

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 92 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 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.

Service performance measurement was suspended for mail originating from or destined to the Caribbean District in FY 2018 Quarter 1 due to the devastating impacts of Hurricanes Irma and Maria.

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 2018 Quarter 1, 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 77 percent of Destination Entry Bound Printed Matter Parcels in the population, 98 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 87.5 percent. In FY 2018 Quarter 1, 98.6 percent were delivered within the service standard plus three days.

In FY 2018 Quarter 1, 17 districts had scores above the target of 90.0. The Western Pennsylvania District led in performance with 95.2 percent on time. The Eastern Area achieved the highest performance of the seven areas, with an on-time score of 90.4 percent.

United States Postal Service®
Quarterly Performance for Package Services
 Mailpieces Delivered Between 10/01/2017 and 12/31/2017

Quarter I
 FY2018

District	Percent On Time
Capital Metro Area	89.3
Atlanta	85.1
Baltimore	88.7
Capital	87.7
Greater South Carolina	86.9
Greensboro	90.0
Mid-Carolinas	89.1
Northern Virginia	92.6
Richmond	93.4
Eastern Area	90.4
Appalachian	90.0
Central Pennsylvania	88.7
Kentuckiana	88.0
Northern Ohio	88.4
Ohio Valley	91.0
Philadelphia Metro	88.5
South Jersey	92.1
Tennessee	90.9
Western New York	91.5
Western Pennsylvania	95.2
Great Lakes Area	84.9
Central Illinois	83.1
Chicago	90.2
Detroit	79.0
Gateway	83.6
Greater Indiana	85.2
Greater Michigan	87.7
Lakeland	88.2
Northeast Area	87.5
Albany	87.4
Caribbean	N/A
Connecticut Valley	90.1
Greater Boston	90.0
Long Island	88.5
New York	83.8
Northern New England	87.8
Northern New Jersey	87.4
Triboro	83.8
Westchester	86.0
Pacific Area	89.9
Bay-Valley	90.8
Honolulu	64.1
Los Angeles	89.9
Sacramento	89.4
San Diego	90.3
San Francisco	90.1
Santa Ana	88.1
Sierra Coastal	91.6

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Package Services

Mailpieces Delivered Between 10/01/2017 and 12/31/2017

District	Percent On Time
Southern Area	83.3
Alabama	81.8
Arkansas	90.1
Dallas	83.6
Fort Worth	87.7
Gulf Atlantic	80.5
Houston	81.1
Louisiana	81.8
Mississippi	84.7
Oklahoma	90.8
Rio Grande	88.9
South Florida	75.0
Suncoast	82.4
Western Area	87.6
Alaska	85.8
Arizona	81.0
Central Plains	88.8
Colorado/Wyoming	86.1
Dakotas	84.9
Hawkeye	87.2
Mid-America	81.8
Nevada-Sierra	88.3
Northland	88.1
Portland	93.3
Salt Lake City	88.1
Seattle	92.3
Nation FY2018 Q1	87.5
Nation FY2017 Q1 (SPLY)	86.2
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 Annual	89.6
FY2018 Annual Target	90.0

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