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 USPS Tracking™ 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

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 non-Saturation DDU-entry mail still remain and are thus these data are excluded from the measurement.

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.

The delivery factor for Standard Mail® letters was created using Standard Mail® letters with Intelligent Mail® barcodes 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® flats data available during this period.

In Quarter 2 and Quarter 3 the Postal Service™ conducted field tests in 28 plants in preparation for operational and service standard changes for “load leveling” mail entered with a destination SCF discount. Consequently, data with a start-the-clock date occurring during the pilot period for each plant were removed.

Performance Highlights

The national Destination Entry score was 92.9 percent on time in Q4, up 1.2 percentage points compared to the same period last year, with 99.5 percent of pieces delivered within three days of the service standard. The Appalachian Performance Cluster led the nation in Destination Entry performance with 97.1 percent on time, and 57 out of 67 districts met or exceed the performance target of 91.0.

End-to-End National performance was 66.9 percent on time, a decrease of 0.7 points from the same period of last year. In Q4, 93.9 percent of End-To-End Standard Mail pieces were delivered within the service standard plus three days, and improvement of 0.5 points over FY13. The Alaska Performance Cluster had the highest End-To-End entry score with 85.9 percent on time.

FY14 annual scores increased compared to FY13, with Destination Entry performance improving by 1.1 points and End-to-End increasing by 0.2 points.

United States Postal Service®

Quarterly Performance for Standard Mail®

Service Variance

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

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	**98.1**	**99.1**	**99.5**	**81.0**	**89.0**	**93.7**
Atlanta	97.7	98.9	99.4	77.9	87.4	92.7
Baltimore	97.4	98.8	99.4	79.3	87.8	92.9
Capital	97.5	98.8	99.4	74.4	84.1	90.4
Greater South Carolina	98.7	99.5	99.7	86.9	92.8	96.1
Greensboro	99.0	99.5	99.7	86.7	92.9	96.0
Mid-Carolinas	98.7	99.5	99.7	85.5	92.2	95.8
Northern Virginia	98.6	99.2	99.4	80.4	88.5	93.4
Richmond	97.8	99.1	99.5	73.2	83.9	90.4
Eastern Area	**98.3**	**99.3**	**99.6**	**81.0**	**89.3**	**94.1**
Appalachian	99.0	99.5	99.7	77.8	87.5	93.1
Central Pennsylvania	98.3	99.3	99.6	73.0	84.1	91.1
Kentuckiana	98.4	99.3	99.6	82.0	89.7	94.1
Northern Ohio	98.6	99.5	99.8	84.8	91.9	95.8
Ohio Valley	98.2	99.2	99.6	83.7	90.8	94.8
Philadelphia Metro	98.4	99.3	99.6	67.5	81.0	89.5
South Jersey	98.9	99.6	99.7	70.5	82.8	90.2
Tennessee	97.3	98.9	99.5	86.3	93.2	96.2
Western New York	98.4	99.3	99.7	79.1	88.2	93.4
Western Pennsylvania	98.3	99.4	99.7	89.5	94.5	97.2
Great Lakes Area	**98.3**	**99.3**	**99.6**	**80.3**	**88.7**	**93.6**
Central Illinois	98.2	99.3	99.6	80.0	88.2	92.9
Chicago	97.7	99.0	99.5	81.5	89.5	94.0
Detroit	97.6	98.9	99.4	84.0	91.0	95.2
Gateway	98.5	99.4	99.6	81.1	89.8	94.5
Greater Indiana	98.0	99.2	99.6	82.8	90.4	94.7
Greater Michigan	98.3	99.3	99.6	78.3	88.5	94.0
Lakeland	98.3	99.3	99.6	77.5	86.4	92.1
Northeast Area	**97.3**	**98.8**	**99.3**	**71.7**	**83.0**	**90.0**
Albany	97.8	99.1	99.5	73.5	85.5	91.9
Caribbean	97.6	98.5	99.0	86.5	91.8	94.3
Connecticut Valley	97.6	99.0	99.5	76.4	86.2	91.9
Greater Boston	96.5	98.4	99.1	74.9	85.5	91.7
Long Island	97.7	98.9	99.4	64.2	76.9	85.9
New York	96.1	98.3	99.1	58.0	74.0	84.8
Northern New England	98.1	99.2	99.6	74.8	85.6	91.8
Northern New Jersey	98.2	99.2	99.6	68.0	80.5	88.3
Triboro	94.9	97.2	98.3	71.7	82.6	89.8
Westchester	97.1	98.6	99.2	65.7	78.4	86.8
Pacific Area	**97.7**	**99.0**	**99.5**	**81.3**	**89.2**	**93.7**
Bay-Valley	97.3	98.7	99.3	82.3	90.1	94.4
Honolulu	94.4	95.3	96.2	86.3	91.2	94.3
Los Angeles	98.3	99.2	99.5	82.0	89.8	94.0
Sacramento	97.8	99.1	99.6	80.1	88.9	93.5
San Diego	97.7	99.1	99.6	81.0	88.7	93.6
San Francisco	97.0	98.8	99.4	73.5	84.2	90.7
Santa Ana	97.5	99.1	99.6	81.8	89.8	94.0
Sierra Coastal	98.6	99.5	99.7	84.7	91.4	95.0

