

United States Postal Service®
Quarterly Performance for Package Services
Service Variance

Quarter II
FY2021

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 FY2021 Quarter 2, 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, 91 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 79.5 percent, which is 11.3 points lower than the same period last year. In FY2021 Quarter 2, 91.7 percent were delivered within the service standard plus three days, which is 7.0 points lower than the same period last year.

In FY2021 Quarter 2, Western Pennsylvania District led in performance with 89.6 percent on time. The Western Area achieved the highest performance of the seven areas, with an on-time score of 84.2 percent.

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Mailpieces Delivered Between 01/01/2021 and 03/31/2021

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	82.8	86.9	89.5
Atlanta	79.7	84.7	88.1
Baltimore	76.4	81.1	84.2
Capital	76.6	81.2	84.5
Greater South Carolina	88.9	91.3	92.6
Greensboro	83.8	88.9	91.3
Mid-Carolinas	91.8	94.3	95.7
Northern Virginia	80.2	84.9	87.6
Richmond	80.4	84.8	87.8
Eastern Area	85.1	88.5	90.8
Appalachian	91.9	94.3	95.7
Central Pennsylvania	75.8	80.7	84.3
Kentuckiana	90.4	92.8	94.4
Northern Ohio	87.0	89.9	92.0
Ohio Valley	86.1	90.0	92.4
Philadelphia Metro	70.6	75.8	79.8
South Jersey	81.9	86.0	88.8
Tennessee	85.8	89.2	91.3
Western New York	90.2	92.8	94.4
Western Pennsylvania	92.9	94.5	95.5
Great Lakes Area	84.3	88.1	90.5
Central Illinois	82.5	87.3	90.1
Chicago	80.5	85.7	88.9
Detroit	82.4	86.5	89.2
Gateway	79.3	83.3	86.1
Greater Indiana	85.4	89.0	91.4
Greater Michigan	85.5	89.2	91.6
Lakeland	89.4	92.2	93.8
Northeast Area	82.9	87.0	89.6
Albany	89.8	92.2	93.9
Caribbean	87.9	91.5	93.9
Connecticut Valley	80.5	84.5	87.3
Greater Boston	81.4	85.9	88.7
Long Island	84.2	89.1	91.5
New York	80.7	83.9	86.3
Northern New England	83.4	87.2	89.8
Northern New Jersey	81.9	87.0	90.2
Triboro	80.3	84.6	87.8
Westchester	85.3	89.3	91.7
Pacific Area	88.2	91.1	92.8
Bay-Valley	88.7	92.5	94.2
Honolulu	82.7	85.5	87.7
Los Angeles	88.9	92.1	93.8
Sacramento	87.9	91.8	94.0
San Diego	90.9	93.2	94.5
San Francisco	87.6	91.1	93.0
Santa Ana	83.2	85.6	87.1
Sierra Coastal	90.1	92.5	93.8

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District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	86.3	90.2	92.4
Alabama	82.5	87.8	90.7
Arkansas	86.1	89.9	92.8
Dallas	82.6	86.6	89.0
Fort Worth	89.6	92.3	93.9
Gulf Atlantic	88.3	91.5	93.4
Houston	85.7	88.9	90.8
Louisiana	85.1	89.7	92.7
Mississippi	86.6	90.2	92.5
Oklahoma	88.7	92.8	95.0
Rio Grande	87.1	90.7	92.9
South Florida	84.8	89.4	91.8
Suncoast	87.4	91.7	93.3
Western Area	89.9	92.8	94.4
Alaska	91.3	93.5	95.0
Arizona	87.4	90.8	92.7
Central Plains	91.5	94.3	96.1
Colorado/Wyoming	88.2	91.4	93.1
Dakotas	92.6	95.1	96.5
Hawkeye	93.4	95.3	96.5
Mid-America	87.4	91.6	94.0
Nevada-Sierra	87.8	91.0	92.9
Northland	90.2	92.9	94.4
Portland	91.4	93.6	94.9
Salt Lake City	87.2	91.1	93.4
Seattle	91.9	94.2	95.4
Nation FY2021 Q2	86.0	89.6	91.7
Nation FY2020 Q2 (SPLY)	95.8	97.8	98.7
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 Annual	92.3	95.4	96.8
Nation FY2021 Q1	86.9	90.3	92.5