance for Single-Piece Parcel Post®, 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 Delivery Confirmation™ 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 this 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.

On Jan 27, 2013, Single-Piece Parcel Post® became a competitive product. Therefore, only the pieces before that date were included in measurement in FY13 Quarter 2.

Limitations

In FY13 Quarter 2, Bound Printed Matter Flats data through iMAPS were limited to mailers passing service performance business rules. End-To-End Bound Printed Matter Flats results were not available due to the extremely small volume of measurable pieces in the quarter.

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 FY13 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 Delivery Confirmation™ and the End-To-End commercial and PC postage parcels with Delivery Confirmation™. 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 parcels were also included in the measurement. However DDU-entry results may not be representative of Destination Entry.

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 88.9 percent on time, with 98.5 percent delivered within the service standard plus three days in FY13 Q2. On-time performance improved slightly, by 0.4 percentage points compared to the same period last year, FY12 Q2. Baltimore district had the highest service performance, with 94.0 percent on time, followed by Northern Virginia at 93.4 and Capital at 93.2 percent on time. Capital Metro Area achieved the highest performance of the seven areas with an on-time score of 90.7.

Quarterly Performance for Package Services

Mailpieces Delivered Between 01/01/2013 and 03/31/2013

District	Percent On Time
Capital Metro Area	**90.7**
Atlanta	87.5
Baltimore	94.0
Capital	93.2
Greater South Carolina	88.0
Greensboro	87.1
Mid-Carolinas	90.6
Northern Virginia	93.4
Richmond	91.9
Eastern Area	**89.9**
Appalachian	87.4
Central Pennsylvania	86.1
Cincinnati	90.7
Kentuckiana	91.1
Northern Ohio	90.4
Philadelphia Metro	89.1
South Jersey	90.7
Tennessee	90.5
Western New York	91.0
Western Pennsylvania	91.2
Great Lakes Area	**89.5**
Central Illinois	88.1
Chicago	91.0
Detroit	86.0
Gateway	87.8
Greater Indiana	92.6
Greater Michigan	89.3
Lakeland	90.3
Northeast Area	**86.3**
Albany	86.5
Caribbean	54.2
Connecticut Valley	84.4
Greater Boston	83.3
Long Island	88.5
New York	93.0
Northern New England	87.1
Northern New Jersey	86.1
Triboro	90.6
Westchester	86.2
Pacific Area	**89.5**
Bay-Valley	92.0
Honolulu	30.9
Los Angeles	91.0
Sacramento	87.9
San Diego	90.4
San Francisco	91.5
Santa Ana	91.5
Sierra Coastal	90.2

Service Measurement performed and calculated by IBM Corporation

Quarterly Performance for Package Services

Mailpieces Delivered Between 01/01/2013 and 03/31/2013

District	Percent On Time
Southern Area	**87.9**
Alabama	87.4
Arkansas	87.0
Dallas	88.5
Fort Worth	91.1
Houston	89.3
Louisiana	90.6
Mississippi	89.9
North Florida	87.7
Oklahoma	86.9
Rio Grande	88.7
South Florida	83.0
Suncoast	88.6
Western Area	**88.9**
Alaska	68.8
Arizona	85.2
Central Plains	87.5
Colorado/Wyoming	93.1
Dakotas	86.6
Hawkeye	91.5
Mid-America	88.4
Nevada-Sierra	89.3
Northland	89.4
Portland	91.0
Salt Lake City	83.0
Seattle	92.6
Nation FY2013 Q2	**88.9**

Nation FY2012 Q2 (SPLY)	**88.5**

Nation FY2009 Annual	**73.4**
Nation FY2010 Annual	**79.4**
Nation FY2011 Annual	**76.7**
Nation FY2012 Annual	**87.2**
Nation FY2013 Q1	**86.3**

FY2013 Annual Target	**90.0**

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