

### **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 88.2 percent on time in FY2021 Quarter 2, which is 5.7 points lower than the same period last year. For Destination Entry mail, 96.8 percent was delivered within service standard plus three days. The Alaska Performance Cluster led the nation in Destination Entry performance with 97.2 percent on time.

End-To-End Entry national performance was 60.7 percent on time, which is 13.2 points lower than the same period last year. In FY2021 Quarter 2, 78.7 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 78.0 percent on time.

**Quarterly Performance for USPS Marketing Mail®**  
**Mailpieces Delivered Between 01/01/2021 and 03/31/2021**

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>81.5</b>	<b>47.4</b>
Atlanta	82.8	36.2
Baltimore	61.4	29.6
Capital	77.4	49.7
Greater South Carolina	93.3	62.4
Greensboro	78.6	60.2
Mid-Carolinas	94.9	65.4
Northern Virginia	92.1	40.2
Richmond	70.4	39.2
<b>Eastern Area</b>	<b>83.5</b>	<b>56.2</b>
Appalachian	92.8	58.0
Central Pennsylvania	72.8	41.7
Kentuckiana	92.5	66.2
Northern Ohio	66.5	52.1
Ohio Valley	87.9	66.7
Philadelphia Metro	70.6	27.6
South Jersey	83.9	48.1
Tennessee	88.1	52.7
Western New York	91.9	67.4
Western Pennsylvania	94.4	71.8
<b>Great Lakes Area</b>	<b>86.0</b>	<b>58.7</b>
Central Illinois	91.0	62.6
Chicago	82.3	60.8
Detroit	79.6	49.3
Gateway	79.9	52.0
Greater Indiana	82.7	56.2
Greater Michigan	90.4	65.1
Lakeland	94.5	65.6
<b>Northeast Area</b>	<b>85.5</b>	<b>52.6</b>
Albany	84.2	53.3
Caribbean	91.5	72.4
Connecticut Valley	83.7	54.9
Greater Boston	87.0	54.1
Long Island	87.4	46.8
New York	88.0	56.4
Northern New England	85.9	57.5
Northern New Jersey	87.6	47.7
Triboro	80.5	53.0
Westchester	84.7	51.2
<b>Pacific Area</b>	<b>95.9</b>	<b>70.9</b>
Bay-Valley	95.4	75.0
Honolulu	95.5	58.4
Los Angeles	94.9	71.9
Sacramento	95.1	66.5
San Diego	95.9	73.8
San Francisco	96.5	74.5
Santa Ana	97.0	73.0
Sierra Coastal	96.8	74.3

**Quarterly Performance for USPS Marketing Mail®**  
Mailpieces Delivered Between 01/01/2021 and 03/31/2021

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>91.0</b>	<b>65.4</b>
Alabama	88.0	51.0
Arkansas	89.8	48.9
Dallas	85.6	60.0
Fort Worth	95.0	71.6
Gulf Atlantic	92.1	67.9
Houston	92.1	75.9
Louisiana	89.5	56.6
Mississippi	85.6	55.4
Oklahoma	92.1	65.5
Rio Grande	89.4	63.0
South Florida	90.8	71.5
Suncoast	95.0	71.1
<b>Western Area</b>	<b>93.2</b>	<b>67.0</b>
Alaska	97.2	78.0
Arizona	94.1	64.6
Central Plains	95.1	66.9
Colorado/Wyoming	90.1	62.9
Dakotas	95.3	67.0
Hawkeye	95.6	70.1
Mid-America	85.3	59.0
Nevada-Sierra	97.0	75.9
Northland	91.4	66.9
Portland	97.0	67.5
Salt Lake City	91.0	61.3
Seattle	96.4	73.3
<b>Nation FY2021 Q2</b>	<b>88.2</b>	<b>60.7</b>
<b>Nation FY2020 Q2 (SPLY)</b>	<b>93.9</b>	<b>73.9</b>
<b>Nation FY2009 Annual</b>	<b>86.4</b>	<b>70.7</b>
<b>Nation FY2010 Annual</b>	<b>83.4</b>	<b>59.0</b>
<b>Nation FY2011 Annual</b>	<b>70.3</b>	<b>38.4</b>
<b>Nation FY2012 Annual</b>	<b>82.0</b>	<b>56.5</b>
<b>Nation FY2013 Annual</b>	<b>88.8</b>	<b>63.3</b>
<b>Nation FY2014 Annual</b>	<b>89.9</b>	<b>63.5</b>
<b>Nation FY2015 Annual</b>	<b>89.1</b>	<b>59.6</b>
<b>Nation FY2016 Annual</b>	<b>92.3</b>	<b>65.9</b>
<b>Nation FY2017 Annual</b>	<b>93.7</b>	<b>69.8</b>
<b>Nation FY2018 Annual</b>	<b>91.6</b>	<b>66.4</b>
<b>Nation FY2019 Annual</b>	<b>91.9</b>	<b>66.2</b>
<b>Nation FY2020 Annual</b>	<b>91.5</b>	<b>69.3</b>
<b>Nation FY2021 Q1</b>	<b>86.3</b>	<b>70.4</b>
<b>FY2021 Annual Target</b>	<b>N/A*</b>	<b>N/A*</b>

\*Setting of service targets for FY 2021 has been delayed due to unpredictable impacts from the COVID-19 pandemic.