

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 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 FY2020 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 67 percent of Destination Entry Bound Printed Matter Parcels in the population, 94 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 84.4 percent, which is 3.0 points lower than the same period last year. In FY2020 Quarter 4, 95.5 percent were delivered within the service standard plus three days, which is 3.4 points lower than the same period last year.

In FY2020 Quarter 4, five districts had scores at or above the target of 90.0. The Western Pennsylvania District led in performance with 93.1 percent on time. The Capital Metro Area achieved the highest performance of the seven areas, with an on-time score of 86.7 percent.

Quarterly Performance for Package Services
Mailpieces Delivered Between 07/01/2020 and 09/30/2020

District	Percent On Time
Capital Metro Area	86.7
Atlanta	79.2
Baltimore	84.2
Capital	86.5
Greater South Carolina	89.7
Greensboro	90.5
Mid-Carolinas	91.3
Northern Virginia	86.9
Richmond	85.8
Eastern Area	85.8
Appalachian	90.5
Central Pennsylvania	81.0
Kentuckiana	87.3
Northern Ohio	88.2
Ohio Valley	84.9
Philadelphia Metro	82.5
South Jersey	84.6
Tennessee	84.1
Western New York	86.4
Western Pennsylvania	93.1
Great Lakes Area	80.5
Central Illinois	73.6
Chicago	75.8
Detroit	78.1
Gateway	81.0
Greater Indiana	82.8
Greater Michigan	82.2
Lakeland	83.9
Northeast Area	84.4
Albany	88.3
Caribbean	56.0
Connecticut Valley	84.3
Greater Boston	85.2
Long Island	83.7
New York	85.3
Northern New England	86.5
Northern New Jersey	83.5
Triboro	80.3
Westchester	86.2
Pacific Area	84.4
Bay-Valley	87.2
Honolulu	65.6
Los Angeles	80.8
Sacramento	77.0
San Diego	85.2
San Francisco	87.3
Santa Ana	83.8
Sierra Coastal	87.1

Quarterly Performance for Package Services
Mailpieces Delivered Between 07/01/2020 and 09/30/2020

District	Percent On Time
Southern Area	82.6
Alabama	85.9
Arkansas	83.3
Dallas	82.3
Fort Worth	81.2
Gulf Atlantic	84.4
Houston	84.3
Louisiana	81.1
Mississippi	84.8
Oklahoma	84.9
Rio Grande	85.3
South Florida	77.4
Suncoast	79.3
Western Area	86.0
Alaska	86.9
Arizona	82.1
Central Plains	85.0
Colorado/Wyoming	85.7
Dakotas	84.1
Hawkeye	89.3
Mid-America	80.2
Nevada-Sierra	86.0
Northland	87.1
Portland	88.2
Salt Lake City	83.0
Seattle	90.2
Nation FY2020 Q4	84.4

Nation FY2019 Q4 (SPLY)	87.4
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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 Annual	85.8
Nation FY2020 Q1	85.3
Nation FY2020 Q2	90.8
Nation FY2020 Q3	83.7

FY2020 Annual Target	90.0
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