Quarterly Performance for Standard Mail®

Overview

For Standard Mail® letters and non-Saturation flats, the service performance measurement system of the Postal Service® uses 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 for the population of Standard Mail® using Full Service Intelligent 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 Standard Mail® 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.

The service performance measure for DDU-entry Saturation flats involves the identification of major weekly Saturation mailings within delivery units. Delivery of these mailings is captured with a scan made by carriers at the completion of delivery of all pieces on the route. Service performance is measured by comparing the delivery date to the end date of the mailer requested in-home window to determine the percent delivered on time. Data from anonymous households reporting the receipt of these Saturation mailings are used to validate the accuracy of the carrier scans.

The service performance measure for Standard Mail® parcels with Delivery Confirmation™ is planned to serve as a proxy for measuring service performance for Standard Mail® parcels.

The following service performance results combine the results for letter and flats performance calculated through the iMAPS system with the proxy data to represent service performance for all Standard Mail®.

Limitations

Data for FY13 Q2 were limited to mailers passing service performance business rules.

Due to limited automated processing for Standard Mail® flats, the service performance results are not representative of all Standard Mail® flats performance. While Destination Delivery Unit (DDU) entered Saturation flats have been included this quarter, significant gaps in the coverage of End-to-End High Density and Saturation flats, as well as the non-Saturation DDU-entry mail still remain and are thus excluded from the measurement.

In Quarter 2, results for Standard Mail® parcels, which represent less than 0.1 percent of all Standard Mail®, are not included in the overall Standard Mail® results.

Data for the delivery factor of Standard Mail® letters were based on a combination of Standard Mail® letters with Intelligent Mail® barcodes and EXFC test letters received by external reporters. Data for the delivery factor of Standard Mail® flats were based on a combination of Standard Mail® flats and Bound Printed Matter Flats with Intelligent Mail® barcodes as well as EXFC test flats received by external reporters. The EXFC and Bound Printed Matter Flats data were used to supplement the limited Standard Mail® data available during this period.

Performance Highlights

National Destination Entry mail achieved performance of 89.2 percent on time in Q2, with 99.3 percent delivered within the service standard plus three days. The Kentuckiana Performance Cluster led the nation in Destination Entry performance with 95.9 percent on time. End-to-End national performance was 59.7 percent on time with 90.4 percent delivered within the service standard plus three days. Salt Lake City Performance Cluster continued to have the highest End-To-End entry score with 80.9 percent on time.

United States Postal Service®

Quarterly Performance for Standard Mail®

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

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	**92.8**	**61.8**
Atlanta	92.4	57.8
Baltimore	90.5	57.2
Capital	92.0	56.4
Greater South Carolina	93.3	72.4
Greensboro	94.6	61.7
Mid-Carolinas	93.0	64.3
Northern Virginia	93.0	56.6
Richmond	93.7	52.3
Eastern Area	**90.6**	**62.5**
Appalachian	90.0	51.1
Central Pennsylvania	91.4	45.9
Cincinnati	90.5	65.4
Kentuckiana	95.9	79.1
Northern Ohio	87.6	60.3
Philadelphia Metro	91.5	50.7
South Jersey	93.8	46.4
Tennessee	88.0	67.0
Western New York	91.7	63.0
Western Pennsylvania	88.1	73.3
Great Lakes Area	**89.4**	**58.4**
Central Illinois	89.0	56.9
Chicago	94.4	64.0
Detroit	85.9	75.4
Gateway	85.2	60.8
Greater Indiana	91.1	67.4
Greater Michigan	91.2	61.3
Lakeland	87.3	48.6
Northeast Area	**85.8**	**48.8**
Albany	89.3	48.8
Caribbean	76.5	70.7
Connecticut Valley	85.9	54.3
Greater Boston	82.5	57.9
Long Island	82.8	32.5
New York	82.7	40.7
Northern New England	89.9	57.0
Northern New Jersey	86.8	41.3
Triboro	82.9	48.0
Westchester	88.2	48.9
Pacific Area	**90.9**	**50.1**
Bay-Valley	90.0	51.8
Honolulu	84.9	29.8
Los Angeles	90.9	54.4
Sacramento	91.2	59.7
San Diego	91.3	63.8
San Francisco	91.2	48.2
Santa Ana	93.5	57.4
Sierra Coastal	93.4	60.6

Service Measurement performed and calculated by IBM Corporation

United States Postal Service®

Quarterly Performance for Standard Mail®

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

District	Destination Entry Percent On Time	End-To-End Percent On Time
Southern Area	**85.4**	**62.0**
Alabama	87.4	63.0
Arkansas	78.7	67.3
Dallas	86.4	72.1
Fort Worth	90.1	63.7
Houston	81.0	62.3
Louisiana	91.2	69.9
Mississippi	88.6	65.4
North Florida	88.3	61.3
Oklahoma	85.9	57.5
Rio Grande	77.4	55.4
South Florida	80.9	56.8
Suncoast	90.1	57.0
Western Area	**91.0**	**63.8**
Alaska	86.5	78.4
Arizona	92.4	59.2
Central Plains	88.0	59.7
Colorado/Wyoming	94.3	71.3
Dakotas	89.5	66.3
Hawkeye	87.2	61.8
Mid-America	75.9	58.2
Nevada-Sierra	94.3	62.8
Northland	87.5	54.3
Portland	95.1	61.5
Salt Lake City	92.6	80.9
Seattle	95.0	75.1
Nation FY2013 Q2	**89.2**	**59.7**

Nation FY2012 Q2 (SPLY)	**84.3**	**56.3**

Nation FY2009 Annual	**86.4**	**70.7**
Nation FY2010 Annual	**83.4**	**59.0**
Nation FY2011 Annual	**70.3**	**38.4**
Nation FY2012 Annual	**82.0**	**56.5**
Nation FY2013 Q1	**83.3**	**58.2**

FY2013 Annual Target	**90.0**	**90.0**

Service Measurement performed and calculated by IBM Corporation