

Quarterly Performance for USPS Marketing Mail® Service Variance

Overview

For USPS Marketing Mail® Letters and non-Saturation flats, the service performance measurement system of U.S. Postal Service® uses 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 for the population of USPS Marketing Mail® using 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 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 USPS Marketing Mail® 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.

The service performance measure for Destination Delivery Unit (DDU) Entry Saturation flats involves the identification of major weekly Saturation mailings within delivery units. Delivery of these mailings is captured with a scan made by carriers at the completion of delivery of all pieces on the route. Service performance is measured by comparing the delivery date to the end date of the mailer requested in-home window to determine the percent delivered on time. Data from anonymous households reporting the receipt of these Saturation mailings are used to validate the accuracy of the carrier scans.

The service performance measurement system for Every Door Direct Mail – Retail® (EDDM Retail®) uses the documented arrival time of a mailing at a retail unit to start the clock, using the point-of-sale scan when mail is handed to U.S. Postal Service®, and an Intelligent Mail® parcel barcode (IMpb®) scan by a USPS® carrier to stop the clock. The delivery of bundles of EDDM Retail® pieces is captured with a scan made by carriers at the delivery unit upon distribution for delivery. Service performance is measured by comparing the total transit time of mail piece bundles to the service standard to determine the percent delivered on time.

Results for DDU Entry Saturation flats and EDDM Retail® are combined with other Destination Entry Standard Mail in the Destination Entry scores in this report.

The service performance measure for USPS Marketing Mail® Parcels with USPS Tracking® serves as a proxy for measuring service performance for USPS Marketing Mail® Parcels.

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 resumed in FY 2018 Quarter 3.

Limitations

Due to limited automated processing for USPS Marketing Mail® Flats, the service performance results may not be representative of all USPS Marketing Mail® Flats performance. While Destination Delivery Unit (DDU) entered Saturation Flats and EDDM Retail® Flats have been included this quarter, significant gaps in the coverage of non-Saturation/non-EDDM Retail® DDU Entry mail still remain and are excluded from measurement.

Results for USPS Marketing Mail® Parcels, which represent less than 0.1 percent of all USPS Marketing Mail®, are not included in the overall USPS Marketing Mail® results.

The delivery factor for USPS Marketing Mail® Letters was created using USPS Marketing Mail® Letters with IMB® received by external reporters. Data for the delivery factor of USPS Marketing Mail® Flats were based on a combination of USPS Marketing Mail® Flats and Bound Printed Matter Flats with IMB® as well as External First-Class Mail® (EXFC) Measurement System test flats received by external reporters. The EXFC and Bound Printed Matter Flats data were used to supplement the limited USPS Marketing Mail® Flats data available during this period.

Performance Highlights

National Destination Entry mail achieved 94.4 percent on time in FY 2018 Quarter 4, which is 0.5 points higher than the same period last year. For Destination Entry mail, 99.5 percent was delivered within service standard plus three days. The Honolulu Performance Cluster led the nation in Destination Entry performance with 98.3 percent on time. Fifty-nine out of 67 districts achieved an on-time performance at or above the performance target of 91.8 for Destination Entry mail.

End-To-End Entry national performance was 73.3 percent on time, which is 2.5 points higher than the same period last year. In FY 2018 Quarter 4, 95.1 percent of End-To-End Entry USPS Marketing Mail® was delivered within the service standard plus three days. The Alaska District had the highest End-To-End Entry score with 92.9 percent on time.

For FY 2018 annual national scores decreased compared to FY 2017, with Destination Entry performance decreasing by 2.1 points and End-to-End decreasing by 3.4 points, scoring at 91.6 and 66.4, respectively. The FY 2018 annual score for Destination entry was 0.2 points lower than the annual target of 91.8.

