

United States Postal Service®
Quarterly Performance for USPS Marketing Mail®
Service Variance

Quarter IV
FY2021

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 94.4 percent on time in FY2021 Quarter 4, which is 5.9 points higher than the same period last year. For Destination Entry mail, 99.2 percent was delivered within service standard plus three days. The Alaska Performance Cluster led the nation in Destination Entry performance with 97.8 percent on time. Sixty-four 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 78.4 percent on time, which is 11.7 points higher than the same period last year. In FY2021 Quarter 4, 94.3 percent of End-To-End Entry USPS Marketing Mail® was delivered within the service standard plus three days. The Western Pennsylvania District had the highest End-To-End Entry score with 90.4 percent on time.

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District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	96.4	98.2	98.9	81.4	87.6	91.5
Atlanta	96.0	97.9	98.8	75.3	84.4	89.9
Baltimore	95.0	97.1	98.0	73.8	81.4	86.4
Capital	96.1	97.7	98.6	81.0	86.9	90.5
Greater South Carolina	96.6	99.1	99.5	88.0	92.5	95.2
Greensboro	94.1	98.9	99.4	89.2	93.1	95.4
Mid-Carolinas	97.4	98.9	99.5	88.7	93.0	95.4
Northern Virginia	98.2	99.2	99.5	81.6	87.6	91.4
Richmond	95.2	97.2	98.2	75.2	82.3	87.3
Eastern Area	97.8	98.8	99.2	86.0	90.7	93.7
Appalachian	98.4	99.1	99.4	87.2	91.8	94.8
Central Pennsylvania	98.3	99.0	99.3	76.4	83.5	88.4
Kentuckiana	97.8	99.2	99.5	89.4	93.2	95.4
Northern Ohio	98.7	99.2	99.5	92.5	95.7	97.4
Ohio Valley	97.8	98.9	99.3	91.6	94.8	96.6
Philadelphia Metro	96.9	98.1	98.7	74.4	83.1	88.8
South Jersey	98.4	99.1	99.4	82.7	88.4	92.1
Tennessee	95.0	97.4	98.4	79.8	85.8	89.8
Western New York	98.6	99.2	99.5	91.1	94.6	96.4
Western Pennsylvania	99.0	99.4	99.6	94.4	96.4	97.7
Great Lakes Area	97.2	98.3	98.9	87.9	92.4	95.0
Central Illinois	97.6	98.6	99.0	85.8	91.1	94.1
Chicago	93.3	95.7	97.1	83.4	89.0	92.5
Detroit	97.8	98.7	99.1	89.4	93.6	96.2
Gateway	95.9	97.1	98.0	87.6	91.5	94.0
Greater Indiana	97.4	98.6	99.3	87.6	92.2	94.9
Greater Michigan	98.2	98.8	99.1	91.4	94.5	96.5
Lakeland	97.9	98.9	99.4	88.2	92.8	95.3
Northeast Area	97.5	98.6	99.0	82.6	88.7	92.4
Albany	98.6	99.2	99.5	87.9	93.3	95.9
Caribbean	80.8	82.3	84.3	76.3	80.1	84.3
Connecticut Valley	98.2	99.0	99.3	83.8	89.4	93.0
Greater Boston	97.6	98.8	99.2	83.8	89.6	93.4
Long Island	98.1	98.9	99.3	82.4	88.7	92.2
New York	96.6	97.8	98.4	85.1	90.4	93.8
Northern New England	98.2	98.9	99.3	83.5	89.0	92.8
Northern New Jersey	96.9	98.3	98.9	76.9	85.1	89.8
Triboro	95.8	97.2	98.0	81.3	87.9	91.5
Westchester	98.3	99.0	99.3	82.0	88.3	91.9
Pacific Area	98.3	99.2	99.6	88.8	93.1	95.6
Bay-Valley	98.2	99.1	99.5	91.5	94.8	96.6
Honolulu	97.5	98.3	98.8	83.1	89.4	92.8
Los Angeles	97.8	98.9	99.4	90.8	94.3	96.3
Sacramento	98.1	99.0	99.5	88.8	93.6	96.2
San Diego	98.0	99.1	99.6	87.7	92.0	94.6
San Francisco	98.6	99.3	99.6	92.0	95.1	96.9
Santa Ana	98.7	99.4	99.7	86.8	91.9	95.2
Sierra Coastal	98.9	99.4	99.7	90.1	93.4	95.4

