

United States Postal Service®
Quarterly Performance for Package Services

Quarter IV
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 82 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 FY2022 Quarter 4, 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 50 percent of Destination Entry Bound Printed Matter Parcels in the population, 86 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 93.6 percent, which is 3.7 points higher than the same period last year. In FY2022 Quarter 4, 98.8 percent were delivered within the service standard plus three days, which is 1.5 points higher than the same period last year.

In FY2022 Quarter 4, fifty-nine districts had scores at or above the target of 90.0. The Western Pennsylvania District led in performance with 97.6 percent on time. The Capital Metro, Eastern and Western Areas achieved the highest performance of the seven areas, with an on-time score of 94.7 percent.

Quarterly Performance for Package Services
Mailpieces Delivered Between 07/01/2022 and 09/30/2022

District	Percent On Time
Capital Metro Area	94.7
Atlanta	92.1
Baltimore	95.7
Capital	91.6
Greater South Carolina	96.9
Greensboro	94.7
Mid-Carolinas	96.2
Northern Virginia	95.2
Richmond	94.2
Eastern Area	94.7
Appalachian	97.2
Central Pennsylvania	94.4
Kentuckiana	95.0
Northern Ohio	96.4
Ohio Valley	94.2
Philadelphia Metro	92.4
South Jersey	90.3
Tennessee	93.9
Western New York	96.9
Western Pennsylvania	97.6
Great Lakes Area	93.8
Central Illinois	91.5
Chicago	94.5
Detroit	94.1
Gateway	92.9
Greater Indiana	92.9
Greater Michigan	94.9
Lakeland	95.2
Northeast Area	90.5
Albany	94.2
Caribbean	87.0
Connecticut Valley	89.4
Greater Boston	92.4
Long Island	88.1
New York	89.1
Northern New England	92.5
Northern New Jersey	86.4
Triboro	92.3
Westchester	88.4
Pacific Area	93.6
Bay-Valley	93.5
Honolulu	84.2
Los Angeles	91.3
Sacramento	95.2
San Diego	94.1
San Francisco	92.8
Santa Ana	93.0
Sierra Coastal	95.2

Quarterly Performance for Package Services
Mailpieces Delivered Between 07/01/2022 and 09/30/2022

District	Percent On Time
Southern Area	92.4
Alabama	93.7
Arkansas	91.9
Dallas	92.9
Fort Worth	95.0
Gulf Atlantic	94.3
Houston	92.6
Louisiana	93.5
Mississippi	93.0
Oklahoma	95.2
Rio Grande	92.9
South Florida	83.8
Suncoast	91.6
Western Area	94.7
Alaska	92.6
Arizona	94.0
Central Plains	95.6
Colorado/Wyoming	94.7
Dakotas	94.1
Hawkeye	97.2
Mid-America	93.0
Nevada-Sierra	86.9
Northland	96.1
Portland	96.4
Salt Lake City	93.6
Seattle	95.3
Nation FY2022 Q4	93.5

Nation FY2021 Q4 (SPLY)	89.9
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Nation FY2009 Annual	73.4
Nation FY2010 Annual	79.4
Nation FY2011 Annual	76.7
Nation FY2012 Annual	87.2
Nation FY2013 Annual	87.5
Nation FY2014 Annual	86.3
Nation FY2015 Annual	84.0
Nation FY2016 Annual	82.5
Nation FY2017 Annual	89.6
Nation FY2018 Annual	89.2
Nation FY2019 Annual	87.3
Nation FY2020 Annual	85.8
Nation FY2021 Annual	83.7
Nation FY2022 Annual	90.1
Nation FY2022 Q1	88.9
Nation FY2022 Q2	88.2
Nation FY2022 Q3	90.6

FY2022 Annual Target	90.0
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