

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

Quarter IV
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 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 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 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 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. Results for Destination Entry Bound Printed Matter parcels were also included in the measurement. While Destination Delivery Unit (DDU) Entry represented approximately 61 percent of Destination Entry Bound Printed Matter Parcels in the population, 96 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 87.4 percent, which is 2.6 points lower than the annual target of 90.0 percent. In FY2019 Quarter 4, 98.9 percent were delivered within the service standard plus three days, which is 0.3 points lower than the same period last year.

In FY2019 Quarter 4, 17 districts had scores at or above the target of 90.0. The Western Pennsylvania District led in performance with 96.5 percent on time. The Capital Metro Area achieved the highest performance of the seven areas, with an on-time score of 90.6 percent.

United States Postal Service®
Quarterly Performance for Package Services
Service Variance
Mailpieces Delivered Between 07/01/2019 and 09/30/2019

Quarter IV
FY2019

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	96.2	98.4	99.1
Atlanta	96.9	98.7	99.3
Baltimore	94.0	97.4	98.4
Capital	95.3	97.3	98.2
Greater South Carolina	97.7	99.2	99.6
Greensboro	97.0	98.8	99.4
Mid-Carolinas	96.3	98.8	99.4
Northern Virginia	96.4	98.1	98.9
Richmond	93.6	97.2	98.6
Eastern Area	96.1	98.4	99.2
Appalachian	97.7	98.9	99.4
Central Pennsylvania	96.3	98.2	99.0
Kentuckiana	96.9	98.7	99.2
Northern Ohio	96.3	98.8	99.4
Ohio Valley	94.8	98.1	99.2
Philadelphia Metro	94.6	98.0	98.9
South Jersey	93.9	97.8	99.0
Tennessee	96.2	98.1	99.0
Western New York	97.7	98.9	99.3
Western Pennsylvania	98.8	99.4	99.6
Great Lakes Area	94.3	97.7	98.8
Central Illinois	91.8	96.8	98.2
Chicago	92.1	96.0	97.5
Detroit	93.5	97.5	98.5
Gateway	95.7	98.1	99.1
Greater Indiana	94.7	97.8	98.8
Greater Michigan	96.9	98.7	99.2
Lakeland	94.0	97.6	98.8
Northeast Area	93.6	96.9	98.1
Albany	97.7	99.0	99.5
Caribbean	89.4	92.5	94.3
Connecticut Valley	93.6	96.2	97.5
Greater Boston	93.8	97.2	98.4
Long Island	92.6	97.1	98.2
New York	92.8	95.8	96.9
Northern New England	96.3	98.5	99.2
Northern New Jersey	91.6	96.6	98.3
Triboro	92.9	96.5	98.1
Westchester	93.6	96.5	97.8
Pacific Area	94.9	97.7	98.8
Bay-Valley	95.7	98.0	99.0
Honolulu	68.7	75.2	80.0
Los Angeles	94.9	98.1	99.0
Sacramento	94.8	97.5	98.6
San Diego	95.2	98.0	99.0
San Francisco	95.9	98.1	99.1
Santa Ana	92.1	96.8	98.5
Sierra Coastal	96.4	98.5	99.3

United States Postal Service®
Quarterly Performance for Package Services
Service Variance
Mailpieces Delivered Between 07/01/2019 and 09/30/2019

Quarter IV
FY2019

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	95.4	98.1	99.0
Alabama	96.4	98.3	99.1
Arkansas	97.4	98.7	99.2
Dallas	93.6	97.4	98.5
Fort Worth	94.9	98.1	99.0
Gulf Atlantic	97.4	99.0	99.4
Houston	95.0	97.7	98.7
Louisiana	95.9	98.2	98.8
Mississippi	96.5	98.3	99.0
Oklahoma	96.2	98.8	99.3
Rio Grande	95.8	98.4	99.1
South Florida	94.2	97.8	98.8
Suncoast	94.4	97.8	99.1
Western Area	96.3	98.3	99.1
Alaska	89.6	92.8	94.8
Arizona	96.6	98.3	99.1
Central Plains	96.8	98.6	99.3
Colorado/Wyoming	96.1	98.2	99.1
Dakotas	94.9	97.4	98.3
Hawkeye	96.4	98.5	99.3
Mid-America	95.9	98.5	99.2
Nevada-Sierra	94.6	97.7	98.7
Northland	95.9	98.6	99.3
Portland	98.2	99.2	99.5
Salt Lake City	93.0	96.9	98.4
Seattle	97.6	98.8	99.2
Nation FY2019 Q4	95.3	98.0	98.9

Nation FY2018 Q4 (SPLY)	96.3	98.5	99.2
--------------------------------	-------------	-------------	-------------

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
Nation FY2019 Annual	94.3	97.1	98.3
Nation FY2019 Q1	92.5	96.3	97.9
Nation FY2019 Q2	94.7	97.2	98.4
Nation FY2019 Q3	94.9	97.2	98.2