

United States Postal Service®

## Quarterly Performance for Standard Mail®

Quarter II  
FY2015

### 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 measurement system for Every Door Direct Mail (EDDM) – Retail™ uses the documented arrival time of a mailing at a retail unit to start the clock, using the point-of-sale scan when mail is handed to the Postal Service™, and an Intelligent Mail® parcel barcode (IMpb™) scan by a USPS® carrier to stop the clock. The delivery of bundles of EDDM-Retail™ pieces is captured with a scan made by carriers at the delivery unit upon distribution for delivery. Service performance is measured by comparing the total transit time of mailpiece bundles to the service standard to determine the percent delivered on time.

Results for DDU-entry Saturation flats and EDDM-Retail™ are combined with other destination entry Standard Mail in the Destination Entry scores in this report.

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.

### Limitations

Due to limited automated processing for Standard Mail® flats, the service performance results may not be representative of all Standard Mail® flats performance. While Destination Delivery Unit (DDU) entered Saturation flats and EDDM – Retail™ flats have been included this quarter, significant gaps in the coverage of non-Saturation/non- EDDM – Retail™ 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 because service performance data was not available.

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.

### Performance Highlights

National Destination Entry mail achieved performance of 85.7 percent on time in Q2, 2.8 points lower than the same period last year, and 98.9 percent delivered within the service standard plus three days. Eastern Area exceeded the performance target and achieved the highest score for all areas with a score of 91.1. Overall, Destination Entry scores for thirteen Performance Clusters met or exceeded the service target.

End-to-End National performance was 54.5 percent on time, 4.5 points lower than the same period of last year, with 86.9 percent of pieces delivered within the service standard plus three days.

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.

# Quarterly Performance for Standard Mail®

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

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>88.2</b>	<b>50.4</b>
Atlanta	90.4	47.4
Baltimore	85.1	46.5
Capital	85.1	45.2
Greater South Carolina	94.8	66.5
Greensboro	90.8	59.9
Mid-Carolinas	89.7	50.9
Northern Virginia	91.3	47.9
Richmond	79.5	40.1
<b>Eastern Area</b>	<b>91.1</b>	<b>56.3</b>
Appalachian	95.5	53.2
Central Pennsylvania	89.1	42.3
Kentuckiana	90.6	52.3
Northern Ohio	91.5	65.6
Ohio Valley	92.0	61.9
Philadelphia Metro	88.5	41.9
South Jersey	94.4	44.8
Tennessee	86.6	53.9
Western New York	89.6	53.9
Western Pennsylvania	94.9	75.3
<b>Great Lakes Area</b>	<b>83.4</b>	<b>52.0</b>
Central Illinois	86.5	46.2
Chicago	64.3	49.2
Detroit	81.1	57.2
Gateway	86.3	57.6
Greater Indiana	83.9	51.4
Greater Michigan	90.9	48.1
Lakeland	83.9	52.7
<b>Northeast Area</b>	<b>79.7</b>	<b>41.5</b>
Albany	85.6	44.4
Caribbean	84.1	65.8
Connecticut Valley	76.9	43.8
Greater Boston	74.5	43.4
Long Island	79.9	35.9
New York	68.5	34.6
Northern New England	87.4	40.2
Northern New Jersey	84.0	38.2
Triboro	78.4	45.7
Westchester	77.9	36.4
<b>Pacific Area</b>	<b>86.6</b>	<b>58.2</b>
Bay-Valley	88.4	58.1
Honolulu	92.4	54.3
Los Angeles	77.2	56.4
Sacramento	87.3	56.7
San Diego	85.3	54.4
San Francisco	84.3	49.9
Santa Ana	85.9	62.4
Sierra Coastal	94.0	69.7

Service Measurement performed and calculated by IBM Corporation



# Quarterly Performance for Standard Mail®

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

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>81.5</b>	<b>53.7</b>
Alabama	88.4	53.1
Arkansas	84.4	51.8
Dallas	72.2	47.0
Fort Worth	76.3	51.2
Gulf Atlantic	84.4	54.2
Houston	77.6	52.6
Louisiana	86.4	59.2
Mississippi	90.7	61.7
Oklahoma	90.7	53.8
Rio Grande	84.4	48.5
South Florida	69.4	53.3
Suncoast	86.2	59.2
<b>Western Area</b>	<b>89.2</b>	<b>61.8</b>
Alaska	90.0	80.4
Arizona	81.8	48.2
Central Plains	90.2	59.4
Colorado/Wyoming	88.2	63.7
Dakotas	93.1	59.6
Hawkeye	90.8	69.0
Mid-America	84.8	54.4
Nevada-Sierra	89.6	58.8
Northland	87.3	57.8
Portland	96.7	70.5
Salt Lake City	91.9	59.8
Seattle	94.4	76.5
<b>Nation FY2015 Q2</b>	<b>85.7</b>	<b>54.5</b>
<b>Nation FY2014 Q2 (SPLY)</b>	<b>88.5</b>	<b>59.0</b>
<b>Nation FY2009 Annual</b>	<b>86.4</b>	<b>70.7</b>
<b>Nation FY2010 Annual</b>	<b>83.4</b>	<b>59.0</b>
<b>Nation FY2011 Annual</b>	<b>70.3</b>	<b>38.4</b>
<b>Nation FY2012 Annual</b>	<b>82.0</b>	<b>56.5</b>
<b>Nation FY2013 Annual</b>	<b>88.8</b>	<b>63.3</b>
<b>Nation FY2014 Annual</b>	<b>89.9</b>	<b>63.5</b>
<b>Nation FY2015 Q1</b>	<b>88.3</b>	<b>64.8</b>
<b>FY2015 Annual Target</b>	<b>91.0</b>	<b>91.0</b>

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