Quarterly Performance for Periodicals
Service Variance

Overview

Periodicals performance is measured via the Intelligent Mail® Accuracy and Performance System (iMAPS) using the 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 the entire volume of Periodicals with 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 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 Periodicals 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) served 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 were based on a combination of Periodicals with Intelligent Mail® barcodes and EXFC flat-shaped test pieces received by external reporters. The EXFC data were used to supplement the Periodicals data available during this period.

Performance Highlights

National Periodicals service performance was 76.5 percent on time, 2.7 points lower than the same period last year, and 88.5 percent of Periodicals were delivered within one day of the service standard. Service in the Great Lakes area improved by 1.3 points compared to the same period last year.

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

Area	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro	88.0	92.5	95.0
Eastern	89.0	93.1	95.4
Great Lakes	85.5	90.8	93.6
Northeast	85.7	91.1	93.9
Pacific	89.8	93.7	95.8
Southern	89.6	93.5	95.5
Western	91.4	95.0	96.7
Nation FY2015 Q2	**88.5**	**92.8**	**95.2**
Nation FY2014 Q2 (SPLY)	**89.9**	**93.7**	**95.7**
Nation FY2009 Annual	**88.2**	**93.0**	**95.5**
Nation FY2010 Annual	**90.2**	**94.4**	**96.5**
Nation FY2011 Annual	**89.8**	**94.7**	**96.6**
Nation FY2012 Annual	**86.1**	**92.4**	**95.4**
Nation FY2013 Annual	**92.6**	**95.9**	**97.4**
Nation FY2014 Annual	**91.2**	**94.8**	**96.7**
Nation FY2015 Q1	**89.9**	**94.0**	**96.1**

Service Measurement performed and calculated by IBM Corporation

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