

Quarterly Performance for Periodicals

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 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.

Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY 2018 Quarter 1 and FY 2018 Quarter 2 due to the devastating impacts of Hurricanes Irma and Maria. Measurement will resume in FY 2018 Quarter 3.

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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.

Performance Highlights

National Periodicals service performance was 83.7 percent on time, 1.9 points lower than the same period last year. Eastern Area led the nation with 86.6 percent on time in FY 2018 Quarter 2.

In FY 2018 Quarter 2, 92.8 percent of Periodicals were delivered within the service standard plus one day, 95.8 percent within the service standard plus two days, and 97.2 percent within the service standard plus three days. Individual areas achieved at least 91.1 percent delivery within the service standard plus one day, and as much as 98.1 percent within the service standard plus three days.

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Mailpieces Delivered Between 01/01/2018 and 03/31/2018

Area	Percent On Time
Capital Metro	81.9
Eastern	86.6
Great Lakes	82.9
Northeast	79.3
Pacific	87.5
Southern	80.9
Western	86.5
Nation FY2018 Q2	83.7

Nation FY2017 Q2 (SPLY)	85.6
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Nation FY2009 Annual	73.7
Nation FY2010 Annual	76.7
Nation FY2011 Annual	75.5
Nation FY2012 Annual	68.7
Nation FY2013 Annual	82.0
Nation FY2014 Annual	80.9
Nation FY2015 Annual	77.7
Nation FY2016 Annual	80.1
Nation FY2017 Annual	85.6
Nation FY2018 Q1	82.1

FY2018 Annual Target	91.8
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