

## 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 U.S. 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 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 Periodicals 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 were based on a combination of Periodicals with IMB® and External First-Class Mail® (EXFC) Measurement System flat-shaped test pieces received by external reporters. The EXFC data were used to supplement the Periodicals data available during this period.

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 Periodicals service performance created a record high in FY 2017 Quarter 3 with 88.0 percent on time, 4.3 points higher when compared to the same period last year. Eastern Area led the nation with 90.1 percent on time in FY 2017 Quarter 3.

In FY 2017 Quarter 3, 95.2 percent of Periodicals were delivered within the service standard plus one day, 97.3 percent within the service standard plus two days, and 98.3 percent within the service standard plus three days. Individual areas achieved at least 93.5 percent delivery within the service standard plus one day, and as much as 98.8 percent within three days.

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

Area	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro	94.7	97.0	98.1
Eastern	96.0	97.8	98.7
Great Lakes	95.7	97.6	98.5
Northeast	93.5	96.4	97.8
Pacific	96.2	97.9	98.8
Southern	94.9	97.1	98.2
Western	95.3	97.4	98.4
<b>Nation FY2017 Q3</b>	<b>95.2</b>	<b>97.3</b>	<b>98.3</b>
<b>Nation FY2016 Q3 (SPLY)</b>	<b>93.0</b>	<b>96.0</b>	<b>97.5</b>
<b>Nation FY2009 Annual</b>	<b>88.2</b>	<b>93.0</b>	<b>95.5</b>
<b>Nation FY2010 Annual</b>	<b>90.2</b>	<b>94.4</b>	<b>96.5</b>
<b>Nation FY2011 Annual</b>	<b>89.8</b>	<b>94.7</b>	<b>96.6</b>
<b>Nation FY2012 Annual</b>	<b>86.1</b>	<b>92.4</b>	<b>95.4</b>
<b>Nation FY2013 Annual</b>	<b>92.6</b>	<b>95.9</b>	<b>97.4</b>
<b>Nation FY2014 Annual</b>	<b>91.2</b>	<b>94.8</b>	<b>96.7</b>
<b>Nation FY2015 Annual</b>	<b>89.3</b>	<b>93.5</b>	<b>95.7</b>
<b>Nation FY2016 Annual</b>	<b>90.7</b>	<b>94.4</b>	<b>96.2</b>
<b>Nation FY2017 Q1</b>	<b>91.7</b>	<b>95.0</b>	<b>96.7</b>
<b>Nation FY2017 Q2</b>	<b>93.8</b>	<b>96.4</b>	<b>97.7</b>