

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 destines.

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

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 4, 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 84.9 percent on time, 3.1 points lower than the same period last year. In FY14 Q4, 98.7 percent of Package services mail pieces were delivered within the service standard plus three days.

Los Angeles led all districts with 92.7 percent on time, followed by Portland with 91.6 percent. The Capital Metro and Pacific Areas achieved the highest performance of the seven areas with an on time score of 88.1 percent.

Quarterly Performance for Package Services

Service Variance

Mailpieces Delivered Between 07/01/2014 and 09/30/2014

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	95.4	98.0	99.0
Atlanta	96.9	98.6	99.3
Baltimore	93.6	96.9	98.6
Capital	89.1	95.6	97.9
Greater South Carolina	96.7	98.7	99.3
Greensboro	96.0	98.3	99.1
Mid-Carolinas	96.0	98.2	99.0
Northern Virginia	94.4	98.2	99.2
Richmond	96.0	98.2	98.9
Eastern Area	95.4	98.1	99.0
Appalachian	96.0	98.1	99.0
Central Pennsylvania	94.9	97.7	98.8
Kentuckiana	96.0	98.5	99.2
Northern Ohio	94.7	98.5	99.3
Ohio Valley	96.8	98.3	99.0
Philadelphia Metro	95.6	98.1	99.0
South Jersey	93.7	97.5	98.7
Tennessee	95.4	97.8	98.9
Western New York	95.4	97.9	98.7
Western Pennsylvania	96.0	98.6	99.3
Great Lakes Area	92.7	97.2	98.7
Central Illinois	90.6	95.7	97.7
Chicago	92.4	97.1	98.8
Detroit	91.3	96.3	98.1
Gateway	95.4	97.9	98.8
Greater Indiana	93.4	97.7	98.9
Greater Michigan	92.8	97.2	98.7
Lakeland	91.6	96.7	98.8
Northeast Area	92.4	96.2	97.7
Albany	95.4	97.9	98.9
Caribbean	86.6	90.0	92.5
Connecticut Valley	92.7	96.8	98.3
Greater Boston	93.8	97.0	98.3
Long Island	92.4	96.3	98.1
New York	90.2	95.4	97.6
Northern New England	92.6	96.3	97.7
Northern New Jersey	93.9	97.2	98.4
Triboro	92.2	96.0	97.7
Westchester	90.7	95.0	96.9
Pacific Area	95.3	97.7	98.7
Bay-Valley	92.6	96.5	98.1
Honolulu	66.7	72.4	76.2
Los Angeles	96.8	98.2	98.9
Sacramento	93.7	96.7	98.2
San Diego	95.9	98.3	99.1
San Francisco	92.2	96.2	98.0
Santa Ana	96.7	98.6	99.2
Sierra Coastal	96.9	98.7	99.2

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 07/01/2014 and 09/30/2014

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	93.8	97.3	98.7
Alabama	95.9	98.4	99.3
Arkansas	91.9	95.6	98.3
Dallas	93.3	97.2	98.5
Fort Worth	93.6	97.5	98.9
Gulf Atlantic	92.5	97.5	98.9
Houston	91.7	96.1	97.9
Louisiana	95.2	98.0	99.0
Mississippi	94.9	97.3	98.5
Oklahoma	95.4	98.1	99.0
Rio Grande	95.6	97.9	98.9
South Florida	92.2	96.4	98.0
Suncoast	94.0	97.6	98.8
Western Area	95.1	98.0	98.9
Alaska	87.9	91.7	94.1
Arizona	95.7	98.5	99.1
Central Plains	95.1	97.9	98.8
Colorado/Wyoming	96.2	98.1	98.9
Dakotas	94.0	98.2	99.1
Hawkeye	93.0	97.8	98.9
Mid-America	93.6	97.2	98.7
Nevada-Sierra	94.5	97.6	98.7
Northland	93.5	97.5	98.7
Portland	97.0	98.6	99.2
Salt Lake City	94.1	97.2	98.5
Seattle	96.4	98.4	99.1
Nation FY2014 Q4	94.4	97.5	98.7
Nation FY2013 Q4 (SPLY)	95.5	98.0	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 Annual	94.2	97.3	98.5
Nation FY2014 Q1	93.4	97.0	98.5
Nation FY2014 Q2	94.3	97.1	98.3
Nation FY2014 Q3	96.5	98.3	99.0

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