Service Measurement performed and calculated by IBM Corporation

United States Postal Service®

Quarterly Performance for Standard Mail®

Service Variance

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

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	**97.4**	**98.9**	**99.4**	**84.4**	**91.4**	**95.1**
Alabama	98.7	99.5	99.7	83.6	90.3	93.7
Arkansas	98.6	99.4	99.6	84.9	91.4	95.4
Dallas	97.6	98.9	99.4	85.8	92.5	95.6
Fort Worth	98.2	99.4	99.7	83.0	90.6	94.8
Gulf Atlantic	97.2	98.8	99.4	82.8	90.2	94.6
Houston	95.4	98.1	98.9	81.8	89.8	94.2
Louisiana	97.5	99.0	99.5	87.8	93.1	95.9
Mississippi	97.8	99.0	99.4	85.4	91.8	95.2
Oklahoma	98.8	99.5	99.7	87.3	93.3	96.2
Rio Grande	97.6	99.2	99.6	82.4	90.5	94.8
South Florida	96.2	98.3	99.1	83.1	91.0	95.2
Suncoast	98.0	99.2	99.6	83.7	90.9	94.9
Western Area	**98.4**	**99.4**	**99.7**	**84.0**	**91.2**	**95.1**
Alaska	93.3	94.9	95.4	91.3	94.6	96.3
Arizona	98.9	99.6	99.8	80.9	88.8	93.7
Central Plains	98.2	99.3	99.6	82.0	90.5	95.1
Colorado/Wyoming	98.5	99.4	99.7	86.9	93.0	96.2
Dakotas	98.6	99.5	99.7	84.3	91.2	95.0
Hawkeye	97.9	99.3	99.6	86.5	93.2	96.5
Mid-America	98.0	99.2	99.5	81.4	90.7	95.2
Nevada-Sierra	98.1	99.2	99.6	84.7	91.4	95.1
Northland	98.1	99.4	99.7	80.9	89.2	93.9
Portland	98.9	99.6	99.8	89.1	93.9	96.6
Salt Lake City	98.3	99.5	99.7	81.4	89.5	94.2
Seattle	98.3	99.3	99.6	88.8	93.5	96.1
Nation FY2014 Q4	**97.9**	**99.1**	**99.5**	**81.3**	**89.3**	**93.9**

Nation FY2013 Q4 (SPLY)	**97.4**	**98.9**	**99.5**	**80.6**	**88.6**	**93.4**

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 Annual	**96.3**	**98.4**	**99.2**	**77.2**	**86.3**	**91.7**
Nation FY2014 Annual	**96.7**	**98.6**	**99.3**	**77.8**	**86.6**	**91.9**
Nation FY2014 Q1	**95.3**	**98.0**	**99.0**	**76.1**	**85.6**	**91.3**
Nation FY2014 Q2	**96.2**	**98.4**	**99.2**	**73.0**	**82.7**	**88.9**
Nation FY2014 Q3	**97.8**	**99.1**	**99.5**	**81.2**	**89.2**	**93.7**

Service Measurement performed and calculated by IBM Corporation