

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

Quarter III
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 destinates.

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 3, 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, 89 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 86.3 percent, which is 2.6 points higher than the same period last year. In FY2021 Quarter 3, 95.2 percent were delivered within the service standard plus three days, which is 0.1 points lower than the same period last year.

In FY2021 Quarter 3, sixteen districts had scores at or above the target of 90.0. The Western Pennsylvania District led in performance with 94.2 percent on time. The Western Area achieved the highest performance of the seven areas, with an on-time score of 89.9 percent.

**Quarterly Performance for Package Services
Service Variance**

Mailpieces Delivered Between 04/01/2021 and 06/30/2021

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	90.4	93.0	94.5
Atlanta	87.1	90.7	92.8
Baltimore	86.9	90.3	92.5
Capital	87.2	90.6	92.5
Greater South Carolina	91.2	93.1	94.2
Greensboro	91.7	93.8	95.0
Mid-Carolinas	94.7	96.4	97.3
Northern Virginia	93.2	95.5	96.7
Richmond	90.3	93.0	94.8
Eastern Area	92.5	94.7	96.0
Appalachian	95.6	97.3	98.2
Central Pennsylvania	91.9	94.6	96.2
Kentuckiana	94.2	95.9	96.9
Northern Ohio	94.0	95.7	96.5
Ohio Valley	94.2	96.3	97.4
Philadelphia Metro	84.3	87.9	90.6
South Jersey	91.3	94.3	95.9
Tennessee	89.2	91.9	93.9
Western New York	96.3	97.6	98.4
Western Pennsylvania	96.5	97.5	98.0
Great Lakes Area	89.8	92.6	94.2
Central Illinois	76.4	84.7	89.4
Chicago	74.2	81.5	85.7
Detroit	86.0	91.9	94.2
Gateway	82.0	86.7	90.0
Greater Indiana	86.0	92.2	94.7
Greater Michigan	88.4	93.6	95.6
Lakeland	86.9	92.0	94.1
Northeast Area	90.6	93.6	95.1
Albany	96.3	97.9	98.6
Caribbean	63.1	68.5	73.9
Connecticut Valley	92.8	95.6	96.9
Greater Boston	92.2	95.1	96.7
Long Island	89.1	93.2	95.0
New York	85.4	88.0	89.1
Northern New England	92.8	95.4	96.8
Northern New Jersey	88.3	92.0	93.8
Triboro	88.6	91.4	92.9
Westchester	91.9	95.1	96.5
Pacific Area	90.0	92.4	93.5
Bay-Valley	90.1	92.6	93.8
Honolulu	82.3	85.5	87.5
Los Angeles	91.2	93.4	94.6
Sacramento	90.6	93.6	95.2
San Diego	92.5	94.5	95.5
San Francisco	88.2	91.2	92.6
Santa Ana	86.5	88.7	89.9
Sierra Coastal	90.8	92.7	93.6

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District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	91.1	93.6	95.0
Alabama	92.8	95.3	96.8
Arkansas	85.3	89.7	92.6
Dallas	90.0	92.4	93.9
Fort Worth	93.0	94.7	95.7
Gulf Atlantic	92.7	95.1	96.4
Houston	89.6	91.4	92.3
Louisiana	84.0	88.7	91.7
Mississippi	87.7	90.5	92.8
Oklahoma	95.4	97.2	98.2
Rio Grande	94.6	96.3	97.2
South Florida	88.4	92.1	94.0
Suncoast	91.2	93.4	94.5
Western Area	93.9	95.8	96.7
Alaska	90.3	92.9	94.3
Arizona	92.0	94.1	95.3
Central Plains	96.2	97.7	98.5
Colorado/Wyoming	92.7	94.6	95.6
Dakotas	95.8	97.7	98.6
Hawkeye	96.7	98.2	98.8
Mid-America	95.1	97.0	97.8
Nevada-Sierra	90.8	93.5	94.8
Northland	95.4	97.0	97.6
Portland	94.1	95.6	96.4
Salt Lake City	92.4	95.1	96.4
Seattle	94.2	95.6	96.3
Nation FY2021 Q3	91.4	93.8	95.2
Nation FY2020 Q3 (SPLY)	90.1	93.4	95.3
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
Nation FY2021 Q2	86.0	89.6	91.7