Quarterly Performance for USPS Marketing Mail®**Service Variance**

Mailpieces Delivered Between 07/01/2018 and 09/30/2018

District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	97.4	98.7	99.2	79.2	87.4	92.2
Atlanta	97.2	98.8	99.3	75.7	86.3	92.1
Baltimore	97.6	98.9	99.3	75.6	84.6	90.1
Capital	96.8	98.6	99.2	75.7	84.6	90.0
Greater South Carolina	96.6	98.2	98.9	81.2	89.0	93.4
Greensboro	97.2	98.9	99.3	86.4	92.2	95.5
Mid-Carolinas	97.8	98.6	98.9	85.9	91.5	94.8
Northern Virginia	98.4	99.2	99.6	75.8	84.6	90.0
Richmond	97.3	99.0	99.4	75.7	85.0	90.5
Eastern Area	98.8	99.4	99.6	88.4	93.7	96.5
Appalachian	99.0	99.5	99.7	85.1	91.4	95.1
Central Pennsylvania	98.7	99.4	99.6	86.7	92.9	96.4
Kentuckiana	98.9	99.4	99.7	86.9	92.2	95.4
Northern Ohio	98.8	99.5	99.7	88.0	93.9	96.8
Ohio Valley	98.3	99.2	99.5	90.2	94.6	96.9
Philadelphia Metro	99.1	99.5	99.7	85.8	92.5	95.9
South Jersey	99.1	99.5	99.7	85.9	92.4	95.7
Tennessee	98.1	99.0	99.4	87.9	93.1	95.9
Western New York	99.1	99.5	99.7	88.1	93.7	96.5
Western Pennsylvania	99.2	99.6	99.7	93.0	96.7	98.2
Great Lakes Area	98.2	99.2	99.5	84.8	91.8	95.5
Central Illinois	97.6	98.8	99.4	85.5	92.1	95.6
Chicago	97.7	98.8	99.3	82.2	90.3	94.7
Detroit	98.2	99.1	99.4	85.0	91.9	95.6
Gateway	97.8	99.1	99.5	88.6	94.2	96.9
Greater Indiana	98.5	99.3	99.6	82.9	89.9	94.1
Greater Michigan	99.1	99.5	99.7	84.6	90.8	94.6
Lakeland	98.5	99.4	99.7	82.8	91.1	95.3
Northeast Area	98.0	99.0	99.4	80.8	88.6	93.0
Albany	98.6	99.4	99.7	80.8	88.7	93.0
Caribbean	96.7	97.8	98.5	85.2	90.1	94.2
Connecticut Valley	97.9	99.0	99.4	81.5	89.5	94.0
Greater Boston	98.0	99.1	99.4	76.9	86.3	92.0
Long Island	98.6	99.3	99.6	84.2	90.0	93.5
New York	97.6	98.7	99.2	84.7	91.6	94.9
Northern New England	98.6	99.3	99.5	75.1	84.4	90.6
Northern New Jersey	98.0	99.1	99.5	82.4	89.7	93.3
Triboro	97.4	98.5	99.1	85.5	91.7	95.0
Westchester	97.2	98.5	99.1	78.8	86.7	91.5
Pacific Area	98.2	99.2	99.5	86.5	91.9	95.0
Bay-Valley	97.9	99.0	99.4	90.9	94.9	96.9
Honolulu	99.2	99.4	99.6	92.1	95.3	97.1
Los Angeles	97.6	99.0	99.5	82.4	89.5	93.3
Sacramento	97.9	99.1	99.5	85.8	91.9	95.4
San Diego	98.1	99.0	99.4	85.8	91.0	94.3
San Francisco	98.4	99.3	99.7	90.7	94.6	96.8
Santa Ana	98.8	99.4	99.6	84.4	90.1	93.4
Sierra Coastal	98.5	99.4	99.7	87.5	92.4	95.4

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for USPS Marketing Mail®**Service Variance**

Mailpieces Delivered Between 07/01/2018 and 09/30/2018

District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	97.9	99.0	99.4	85.2	91.2	94.7
Alabama	98.7	99.3	99.6	82.3	89.2	93.3
Arkansas	98.7	99.3	99.6	85.8	91.9	95.1
Dallas	96.0	97.4	98.0	81.4	88.8	93.0
Fort Worth	98.6	99.4	99.7	88.5	93.2	95.9
Gulf Atlantic	98.4	99.2	99.5	83.5	89.8	93.7
Houston	97.8	99.0	99.5	90.2	94.5	96.9
Louisiana	98.2	99.1	99.5	89.0	93.5	96.3
Mississippi	97.6	98.7	99.1	85.1	91.6	95.3
Oklahoma	98.9	99.4	99.7	86.6	92.5	95.7
Rio Grande	98.5	99.4	99.7	84.6	91.2	94.9
South Florida	96.2	98.4	99.1	85.1	90.7	94.2
Suncoast	98.6	99.5	99.7	82.4	89.2	93.3
Western Area	98.8	99.4	99.7	88.4	93.7	96.4
Alaska	99.2	99.6	99.7	94.8	96.2	97.2
Arizona	99.0	99.4	99.6	83.9	90.5	94.4
Central Plains	99.0	99.4	99.6	89.2	94.2	96.7
Colorado/Wyoming	98.3	99.3	99.6	88.3	93.7	96.4
Dakotas	98.9	99.4	99.6	85.8	91.8	95.2
Hawkeye	98.8	99.4	99.6	89.5	94.7	97.1
Mid-America	98.7	99.4	99.7	87.3	93.1	96.2
Nevada-Sierra	99.0	99.5	99.7	88.1	93.1	96.0
Northland	98.8	99.4	99.7	89.4	94.7	97.3
Portland	99.0	99.5	99.7	87.3	93.4	96.4
Salt Lake City	99.1	99.5	99.7	86.4	92.1	95.5
Seattle	98.8	99.4	99.6	92.2	96.0	97.7
Nation FY2018 Q4	98.2	99.1	99.5	85.5	91.7	95.1
Nation FY2017 Q4 (SPLY)	98.0	99.0	99.4	83.0	89.9	93.9
Nation FY2009 Annual	93.4	96.4	98.0	78.1	85.1	90.0
Nation FY2010 Annual	92.3	96.0	97.8	68.8	75.8	80.7
Nation FY2011 Annual	86.5	93.2	96.2	53.9	67.1	77.1
Nation FY2012 Annual	92.2	96.0	97.7	70.0	79.7	86.3
Nation FY2013 Annual	96.3	98.4	99.2	77.2	86.3	91.7
Nation FY2014 Annual	96.7	98.6	99.3	77.8	86.6	91.9
Nation FY2015 Annual	96.3	98.4	99.1	74.7	84.0	90.0
Nation FY2016 Annual	97.4	98.8	99.3	79.3	87.0	91.6
Nation FY2017 Annual	97.9	99.0	99.4	82.0	88.9	92.9
Nation FY2018 Annual	97.3	98.8	99.3	79.8	87.5	92.1
Nation FY2018 Q1	96.1	98.3	99.1	76.7	85.7	91.0
Nation FY2018 Q2	96.9	98.7	99.3	73.8	82.8	88.7
Nation FY2018 Q3	98.3	99.2	99.5	83.4	89.9	93.6

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