

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 93.3 percent on time in FY2021 Quarter 3, which is 1.1 points higher than the same period last year. For Destination Entry mail, 98.8 percent was delivered within service standard plus three days. The Honolulu and Western Pennsylvania Performance Clusters led the nation in Destination Entry performance with 97.8 percent on time. Sixty-two out of 67 districts achieved an on-time performance at or above the performance target of 86.62 for Destination Entry mail.

End-To-End Entry national performance was 73.7 percent on time, which is 3.3 points higher than the same period last year. In FY2021 Quarter 3, 90.8 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 91.6 percent on time.

United States Postal Service®
Quarterly Performance for USPS Marketing Mail®
Mailpieces Delivered Between 04/01/2021 and 06/30/2021

Quarter III
FY2021

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	89.4	63.0
Atlanta	90.7	46.7
Baltimore	75.7	49.5
Capital	88.7	67.2
Greater South Carolina	90.5	74.4
Greensboro	90.1	75.5
Mid-Carolinas	95.4	76.0
Northern Virginia	96.9	60.9
Richmond	82.8	59.4
Eastern Area	92.7	71.8
Appalachian	96.2	73.5
Central Pennsylvania	94.3	60.8
Kentuckiana	95.8	81.1
Northern Ohio	89.7	75.4
Ohio Valley	95.0	81.5
Philadelphia Metro	83.9	43.5
South Jersey	94.2	66.4
Tennessee	89.5	57.5
Western New York	96.4	83.2
Western Pennsylvania	97.8	88.6
Great Lakes Area	90.0	70.2
Central Illinois	89.8	69.0
Chicago	82.8	64.8
Detroit	90.0	69.5
Gateway	84.0	66.1
Greater Indiana	87.8	67.4
Greater Michigan	96.6	78.7
Lakeland	95.5	73.4
Northeast Area	93.9	73.0
Albany	97.0	76.8
Caribbean	90.9	72.2
Connecticut Valley	94.1	72.2
Greater Boston	93.4	73.4
Long Island	94.7	73.2
New York	95.3	81.2
Northern New England	96.0	75.6
Northern New Jersey	93.6	66.6
Triboro	89.8	75.9
Westchester	96.6	74.8
Pacific Area	96.3	79.6
Bay-Valley	95.9	84.5
Honolulu	97.8	74.5
Los Angeles	96.1	79.3
Sacramento	95.8	78.4
San Diego	95.8	78.1
San Francisco	96.4	85.2
Santa Ana	97.0	78.8
Sierra Coastal	97.2	81.1

Quarterly Performance for USPS Marketing Mail®
Mailpieces Delivered Between 04/01/2021 and 06/30/2021

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Southern Area	93.9	75.6
Alabama	95.7	63.6
Arkansas	91.9	53.2
Dallas	94.5	76.5
Fort Worth	97.3	84.0
Gulf Atlantic	94.1	74.7
Houston	95.6	85.2
Louisiana	91.4	61.0
Mississippi	88.0	61.9
Oklahoma	96.0	77.8
Rio Grande	96.2	80.8
South Florida	88.2	76.4
Suncoast	95.2	77.9
Western Area	96.0	78.6
Alaska	96.1	91.6
Arizona	97.3	73.0
Central Plains	97.3	78.4
Colorado/Wyoming	94.9	77.7
Dakotas	96.9	80.1
Hawkeye	97.4	84.5
Mid-America	92.0	65.9
Nevada-Sierra	97.2	81.1
Northland	94.1	78.9
Portland	97.7	81.4
Salt Lake City	95.7	73.4
Seattle	96.9	83.9
Nation FY2021 Q3	93.3	73.7
Nation FY2020 Q3 (SPLY)	92.2	70.4
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 FY2021 Q1	86.3	70.4
Nation FY2021 Q2	88.2	60.7
FY2021 Annual Target	86.62	86.62