

United States Postal Service®

Quarterly Performance for Periodicals

Quarter I
FY2014

Overview

Starting in FY12 Quarter 1, service performance for Periodicals is measured via the Intelligent Mail® Accuracy and Performance System (iMAPS) using the 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 Periodicals with 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 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 Periodicals 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) served 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 were based on a combination of Periodicals with Intelligent Mail® barcodes and EXFC flat-shaped test pieces received by external reporters. The EXFC data were used to supplement the limited Periodicals data available during this period.

Performance Highlights

National Periodicals service performance was 77.8 percent on time in FY14 Quarter 1. Capital Metro Area led the nation with 84.5 percent on time and three of the seven areas had scores above 80.0 percent on time.

In FY14 Quarter 1, 89.6 percent of Periodicals were delivered within the service standard plus one day, 93.8 percent within the service standard plus two days, and 95.9 percent within the service standard plus three days. Individual areas achieved at least 85.8 percent delivery within the service standard plus one day, and as much as 97.1 percent within three days.

Quarterly Performance for Periodicals

Mailpieces Delivered Between 10/01/2013 and 12/31/2013

Area	Percent On Time
Capital Metro	84.5
Eastern	76.4
Great Lakes	73.3
Northeast	75.5
Pacific	80.2
Southern	80.1
Western	77.0
Nation FY2014 Q1	77.8

Nation FY2013 Q1 (SPLY)	79.4
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Nation FY2009 Annual	73.7
Nation FY2010 Annual	76.7
Nation FY2011 Annual	75.5
Nation FY2012 Annual	68.7
Nation FY2013 Annual	82.0

FY2014 Annual Target	91.0
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Service Measurement performed and calculated by IBM Corporation

