

United States Postal Service®

Quarterly Performance for Standard Mail® Service Variance

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®**Service Variance**

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

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	96.1	98.2	99.1	66.4	77.3	84.8
Atlanta	96.8	98.6	99.3	64.4	76.7	84.7
Baltimore	95.1	97.9	98.9	63.5	75.5	83.6
Capital	95.4	98.0	98.9	58.4	70.2	79.6
Greater South Carolina	98.6	99.4	99.6	79.2	86.0	90.5
Greensboro	96.9	98.7	99.3	75.1	84.1	89.7
Mid-Carolinas	96.5	98.4	99.2	70.1	80.6	87.3
Northern Virginia	97.4	98.6	99.2	63.8	74.9	82.3
Richmond	92.8	96.6	98.1	55.9	69.0	78.7
Eastern Area	97.1	98.6	99.2	71.2	81.3	87.8
Appalachian	98.2	99.0	99.3	67.0	77.0	84.2
Central Pennsylvania	96.4	98.2	99.0	58.3	70.5	79.6
Kentuckiana	96.8	98.4	99.1	67.0	78.0	85.6
Northern Ohio	97.7	99.0	99.5	79.8	87.7	92.4
Ohio Valley	97.1	98.6	99.3	75.4	84.7	90.5
Philadelphia Metro	97.0	98.6	99.2	60.3	73.9	82.3
South Jersey	98.6	99.3	99.5	61.6	74.0	81.9
Tennessee	95.4	97.9	98.8	70.5	81.3	88.1
Western New York	96.2	97.9	98.6	71.3	82.1	88.4
Western Pennsylvania	98.3	99.3	99.5	86.4	92.1	95.4
Great Lakes Area	94.8	97.8	98.9	66.3	77.1	84.7
Central Illinois	94.8	97.5	98.6	61.4	73.0	81.7
Chicago	86.8	94.5	97.2	61.3	72.6	81.9
Detroit	94.6	97.9	98.9	70.7	80.7	87.6
Gateway	95.4	98.0	99.0	72.4	82.5	89.0
Greater Indiana	95.5	98.2	99.2	67.4	78.6	85.9
Greater Michigan	98.1	99.1	99.5	65.1	77.6	86.4
Lakeland	95.1	97.9	98.9	65.9	76.1	83.3
Northeast Area	92.1	96.2	97.9	57.5	69.5	78.6
Albany	95.5	97.8	98.6	61.2	74.4	84.0
Caribbean	92.1	96.5	98.6	77.8	83.5	87.5
Connecticut Valley	91.7	96.7	98.3	60.2	72.6	81.3
Greater Boston	87.3	92.7	95.8	60.1	71.4	79.9
Long Island	92.5	96.8	98.2	50.4	62.2	71.7
New York	87.8	94.5	97.0	53.0	66.4	76.8
Northern New England	95.9	98.2	99.0	56.0	68.7	78.2
Northern New Jersey	94.4	97.3	98.6	54.4	67.0	76.7
Triboro	91.5	95.9	97.6	59.6	70.9	79.9
Westchester	91.8	96.3	98.0	52.9	65.1	75.6
Pacific Area	95.7	98.2	99.1	74.3	84.0	89.7
Bay-Valley	96.2	98.2	99.0	77.7	86.4	91.5
Honolulu	96.4	97.4	97.8	70.4	83.1	89.9
Los Angeles	89.0	95.3	97.8	71.1	81.0	87.4
Sacramento	96.7	98.7	99.4	73.5	83.8	89.8
San Diego	96.3	98.7	99.4	70.1	81.0	87.8
San Francisco	96.4	98.6	99.3	69.5	81.6	88.7
Santa Ana	96.3	98.7	99.5	78.5	86.9	91.5
Sierra Coastal	98.1	99.2	99.6	81.8	88.4	92.3

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Standard Mail®
Service Variance
Mailpieces Delivered Between 01/01/2015 and 03/31/2015

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	93.3	97.1	98.5	70.4	80.8	87.1
Alabama	97.2	99.0	99.5	69.6	80.7	87.6
Arkansas	94.4	97.6	98.8	67.5	79.0	85.8
Dallas	90.1	96.2	98.1	65.4	77.3	84.3
Fort Worth	92.2	97.1	98.6	66.1	76.5	84.0
Gulf Atlantic	95.6	98.2	99.1	71.4	81.9	88.4
Houston	92.2	96.6	98.3	68.7	79.6	86.5
Louisiana	95.8	98.2	99.1	73.9	83.2	89.2
Mississippi	97.3	98.8	99.3	75.8	84.3	89.6
Oklahoma	97.4	99.0	99.5	68.2	78.1	84.5
Rio Grande	94.8	98.1	99.1	66.9	78.9	86.2
South Florida	83.9	92.2	96.3	71.3	81.8	88.1
Suncoast	95.9	98.2	98.8	75.8	84.6	89.7
Western Area	96.7	98.6	99.3	76.4	85.3	90.9
Alaska	94.5	96.7	97.5	87.0	91.3	94.3
Arizona	91.5	96.0	98.3	65.3	76.6	84.4
Central Plains	96.7	98.4	99.0	73.8	83.2	89.3
Colorado/Wyoming	97.2	98.9	99.5	78.5	86.5	91.9
Dakotas	97.9	99.2	99.5	74.2	83.1	88.9
Hawkeye	98.2	99.3	99.6	82.6	89.9	93.9
Mid-America	96.2	98.4	99.1	71.0	82.1	89.3
Nevada-Sierra	97.5	99.0	99.4	75.2	84.9	90.7
Northland	96.6	98.9	99.5	74.4	85.0	91.2
Portland	99.1	99.6	99.8	82.3	89.1	93.2
Salt Lake City	98.3	99.4	99.7	73.8	83.1	89.2
Seattle	98.6	99.4	99.7	87.2	92.2	94.9
Nation FY2015 Q2	95.1	97.9	98.9	70.0	80.2	86.9
Nation FY2014 Q2 (SPLY)	96.2	98.4	99.2	73.0	82.7	88.9
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 FY2015 Q1	96.1	98.3	99.1	79.4	88.2	93.0

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