

Quarterly Performance for USPS Marketing Mail®**Overview**

Beginning FY2019 Q1 Marketing Mail® Letters and non-Saturation flats Service performance is measured through the USPS internal measurement system. The system uses documented arrival time at a designated postal facility to start the clock, and an Intelligent Mail® barcode (IMB®) scan by postal personnel at delivery for randomly selected delivery points to stop the clock. Mail piece tracking from IMB® in-process scans is used in conjunction with the sampling data to extrapolate results for the entire volume of measurement eligible Full Service Intelligent Mail. The transit time from the start-the-clock through final automated processing is the Processing Duration leg, and the transit time from final automated processing until delivery is the Last Mile. Total transit time was calculated for the mail and compared with the appropriate service standard for the product to determine the service performance.

Scores prior to FY2019 Q1 were calculated and compiled by an independent external contractor. The system used for this reporting was called the Intelligent Mail® Accuracy and Performance System (iMAPS). The external contractor determined 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 consisted 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 was 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 was measured by comparing the transit time to USPS® service standards to determine the percent of mail delivered on time.

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.

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.

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.

A system sampling issue occurred for delivery sampling in FY2019 Q1 and impacted the data. Seven districts were impacted on October 9th. To address the sampling anomaly, a proxy methodology was used to replace missing or scarce data for impacted dates with historical data from the impacted districts.

Performance Highlights

National Destination Entry mail achieved 87.5 percent on time in FY2019 Quarter 1, which is 0.6 points lower than the same period last year. For Destination Entry mail, 98.7 percent was delivered within service standard plus three days. The Honolulu Performance Cluster led the nation in Destination Entry performance with 97.1 percent on time. Twenty-one 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 62.9 percent on time, which is 1.1 points higher than the same period last year. In FY2019 Quarter 1, 90.6 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 86.9 percent on time.

Quarterly Performance for USPS Marketing Mail®
Mailpieces Delivered Between 10/01/2018 and 12/31/2018

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	82.6	53.8
Atlanta	81.1	40.1
Baltimore	80.2	53.8
Capital	81.7	53.2
Greater South Carolina	86.5	56.7
Greensboro	83.3	64.6
Mid-Carolinas	78.4	57.7
Northern Virginia	92.2	49.6
Richmond	78.5	53.8
Eastern Area	91.9	66.8
Appalachian	94.7	62.4
Central Pennsylvania	85.9	58.1
Kentuckiana	95.8	73.0
Northern Ohio	84.4	64.8
Ohio Valley	90.5	68.7
Philadelphia Metro	93.3	58.7
South Jersey	94.0	59.4
Tennessee	94.0	68.8
Western New York	94.8	69.6
Western Pennsylvania	96.5	78.4
Great Lakes Area	83.6	60.7
Central Illinois	85.1	61.4
Chicago	64.3	48.9
Detroit	88.0	62.9
Gateway	87.1	70.6
Greater Indiana	73.7	49.9
Greater Michigan	95.7	67.0
Lakeland	82.3	56.0
Northeast Area	85.1	53.6
Albany	91.2	54.1
Caribbean	90.4	61.0
Connecticut Valley	86.8	54.1
Greater Boston	82.8	50.1
Long Island	90.7	60.5
New York	77.0	46.0
Northern New England	91.3	55.4
Northern New Jersey	86.8	52.7
Triboro	76.4	53.1
Westchester	82.1	51.9
Pacific Area	90.5	67.3
Bay-Valley	87.4	71.6
Honolulu	97.1	75.3
Los Angeles	87.7	56.0
Sacramento	92.1	64.5
San Diego	88.6	70.0
San Francisco	91.7	74.0
Santa Ana	91.8	66.3
Sierra Coastal	95.5	73.7

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District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Southern Area	86.3	61.2
Alabama	92.4	62.1
Arkansas	93.4	67.9
Dallas	86.4	52.9
Fort Worth	82.9	62.1
Gulf Atlantic	86.6	52.6
Houston	81.1	72.5
Louisiana	89.0	73.4
Mississippi	89.2	68.0
Oklahoma	92.6	68.2
Rio Grande	89.1	60.0
South Florida	76.9	51.2
Suncoast	90.0	53.1
Western Area	90.4	68.1
Alaska	95.1	86.9
Arizona	88.4	57.9
Central Plains	93.6	72.7
Colorado/Wyoming	82.4	67.3
Dakotas	94.3	68.4
Hawkeye	89.5	72.0
Mid-America	87.8	60.4
Nevada-Sierra	89.6	65.8
Northland	90.8	65.8
Portland	95.6	70.6
Salt Lake City	94.5	64.6
Seattle	94.3	76.6
Nation FY2019 Q1	87.5	62.9
Nation FY2018 Q1 (SPLY)		
	88.1	61.8
Nation FY2009 Annual		
	86.4	70.7
Nation FY2010 Annual		
	83.4	59.0
Nation FY2011 Annual		
	70.3	38.4
Nation FY2012 Annual		
	82.0	56.5
Nation FY2013 Annual		
	88.8	63.3
Nation FY2014 Annual		
	89.9	63.5
Nation FY2015 Annual		
	89.1	59.6
Nation FY2016 Annual		
	92.3	65.9
Nation FY2017 Annual		
	93.7	69.8
Nation FY2018 Annual		
	91.6	66.4
FY2019 Annual Target		
	91.8	91.8