

Quarterly Performance for Standard Mail®

Service Variance

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.

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

District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	97.8	99.0	99.5	76.7	86.7	92.4
Atlanta	97.8	99.0	99.5	75.7	86.8	93.0
Baltimore	97.3	99.0	99.6	71.5	82.5	88.7
Capital	97.1	98.6	99.4	72.7	83.9	90.9
Greater South Carolina	98.1	99.2	99.6	82.8	90.6	94.7
Greensboro	98.5	99.4	99.7	76.8	86.8	92.3
Mid-Carolinas	97.9	99.1	99.5	79.5	88.7	93.6
Northern Virginia	97.9	99.1	99.5	72.8	83.8	91.1
Richmond	97.7	98.9	99.4	70.2	80.9	88.5
Eastern Area	97.0	98.7	99.3	77.4	87.0	92.4
Appalachian	97.0	98.8	99.4	68.3	80.4	86.8
Central Pennsylvania	97.1	98.6	99.2	63.8	77.4	85.7
Cincinnati	96.7	98.6	99.3	80.1	89.3	94.5
Kentuckiana	98.6	99.4	99.7	88.4	93.6	96.3
Northern Ohio	96.4	98.6	99.3	75.7	85.8	91.6
Philadelphia Metro	97.2	98.6	99.2	69.1	82.4	89.6
South Jersey	98.2	99.2	99.6	65.7	78.4	86.4
Tennessee	96.0	98.3	99.2	81.6	90.4	94.8
Western New York	97.6	98.9	99.4	78.5	88.3	93.7
Western Pennsylvania	96.2	98.4	99.1	85.3	92.2	95.8
Great Lakes Area	96.8	98.7	99.4	72.8	83.2	89.6
Central Illinois	96.4	98.5	99.3	70.9	81.2	88.0
Chicago	98.1	99.2	99.6	79.1	87.9	92.4
Detroit	95.7	98.3	99.1	85.0	91.6	95.1
Gateway	95.4	98.2	99.1	76.4	85.8	91.6
Greater Indiana	97.8	99.1	99.5	79.8	88.0	92.8
Greater Michigan	97.9	99.2	99.6	78.1	87.7	93.2
Lakeland	95.6	98.3	99.3	65.0	78.0	86.3
Northeast Area	95.5	98.1	99.0	65.3	77.8	85.7
Albany	96.7	98.7	99.3	66.8	80.5	89.0
Caribbean	87.3	92.1	95.4	78.3	84.9	89.0
Connecticut Valley	95.3	98.1	99.0	69.4	80.0	86.8
Greater Boston	94.1	97.5	98.7	73.9	85.0	90.8
Long Island	94.5	97.7	98.8	51.7	67.6	78.7
New York	95.1	98.1	99.0	60.3	75.8	86.0
Northern New England	97.3	99.0	99.5	72.2	83.2	89.2
Northern New Jersey	96.3	98.5	99.2	58.8	72.9	82.3
Triboro	93.4	96.9	98.2	66.5	79.0	86.6
Westchester	96.0	98.2	99.0	65.9	77.6	85.4
Pacific Area	97.2	98.7	99.4	65.3	76.6	83.8
Bay-Valley	97.1	98.7	99.3	70.8	82.7	90.0
Honolulu	89.3	92.5	95.1	46.0	60.1	68.5
Los Angeles	97.8	99.2	99.7	68.3	79.6	87.7
Sacramento	97.4	98.9	99.5	73.5	82.1	88.4
San Diego	97.4	99.1	99.6	76.5	85.4	91.1
San Francisco	98.4	99.4	99.7	64.7	77.8	85.7
Santa Ana	98.2	99.3	99.7	71.6	82.2	88.8
Sierra Coastal	98.3	99.4	99.7	73.6	82.4	87.9

Service Measurement performed and calculated by IBM Corporation



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District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	95.3	98.2	99.1	77.8	87.2	92.5
Alabama	96.6	98.7	99.4	77.2	87.0	92.5
Arkansas	92.4	96.7	98.4	80.3	88.9	94.1
Dallas	95.7	98.3	99.1	85.3	91.8	95.1
Fort Worth	97.1	98.8	99.5	79.8	88.9	93.7
Houston	93.0	96.9	98.5	77.6	86.1	91.2
Louisiana	97.1	98.7	99.4	81.6	89.1	93.9
Mississippi	95.8	98.1	99.1	79.0	87.3	93.0
North Florida	96.1	98.4	99.1	76.3	85.9	91.9
Oklahoma	95.5	98.3	99.2	72.6	82.4	88.4
Rio Grande	92.4	97.3	98.9	75.7	86.9	93.0
South Florida	94.0	97.6	98.9	74.2	84.6	91.1
Suncoast	97.3	99.1	99.6	72.3	83.9	89.9
Western Area	97.3	99.0	99.5	77.2	86.3	91.7
Alaska	94.2	97.6	98.1	87.3	91.8	94.3
Arizona	98.1	99.3	99.6	74.2	84.6	90.5
Central Plains	96.9	98.8	99.4	73.1	82.3	89.0
Colorado/Wyoming	98.6	99.5	99.7	84.7	91.9	95.3
Dakotas	96.8	98.6	99.3	79.1	87.8	92.8
Hawkeye	96.7	98.8	99.5	76.1	87.1	93.1
Mid-America	89.7	95.6	98.0	74.5	85.5	91.8
Nevada-Sierra	98.4	99.2	99.5	76.2	85.2	91.1
Northland	96.7	98.9	99.5	69.8	80.7	87.5
Portland	98.7	99.5	99.7	79.4	89.0	93.7
Salt Lake City	98.0	99.2	99.6	88.4	93.0	96.0
Seattle	98.7	99.5	99.7	85.9	92.2	95.7
Nation FY2013 Q2	96.6	98.6	99.3	74.5	84.5	90.4
Nation FY2012 Q2 (SPLY)	94.2	97.4	98.6	70.9	81.2	87.9
Nation FY2009 Annual	93.4	96.4	98.0	78.1	85.1	90.0
Nation FY2010 Annual	92.3	96.0	97.8	68.8	75.8	80.7
Nation FY2011 Annual	86.5	93.2	96.2	53.9	67.1	77.1
Nation FY2012 Annual	92.2	96.0	97.7	70.0	79.7	86.3
Nation FY2013 Q1	93.8	97.3	98.7	72.9	83.2	89.6

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