

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 90 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 destinates.

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 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.

Limitations

In FY2019 Quarter 3, 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 64 percent of Destination Entry Bound Printed Matter Parcels in the population, 95 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 89.2 percent, which is 0.8 points lower than the annual target of 90.0 percent. In FY2019 Quarter 3, 98.2 percent were delivered within the service standard plus three days, which is 0.8 points lower than the same period last year.

In FY2019 Quarter 3, 34 districts had scores at or above the target of 90.0. The Western Pennsylvania District led in performance with 95.5 percent on time. The Eastern Area achieved the highest performance of the seven areas, with an on-time score of 92.5 percent.

Quarterly Performance for Package Services
Mailpieces Delivered Between 04/01/2019 and 06/30/2019

District	Percent On Time
Capital Metro Area	91.9
Atlanta	92.4
Baltimore	93.2
Capital	85.3
Greater South Carolina	95.3
Greensboro	91.1
Mid-Carolinas	94.6
Northern Virginia	88.4
Richmond	90.8
Eastern Area	92.5
Appalachian	94.1
Central Pennsylvania	92.6
Kentuckiana	91.1
Northern Ohio	93.4
Ohio Valley	91.5
Philadelphia Metro	90.6
South Jersey	90.0
Tennessee	92.9
Western New York	94.3
Western Pennsylvania	95.5
Great Lakes Area	86.1
Central Illinois	76.2
Chicago	83.3
Detroit	86.9
Gateway	89.4
Greater Indiana	87.9
Greater Michigan	89.6
Lakeland	87.3
Northeast Area	87.4
Albany	93.8
Caribbean	64.6
Connecticut Valley	89.2
Greater Boston	87.1
Long Island	82.6
New York	86.9
Northern New England	91.9
Northern New Jersey	82.5
Triboro	87.7
Westchester	89.9
Pacific Area	85.8
Bay-Valley	88.6
Honolulu	68.1
Los Angeles	80.4
Sacramento	87.1
San Diego	88.1
San Francisco	88.3
Santa Ana	74.5
Sierra Coastal	90.4

Quarterly Performance for Package Services
Mailpieces Delivered Between 04/01/2019 and 06/30/2019

District	Percent On Time
Southern Area	89.1
Alabama	91.2
Arkansas	92.0
Dallas	82.2
Fort Worth	90.0
Gulf Atlantic	92.1
Houston	88.9
Louisiana	90.2
Mississippi	91.9
Oklahoma	93.5
Rio Grande	91.2
South Florida	85.1
Suncoast	88.3
Western Area	90.7
Alaska	67.1
Arizona	89.6
Central Plains	91.3
Colorado/Wyoming	91.7
Dakotas	89.5
Hawkeye	92.4
Mid-America	91.5
Nevada-Sierra	88.0
Northland	91.2
Portland	93.7
Salt Lake City	87.7
Seattle	90.6
Nation FY2019 Q3	89.2

Nation FY2018 Q3 (SPLY)	91.6
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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 FY2018 Annual	89.2
Nation FY2019 Q1	84.1
Nation FY2019 Q2	89.1

FY2019 Annual Target	90.0
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