

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™ serves 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.

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 88.4 percent on time in FY16 Q1, 0.1 points higher when compared to the same period last year, with 98.8 percent delivered within service standard plus three days. The Honolulu Performance Cluster led the nation in Destination Entry performance with 96.3 percent on time. Twenty-one 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 58.4 percent on time, 6.4 points lower when compared to the same period last year. In FY16 Q1, 88.7 percent of standard mail was delivered within the service standard plus three days. The Alaska District had the highest End-To-End entry score with 85.2 percent on time

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

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	88.2	51.7
Atlanta	87.8	47.0
Baltimore	89.6	48.3
Capital	85.9	45.8
Greater South Carolina	90.7	58.9
Greensboro	87.4	56.1
Mid-Carolinas	91.3	60.9
Northern Virginia	89.3	48.3
Richmond	84.1	47.9
Eastern Area	92.6	60.4
Appalachian	96.2	54.9
Central Pennsylvania	93.1	49.6
Kentuckiana	92.9	58.3
Northern Ohio	92.7	66.5
Ohio Valley	90.1	61.8
Philadelphia Metro	90.7	49.6
South Jersey	94.2	54.2
Tennessee	92.1	66.1
Western New York	92.8	57.7
Western Pennsylvania	95.1	74.2
Great Lakes Area	89.1	56.3
Central Illinois	89.5	51.9
Chicago	78.2	52.6
Detroit	89.6	56.5
Gateway	90.3	62.2
Greater Indiana	87.6	55.8
Greater Michigan	94.7	54.2
Lakeland	88.6	56.3
Northeast Area	85.9	45.5
Albany	87.1	50.7
Caribbean	88.9	39.6
Connecticut Valley	86.6	52.3
Greater Boston	86.6	46.8
Long Island	90.4	39.7
New York	83.3	43.5
Northern New England	89.9	45.7
Northern New Jersey	87.3	37.7
Triboro	75.8	48.2
Westchester	82.9	43.0
Pacific Area	89.0	59.5
Bay-Valley	88.3	58.1
Honolulu	96.3	66.7
Los Angeles	82.8	54.2
Sacramento	89.1	58.7
San Diego	90.7	58.7
San Francisco	87.6	51.4
Santa Ana	89.2	61.9
Sierra Coastal	93.4	66.3

Service Measurement performed and calculated by IBM Corporation



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District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Southern Area	86.4	63.1
Alabama	91.3	62.9
Arkansas	90.2	61.7
Dallas	85.8	56.3
Fort Worth	87.6	58.3
Gulf Atlantic	86.6	62.1
Houston	73.0	63.2
Louisiana	83.2	65.1
Mississippi	90.8	64.5
Oklahoma	91.5	60.1
Rio Grande	92.0	56.9
South Florida	88.8	70.9
Suncoast	88.3	66.7
Western Area	87.3	63.5
Alaska	94.4	85.2
Arizona	88.6	57.6
Central Plains	88.6	62.4
Colorado/Wyoming	78.0	53.4
Dakotas	91.4	55.1
Hawkeye	84.7	66.0
Mid-America	91.8	71.3
Nevada-Sierra	87.5	65.2
Northland	83.2	59.1
Portland	92.2	63.8
Salt Lake City	92.3	60.7
Seattle	89.2	73.0
Nation FY2016 Q1	88.4	58.4
Nation FY2015 Q1(SPLY)	88.3	64.8
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 Annual	89.1	59.6
FY2016 Annual Target	91.0	91.0

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