Quarterly Performance for Package Services
Service Variance

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
Service Variance**
Mailpieces Delivered Between 04/01/2020 and 06/30/2020

Quarter III
FY2020

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	**93.5**	**95.8**	**97.1**
Atlanta	89.3	93.3	95.6
Baltimore	91.0	93.7	95.5
Capital	93.5	95.7	97.1
Greater South Carolina	96.6	97.8	98.4
Greensboro	95.6	97.0	97.9
Mid-Carolinas	95.3	97.1	97.9
Northern Virginia	94.6	96.5	97.5
Richmond	92.7	95.4	96.8
Eastern Area	**92.1**	**94.9**	**96.4**
Appalachian	95.6	97.2	98.1
Central Pennsylvania	90.0	93.5	95.6
Kentuckiana	93.8	96.0	97.1
Northern Ohio	92.9	94.9	96.2
Ohio Valley	93.0	95.6	97.0
Philadelphia Metro	87.4	92.2	94.8
South Jersey	89.5	93.1	95.2
Tennessee	91.5	94.5	96.1
Western New York	93.0	95.1	96.5
Western Pennsylvania	96.1	97.4	98.2
Great Lakes Area	**83.6**	**87.6**	**90.3**
Central Illinois	77.3	82.8	86.3
Chicago	77.1	83.1	86.5
Detroit	74.9	79.6	83.7
Gateway	91.1	94.6	96.4
Greater Indiana	88.2	91.4	93.8
Greater Michigan	78.7	82.8	86.2
Lakeland	87.6	90.6	92.5
Northeast Area	**82.3**	**87.1**	**90.4**
Albany	90.8	93.4	95.2
Caribbean	68.2	74.9	81.1
Connecticut Valley	77.2	84.1	88.3
Greater Boston	81.8	86.8	90.4
Long Island	80.0	86.3	89.7
New York	84.3	88.3	91.0
Northern New England	83.4	87.8	91.0
Northern New Jersey	80.7	85.3	88.3
Triboro	82.5	86.4	89.4
Westchester	83.1	87.9	90.7
Pacific Area	**91.2**	**94.6**	**96.4**
Bay-Valley	93.7	96.4	97.8
Honolulu	51.2	55.3	58.3
Los Angeles	88.7	93.6	95.8
Sacramento	87.8	92.4	94.9
San Diego	91.2	94.9	96.7
San Francisco	93.1	95.7	97.1
Santa Ana	90.9	94.8	96.5
Sierra Coastal	93.1	96.1	97.4

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Quarter III
FY2020

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	**91.7**	**95.1**	**96.7**
Alabama	91.8	94.9	96.5
Arkansas	92.3	95.1	96.5
Dallas	89.3	93.4	95.5
Fort Worth	89.2	93.3	95.5
Gulf Atlantic	92.9	95.9	97.3
Houston	93.7	96.1	97.4
Louisiana	92.0	94.9	96.6
Mississippi	93.6	96.0	97.2
Oklahoma	92.9	95.5	96.9
Rio Grande	91.5	94.8	96.5
South Florida	91.7	95.8	97.4
Suncoast	91.3	95.2	96.9
Western Area	**92.6**	**95.5**	**97.0**
Alaska	92.9	95.0	96.3
Arizona	89.0	94.3	96.3
Central Plains	93.1	95.9	97.3
Colorado/Wyoming	92.3	95.2	96.8
Dakotas	92.2	95.0	96.8
Hawkeye	94.5	96.7	97.7
Mid-America	92.3	95.2	96.8
Nevada-Sierra	91.9	95.1	96.8
Northland	94.1	96.4	97.5
Portland	95.0	96.7	97.7
Salt Lake City	85.6	90.5	93.7
Seattle	95.3	97.1	97.9
Nation FY2020 Q3	**90.1**	**93.4**	**95.3**
Nation FY2019 Q3 (SPLY)	**94.9**	**97.2**	**98.2**
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 FY2020 Q1	**93.9**	**97.4**	**98.6**
Nation FY2020 Q2	**95.8**	**97.8**	**98.7**