United States Postal Service®

Quarterly Performance for Periodicals

Quarter II
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 79.2 percent on time, a decrease of 3.8 points compared to the same period last year. Pacific led the nation with 83.3 percent on time in FY14 Q2.

In FY14 Q2, 89.9 percent of Periodicals were delivered within the service standard plus one day, 93.7 percent within the service standard plus two days, and 95.7 percent within the service standard plus three days. Individual areas achieved at least 84.3 percent delivery within the service standard plus one day, and as much as 97.2 percent within three days.

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Mailpieces Delivered Between 01/01/2014 and 03/31/2014

Area	Percent On Time
Capital Metro	81.4
Eastern	79.2
Great Lakes	70.3
Northeast	77.5
Pacific	83.3
Southern	82.0
Western	82.0
Nation FY2014 Q2	**79.2**

Nation FY2013 Q2 (SPLY)	**83.0**

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**
Nation FY2014 Q1	**77.8**

FY2014 Annual Target	**91.0**

Service Measurement performed and calculated by IBM Corporation