Quarterly Performance for Package Services
Service Variance

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 88 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 destinates.

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 the 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 4, 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 84.9, 1.6 points higher when compared to the same period last year. In FY15 Q4, 98.3 percent of Package Services mail pieces were delivered within the service standard plus three days.

The Western Pennsylvania district led in performance with 92.0 percent and was followed by New York with 90.9 percent. Capital Metro Area achieved the highest performance of the seven areas with an on time score of 87.8 percent.

Quarterly Performance for Package Services
Service Variance
Mailpieces Delivered Between 07/01/2015 and 09/30/2015

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	**94.9**	**97.9**	**98.8**
Atlanta	95.0	97.8	98.8
Baltimore	93.8	97.9	98.9
Capital	94.8	97.5	98.5
Greater South Carolina	95.3	98.0	98.8
Greensboro	95.2	97.6	98.6
Mid-Carolinas	96.7	98.4	99.1
Northern Virginia	95.0	98.2	98.8
Richmond	92.3	96.9	98.2
Eastern Area	**94.9**	**98.0**	**99.0**
Appalachian	93.3	97.5	98.7
Central Pennsylvania	95.6	98.1	99.1
Kentuckiana	94.3	97.4	98.3
Northern Ohio	93.4	97.5	98.8
Ohio Valley	94.9	97.9	98.9
Philadelphia Metro	95.9	98.3	99.1
South Jersey	96.2	98.7	99.3
Tennessee	95.1	97.9	98.9
Western New York	93.2	97.5	98.7
Western Pennsylvania	97.0	98.9	99.5
Great Lakes Area	**90.4**	**95.5**	**97.6**
Central Illinois	92.1	96.3	98.2
Chicago	94.4	97.2	98.5
Detroit	79.9	89.3	93.7
Gateway	94.7	97.5	98.6
Greater Indiana	88.2	95.1	97.7
Greater Michigan	86.3	92.9	96.2
Lakeland	92.7	97.0	98.4
Northeast Area	**92.6**	**96.3**	**97.9**
Albany	93.1	96.6	98.0
Caribbean	61.3	73.0	79.3
Connecticut Valley	93.8	97.2	98.4
Greater Boston	93.1	96.8	98.4
Long Island	95.5	98.0	98.9
New York	95.9	98.1	98.9
Northern New England	92.7	97.4	98.7
Northern New Jersey	93.3	97.3	98.8
Triboro	91.8	95.1	97.1
Westchester	91.3	96.4	98.2
Pacific Area	**95.1**	**97.9**	**98.8**
Bay-Valley	94.9	97.9	98.9
Honolulu	64.7	72.8	77.8
Los Angeles	94.1	97.2	98.5
Sacramento	94.0	97.4	98.6
San Diego	96.1	98.3	99.0
San Francisco	95.6	98.3	99.1
Santa Ana	96.0	98.3	99.0
Sierra Coastal	96.1	98.6	99.2

Service Measurement performed and calculated by IBM Corporation

IBM.

United States Postal Service®
Quarterly Performance for Package Services
Service Variance
Mailpieces Delivered Between 07/01/2015 and 09/30/2015

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	**91.8**	**96.0**	**97.6**
Alabama	92.6	96.7	98.3
Arkansas	92.1	95.5	97.5
Dallas	87.0	93.4	96.0
Fort Worth	90.3	96.6	98.0
Gulf Atlantic	93.8	97.7	98.8
Houston	85.6	90.8	93.1
Louisiana	92.7	96.6	98.1
Mississippi	94.3	97.3	98.3
Oklahoma	93.0	96.6	98.1
Rio Grande	94.0	97.7	98.9
South Florida	95.0	97.4	98.6
Suncoast	93.7	97.2	98.6
Western Area	**93.2**	**97.2**	**98.6**
Alaska	90.2	93.3	95.2
Arizona	95.2	98.1	99.0
Central Plains	92.8	97.6	98.9
Colorado/Wyoming	90.7	96.1	98.0
Dakotas	93.1	97.6	98.7
Hawkeye	91.2	97.9	99.0
Mid-America	94.9	98.0	98.9
Nevada-Sierra	91.5	96.4	98.1
Northland	92.4	96.5	98.6
Portland	95.9	98.2	99.0
Salt Lake City	89.5	94.8	96.9
Seattle	94.2	97.4	98.7
Nation FY2015 Q4	**93.3**	**97.0**	**98.3**

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Nation FY2014 Q4 (SPLY)	**93.0**	**96.0**	**97.6**

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Nation FY2009 Annual	**84.6**	**90.9**	**94.6**
Nation FY2010 Annual	**89.7**	**94.2**	**96.5**
Nation FY2011 Annual	**87.3**	**92.7**	**95.6**
Nation FY2012 Annual	**93.7**	**96.4**	**97.8**
Nation FY2013 Annual	**94.7**	**97.3**	**98.5**
Nation FY2014 Annual	**94.2**	**97.3**	**98.5**
Nation FY2015 Annual	**92.9**	**96.7**	**98.2**
Nation FY2015 Q1	**90.5**	**96.1**	**98.2**
Nation FY2015 Q2	**93.3**	**96.8**	**98.3**
Nation FY2015 Q3	**93.7**	**96.5**	**97.8**

Service Measurement performed and calculated by IBM Corporation

IBM.