

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 82 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 System (PTS). 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 Delivery Confirmation™ 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 this entire volume of Full Service Intelligent Mail® Bound Printed Matter Flats mail. Data collected by the 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 the 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.

On Jan 27, 2013, Single-Piece Parcel Post® became a competitive product. Therefore, Single-Piece Parcel Post® is no longer included in measurement in FY 13 Quarter 3.

Limitations

In FY13 Quarter 3, Bound Printed Matter Flats data through iMAPS were limited to mailers passing service performance business rules.

Data for the delivery factor of Bound Printed Matter Flats were comprised of Bound Printed Matter Flats and Standard Mail® flats with Intelligent Mail® barcodes received by external reporters. Standard 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, EXFC 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 FY13 Quarter 3, the service performance results for Package Services through PTS included the data available for retail parcels mailed end-to-end from over the counter and with Delivery Confirmation™ and the commercial and PC postage parcels with Delivery Confirmation™. The first en route scan was used as the start-the-clock for the performance measurement of 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 the 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. However the results may not be representative of all parcels because of the heavy volume of DDU-entry parcels in measurement compared with the overall population.

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 91.0 percent on time, with 98.9 percent delivered within the service standard plus three days in FY13 Q3. On-time performance dropped by 1.6 percentage points compared to the same period last year, FY12 Q3, but still remains above target.

The Baltimore district had the highest service performance, with 96.6 percent on time, followed by South Jersey at 96.4 and Northern Virginia at 96.3 percent on time. Eastern Area achieved the highest performance of the seven areas with an on-time score of 94.4.

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Mailpieces Delivered Between 04/01/2013 and 06/30/2013

District	Percent On Time
Capital Metro Area	94.3
Atlanta	90.9
Baltimore	96.6
Capital	94.6
Greater South Carolina	93.1
Greensboro	92.9
Mid-Carolinas	92.9
Northern Virginia	96.3
Richmond	94.7
Eastern Area	94.4
Appalachian	94.1
Central Pennsylvania	94.2
Cincinnati	92.8
Kentuckiana	95.1
Northern Ohio	92.8
Philadelphia Metro	95.3
South Jersey	96.4
Tennessee	95.5
Western New York	90.8
Western Pennsylvania	93.5
Great Lakes Area	89.7
Central Illinois	87.0
Chicago	91.5
Detroit	85.9
Gateway	89.4
Greater Indiana	91.1
Greater Michigan	92.6
Lakeland	91.4
Northeast Area	89.7
Albany	91.3
Caribbean	66.9
Connecticut Valley	86.5
Greater Boston	85.1
Long Island	87.5
New York	95.3
Northern New England	91.6
Northern New Jersey	91.5
Triboro	93.8
Westchester	91.1
Pacific Area	89.4
Bay-Valley	89.9
Honolulu	45.6
Los Angeles	94.2
Sacramento	87.3
San Diego	88.4
San Francisco	89.8
Santa Ana	92.3
Sierra Coastal	89.1

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 04/01/2013 and 06/30/2013

District	Percent On Time
Southern Area	88.7
Alabama	93.6
Arkansas	87.2
Dallas	83.6
Fort Worth	90.8
Houston	90.9
Louisiana	89.9
Mississippi	91.0
North Florida	88.1
Oklahoma	91.2
Rio Grande	87.0
South Florida	85.6
Suncoast	90.3
Western Area	90.4
Alaska	82.7
Arizona	88.5
Central Plains	84.9
Colorado/Wyoming	92.3
Dakotas	88.4
Hawkeye	91.7
Mid-America	92.2
Nevada-Sierra	90.4
Northland	89.3
Portland	93.0
Salt Lake City	88.6
Seattle	92.9
Nation FY2013 Q3	91.0
Nation FY2012 Q3 (SPLY)	92.6
Nation FY2009 Annual	73.4
Nation FY2010 Annual	79.4
Nation FY2011 Annual	76.7
Nation FY2012 Annual	87.2
Nation FY2013 Q1	86.3
Nation FY2013 Q2	88.9
FY2013 Annual Target	90.0

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