

## Quarterly Performance for Standard Mail®

### Service Variance

#### **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 91.0 percent on time in Q4, 1.9 points lower when compared to the same period last year, and 99.2 percent delivered within service standard plus three days. The Appalachian District led the nation in Destination Entry performance with 96.8 percent on time. Forty districts achieved an on time performance at or above the performance target of 91.0 for Destination Entry mail.

End-to-End National performance was 59.3 percent on time, 7.6 points lower when compared to the same period last year. In Q4, 89.6 percent of End-to-End Standard Mail was delivered within the service standard plus three days. The Alaska District had the highest End-To-End entry score with 88.5 percent on time.

United States Postal Service®

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Mailpieces Delivered Between 07/01/2015 and 09/30/2015

Quarter IV  
FY2015

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
<b>Capital Metro Area</b>	<b>96.9</b>	<b>98.4</b>	<b>99.1</b>	<b>71.2</b>	<b>81.5</b>	<b>87.7</b>
Atlanta	97.0	98.5	99.2	71.9	82.7	89.5
Baltimore	96.9	98.6	99.4	71.8	82.7	88.3
Capital	96.3	98.0	98.9	70.8	80.2	86.3
Greater South Carolina	97.7	99.0	99.4	73.7	83.0	89.1
Greensboro	95.5	97.4	98.6	72.9	82.7	88.9
Mid-Carolinas	98.0	99.1	99.5	73.0	82.4	88.6
Northern Virginia	97.7	98.6	99.1	68.5	79.4	85.9
Richmond	96.7	98.4	99.1	66.5	77.6	84.5
<b>Eastern Area</b>	<b>98.2</b>	<b>99.2</b>	<b>99.5</b>	<b>75.4</b>	<b>84.6</b>	<b>90.0</b>
Appalachian	98.8	99.3	99.5	64.9	75.6	83.1
Central Pennsylvania	97.6	98.7	99.5	68.4	79.0	85.9
Kentuckiana	98.1	99.1	99.4	75.4	83.5	88.6
Northern Ohio	98.1	99.2	99.6	81.0	89.5	94.0
Ohio Valley	97.3	98.7	99.2	75.1	84.3	89.5
Philadelphia Metro	98.0	99.0	99.4	69.5	81.8	88.5
South Jersey	98.7	99.4	99.6	73.0	82.9	88.9
Tennessee	98.0	99.1	99.5	78.6	87.0	91.9
Western New York	98.3	99.3	99.5	70.4	81.5	88.2
Western Pennsylvania	98.9	99.5	99.7	87.7	93.3	95.9
<b>Great Lakes Area</b>	<b>97.4</b>	<b>98.8</b>	<b>99.4</b>	<b>72.1</b>	<b>82.4</b>	<b>88.9</b>
Central Illinois	97.8	99.0	99.5	68.2	79.5	87.1
Chicago	96.7	98.6	99.3	68.9	80.0	87.4
Detroit	96.0	98.3	99.2	72.8	83.4	89.9
Gateway	98.0	99.1	99.5	76.2	85.5	91.1
Greater Indiana	97.0	98.7	99.3	74.1	83.7	89.4
Greater Michigan	97.2	98.2	98.8	71.6	83.0	89.8
Lakeland	98.2	99.2	99.6	71.8	81.6	88.1
<b>Northeast Area</b>	<b>96.1</b>	<b>98.1</b>	<b>98.9</b>	<b>63.8</b>	<b>76.1</b>	<b>84.1</b>
Albany	96.8	98.8	99.3	70.0	82.0	88.8
Caribbean	82.3	87.3	93.3	84.9	91.8	94.9
Connecticut Valley	97.4	98.7	99.2	69.8	80.6	87.2
Greater Boston	95.5	97.8	98.8	66.3	77.6	85.0
Long Island	96.9	98.5	99.1	55.7	69.9	79.8
New York	94.6	97.1	98.2	61.7	74.8	83.7
Northern New England	97.3	98.8	99.3	63.4	75.6	83.3
Northern New Jersey	96.9	98.6	99.2	59.1	73.1	82.5
Triboro	89.6	95.0	97.1	57.4	70.3	80.0
Westchester	96.8	98.5	99.1	62.9	74.4	83.2
<b>Pacific Area</b>	<b>96.9</b>	<b>98.8</b>	<b>99.4</b>	<b>78.1</b>	<b>86.6</b>	<b>91.6</b>
Bay-Valley	96.4	98.4	99.2	75.7	85.2	90.8
Honolulu	96.7	98.5	98.9	85.2	91.8	94.6
Los Angeles	95.7	98.5	99.3	73.2	83.6	89.6
Sacramento	96.4	98.5	99.4	80.1	88.6	93.2
San Diego	97.4	98.9	99.6	76.2	85.0	90.4
San Francisco	99.5	99.5	99.5	77.2	87.1	92.5
Seattle	97.3	99.0	99.5	79.7	87.4	91.9
West Coast	98.1	99.2	99.6	80.6	87.3	91.6

