

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

Quarter III  
FY2022

**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 84 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 FY2022 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 60 percent of Destination Entry Bound Printed Matter Parcels in the population, 85 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 90.6 percent, which is 4.3 points higher than the same period last year. In FY2022 Quarter 3, 98.3 percent were delivered within the service standard plus three days, which is 3.1 points higher than the same period last year.

In FY2022 Quarter 3 thirty-seven districts had scores at or above the target of 90.0. The Western Pennsylvania District led in performance with 95.9 percent on time. The Western Area achieved the highest performance of the seven areas, with an on-time score of 92.2 percent.

**Quarterly Performance for Package Services**  
**Mailpieces Delivered Between 04/01/2022 and 06/30/2022**

District	Percent On Time
<b>Capital Metro Area</b>	<b>91.3</b>
Atlanta	85.7
Baltimore	92.7
Capital	87.0
Greater South Carolina	93.5
Greensboro	93.0
Mid-Carolinas	94.4
Northern Virginia	90.4
Richmond	91.2
<b>Eastern Area</b>	<b>92.0</b>
Appalachian	94.9
Central Pennsylvania	91.4
Kentuckiana	93.4
Northern Ohio	94.0
Ohio Valley	91.1
Philadelphia Metro	89.3
South Jersey	87.6
Tennessee	90.6
Western New York	94.9
Western Pennsylvania	95.9
<b>Great Lakes Area</b>	<b>91.6</b>
Central Illinois	88.6
Chicago	90.7
Detroit	93.1
Gateway	90.2
Greater Indiana	90.4
Greater Michigan	92.9
Lakeland	93.3
<b>Northeast Area</b>	<b>86.3</b>
Albany	91.9
Caribbean	78.2
Connecticut Valley	86.1
Greater Boston	89.0
Long Island	82.9
New York	85.6
Northern New England	89.7
Northern New Jersey	80.2
Triboro	86.0
Westchester	83.8
<b>Pacific Area</b>	<b>89.4</b>
Bay-Valley	89.5
Honolulu	77.9
Los Angeles	86.9
Sacramento	89.8
San Diego	90.0
San Francisco	89.1
Santa Ana	89.2
Sierra Coastal	92.3

**Quarterly Performance for Package Services**  
Mailpieces Delivered Between 04/01/2022 and 06/30/2022

District	Percent On Time
<b>Southern Area</b>	<b>90.1</b>
Alabama	88.4
Arkansas	85.3
Dallas	91.9
Fort Worth	93.9
Gulf Atlantic	90.4
Houston	92.3
Louisiana	87.4
Mississippi	87.8
Oklahoma	94.3
Rio Grande	92.0
South Florida	85.3
Suncoast	88.9
<b>Western Area</b>	<b>92.2</b>
Alaska	90.8
Arizona	90.8
Central Plains	93.0
Colorado/Wyoming	89.7
Dakotas	92.9
Hawkeye	95.7
Mid-America	91.2
Nevada-Sierra	89.2
Northland	94.0
Portland	93.4
Salt Lake City	89.1
Seattle	93.7
<b>Nation FY2022 Q3</b>	<b>90.6</b>

<b>Nation FY2021 Q3 (SPLY)</b>	<b>86.3</b>
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<b>Nation FY2009 Annual</b>	<b>73.4</b>
<b>Nation FY2010 Annual</b>	<b>79.4</b>
<b>Nation FY2011 Annual</b>	<b>76.7</b>
<b>Nation FY2012 Annual</b>	<b>87.2</b>
<b>Nation FY2013 Annual</b>	<b>87.5</b>
<b>Nation FY2014 Annual</b>	<b>86.3</b>
<b>Nation FY2015 Annual</b>	<b>84.0</b>
<b>Nation FY2016 Annual</b>	<b>82.5</b>
<b>Nation FY2017 Annual</b>	<b>89.6</b>
<b>Nation FY2018 Annual</b>	<b>89.2</b>
<b>Nation FY2019 Annual</b>	<b>87.3</b>
<b>Nation FY2020 Annual</b>	<b>85.8</b>
<b>Nation FY2021 Annual</b>	<b>83.7</b>
<b>Nation FY2022 Q1</b>	<b>88.9</b>
<b>Nation FY2022 Q2</b>	<b>88.2</b>

<b>FY2022 Annual Target</b>	<b>90.0</b>
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