Quarterly Performance for USPS Marketing Mail®
Service Variance

Overview

Beginning FY2019 Q1, service performance for USPS Marketing Mail® Letters and non-Saturation 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.

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.

Performance Highlights

National Destination Entry mail achieved 91.8 percent on time in FY2019 Quarter 2, which is 1.7 points higher than the same period last year. For Destination Entry mail, 99.2 percent was delivered within service standard plus three days. The Honolulu Performance Cluster led the nation in Destination Entry performance with 97.9 percent on time. Forty-three 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 62.6 percent on time, which is 2.8 points higher than the same period last year. In FY2019 Quarter 2, 89.8 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 81.6 percent on time.

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Mailpieces Delivered Between 01/01/2019 and 03/31/2019

District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	**96.5**	**98.3**	**99.0**	**72.4**	**81.8**	**87.5**
Atlanta	94.6	97.1	98.2	63.3	76.2	84.5
Baltimore	97.0	98.4	99.1	69.1	78.8	85.0
Capital	96.4	98.3	99.0	72.2	81.0	86.4
Greater South Carolina	98.1	99.1	99.4	76.7	85.8	91.0
Greensboro	98.0	99.1	99.5	82.0	88.9	92.9
Mid-Carolinas	97.4	98.9	99.4	76.2	85.1	90.3
Northern Virginia	97.5	98.5	99.2	70.7	79.5	84.8
Richmond	94.5	97.3	98.5	68.0	77.4	83.9
Eastern Area	**98.2**	**99.1**	**99.4**	**79.8**	**87.3**	**91.9**
Appalachian	98.9	99.4	99.6	77.6	85.6	90.8
Central Pennsylvania	98.4	99.2	99.6	72.8	82.7	89.1
Kentuckiana	98.7	99.2	99.4	81.0	87.1	91.2
Northern Ohio	97.5	98.9	99.4	82.9	90.3	94.4
Ohio Valley	97.0	98.5	99.1	81.6	87.9	91.9
Philadelphia Metro	98.4	99.1	99.4	74.0	84.3	90.4
South Jersey	98.8	99.3	99.5	74.0	83.4	89.5
Tennessee	97.9	98.9	99.3	78.8	86.3	91.1
Western New York	98.9	99.4	99.6	82.5	89.2	93.2
Western Pennsylvania	99.1	99.5	99.7	89.9	94.2	96.5
Great Lakes Area	**94.7**	**97.7**	**98.8**	**73.4**	**82.8**	**89.1**
Central Illinois	94.0	97.2	98.4	76.0	84.7	90.3
Chicago	89.1	95.2	97.0	63.5	75.4	83.4
Detroit	96.6	98.4	99.0	74.6	84.2	90.3
Gateway	96.5	98.3	99.0	80.1	87.7	92.5
Greater Indiana	89.8	96.4	98.4	65.7	76.9	85.0
Greater Michigan	97.9	98.8	99.3	74.4	83.4	89.7
Lakeland	95.5	98.1	99.0	71.0	81.2	88.1
Northeast Area	**96.7**	**98.2**	**98.8**	**73.0**	**82.5**	**88.5**
Albany	98.6	99.4	99.6	74.2	83.6	89.4
Caribbean	97.6	98.2	98.5	76.8	80.9	85.2
Connecticut Valley	97.7	98.9	99.3	73.9	82.9	89.0
Greater Boston	97.1	98.6	99.1	68.4	79.8	87.1
Long Island	98.4	99.2	99.5	77.5	85.1	89.8
New York	91.5	95.3	96.9	69.4	79.7	86.3
Northern New England	98.4	99.2	99.5	69.6	79.7	86.9
Northern New Jersey	97.0	98.2	98.8	73.8	83.9	89.5
Triboro	91.9	95.1	96.5	71.2	81.1	87.3
Westchester	98.1	98.9	99.3	82.5	88.6	92.3
Pacific Area	**98.1**	**99.1**	**99.4**	**78.2**	**85.7**	**90.5**
Bay-Valley	97.9	99.0	99.4	86.4	91.7	94.7
Honolulu	99.0	99.3	99.4	77.8	87.7	92.9
Los Angeles	96.7	98.5	99.0	72.4	81.6	87.4
Sacramento	98.1	99.0	99.4	77.2	85.3	90.7
San Diego	98.3	99.2	99.5	78.1	84.9	89.5
San Francisco	97.9	98.9	99.3	84.6	90.0	93.4
Santa Ana	98.8	99.5	99.7	77.9	85.1	89.8
Sierra Coastal	98.6	99.3	99.6	81.2	87.5	91.6

