

## Quarterly Performance for Package Services Service Variance

### **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.

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

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
<b>Capital Metro Area</b>	<b>96.7</b>	<b>98.4</b>	<b>99.1</b>
Atlanta	96.1	98.2	98.9
Baltimore	97.4	98.7	99.2
Capital	97.0	98.7	99.3
Greater South Carolina	95.8	97.9	98.8
Greensboro	95.8	98.1	99.0
Mid-Carolinas	96.2	98.1	98.9
Northern Virginia	98.0	99.0	99.5
Richmond	96.8	98.3	99.1
<b>Eastern Area</b>	<b>95.8</b>	<b>97.9</b>	<b>98.8</b>
Appalachian	94.6	97.3	98.5
Central Pennsylvania	93.7	96.9	98.2
Cincinnati	96.1	98.1	98.9
Kentuckiana	96.2	98.0	98.8
Northern Ohio	96.1	98.0	98.8
Philadelphia Metro	95.5	98.0	98.9
South Jersey	96.1	97.8	98.6
Tennessee	96.0	97.9	98.7
Western New York	96.6	98.4	99.1
Western Pennsylvania	96.6	98.3	98.9
<b>Great Lakes Area</b>	<b>95.9</b>	<b>98.0</b>	<b>98.9</b>
Central Illinois	95.1	97.4	98.5
Chicago	96.6	98.6	99.2
Detroit	95.1	97.9	98.8
Gateway	95.3	97.6	98.6
Greater Indiana	97.1	98.5	99.1
Greater Michigan	95.8	98.0	98.9
Lakeland	96.2	98.2	99.0
<b>Northeast Area</b>	<b>93.6</b>	<b>96.8</b>	<b>98.1</b>
Albany	94.4	97.3	98.5
Caribbean	70.7	82.1	88.1
Connecticut Valley	93.0	96.8	98.3
Greater Boston	91.8	96.1	97.8
Long Island	95.0	97.6	98.5
New York	96.4	97.8	98.6
Northern New England	94.6	97.2	98.4
Northern New Jersey	94.3	97.3	98.4
Triboro	95.6	97.5	98.4
Westchester	93.1	96.6	97.9
<b>Pacific Area</b>	<b>94.8</b>	<b>96.8</b>	<b>97.8</b>
Bay-Valley	96.5	98.0	98.7
Honolulu	42.3	51.3	58.9
Los Angeles	96.1	97.7	98.5
Sacramento	95.2	97.6	98.6
San Diego	95.5	97.5	98.5
San Francisco	96.2	98.1	98.9
Santa Ana	96.4	97.9	98.7
Sierra Coastal	95.8	97.6	98.5

Service Measurement performed and calculated by IBM Corporation



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

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
<b>Southern Area</b>	<b>95.0</b>	<b>97.5</b>	<b>98.6</b>
Alabama	95.1	97.9	98.8
Arkansas	93.6	96.4	98.1
Dallas	94.6	96.9	98.2
Fort Worth	96.3	97.8	98.7
Houston	95.3	97.6	98.4
Louisiana	96.1	97.9	98.8
Mississippi	95.7	97.8	98.8
North Florida	95.0	97.6	98.7
Oklahoma	93.9	96.9	98.5
Rio Grande	95.4	97.7	98.6
South Florida	93.7	97.4	98.7
Suncoast	95.4	97.9	98.8
<b>Western Area</b>	<b>95.2</b>	<b>97.6</b>	<b>98.6</b>
Alaska	77.1	83.7	88.0
Arizona	94.1	97.3	98.6
Central Plains	94.7	97.5	98.7
Colorado/Wyoming	97.0	98.4	99.1
Dakotas	94.5	97.4	98.6
Hawkeye	96.5	98.3	99.0
Mid-America	95.2	97.9	98.9
Nevada-Sierra	95.6	97.5	98.4
Northland	95.8	98.0	98.9
Portland	96.3	98.0	98.8
Salt Lake City	93.0	96.9	98.4
Seattle	96.8	98.3	98.9
<b>Nation FY2013 Q2</b>	<b>95.2</b>	<b>97.5</b>	<b>98.5</b>
<b>Nation FY2012 Q2 (SPLY)</b>	<b>94.7</b>	<b>97.1</b>	<b>98.2</b>
<b>Nation FY2009 Annual</b>	<b>84.6</b>	<b>90.9</b>	<b>94.6</b>
<b>Nation FY2010 Annual</b>	<b>89.7</b>	<b>94.2</b>	<b>96.5</b>
<b>Nation FY2011 Annual</b>	<b>87.3</b>	<b>92.7</b>	<b>95.6</b>
<b>Nation FY2012 Annual</b>	<b>93.7</b>	<b>96.4</b>	<b>97.8</b>
<b>Nation FY2013 Q1</b>	<b>93.4</b>	<b>96.4</b>	<b>97.9</b>

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