Quarterly Performance for Package Services

Overview

Package Services includes Single-Piece Parcel Post®, Media Mail®/Library Mail, Bound Printed Matter Flats, and Bound Printed Matter Parcels. Package Services includes both single-piece and presort volumes, with approximately 85 percent of the total represented by presort.

Service performance for Single-Piece Parcel Post®, Media Mail®/Library Mail, and Bound Printed Matter Parcels is measured using an internal USPS® system, the Product Tracking System (PTS). 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 Delivery Confirmation™ 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 against 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.

Service performance for Bound Printed Matter Flats is measured using documented arrival time at a designated postal facility to start the measurement clock, and an Intelligent Mail® barcode (IMb™) scan by an external, third-party reporter to stop the clock. Mail piece tracking from IMb™ in-process scans is used in conjunction with the external data to extrapolate results to this entire volume of Full Service Intelligent Mail® Bound Printed Matter Flats mail. Data collected by the Postal Service® are provided to an independent, external contractor to calculate service measurement and compile the necessary reports. The system used for this reporting is called the Intelligent Mail® Accuracy and Performance System (iMAPS).

The external contractor determines service performance based on the elapsed time between the start-the-clock event recorded by the 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 consists 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 is used as a delivery factor differential to determine the percent of all Bound Printed Matter Flats mail that is delivered on the last processing date versus the percent delivered after the last processing date. Service performance is measured by comparing the transit-time to the service standards to determine the percent of mail delivered on time.

The Service Performance Measurement (SPM) application of the Full Service Seamless Acceptance and Service Performance system (SASP) serves as the data source for iMAPS. SPM captures data from all Full Service Intelligent Mail® and applies business rules for service measurement before sending data to iMAPS.

In November 2010, the Postal Service® established a new certification process for all commercial mailers. Only pieces tendered by mailers certified as compliant and accurate were included in service performance measurement through iMAPS in FY11 Q1 through Q3. No Bound Printed Matter Flats mailers were certified during those quarters; thus no service performance results were available. In FY11 Q4, the explicit certification of mailers was replaced by system changes that automated much of the certification process so that all Full Service mail could be evaluated for compliance. All pieces that met service performance business rules were included in measurement beginning in FY11 Q4.

Limitations

In FY13 Quarter 1, Bound Printed Matter Flats data through iMAPS were limited to mailers passing service performance business rules. End-To-End Bound Printed Matter Flats mail was excluded due to the extremely small volume of measurable pieces in the quarter.

Data for the delivery factor of Bound Printed Matter Flats was based on a combination of Bound Printed Matter Flats and Standard Mail® flats with Intelligent Mail® barcodes received by external reporters. The Standard Mail® flats data was used to supplement the very limited Bound Printed Matter Flats data available during this period. Because even the combination of those two types of mail still resulted in too little volume, EXFC flats were also used to supplement the data for calculating the delivery factor. As a result of the use of this proxy data, which may differ significantly from the actual product, the delivery factor may not be representative of the gap between estimated delivery based on the final automated processing and actual delivery for Bound Printed Matter Flats to every district.

In FY13 Quarter 1, the service performance results for Package Services through PTS were limited to the data available for retail parcels mailed end-to-end from over the counter and with Delivery Confirmation™ and the End-To-End commercial and PC postage parcels with Delivery Confirmation™. 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. The USPS® is in the process of developing an approach to account for the period from when the Postal Service® receives the mail until the first en route scan of the mail. Results for Destination Entry parcels were not included in the measurement since the system of the Postal Service® did not have a method for capturing the location and date for the start-the-clock for such mail.

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

Service performance for FY13 Quarter 1 was impacted by Hurricane Sandy which brought strong winds, heavy rain, and substantial flooding that affected mail delivery throughout the mid-Atlantic and northeastern United States in late October and November. Service performance scores are reported without adjustments even when circumstances outside the control of the Postal Service® limit access to delivery, sortation, transportation or collection locations, facilities or services.

National Package Services performance was 86.3 percent on time, with 97.9 percent delivered within the service standard plus three days in FY13 Q1. On-time performance improved by 10.1 percentage points compared to the same period last year. Colorado/Wyoming had the highest service performance, with 91.9 percent on time, followed by Seattle and Fort Worth at 91.6 percent on time. Capital Metro Area achieved the highest performance of the seven areas with an on-time score of 88.4.

District	Percent On Time
Capital Metro Area	**88.4**
Atlanta	87.3
Baltimore	89.9
Capital	88.7
Greater South Carolina	89.1
Greensboro	88.3
Mid-Carolinas	85.8
Northern Virginia	90.5
Richmond	88.7
Eastern Area	**86.4**
Appalachian	87.9
Central Pennsylvania	82.3
Cincinnati	86.4
Kentuckiana	87.9
Northern Ohio	86.7
Philadelphia Metro	84.4
South Jersey	79.8
Tennessee	89.1
Western New York	89.9
Western Pennsylvania	91.4
Great Lakes Area	**87.1**
Central Illinois	86.5
Chicago	87.4
Detroit	81.9
Gateway	86.4
Greater Indiana	90.1
Greater Michigan	86.1
Lakeland	88.3
Northeast Area	**79.6**
Albany	80.0
Caribbean	50.0
Connecticut Valley	80.5
Greater Boston	77.5
Long Island	82.0
New York	80.4
Northern New England	77.9
Northern New Jersey	81.6
Triboro	84.0
Westchester	79.7
Pacific Area	**87.1**
Bay-Valley	89.8
Honolulu	27.7
Los Angeles	88.8
Sacramento	86.3
San Diego	87.6
San Francisco	89.0
Santa Ana	89.1
Sierra Coastal	87.0

Service Measurement performed and calculated by IBM Corporation

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United States Postal Service®
Quarterly Performance for Package Services
Mailpieces Delivered Between 10/01/2012 and 12/31/2012

Quarter I
FY2013

District	Percent On Time
Southern Area	**87.2**
Alabama	83.3
Arkansas	87.0
Dallas	88.7
Fort Worth	91.6
Houston	87.4
Louisiana	87.0
Mississippi	85.9
North Florida	88.8
Oklahoma	86.5
Rio Grande	89.2
South Florida	84.6
Suncoast	86.0
Western Area	**87.9**
Alaska	71.9
Arizona	82.9
Central Plains	88.8
Colorado/Wyoming	91.9
Dakotas	85.6
Hawkeye	91.1
Mid-America	87.7
Nevada-Sierra	85.5
Northland	87.7
Portland	89.0
Salt Lake City	84.6
Seattle	91.6
Nation FY2013 Q1	**86.3**

Nation FY2012 Q1 (SPLY)	**76.2**

Nation FY2009 Annual	**73.4**
Nation FY2010 Annual	**79.4**
Nation FY2011 Annual	**76.7**
Nation FY2012 Annual	**87.2**

FY2013 Annual Target	**90.0**

Service Measurement performed and calculated by IBM Corporation

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