Quarterly Performance for Package Services

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 89 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 FY2020 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 67 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 83.7 percent, which is 5.5 points lower than the same period last year. In FY2020 Quarter 3, 95.3 percent were delivered within the service standard plus three days, which is 2.9 points lower than the same period last year.

In FY2020 Quarter 3, eight districts had scores at or above the target of 90.0. The Greater South Carolina District led in performance with 93.5 percent on time. The Capital Metro Area achieved the highest performance of the seven areas, with an on-time score of 88.2 percent.

United States Postal Service®
Quarterly Performance for Package Services
Mailpieces Delivered Between 04/01/2020 and 06/30/2020

Quarter III
FY2020

District	Percent On Time
Capital Metro Area	**88.2**
Atlanta	81.4
Baltimore	84.7
Capital	88.3
Greater South Carolina	93.5
Greensboro	91.2
Mid-Carolinas	91.7
Northern Virginia	87.6
Richmond	87.3
Eastern Area	**86.1**
Appalachian	92.2
Central Pennsylvania	81.1
Kentuckiana	89.7
Northern Ohio	88.7
Ohio Valley	86.5
Philadelphia Metro	77.6
South Jersey	82.4
Tennessee	85.7
Western New York	87.8
Western Pennsylvania	92.9
Great Lakes Area	**77.1**
Central Illinois	68.0
Chicago	69.4
Detroit	67.6
Gateway	84.1
Greater Indiana	82.6
Greater Michigan	73.2
Lakeland	82.4
Northeast Area	**74.1**
Albany	85.7
Caribbean	61.2
Connecticut Valley	66.4
Greater Boston	73.5
Long Island	69.9
New York	75.8
Northern New England	76.4
Northern New Jersey	73.3
Triboro	75.9
Westchester	74.8
Pacific Area	**83.5**
Bay-Valley	88.2
Honolulu	44.9
Los Angeles	79.2
Sacramento	78.7
San Diego	83.1
San Francisco	86.9
Santa Ana	80.2
Sierra Coastal	85.4

Quarterly Performance for Package Services
Mailpieces Delivered Between 04/01/2020 and 06/30/2020

District	Percent On Time
Southern Area	**84.9**
Alabama	85.7
Arkansas	87.4
Dallas	81.7
Fort Worth	82.6
Gulf Atlantic	86.5
Houston	87.4
Louisiana	86.9
Mississippi	89.0
Oklahoma	88.0
Rio Grande	84.7
South Florida	81.9
Suncoast	83.5
Western Area	**87.5**
Alaska	89.9
Arizona	82.1
Central Plains	87.5
Colorado/Wyoming	87.6
Dakotas	86.1
Hawkeye	90.2
Mid-America	85.4
Nevada-Sierra	86.2
Northland	88.6
Portland	91.6
Salt Lake City	78.7
Seattle	91.8
Nation FY2020 Q3	**83.7**

Nation FY2019 Q3 (SPLY)	**89.2**

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 Annual	**87.3**
Nation FY2020 Q1	**85.3**
Nation FY2020 Q2	**90.8**

FY2020 Annual Target	**90.0**