

Quarterly Performance for Package Services

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 89 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.

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 2, 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 85.1 percent on time, 2.6 points lower than the same period last year, and delivery performance within one day of the service standard was 93.3 percent.

A large number of winter storms disrupted service throughout the quarter, particularly for mail requiring air transportation. Additionally, the mail processing operational window change that was made as part of the Network Rationalization plan was one of the most significant operational changes since automation implementation. These changes impacted the schedules for nearly all processing and transportation activities nationwide. The Postal Service is focused on stabilizing operations by aligning the right resources to activities under the new operating plan to meet both service performance targets and cost savings objectives.

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Mailpieces Delivered Between 01/01/2015 and 03/31/2015

District	Percent On Time
Capital Metro Area	85.2
Atlanta	85.6
Baltimore	90.6
Capital	83.7
Greater South Carolina	87.5
Greensboro	81.1
Mid-Carolinas	89.2
Northern Virginia	84.8
Richmond	75.1
Eastern Area	87.9
Appalachian	89.7
Central Pennsylvania	79.7
Kentuckiana	86.3
Northern Ohio	91.9
Ohio Valley	89.3
Philadelphia Metro	87.8
South Jersey	86.6
Tennessee	87.7
Western New York	90.1
Western Pennsylvania	91.1
Great Lakes Area	82.4
Central Illinois	80.1
Chicago	88.8
Detroit	74.0
Gateway	80.5
Greater Indiana	82.3
Greater Michigan	82.5
Lakeland	84.4
Northeast Area	83.2
Albany	78.8
Caribbean	73.2
Connecticut Valley	80.9
Greater Boston	83.3
Long Island	79.8
New York	89.3
Northern New England	83.3
Northern New Jersey	81.6
Triboro	89.7
Westchester	76.2
Pacific Area	88.0
Bay-Valley	87.5
Honolulu	56.9
Los Angeles	91.9
Sacramento	84.5
San Diego	88.9
San Francisco	87.4
Santa Ana	88.4
Sierra Coastal	89.2

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 01/01/2015 and 03/31/2015

District	Percent On Time
Southern Area	82.1
Alabama	83.2
Arkansas	83.5
Dallas	74.9
Fort Worth	80.1
Gulf Atlantic	82.5
Houston	83.8
Louisiana	81.6
Mississippi	81.6
Oklahoma	85.7
Rio Grande	86.4
South Florida	76.0
Suncoast	87.0
Western Area	86.1
Alaska	84.2
Arizona	87.7
Central Plains	87.2
Colorado/Wyoming	78.3
Dakotas	82.0
Hawkeye	83.3
Mid-America	82.7
Nevada-Sierra	84.7
Northland	84.0
Portland	90.3
Salt Lake City	82.2
Seattle	93.1
Nation FY2015 Q2	85.1
Nation FY2014 Q2 (SPLY)	87.7
Nation FY2009 Annual	73.4
Nation FY2010 Annual	79.4
Nation FY2011 Annual	76.7
Nation FY2012 Annual	87.2
Nation FY2013 Annual	87.5
Nation FY2014 Annual	86.3
Nation FY2015 Q1	76.9
FY2015 Annual Target	90.0

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