

Quarterly Performance for Package Services

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 90 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 destines.

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 FY16 Quarter 1, 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. While DDU entry represented approximately 57 percent of Destination Entry Bound Printed Matter Parcels in the population, 98 percent of measured mail was DDU entry. The results may not be representative of all parcels because of the heavy volume of DDU-entry parcels in measurement compared with the overall.

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 84.1, 7.2 points higher when compared to the same period last year, and 98.0 percent of Package Services mail pieces were delivered within the service standard plus three days.

The Western Pennsylvania district led all districts with 93.6 percent on time followed by San Francisco with 89.7 percent on time. Pacific Area achieved the highest performance of the seven areas with an on-time score of 87.1 percent.

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Mailpieces Delivered Between 10/01/2015 and 12/31/2015

District	Percent On Time
Capital Metro Area	86.2
Atlanta	84.3
Baltimore	89.0
Capital	87.1
Greater South Carolina	86.8
Greensboro	84.2
Mid-Carolinas	87.8
Northern Virginia	88.4
Richmond	80.7
Eastern Area	86.3
Appalachian	81.5
Central Pennsylvania	85.9
Kentuckiana	85.2
Northern Ohio	85.1
Ohio Valley	86.7
Philadelphia Metro	82.4
South Jersey	86.8
Tennessee	87.5
Western New York	87.1
Western Pennsylvania	93.6
Great Lakes Area	81.6
Central Illinois	81.9
Chicago	82.5
Detroit	77.7
Gateway	82.6
Greater Indiana	81.6
Greater Michigan	81.8
Lakeland	83.1
Northeast Area	82.4
Albany	83.4
Caribbean	64.4
Connecticut Valley	82.5
Greater Boston	86.3
Long Island	85.0
New York	82.5
Northern New England	81.5
Northern New Jersey	84.2
Triboro	79.1
Westchester	76.1
Pacific Area	87.1
Bay-Valley	89.2
Honolulu	62.3
Los Angeles	86.2
Sacramento	84.9
San Diego	88.6
San Francisco	89.7
Santa Ana	84.5
Sierra Coastal	86.3

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 10/01/2015 and 12/31/2015

District	Percent On Time
Southern Area	81.2
Alabama	83.4
Arkansas	80.2
Dallas	75.0
Fort Worth	78.0
Gulf Atlantic	83.5
Houston	74.3
Louisiana	78.0
Mississippi	77.2
Oklahoma	83.9
Rio Grande	88.3
South Florida	87.8
Suncoast	80.9
Western Area	84.5
Alaska	83.1
Arizona	86.0
Central Plains	84.1
Colorado/Wyoming	83.5
Dakotas	76.9
Hawkeye	80.0
Mid-America	83.8
Nevada-Sierra	79.2
Northland	84.8
Portland	85.9
Salt Lake City	87.1
Seattle	87.5
Nation FY2016 Q1	84.1
Nation FY2015 Q1 (SPLY)	76.9
Nation FY2009 Annual	73.4
Nation FY2010 Annual	79.4
Nation FY2011 Annual	76.7
Nation FY2012 Annual	87.2
Nation FY2013 Annual	87.5
Nation FY2014 Annual	86.3
Nation FY2015 Annual	84.0
FY2016 Annual Target	90.0

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