

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 84 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 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 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 January 27, 2013, Single-Piece Parcel Post® became a competitive product. Therefore, Single-Piece Parcel Post® is no longer included in measurement as of FY13 Quarter 3.

Limitations

In FY14 Quarter 1, 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 FY14 Quarter 1, 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 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 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 84.0 percent on time, with 98.5 percent delivered within the service standard plus three days in FY14 Quarter 1.

The New York district had the highest service performance, with 93.1 percent on time, followed by Baltimore at 91.9 and Kentuckiana at 91.4 percent on time. Capital Metro Area achieved the highest performance of the seven areas with an on-time score of 88.9 percent.

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Mailpieces Delivered Between 10/01/2013 and 12/31/2013

District	Percent On Time
Capital Metro Area	88.9
Atlanta	86.8
Baltimore	91.9
Capital	86.0
Greater South Carolina	90.7
Greensboro	90.9
Mid-Carolinas	88.2
Northern Virginia	90.1
Richmond	87.6
Eastern Area	87.2
Appalachian	88.8
Central Pennsylvania	83.0
Cincinnati	89.3
Kentuckiana	91.4
Northern Ohio	86.3
Philadelphia Metro	82.6
South Jersey	87.6
Tennessee	89.4
Western New York	87.6
Western Pennsylvania	86.2
Great Lakes Area	77.9
Central Illinois	75.9
Chicago	75.3
Detroit	71.7
Gateway	80.7
Greater Indiana	89.1
Greater Michigan	86.9
Lakeland	76.1
Northeast Area	82.6
Albany	79.5
Caribbean	67.6
Connecticut Valley	70.0
Greater Boston	75.8
Long Island	81.0
New York	93.1
Northern New England	84.3
Northern New Jersey	88.2
Triboro	89.8
Westchester	79.8
Pacific Area	86.4
Bay-Valley	76.0
Honolulu	47.4
Los Angeles	91.0
Sacramento	78.1
San Diego	91.0
San Francisco	82.8
Santa Ana	90.8
Sierra Coastal	87.3

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 10/01/2013 and 12/31/2013

District	Percent On Time
Southern Area	79.8
Alabama	73.4
Arkansas	83.7
Dallas	72.9
Fort Worth	82.5
Gulf Atlantic	79.5
Houston	82.3
Louisiana	85.8
Mississippi	70.3
Oklahoma	87.1
Rio Grande	84.4
South Florida	73.2
Suncoast	81.1
Western Area	84.6
Alaska	80.7
Arizona	83.0
Central Plains	85.5
Colorado/Wyoming	90.7
Dakotas	84.1
Hawkeye	84.4
Mid-America	78.2
Nevada-Sierra	78.7
Northland	85.1
Portland	86.0
Salt Lake City	83.7
Seattle	85.4
Nation FY2014 Q1	84.0
Nation FY2013 Q1 (SPLY)	86.3
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
FY2014 Annual Target	90.0

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