Quarterly Performance for Package Services
Service Variance

Overview

Package Services includes Media Mail®/Library Mail, Bound Printed Matter Flats, and Bound Printed Matter Parcels. Package Services includes both single-piece and presort volumes, with approximately 85 percent of the total represented by presort.

Service performance for 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 USPS Tracking™ 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 January 27, 2013, Single-Piece Parcel Post® became a competitive product. Therefore, Single-Piece Parcel Post® is no longer included in measurement as of FY13 Quarter 3.

Limitations

In FY14 Quarter 3, Bound Printed Matter Flats data through iMAPS were limited to mailers passing service performance business rules.

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 FY14 Quarter 3, 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 USPS Tracking™ and End-To-End commercial and PC postage parcels with USPS Tracking™. 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 Bound Printed Matter parcels were also included in the measurement. However the results may not be representative of all parcels because of the heavy volume of DDU-entry parcels in measurement compared with the overall population.

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 91.8 percent on time, 0.8 points higher than the same period last year, and 99.0 percent of Package Services mail was delivered within the service standard plus three days.

The Triboro and Greater South Carolina districts had the best performance with 95.4 percent on time, followed by Seattle with 95.0 percent. Eastern Area achieved the highest performance of the seven areas with an on time score of 93.8 percent.

United States Postal Service®

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Mailpieces Delivered Between 04/01/2014 and 06/30/2014

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	**96.7**	**98.3**	**99.0**
Atlanta	96.2	98.1	99.0
Baltimore	96.9	98.4	99.0
Capital	93.9	96.9	98.2
Greater South Carolina	97.9	98.9	99.3
Greensboro	96.4	98.1	98.7
Mid-Carolinas	97.4	98.4	99.2
Northern Virginia	98.3	99.0	99.5
Richmond	96.9	98.3	99.0
Eastern Area	**97.5**	**98.7**	**99.2**
Appalachian	97.8	98.9	99.3
Central Pennsylvania	97.5	98.7	99.3
Kentuckiana	98.0	99.1	99.5
Northern Ohio	97.9	99.0	99.4
Ohio Valley	97.9	98.9	99.3
Philadelphia Metro	97.0	98.4	99.2
South Jersey	97.0	98.7	99.3
Tennessee	97.0	98.6	99.2
Western New York	97.1	98.0	98.5
Western Pennsylvania	98.1	99.1	99.4
Great Lakes Area	**94.5**	**97.2**	**98.3**
Central Illinois	93.3	96.4	97.8
Chicago	94.7	96.8	98.2
Detroit	93.6	97.1	98.3
Gateway	95.5	97.9	98.9
Greater Indiana	97.0	98.7	99.3
Greater Michigan	96.7	98.6	99.2
Lakeland	91.9	95.3	96.7
Northeast Area	**96.7**	**98.4**	**99.1**
Albany	96.0	98.0	99.1
Caribbean	93.0	95.5	96.9
Connecticut Valley	95.8	98.0	99.0
Greater Boston	95.5	97.7	98.7
Long Island	97.2	98.3	98.9
New York	95.7	97.9	98.9
Northern New England	97.3	98.6	99.1
Northern New Jersey	97.3	98.8	99.3
Triboro	97.8	98.7	99.1
Westchester	96.0	97.9	98.7
Pacific Area	**96.5**	**98.3**	**98.9**
Bay-Valley	92.8	97.0	98.3
Honolulu	66.0	72.6	77.1
Los Angeles	97.5	98.8	99.2
Sacramento	95.6	97.7	98.5
San Diego	96.6	98.8	99.3
San Francisco	96.0	98.0	98.7
Santa Ana	98.1	99.1	99.4
Sierra Coastal	97.5	98.9	99.3

Service Measurement performed and calculated by IBM Corporation

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Mailpieces Delivered Between 04/01/2014 and 06/30/2014

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	**96.4**	**98.4**	**99.1**
Alabama	97.0	98.6	99.2
Arkansas	97.0	98.5	99.1
Dallas	96.0	98.3	99.0
Fort Worth	97.4	99.0	99.4
Gulf Atlantic	95.4	98.1	98.9
Houston	96.7	98.6	99.2
Louisiana	95.7	98.1	98.9
Mississippi	96.4	98.1	98.9
Oklahoma	97.2	98.5	99.2
Rio Grande	96.9	98.5	99.3
South Florida	94.4	97.5	98.7
Suncoast	97.0	98.6	99.3
Western Area	**96.6**	**98.5**	**99.2**
Alaska	88.2	91.4	93.9
Arizona	97.3	98.9	99.4
Central Plains	96.6	98.5	99.3
Colorado/Wyoming	97.5	98.9	99.3
Dakotas	97.2	98.7	99.3
Hawkeye	96.4	98.2	99.2
Mid-America	93.1	97.9	99.0
Nevada-Sierra	95.9	98.2	99.0
Northland	95.3	97.6	99.1
Portland	97.9	98.9	99.3
Salt Lake City	96.0	98.4	99.3
Seattle	97.9	98.8	99.3
Nation FY2014 Q3	**96.5**	**98.3**	**99.0**

Nation FY2013 Q3 (SPLY)	**96.4**	**98.2**	**98.9**

Nation FY2009 Annual	**84.6**	**90.9**	**94.6**
Nation FY2010 Annual	**89.7**	**94.2**	**96.5**
Nation FY2011 Annual	**87.3**	**92.7**	**95.6**
Nation FY2012 Annual	**93.7**	**96.4**	**97.8**
Nation FY2013 Annual	**94.7**	**97.3**	**98.5**
Nation FY2014 Q1	**93.4**	**97.0**	**98.5**
Nation FY2014 Q2	**94.3**	**97.1**	**98.3**

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