

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 and Reporting System (PTR). 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 U.S. 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 methodology for estimating performance for Bound Printed Matter Flats was modified slightly beginning in FY 2017 Quarter 1. The application of the last mile profile was changed from stratification by the type of final processing operation that occurred to stratification by the number of days remaining to meet service standard after final processing occurred. This methodology change was made to improve the accuracy 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 U.S. 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 USPS Marketing Mail™ Flats with IMB® received by external reporters. USPS Marketing 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, External First-Class Mail® (EXFC) Measurement System 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 FY 2017 Quarter 3, the service performance results for Package Services through PTR 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 U.S. 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 Destination Delivery Unit (DDU) Entry represented approximately 74 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.

A small volume, estimated at less than 1% of total volume in measurement across all commercial mail classes, had known data issues in the SASP system in FY 2017 Quarter 3. These issues included mail pieces mis-categorized between Full Service and Basic, missing mail scans, inaccurate facility reference data, inaccurate Start-the-Clock information, and inaccurate data exclusion.

Performance Highlights

National Package Services performance was 90.8 percent. In FY 2017 Quarter 3, 98.7 percent were delivered within the service standard plus three days.

In FY 2017 Quarter 3, 44 districts had scores above the target of 90.0. The Mid-Carolinas District led in performance with 96.0 percent and was followed by Central Plains with 95.9 percent. Capital Metro Area achieved the highest performance of the seven areas with an on-time score of 93.1 percent.

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Mailpieces Delivered Between 04/01/2017 and 06/30/2017

District	Percent On Time
Capital Metro Area	93.1
Atlanta	90.8
Baltimore	93.1
Capital	92.4
Greater South Carolina	92.2
Greensboro	93.0
Mid-Carolinas	96.0
Northern Virginia	93.5
Richmond	94.8
Eastern Area	92.8
Appalachian	92.2
Central Pennsylvania	93.8
Kentuckiana	93.3
Northern Ohio	93.0
Ohio Valley	94.2
Philadelphia Metro	91.6
South Jersey	94.2
Tennessee	89.0
Western New York	94.8
Western Pennsylvania	94.0
Great Lakes Area	89.4
Central Illinois	90.7
Chicago	90.7
Detroit	85.0
Gateway	89.2
Greater Indiana	91.0
Greater Michigan	90.7
Lakeland	89.3
Northeast Area	86.4
Albany	90.5
Caribbean	68.1
Connecticut Valley	85.8
Greater Boston	89.7
Long Island	91.0
New York	80.0
Northern New England	89.3
Northern New Jersey	85.9
Triboro	85.5
Westchester	83.6
Pacific Area	90.5
Bay-Valley	92.5
Honolulu	52.1
Los Angeles	90.0
Sacramento	86.2
San Diego	91.1
San Francisco	92.8
Santa Ana	92.5
Sierra Coastal	89.9

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Mailpieces Delivered Between 04/01/2017 and 06/30/2017

District	Percent On Time
Southern Area	90.6
Alabama	93.4
Arkansas	93.6
Dallas	85.2
Fort Worth	93.3
Gulf Atlantic	92.9
Houston	90.4
Louisiana	92.5
Mississippi	89.7
Oklahoma	95.3
Rio Grande	93.2
South Florida	81.9
Suncoast	92.1
Western Area	92.3
Alaska	87.6
Arizona	87.4
Central Plains	95.9
Colorado/Wyoming	89.6
Dakotas	89.7
Hawkeye	93.6
Mid-America	91.4
Nevada-Sierra	87.6
Northland	92.9
Portland	95.2
Salt Lake City	92.5
Seattle	95.5
Nation FY2017 Q3	90.8
Nation FY2016 Q3 (SPLY)	91.7
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 Annual	82.5
Nation FY2017 Q1	86.2
Nation FY2017 Q2	91.5
FY2017 Annual Target	90.0

Service Measurement performed and calculated by IBM Corporation