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District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	97.3	98.6	99.1	87.7	91.6	93.9
Alabama	97.7	98.6	99.1	84.5	89.5	92.9
Arkansas	97.5	98.5	99.0	81.8	87.3	90.7
Dallas	97.5	98.6	99.2	89.6	92.3	94.1
Fort Worth	98.7	99.3	99.6	91.3	93.9	95.5
Gulf Atlantic	96.8	98.3	99.2	86.2	91.1	94.1
Houston	98.2	99.2	99.5	92.6	94.6	96.0
Louisiana	93.2	95.2	96.3	76.8	82.0	85.5
Mississippi	92.6	96.2	97.7	80.4	86.3	90.2
Oklahoma	97.9	98.9	99.4	86.7	90.7	93.1
Rio Grande	98.4	99.1	99.4	90.9	93.8	95.5
South Florida	95.9	98.2	98.9	86.9	92.0	94.8
Suncoast	98.2	99.2	99.5	88.1	92.8	95.4
Western Area	98.5	99.2	99.5	90.0	94.0	96.2
Alaska	98.4	98.8	99.0	93.5	95.8	97.1
Arizona	98.9	99.3	99.6	86.0	91.7	94.9
Central Plains	98.8	99.3	99.5	90.0	93.7	95.8
Colorado/Wyoming	98.1	99.1	99.5	89.8	93.9	96.0
Dakotas	98.7	99.2	99.5	89.9	93.7	95.7
Hawkeye	98.7	99.2	99.4	93.5	96.0	97.4
Mid-America	97.8	98.8	99.3	86.4	92.0	94.9
Nevada-Sierra	98.7	99.3	99.5	91.3	94.6	96.5
Northland	98.2	99.1	99.5	90.6	94.6	96.7
Portland	98.9	99.4	99.7	90.9	94.6	96.8
Salt Lake City	98.7	99.3	99.6	87.7	92.7	95.6
Seattle	98.7	99.4	99.6	93.3	95.9	97.3
Nation FY2021 Q4	97.6	98.7	99.2	86.9	91.6	94.3
Nation FY2020 Q4 (SPLY)	95.4	97.6	98.5	77.7	84.2	88.4
Nation FY2009 Annual	93.4	96.4	98.0	78.1	85.1	90.0
Nation FY2010 Annual	92.3	96.0	97.8	68.8	75.8	80.7
Nation FY2011 Annual	86.5	93.2	96.2	53.9	67.1	77.1
Nation FY2012 Annual	92.2	96.0	97.7	70.0	79.7	86.3
Nation FY2013 Annual	96.3	98.4	99.2	77.2	86.3	91.7
Nation FY2014 Annual	96.7	98.6	99.3	77.8	86.6	91.9
Nation FY2015 Annual	96.3	98.4	99.1	74.7	84.0	90.0
Nation FY2016 Annual	97.4	98.8	99.3	79.3	87.0	91.6
Nation FY2017 Annual	97.9	99.0	99.4	82.0	88.9	92.9
Nation FY2018 Annual	97.3	98.8	99.3	79.8	87.5	92.1
Nation FY2019 Annual	97.1	98.6	99.1	79.3	87.1	91.7
Nation FY2020 Annual	96.5	98.1	98.8	80.3	86.7	90.7
Nation FY2021 Annual	95.1	97.0	98.0	79.0	84.3	87.8
Nation FY2021 Q1	93.6	96.3	97.6	80.2	86.0	89.7
Nation FY2021 Q2	93.5	95.6	96.8	69.3	74.8	78.7
Nation FY2021 Q3	96.9	98.2	98.8	82.6	87.6	90.8