

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 88.5 percent on time in FY2020 Quarter 4, which is 6.1 points lower than the same period last year. For Destination Entry mail, 98.5 percent was delivered within service standard plus three days. The Alaska Performance Cluster led the nation in Destination Entry performance with 97.7 percent on time. Twenty-three 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 66.7 percent on time, which is 5.5 points lower than the same period last year. In FY2020 Quarter 4, 88.4 percent of End-To-End Entry USPS Marketing Mail® was delivered within the service standard plus three days. The Alaska District had the highest End-To-End Entry score with 88.6 percent on time.

United States Postal Service®
Quarterly Performance for USPS Marketing Mail®
Mailpieces Delivered Between 07/01/2020 and 09/30/2020

Quarter IV
FY2020

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	84.8	63.3
Atlanta	82.7	37.5
Baltimore	72.1	54.5
Capital	87.6	72.2
Greater South Carolina	87.1	70.1
Greensboro	85.7	76.3
Mid-Carolinas	88.7	74.0
Northern Virginia	93.9	66.3
Richmond	83.8	62.3
Eastern Area	87.9	65.5
Appalachian	94.0	71.5
Central Pennsylvania	86.4	51.8
Kentuckiana	91.0	67.5
Northern Ohio	81.2	67.8
Ohio Valley	84.6	71.7
Philadelphia Metro	87.3	53.6
South Jersey	92.1	63.1
Tennessee	87.5	54.3
Western New York	84.7	71.3
Western Pennsylvania	96.0	83.3
Great Lakes Area	83.3	60.8
Central Illinois	83.9	59.6
Chicago	80.0	51.7
Detroit	72.9	54.3
Gateway	83.9	66.3
Greater Indiana	88.7	61.5
Greater Michigan	86.1	60.9
Lakeland	87.8	61.7
Northeast Area	89.5	66.2
Albany	89.6	71.1
Caribbean	87.6	63.3
Connecticut Valley	88.3	67.5
Greater Boston	88.6	68.1
Long Island	93.3	57.6
New York	91.8	71.3
Northern New England	92.2	77.1
Northern New Jersey	90.5	57.5
Triboro	85.4	60.9
Westchester	87.3	62.6
Pacific Area	91.8	68.7
Bay-Valley	90.6	66.4
Honolulu	91.8	59.7
Los Angeles	86.4	67.6
Sacramento	89.4	64.6
San Diego	93.9	71.8
San Francisco	92.1	72.7
Santa Ana	94.6	71.0
Sierra Coastal	94.8	75.6

Quarterly Performance for USPS Marketing Mail®
Mailpieces Delivered Between 07/01/2020 and 09/30/2020

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Southern Area	87.9	68.2
Alabama	89.1	58.9
Arkansas	91.6	55.0
Dallas	87.1	70.3
Fort Worth	88.0	65.8
Gulf Atlantic	89.2	68.4
Houston	89.7	80.3
Louisiana	81.4	54.8
Mississippi	86.3	61.7
Oklahoma	92.4	71.1
Rio Grande	88.1	70.2
South Florida	85.7	68.4
Suncoast	88.6	66.0
Western Area	93.3	70.6
Alaska	97.7	88.6
Arizona	93.8	68.1
Central Plains	95.4	71.5
Colorado/Wyoming	90.8	63.5
Dakotas	94.9	70.5
Hawkeye	95.3	76.7
Mid-America	88.3	64.8
Nevada-Sierra	95.4	71.1
Northland	92.1	70.3
Portland	95.4	70.2
Salt Lake City	95.0	68.2
Seattle	93.4	76.9
Nation FY2020 Q4	88.5	66.7
Nation FY2019 Q4 (SPLY)	94.6	72.2
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
Nation FY2020 Annual	91.5	69.3
Nation FY2020 Q1	92.0	67.2
Nation FY2020 Q2	93.9	73.9
Nation FY2020 Q3	92.2	70.4
FY2020 Annual Target	91.8	91.8