

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 89 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 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 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 methodology for estimating performance for Bound Printed Matter Flats was modified slightly beginning in FY 2017 Quarter 1. The application of the last mile profile was changed from stratification by the type of final processing operation to stratification by the number of days remaining to meet service standard after final processing. This methodology change was made to improve the accuracy of the performance estimates as the new methodology better accounts for the relationship between time spent in last mile and time spent in processing.

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 starting September 16, 2017 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 2017 Quarter 4, 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 90.3 percent. In FY 2017 Quarter 4, 99.0 percent were delivered within the service standard plus three days.

In FY 2017 Quarter 4, 37 districts had scores above the target of 90.0. The Western Pennsylvania District led in performance with 95.6 percent and was followed by Richmond with 95.5 percent. Capital Metro Area achieved the highest performance of the seven areas with an on-time score of 92.8 percent.

The national FY 2017 annual performance of Package Services was 89.6 percent on time, a 7.1 point increase from the prior year. It represented the highest annual score since measurement began.

Quarterly Performance for Package Services

Mailpieces Delivered Between 07/01/2017 and 09/30/2017

District	Percent On Time
Capital Metro Area	92.8
Atlanta	91.5
Baltimore	92.2
Capital	92.2
Greater South Carolina	92.3
Greensboro	92.9
Mid-Carolinas	92.9
Northern Virginia	92.9
Richmond	95.5
Eastern Area	91.7
Appalachian	90.7
Central Pennsylvania	90.8
Kentuckiana	86.6
Northern Ohio	89.8
Ohio Valley	91.8
Philadelphia Metro	90.2
South Jersey	92.6
Tennessee	93.8
Western New York	94.3
Western Pennsylvania	95.6
Great Lakes Area	87.7
Central Illinois	84.7
Chicago	91.2
Detroit	86.8
Gateway	89.2
Greater Indiana	85.6
Greater Michigan	90.9
Lakeland	87.6
Northeast Area	90.4
Albany	86.5
Caribbean	70.9
Connecticut Valley	92.1
Greater Boston	91.9
Long Island	88.5
New York	90.1
Northern New England	91.7
Northern New Jersey	89.8
Triboro	91.4
Westchester	86.6
Pacific Area	91.2
Bay-Valley	93.6
Honolulu	68.2
Los Angeles	89.9
Sacramento	88.4
San Diego	93.5
San Francisco	92.3
Santa Ana	93.4
Sierra Coastal	88.4

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Package Services

Mailpieces Delivered Between 07/01/2017 and 09/30/2017

District	Percent On Time
Southern Area	88.6
Alabama	89.2
Arkansas	94.3
Dallas	88.5
Fort Worth	91.7
Gulf Atlantic	90.3
Houston	86.2
Louisiana	88.6
Mississippi	91.1
Oklahoma	88.5
Rio Grande	93.6
South Florida	80.8
Suncoast	86.4
Western Area	90.0
Alaska	86.2
Arizona	86.7
Central Plains	91.3
Colorado/Wyoming	88.3
Dakotas	89.0
Hawkeye	90.7
Mid-America	87.7
Nevada-Sierra	86.2
Northland	88.7
Portland	94.3
Salt Lake City	90.3
Seattle	94.1
Nation FY2017 Q4	90.3
Nation FY2016 Q4 (SPLY)	90.9
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
Nation FY2014 Annual	86.3
Nation FY2015 Annual	84.0
Nation FY2016 Annual	82.5
Nation FY2017 Annual	89.6
Nation FY2017 Q1	86.2
Nation FY2017 Q2	91.5
Nation FY2017 Q3	90.8
FY2017 Annual Target	90.0

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