

United States Postal Service®
Quarterly Performance for Package Services
Service Variance

Quarter I
FY2019

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 91 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. Beginning FY2019 Q1, service performance for Bound Printed Matter Flats 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.

Bound Printed Matter Flat 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 Periodicals delivered on the last processing date versus the per cent 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.

Limitations

In FY2019 Quarter 1, 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. Results for Destination Entry Bound Printed Matter parcels were also included in the measurement. While Destination Delivery Unit (DDU) Entry represented approximately 70 percent of Destination Entry Bound Printed Matter Parcels in the population, 97 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.

A system sampling issue occurred for delivery sampling in FY2019 Q1 and impacted the Bound printer Matter flats 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 Package Services performance was 84.1 percent, which is 5.9 points lower than the annual target of 90.0 percent. In FY2019 Quarter 1, 97.9 percent were delivered within the service standard plus three days, which is 0.7 points lower than the same period last year.

In FY2019 Quarter 1, five districts had scores at or above the target of 90.0. The Western Pennsylvania District led in performance with 92.9 percent on time. The Capital Metro Area achieved the highest performance of the seven areas, with an on-time score of 87.9 percent.

**Quarterly Performance for Package Services
Service Variance**

Mailpieces Delivered Between 10/01/2018 and 12/31/2018

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	94.3	97.2	98.4
Atlanta	95.4	97.4	98.3
Baltimore	92.6	96.3	98.0
Capital	88.0	92.5	96.0
Greater South Carolina	96.5	98.3	98.9
Greensboro	94.0	97.6	98.7
Mid-Carolinas	94.0	97.6	98.7
Northern Virginia	94.0	96.9	98.5
Richmond	94.3	97.5	98.8
Eastern Area	95.0	97.9	98.9
Appalachian	92.5	96.4	98.3
Central Pennsylvania	92.2	96.2	98.0
Kentuckiana	96.0	98.3	99.1
Northern Ohio	94.3	98.4	99.2
Ohio Valley	95.9	98.1	99.0
Philadelphia Metro	93.2	96.7	98.2
South Jersey	95.6	98.0	98.9
Tennessee	95.6	98.2	98.9
Western New York	97.1	98.9	99.4
Western Pennsylvania	97.0	99.0	99.6
Great Lakes Area	91.3	95.5	97.8
Central Illinois	86.4	93.6	96.7
Chicago	88.4	92.0	94.8
Detroit	92.2	97.3	98.7
Gateway	93.3	96.6	98.2
Greater Indiana	91.5	95.8	97.9
Greater Michigan	95.8	98.4	99.2
Lakeland	89.7	93.0	96.7
Northeast Area	90.6	95.1	97.2
Albany	94.5	97.8	99.0
Caribbean	82.1	88.7	91.9
Connecticut Valley	92.7	96.3	97.6
Greater Boston	91.7	96.4	98.1
Long Island	89.6	94.4	96.7
New York	85.7	90.6	94.0
Northern New England	94.9	97.7	98.9
Northern New Jersey	89.3	95.1	97.3
Triboro	86.3	92.2	95.8
Westchester	91.9	96.0	97.8
Pacific Area	92.7	96.5	98.0
Bay-Valley	93.2	96.3	97.8
Honolulu	75.9	80.9	84.7
Los Angeles	89.9	95.8	97.5
Sacramento	92.3	96.4	98.0
San Diego	93.0	96.9	98.7
San Francisco	94.4	97.1	98.5
Santa Ana	89.9	95.6	97.7
Sierra Coastal	95.7	98.0	98.8

**Quarterly Performance for Package Services
Service Variance**

Mailpieces Delivered Between 10/01/2018 and 12/31/2018

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	89.8	94.5	96.7
Alabama	93.4	96.2	97.6
Arkansas	97.0	98.6	99.2
Dallas	87.5	92.9	95.7
Fort Worth	91.3	96.6	98.2
Gulf Atlantic	93.4	96.5	97.8
Houston	84.9	91.1	95.4
Louisiana	94.4	96.9	98.2
Mississippi	94.5	97.4	98.6
Oklahoma	93.7	97.1	98.4
Rio Grande	91.6	96.0	98.3
South Florida	82.5	87.8	91.4
Suncoast	88.3	94.9	97.4
Western Area	94.1	97.3	98.5
Alaska	86.6	90.4	93.0
Arizona	92.8	97.0	98.4
Central Plains	94.8	97.8	98.9
Colorado/Wyoming	93.8	97.2	98.5
Dakotas	92.0	95.8	98.1
Hawkeye	94.8	98.5	99.1
Mid-America	92.9	97.0	98.5
Nevada-Sierra	87.6	93.5	96.0
Northland	95.2	97.9	98.9
Portland	96.9	98.3	98.9
Salt Lake City	92.8	96.1	97.9
Seattle	95.8	98.2	99.0
Nation FY2019 Q1	92.5	96.3	97.9

Nation FY2018 Q1 (SPLY)	94.6	97.4	98.6
--------------------------------	-------------	-------------	-------------

Nation FY2009 Annual	84.6	90.9	94.6
Nation FY2010 Annual	89.7	94.2	96.5
Nation FY2011 Annual	87.3	92.7	95.6
Nation FY2012 Annual	93.7	96.4	97.8
Nation FY2013 Annual	94.7	97.3	98.5
Nation FY2014 Annual	94.2	97.3	98.5
Nation FY2015 Annual	92.9	96.7	98.2
Nation FY2016 Annual	92.6	96.7	98.1
Nation FY2017 Annual	95.5	97.8	98.7
Nation FY2018 Annual	95.4	97.8	98.7