

United States Postal Service®
Quarterly Performance for USPS Marketing Mail®

Quarter I
FY2020

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 92.0 percent on time in FY2020 Quarter 1, which is 4.5 points higher than the same period last year. For Destination Entry mail, 99.1 percent was delivered within service standard plus three days. The Western Pennsylvania Performance Cluster led the nation in Destination Entry performance with 97.9 percent on time. Forty-four 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 67.2 percent on time, which is 4.3 points higher than the same period last year. In FY2020 Quarter 1, 92.1 percent of End-To-End Entry USPS Marketing Mail® was delivered within the service standard plus three days. The Caribbean and Alaska District had the highest End-To-End Entry score with 85.0 percent on time.

United States Postal Service®
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Mailpieces Delivered Between 10/01/2019 and 12/31/2019

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District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	90.4	61.1
Atlanta	87.8	49.2
Baltimore	90.3	51.4
Capital	88.9	65.0
Greater South Carolina	93.8	69.4
Greensboro	91.4	72.7
Mid-Carolinas	90.5	68.0
Northern Virginia	93.6	55.8
Richmond	88.0	59.0
Eastern Area	94.7	72.9
Appalachian	96.7	69.8
Central Pennsylvania	94.2	63.7
Kentuckiana	96.5	78.0
Northern Ohio	95.2	79.9
Ohio Valley	91.8	78.2
Philadelphia Metro	93.0	58.4
South Jersey	95.5	64.0
Tennessee	93.5	67.3
Western New York	96.4	74.0
Western Pennsylvania	97.9	83.7
Great Lakes Area	91.6	63.4
Central Illinois	86.6	54.1
Chicago	85.9	59.1
Detroit	93.1	68.6
Gateway	92.9	72.8
Greater Indiana	89.1	60.4
Greater Michigan	97.0	70.5
Lakeland	92.9	63.2
Northeast Area	90.8	61.6
Albany	94.9	64.3
Caribbean	93.5	85.0
Connecticut Valley	91.7	62.6
Greater Boston	88.9	55.2
Long Island	94.7	63.0
New York	89.7	65.5
Northern New England	93.8	60.4
Northern New Jersey	91.9	61.0
Triboro	85.3	59.9
Westchester	88.5	61.1
Pacific Area	94.2	71.6
Bay-Valley	93.3	74.2
Honolulu	96.7	62.3
Los Angeles	90.8	69.9
Sacramento	95.3	71.2
San Diego	95.0	72.6
San Francisco	94.3	76.8
Santa Ana	94.1	69.7
Sierra Coastal	96.4	77.1

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District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Southern Area	88.6	66.5
Alabama	95.5	67.1
Arkansas	94.4	64.6
Dallas	81.6	61.5
Fort Worth	85.1	67.1
Gulf Atlantic	89.8	68.7
Houston	74.4	65.1
Louisiana	86.6	70.6
Mississippi	88.9	68.0
Oklahoma	93.0	69.5
Rio Grande	92.9	63.9
South Florida	90.5	71.3
Suncoast	92.5	63.9
Western Area	94.5	68.9
Alaska	97.3	85.0
Arizona	95.2	62.1
Central Plains	96.3	76.5
Colorado/Wyoming	88.2	59.8
Dakotas	94.6	67.3
Hawkeye	94.2	75.4
Mid-America	95.2	69.5
Nevada-Sierra	96.0	72.7
Northland	94.3	69.3
Portland	95.9	65.0
Salt Lake City	96.7	65.2
Seattle	95.8	72.5
Nation FY2020 Q1	92.0	67.2
Nation FY2019 Q1 (SPLY)	87.5	62.9
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
Nation FY2019 Annual	91.9	66.2
FY2020 Annual Target	91.8	91.8