Quarterly Performance for Standard Mail®

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 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 91.3 percent on time in Q3, 1.2 points lower than the same period last year, and 99.3 percent delivered within the service standard plus three days. The Honolulu Performance Cluster led the nation in Destination Entry performance with 97.6 percent on time. Forty districts met or exceeded the performance target of 91.0 for Destination Entry.

End-to-End National performance was 59.3 percent on time, 7.6 points lower when compared to the same period of last year. In Q3, 88.9 percent of Standard Mail pieces were delivered within the service standard plus three days. The Alaska Pennsylvania Performance Cluster had the highest End-To-End score with 84.9 percent on time.

District	Destination Entry Percent On Time	End-To-End Percent On Time
Capital Metro Area	**91.6**	**57.2**
Atlanta	91.5	57.3
Baltimore	92.8	54.5
Capital	90.2	56.1
Greater South Carolina	90.6	62.4
Greensboro	93.3	61.5
Mid-Carolinas	93.1	58.8
Northern Virginia	94.0	56.1
Richmond	89.3	50.6
Eastern Area	**93.6**	**59.3**
Appalachian	97.1	53.8
Central Pennsylvania	93.1	48.3
Kentuckiana	93.2	62.0
Northern Ohio	88.0	60.0
Ohio Valley	93.7	58.9
Philadelphia Metro	94.0	47.7
South Jersey	95.9	55.5
Tennessee	93.5	64.0
Western New York	93.9	59.7
Western Pennsylvania	95.8	78.6
Great Lakes Area	**89.4**	**53.6**
Central Illinois	92.5	46.0
Chicago	90.3	52.7
Detroit	85.0	57.6
Gateway	88.4	57.5
Greater Indiana	87.0	55.1
Greater Michigan	92.5	50.3
Lakeland	90.6	55.6
Northeast Area	**89.6**	**49.2**
Albany	89.4	51.9
Caribbean	89.6	77.0
Connecticut Valley	90.2	54.1
Greater Boston	90.0	49.9
Long Island	92.2	44.3
New York	86.3	45.0
Northern New England	91.7	47.6
Northern New Jersey	89.2	43.3
Triboro	86.0	51.7
Westchester	87.3	45.2
Pacific Area	**91.1**	**62.3**
Bay-Valley	90.4	62.3
Honolulu	97.6	72.0
Los Angeles	91.6	63.0
Sacramento	90.3	59.4
San Diego	90.4	58.5
San Francisco	90.8	58.4
Santa Ana	88.5	61.8
Sierra Coastal	93.9	67.0

Service Measurement performed and calculated by IBM Corporation

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Quarterly Performance for Standard Mail®

Mailpieces Delivered Between 04/01/2015 and 06/30/2015

District	Destination Entry Percent On Time	End-To-End Percent On Time
Southern Area	**91.3**	**64.0**
Alabama	94.8	62.2
Arkansas	92.9	66.2
Dallas	93.8	60.4
Fort Worth	94.4	64.7
Gulf Atlantic	91.1	62.5
Houston	79.9	59.3
Louisiana	90.4	67.2
Mississippi	94.2	65.0
Oklahoma	95.1	63.1
Rio Grande	92.9	59.4
South Florida	92.2	72.9
Suncoast	91.6	65.9
Western Area	**91.8**	**63.6**
Alaska	93.3	84.9
Arizona	93.4	54.2
Central Plains	91.5	59.3
Colorado/Wyoming	89.1	64.0
Dakotas	92.8	55.1
Hawkeye	93.5	67.0
Mid-America	92.7	67.7
Nevada-Sierra	92.2	61.8
Northland	87.4	60.1
Portland	95.4	67.9
Salt Lake City	89.6	56.6
Seattle	93.8	76.0
Nation FY2015 Q3	**91.3**	**59.3**

	Destination Entry Percent On Time	End-To-End Percent On Time
Nation FY2014 Q3 (SPLY)	**92.5**	**66.9**

	Destination Entry Percent On Time	End-To-End Percent On Time
Nation FY2009 Annual	**86.4**	**70.7**
Nation FY2010 Annual	**83.4**	**59.0**
Nation FY2011 Annual	**70.3**	**38.4**
Nation FY2012 Annual	**82.0**	**56.5**
Nation FY2013 Annual	**88.8**	**63.3**
Nation FY2014 Annual	**89.9**	**63.5**
Nation FY2015 Q1	**88.3**	**64.8**
Nation FY2015 Q2	**85.7**	**54.5**

	Destination Entry Percent On Time	End-To-End Percent On Time
FY2015 Annual Target	**91.0**	**91.0**

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