

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 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 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 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. While DDU entry represented approximately 71 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

In FY16 Q4, national Package Services performance was 90.9, 6.0 points higher when compared to the same period last year and 0.9 above target. Nationally 99.2 percent of Package Services mail pieces were delivered within the service standard plus three days.

In FY16 Q4, 45 districts and five postal areas had scores above the target of 90.0. The Western Pennsylvania district led in performance with 95.1 percent and was followed by South Jersey with 94.6 percent. Capital Metro Area achieved the highest performance of the seven areas with an on-time score of 92.7 percent, 4.9 points higher when compared to the same period last year.

The national FY16 annual performance of Package Services was 82.5 percent on time, a 1.5 point decrease from the year before.

Quarterly Performance for Package Services

Service Variance

Mailpieces Delivered Between 07/01/2016 and 09/30/2016

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	97.1	98.8	99.4
Atlanta	97.5	99.0	99.5
Baltimore	97.5	99.1	99.5
Capital	95.3	97.9	98.7
Greater South Carolina	96.8	98.5	98.9
Greensboro	97.8	99.2	99.6
Mid-Carolinas	97.3	99.0	99.4
Northern Virginia	97.1	99.1	99.5
Richmond	97.1	98.7	99.2
Eastern Area	96.7	98.8	99.4
Appalachian	97.0	98.9	99.4
Central Pennsylvania	96.5	98.9	99.5
Kentuckiana	93.8	97.4	98.9
Northern Ohio	96.3	99.0	99.4
Ohio Valley	96.6	98.7	99.4
Philadelphia Metro	96.6	98.7	99.3
South Jersey	98.0	99.1	99.5
Tennessee	97.5	98.6	99.1
Western New York	96.4	99.0	99.5
Western Pennsylvania	98.4	99.4	99.7
Great Lakes Area	95.4	97.8	98.7
Central Illinois	95.9	98.1	99.1
Chicago	95.3	98.0	99.0
Detroit	95.4	98.3	99.2
Gateway	95.8	98.5	99.3
Greater Indiana	97.2	98.8	99.4
Greater Michigan	97.6	99.0	99.5
Lakeland	92.6	95.9	97.0
Northeast Area	95.5	98.0	98.9
Albany	96.3	98.1	98.9
Caribbean	92.7	97.4	98.7
Connecticut Valley	94.5	97.0	98.2
Greater Boston	94.7	98.3	99.1
Long Island	96.3	98.0	98.8
New York	96.9	98.5	99.2
Northern New England	95.4	98.1	99.0
Northern New Jersey	95.7	98.2	99.0
Triboro	97.3	98.7	99.3
Westchester	93.1	96.5	98.1
Pacific Area	96.9	98.7	99.2
Bay-Valley	97.5	98.6	99.1
Honolulu	70.9	76.0	79.6
Los Angeles	96.0	98.4	99.2
Sacramento	97.5	99.1	99.5
San Diego	96.5	98.7	99.4
San Francisco	97.3	98.8	99.4
Santa Ana	96.7	98.8	99.3
Sierra Coastal	97.6	99.1	99.5

Service Measurement performed and calculated by IBM Corporation



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District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	96.3	98.3	99.1
Alabama	96.8	98.6	99.3
Arkansas	96.6	98.8	99.3
Dallas	94.7	97.7	98.9
Fort Worth	97.1	98.8	99.4
Gulf Atlantic	96.9	98.8	99.3
Houston	97.1	98.6	99.2
Louisiana	97.0	98.6	99.2
Mississippi	97.5	98.6	99.0
Oklahoma	94.2	95.7	96.4
Rio Grande	97.8	98.9	99.4
South Florida	93.1	97.0	98.7
Suncoast	96.9	98.7	99.4
Western Area	96.9	98.8	99.4
Alaska	88.7	92.3	94.4
Arizona	96.7	98.6	99.5
Central Plains	96.5	98.3	98.9
Colorado/Wyoming	96.3	98.4	99.3
Dakotas	96.5	98.6	99.3
Hawkeye	95.7	99.3	99.7
Mid-America	97.4	99.1	99.5
Nevada-Sierra	96.9	98.5	99.2
Northland	96.6	98.9	99.6
Portland	97.2	98.9	99.4
Salt Lake City	97.5	99.1	99.5
Seattle	98.1	99.2	99.5
Nation FY2016 Q4	96.4	98.5	99.2
Nation FY2015 Q4 (SPLY)	93.3	97.0	98.3
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 FY2016 Annual	92.6	96.7	98.1
Nation FY2016 Q1	90.5	96.1	98.2
Nation FY2016 Q2	95.0	97.5	98.6
Nation FY2016 Q3	96.5	98.4	99.1

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