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 89 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 FY16 Quarter 3, 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 65 percent of Destination Entry Bound Printed Matter Parcels in the population, 97 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 91.7, 4.6 points higher when compared to the same period last year. In FY16 Q3, 99.1 percent of Package Services mail pieces were delivered within the service standard plus three days. Fifty-one districts achieved an on time performance at or above the performance target of 90.0.

The Western Pennsylvania district led in performance with 96.2 percent and was followed by Baltimore with 95.9 percent. Eastern Area achieved the highest performance of the seven areas with an on-time score of 94.2 percent, three points higher when compared to the same period last year.

United States Postal Service®

Quarterly Performance for Package Services

Mailpieces Delivered Between 04/01/2016 and 06/30/2016

Quarter III
FY2016

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District	Percent On Time
Capital Metro Area	**92.2**
Atlanta	89.1
Baltimore	95.9
Capital	89.1
Greater South Carolina	90.4
Greensboro	91.6
Mid-Carolinas	95.8
Northern Virginia	93.7
Richmond	93.1
Eastern Area	**94.2**
Appalachian	93.8
Central Pennsylvania	94.0
Kentuckiana	95.4
Northern Ohio	94.1
Ohio Valley	95.4
Philadelphia Metro	92.0
South Jersey	94.5
Tennessee	92.6
Western New York	94.4
Western Pennsylvania	96.2
Great Lakes Area	**90.3**
Central Illinois	86.8
Chicago	85.2
Detroit	89.2
Gateway	92.9
Greater Indiana	90.8
Greater Michigan	93.8
Lakeland	91.2
Northeast Area	**89.6**
Albany	94.1
Caribbean	84.8
Connecticut Valley	90.4
Greater Boston	90.8
Long Island	93.2
New York	87.1
Northern New England	89.5
Northern New Jersey	89.9
Triboro	89.8
Westchester	87.7
Pacific Area	**92.0**
Bay-Valley	91.5
Honolulu	62.2
Los Angeles	90.7
Sacramento	93.1
San Diego	93.2
San Francisco	93.2
Santa Ana	94.1
Sierra Coastal	90.6

Service Measurement performed and calculated by IBM Corporation

Quarterly Performance for Package Services

Mailpieces Delivered Between 04/01/2016 and 06/30/2016

District	Percent On Time
Southern Area	**91.0**
Alabama	94.7
Arkansas	91.7
Dallas	88.5
Fort Worth	84.8
Gulf Atlantic	93.8
Houston	92.5
Louisiana	93.8
Mississippi	94.9
Oklahoma	95.3
Rio Grande	92.6
South Florida	83.0
Suncoast	92.2
Western Area	**92.6**
Alaska	85.4
Arizona	91.1
Central Plains	94.3
Colorado/Wyoming	91.1
Dakotas	91.0
Hawkeye	92.4
Mid-America	91.5
Nevada-Sierra	92.2
Northland	94.7
Portland	92.9
Salt Lake City	93.0
Seattle	94.2
Nation FY2016 Q3	**91.7**

Nation FY2015 Q3 (SPLY)	**87.1**

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**
Nation FY2016 Q1	**84.1**
Nation FY2016 Q2	**88.6**

FY2016 Annual Target	**90.0**

Service Measurement performed and calculated by IBM Corporation

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