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District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	**97.0**	**98.6**	**99.1**	**74.7**	**82.6**	**87.8**
Alabama	98.1	98.9	99.3	75.4	83.3	88.7
Arkansas	97.7	98.7	99.1	75.6	83.7	89.1
Dallas	96.4	98.3	99.0	74.6	83.7	88.8
Fort Worth	98.2	99.1	99.5	79.9	87.1	91.4
Gulf Atlantic	96.8	98.4	99.0	67.4	76.4	82.8
Houston	96.9	98.5	99.1	83.8	89.8	93.2
Louisiana	96.5	98.4	99.0	77.3	85.0	90.0
Mississippi	97.9	98.7	99.2	79.2	86.0	90.6
Oklahoma	98.3	99.2	99.5	81.5	88.2	92.1
Rio Grande	97.8	98.9	99.3	77.9	85.5	90.3
South Florida	95.1	97.8	98.8	69.7	77.5	83.3
Suncoast	97.2	98.7	99.2	63.2	73.0	80.1
Western Area	**97.9**	**99.0**	**99.4**	**78.5**	**86.4**	**91.4**
Alaska	96.4	97.2	97.5	87.8	92.3	94.8
Arizona	98.1	99.0	99.4	67.4	77.7	85.0
Central Plains	98.4	99.1	99.4	83.2	89.7	93.6
Colorado/Wyoming	97.1	98.6	99.1	74.6	83.9	89.6
Dakotas	98.0	98.9	99.4	76.7	84.7	89.9
Hawkeye	97.9	99.0	99.4	82.3	89.6	93.8
Mid-America	97.6	99.0	99.4	79.6	87.6	92.1
Nevada-Sierra	98.5	99.1	99.4	82.0	88.3	92.3
Northland	97.3	98.8	99.3	79.7	87.8	92.7
Portland	98.6	99.3	99.6	78.7	86.7	91.7
Salt Lake City	98.6	99.2	99.6	74.2	82.6	88.7
Seattle	97.9	99.0	99.4	83.6	90.3	94.1
Nation FY2019 Q2	**97.1**	**98.6**	**99.2**	**76.2**	**84.5**	**89.8**
Nation FY2018 Q2 (SPLY)	**96.9**	**98.7**	**99.3**	**73.8**	**82.8**	**88.7**
Nation FY2009 Annual	**93.4**	**96.4**	**98.0**	**78.1**	**85.1**	**90.0**
Nation FY2010 Annual	**92.3**	**96.0**	**97.8**	**68.8**	**75.8**	**80.7**
Nation FY2011 Annual	**86.5**	**93.2**	**96.2**	**53.9**	**67.1**	**77.1**
Nation FY2012 Annual	**92.2**	**96.0**	**97.7**	**70.0**	**79.7**	**86.3**
Nation FY2013 Annual	**96.3**	**98.4**	**99.2**	**77.2**	**86.3**	**91.7**
Nation FY2014 Annual	**96.7**	**98.6**	**99.3**	**77.8**	**86.6**	**91.9**
Nation FY2015 Annual	**96.3**	**98.4**	**99.1**	**74.7**	**84.0**	**90.0**
Nation FY2016 Annual	**97.4**	**98.8**	**99.3**	**79.3**	**87.0**	**91.6**
Nation FY2017 Annual	**97.9**	**99.0**	**99.4**	**82.0**	**88.9**	**92.9**
Nation FY2018 Annual	**97.3**	**98.8**	**99.3**	**79.8**	**87.5**	**92.1**
Nation FY2019 Q1	**95.4**	**97.8**	**98.7**	**76.8**	**85.4**	**90.6**