United States Postal Service®
Quarterly Performance for Periodicals
Service Variance

Overview

Periodicals performance is measured via the Intelligent Mail® Accuracy and Performance System (iMAPS) using the 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 Periodicals with 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 methodology for estimating performance for Periodicals was modified slightly for Quarter 1 FY 2017. The application of th e last mile profile was changed from stratification by the type of final processing operation which occurred to stratification by th e number of days remaining to meet service standard after final processing occurred. This methodology change was made to improve the accu racy of the performance estimates as the new methodology better accounts for the relationship between time spent in last mile and time spent in processing.

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 throu gh processing, and (2) how long mail takes from the last processing scan to delivery. The second portion is used as a delivery f actor differential to determine the percent of all Periodicals delivered on the last processing date versus the percent delivered a fter the last processing date. Service performance is measured by comparing the transit time to USPS® service standards to determine the pe rcent 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 were based on a combination of Periodicals with Intelligent Mail® barcodes and EXFC flat-shaped test pieces received by external reporters. The EXFC data were used to supplement the Periodicals data available during this perio d.

Performance Highlights

National Periodicals service performance was 81.8 percent on time, 7.5 points higher when compared to the same period last ye ar. Eastern led the nation with 85.4 percent on time in FY 2017 Quarter 1.

In FY 2017 Quarter 1, 91.7 percent of Periodicals were delivered within the service standard plus one day, 95.0 percent withi n the service standard plus two days, and 96.7 percent within the service standard plus three days. Individual areas achieved at le ast 89.7 percent delivery within the service standard plus one day, and as much as 97.3 percent within the service standard plus three days.
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Mailpieces Delivered Between 10/01/2016 and 12/31/2016

Area	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro	92.5	95.5	97.2
Eastern	93.1	95.8	97.3
Great Lakes	89.9	93.6	95.5
Northeast	89.7	93.9	96.0
Pacific	93.3	95.9	97.3
Southern	91.8	95.1	96.8
Western	92.2	95.4	96.9
Nation FY2017 Q1	**91.7**	**95.0**	**96.7**
Nation FY2016 Q1 (SPLY)	**86.8**	**91.6**	**94.2**
Nation FY2009 Annual	**88.2**	**93.0**	**95.5**
Nation FY2010 Annual	**90.2**	**94.4**	**96.5**
Nation FY2011 Annual	**89.8**	**94.7**	**96.6**
Nation FY2012 Annual	**86.1**	**92.4**	**95.4**
Nation FY2013 Annual	**92.6**	**95.9**	**97.4**
Nation FY2014 Annual	**91.2**	**94.8**	**96.7**
Nation FY2015 Annual	**89.3**	**93.5**	**95.7**
Nation FY2016 Annual	**90.7**	**94.4**	**96.2**

Service Measurement performed and calculated by IBM Corporation

IBM.