Service Measures are performed and calculated by IBM Corporation



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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
<b>Southern Area</b>	<b>96.3</b>	<b>98.1</b>	<b>98.9</b>	<b>77.5</b>	<b>85.7</b>	<b>90.5</b>
Alabama	97.8	99.0	99.4	74.4	84.3	90.5
Arkansas	96.7	98.7	99.4	75.3	83.7	89.0
Dallas	97.0	98.5	99.1	73.2	82.7	88.1
Fort Worth	97.1	98.8	99.4	75.2	83.7	89.1
Gulf Atlantic	97.0	98.7	99.4	78.3	86.7	91.4
Houston	90.2	94.0	96.3	76.5	85.1	90.5
Louisiana	96.8	98.5	99.2	77.7	85.4	90.1
Mississippi	97.2	98.9	99.3	79.2	87.4	91.8
Oklahoma	98.1	99.2	99.6	77.7	85.6	90.2
Rio Grande	97.8	99.1	99.5	74.1	83.6	89.1
South Florida	96.3	98.1	98.9	82.8	89.0	92.4
Suncoast	97.3	98.7	99.2	81.0	87.8	92.0
<b>Western Area</b>	<b>97.3</b>	<b>99.0</b>	<b>99.5</b>	<b>79.3</b>	<b>87.4</b>	<b>92.0</b>
Alaska	98.1	99.0	99.2	92.1	94.8	96.5
Arizona	98.3	99.2	99.6	73.4	82.9	89.0
Central Plains	96.2	99.0	99.5	79.5	88.4	93.2
Colorado/Wyoming	94.4	98.0	99.1	76.6	85.3	90.3
Dakotas	98.4	99.3	99.5	71.4	80.8	86.9
Hawkeye	98.1	99.3	99.7	81.9	89.1	93.2
Mid-America	97.7	99.2	99.6	83.7	90.6	94.4
Nevada-Sierra	97.2	98.9	99.4	81.2	89.5	93.6
Northland	96.8	98.8	99.3	77.3	86.9	92.3
Portland	98.2	99.4	99.7	79.2	86.6	91.2
Salt Lake City	98.1	99.1	99.5	73.5	82.0	87.5
Seattle	97.6	99.1	99.6	87.3	92.5	95.3
<b>Nation FY2015 Q4</b>	<b>97.0</b>	<b>98.6</b>	<b>99.2</b>	<b>74.7</b>	<b>84.0</b>	<b>89.6</b>
<b>Nation FY2014 Q4 (SPLY)</b>	<b>97.9</b>	<b>99.1</b>	<b>99.5</b>	<b>81.3</b>	<b>89.3</b>	<b>93.9</b>
<b>Nation FY2009 Annual</b>	<b>93.4</b>	<b>96.4</b>	<b>98.0</b>	<b>78.1</b>	<b>85.1</b>	<b>90.0</b>
<b>Nation FY2010 Annual</b>	<b>92.3</b>	<b>96.0</b>	<b>97.8</b>	<b>68.8</b>	<b>75.8</b>	<b>80.7</b>
<b>Nation FY2011 Annual</b>	<b>86.5</b>	<b>93.2</b>	<b>96.2</b>	<b>53.9</b>	<b>67.1</b>	<b>77.1</b>
<b>Nation FY2012 Annual</b>	<b>92.2</b>	<b>96.0</b>	<b>97.7</b>	<b>70.0</b>	<b>79.7</b>	<b>86.3</b>
<b>Nation FY2013 Annual</b>	<b>96.3</b>	<b>98.4</b>	<b>99.2</b>	<b>77.2</b>	<b>86.3</b>	<b>91.7</b>
<b>Nation FY2014 Annual</b>	<b>96.7</b>	<b>98.6</b>	<b>99.3</b>	<b>77.8</b>	<b>86.6</b>	<b>91.9</b>
<b>Nation FY2015 Annual</b>	<b>96.3</b>	<b>98.4</b>	<b>99.1</b>	<b>74.7</b>	<b>84.0</b>	<b>90.0</b>
<b>Nation FY2015 Q1</b>	<b>96.1</b>	<b>98.3</b>	<b>99.1</b>	<b>79.4</b>	<b>88.2</b>	<b>93.0</b>
<b>Nation FY2015 Q2</b>	<b>95.1</b>	<b>97.9</b>	<b>98.9</b>	<b>70.0</b>	<b>80.2</b>	<b>86.9</b>
<b>Nation FY2015 Q3</b>	<b>97.2</b>	<b>98.7</b>	<b>99.3</b>	<b>74.2</b>	<b>83.2</b>	<b>88.9</b>

Service Measurement performed and calculated by IBM Corporation

