United States Postal Service®

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 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 destinates.

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.

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

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	**95.2**	**97.8**	**98.8**
Atlanta	92.2	96.0	97.7
Baltimore	95.7	98.0	98.9
Capital	92.3	95.9	97.7
Greater South Carolina	94.8	97.9	99.0
Greensboro	96.3	98.4	99.1
Mid-Carolinas	95.6	98.4	99.2
Northern Virginia	97.1	98.8	99.4
Richmond	97.2	98.7	99.2
Eastern Area	**96.4**	**98.5**	**99.1**
Appalachian	96.8	98.8	99.3
Central Pennsylvania	96.0	98.4	99.1
Kentuckiana	95.3	98.0	99.0
Northern Ohio	95.7	98.5	99.2
Ohio Valley	96.8	98.6	99.2
Philadelphia Metro	95.4	98.1	98.9
South Jersey	96.9	98.5	99.1
Tennessee	96.5	98.2	98.9
Western New York	97.0	98.8	99.4
Western Pennsylvania	98.4	99.2	99.5
Great Lakes Area	**93.7**	**97.2**	**98.5**
Central Illinois	92.8	96.4	98.0
Chicago	95.0	96.7	98.1
Detroit	90.7	95.8	97.8
Gateway	94.1	97.6	98.7
Greater Indiana	93.9	97.5	98.6
Greater Michigan	95.3	98.1	99.0
Lakeland	94.9	97.8	98.8
Northeast Area	**94.0**	**96.9**	**98.3**
Albany	95.6	98.2	99.1
Caribbean	N/A	N/A	N/A
Connecticut Valley	95.0	97.2	98.4
Greater Boston	95.3	97.6	98.7
Long Island	95.2	97.9	98.9
New York	89.6	93.6	96.2
Northern New England	95.4	98.2	99.1
Northern New Jersey	94.7	97.6	98.7
Triboro	91.4	95.4	97.4
Westchester	94.1	97.2	98.4
Pacific Area	**96.0**	**98.1**	**99.0**
Bay-Valley	96.5	98.4	99.1
Honolulu	71.1	77.1	82.3
Los Angeles	96.0	98.3	99.1
Sacramento	95.7	98.2	99.0
San Diego	96.4	98.4	99.1
San Francisco	96.3	98.3	99.1
Santa Ana	95.1	97.8	98.9
Sierra Coastal	96.8	98.5	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	**92.0**	**95.8**	**97.6**
Alabama	92.9	96.4	97.8
Arkansas	96.9	98.5	99.1
Dallas	91.5	95.4	97.3
Fort Worth	95.9	98.1	98.9
Gulf Atlantic	90.8	95.6	97.6
Houston	90.3	95.4	97.9
Louisiana	90.2	94.6	96.4
Mississippi	95.0	97.4	98.4
Oklahoma	96.0	98.5	99.2
Rio Grande	96.1	98.5	99.2
South Florida	82.9	89.0	93.2
Suncoast	93.1	96.8	98.3
Western Area	**94.8**	**97.5**	**98.6**
Alaska	90.3	93.0	94.8
Arizona	90.5	95.3	97.6
Central Plains	95.9	98.0	99.0
Colorado/Wyoming	92.0	95.2	97.0
Dakotas	94.9	97.8	98.8
Hawkeye	96.3	98.7	99.3
Mid-America	92.9	96.7	98.4
Nevada-Sierra	95.6	97.6	98.7
Northland	95.2	98.3	99.2
Portland	97.6	98.9	99.5
Salt Lake City	94.8	97.5	98.6
Seattle	97.7	99.0	99.5
Nation FY2018 Q1	**94.6**	**97.4**	**98.6**

Nation FY2017 Q1 (SPLY)	**94.0**	**97.1**	**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 FY2017 Annual	**95.5**	**97.8**	**98.7**

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