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 87 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.

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 FY15 Quarter 1, 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 76.9 percent on time, 7.1 points lower than the same period last year. In FY15 Q1, 98.2 percent of Package Services mail was delivered within the service standard plus three days.

Portland led all districts with a score of 91.1 percent, followed by Ohio Valley with 89.2 percent. The Eastern Area achieved the highest performance of the seven areas with an on-time score of 81.8 percent.

Quarterly Performance for Package Services
Service Variance
Mailpieces Delivered Between 10/01/2014 and 12/31/2014

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	**92.1**	**96.8**	**98.4**
Atlanta	91.4	96.3	98.1
Baltimore	92.0	96.6	98.2
Capital	88.3	95.7	98.3
Greater South Carolina	94.2	98.2	99.2
Greensboro	93.0	97.4	98.6
Mid-Carolinas	93.0	97.2	98.5
Northern Virginia	95.3	97.8	98.9
Richmond	90.1	95.7	97.7
Eastern Area	**93.5**	**97.5**	**98.8**
Appalachian	95.0	97.8	98.8
Central Pennsylvania	92.6	96.5	98.0
Kentuckiana	94.1	98.1	99.1
Northern Ohio	93.9	97.8	99.0
Ohio Valley	96.3	98.3	99.1
Philadelphia Metro	91.1	96.6	98.4
South Jersey	90.4	97.3	99.0
Tennessee	94.9	98.0	99.0
Western New York	89.8	96.1	98.4
Western Pennsylvania	95.9	98.5	99.3
Great Lakes Area	**89.1**	**95.6**	**98.1**
Central Illinois	88.9	96.1	98.3
Chicago	91.6	96.6	98.3
Detroit	77.3	87.8	94.9
Gateway	90.9	96.9	98.5
Greater Indiana	91.6	97.2	98.9
Greater Michigan	87.5	95.8	98.3
Lakeland	92.9	97.0	98.5
Northeast Area	**89.5**	**95.2**	**97.7**
Albany	92.1	96.8	98.5
Caribbean	82.8	88.0	91.3
Connecticut Valley	86.8	94.4	97.5
Greater Boston	86.6	94.0	97.1
Long Island	89.3	95.2	97.9
New York	90.7	95.8	97.8
Northern New England	92.2	96.7	98.4
Northern New Jersey	92.1	95.9	98.3
Triboro	88.8	94.3	97.5
Westchester	88.3	94.7	97.2
Pacific Area	**90.6**	**96.1**	**98.1**
Bay-Valley	88.8	94.3	97.0
Honolulu	51.0	67.6	73.7
Los Angeles	92.5	96.9	98.4
Sacramento	84.4	95.5	98.1
San Diego	93.5	97.1	98.7
San Francisco	91.6	95.6	98.4
Santa Ana	93.0	97.4	98.7
Sierra Coastal	93.6	98.1	99.0

Service Measurement performed and calculated by IBM Corporation

IBM.

Quarterly Performance for Package Services
Service Variance
Mailpieces Delivered Between 10/01/2014 and 12/31/2014

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	**87.6**	**94.8**	**97.5**
Alabama	91.2	96.5	98.7
Arkansas	91.5	96.8	98.7
Dallas	87.6	94.9	97.7
Fort Worth	91.4	96.9	98.8
Gulf Atlantic	91.1	96.6	98.5
Houston	80.7	89.3	94.0
Louisiana	89.6	95.5	97.7
Mississippi	93.1	97.4	98.6
Oklahoma	93.0	97.1	98.7
Rio Grande	88.9	96.3	98.6
South Florida	82.2	92.6	96.7
Suncoast	84.7	93.4	96.7
Western Area	**91.5**	**96.9**	**98.6**
Alaska	88.2	92.4	94.7
Arizona	91.9	97.6	98.9
Central Plains	92.8	97.6	99.0
Colorado/Wyoming	91.0	97.2	98.7
Dakotas	93.3	97.3	98.7
Hawkeye	89.9	96.9	99.2
Mid-America	85.6	93.8	97.1
Nevada-Sierra	86.4	94.6	97.9
Northland	92.0	96.9	98.5
Portland	96.6	98.7	99.3
Salt Lake City	85.7	94.1	97.4
Seattle	95.3	98.3	99.2
Nation FY2015 Q1	**90.5**	**96.1**	**98.2**
Nation FY2014 Q1 (SPLY)	**93.4**	**97.0**	**98.5**
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**

Service Measurement performed and calculated by IBM Corporation

IBM.