

### ***Overview***

Beginning FY2019 Q1, service performance for Periodicals 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 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***

Sampling occurred within every district at collection and delivery during the quarter in all eligible 3-Digit ZIP Code areas. However, the Caribbean District had low volumes during the quarter and limited delivery sampling data available.

### ***Performance Highlights***

National Periodicals service performance was 74.3 percent on time, which is 13.7 points lower than the same period last year. Western Area led the nation with 80.8 percent on time in FY2020 Quarter 4.

In FY2020 Quarter 4, 87.1 percent of Periodicals were delivered within the service standard plus one day, 91.9 percent within the service standard plus two days, and 94.4 percent within the service standard plus three days. Individual areas achieved at least 83.8 percent delivery within the service standard plus one day, and as much as 96.1 percent within three days.

**Quarterly Performance for Periodicals**  
**Mailpieces Delivered Between 07/01/2020 and 09/30/2020**

Area	Percent On Time
Capital Metro	70.5
Eastern	75.8
Great Lakes	68.7
Northeast	69.3
Pacific	75.6
Southern	75.6
Western	80.8
<b>Nation FY2020 Q4</b>	<b>74.3</b>

<b>Nation FY2019 Q4 (SPLY)</b>	<b>88.0</b>
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<b>Nation FY2009 Annual</b>	<b>73.7</b>
<b>Nation FY2010 Annual</b>	<b>76.7</b>
<b>Nation FY2011 Annual</b>	<b>75.5</b>
<b>Nation FY2012 Annual</b>	<b>68.7</b>
<b>Nation FY2013 Annual</b>	<b>82.0</b>
<b>Nation FY2014 Annual</b>	<b>80.9</b>
<b>Nation FY2015 Annual</b>	<b>77.7</b>
<b>Nation FY2016 Annual</b>	<b>80.1</b>
<b>Nation FY2017 Annual</b>	<b>85.6</b>
<b>Nation FY2018 Annual</b>	<b>85.6</b>
<b>Nation FY2019 Annual</b>	<b>85.7</b>
<b>Nation FY2020 Annual</b>	<b>80.9</b>
<b>Nation FY2020 Q1</b>	<b>84.8</b>
<b>Nation FY2020 Q2</b>	<b>87.0</b>
<b>Nation FY2020 Q3</b>	<b>76.9</b>

<b>FY2020 Annual Target</b>	<b>91.8</b>
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