

Quarterly Performance for Periodicals Service Variance

Overview

Starting in FY12 Q1, service performance for Periodicals is measured via the Intelligent Mail® Accuracy and Performance System (iMAPS) using the 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 the entire volume of Periodicals with Full Service Intelligent Mail®. Data collected by the Postal Service® are provided to an independent, external contractor to calculate service measurement and compile the necessary reports.

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 Periodicals 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.

Limitations

Data for Q1 were limited to mail passing service performance business rules. One of those requirements is that mail must have both a valid start-the-clock date and at least one automated processing scan. Periodicals which were not processed on automated sorting equipment, such as carrier route bundles going to non FSS zones, are excluded from measurement according to the business rules and current system capabilities for measurement.

Data for the delivery factor were based on a combination of Periodicals with Intelligent Mail® barcodes and EXFC flat-shaped test pieces received by external reporters. The EXFC data were used to supplement the limited Periodicals data available during this period.

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.

The national Periodicals service performance was 79.4 percent on time, an increase of 33.5 percentage points in FY13 Quarter 1 compared to the same period last year. Capital Metro Area led the nation with 86.9 percent on time in FY13 Q1.

In FY13 Q1, 92.3 percent of Periodicals were delivered within the service standard plus one day, 95.9 percent within the service standard plus two days, and 97.4 percent within the service standard plus three days.

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Mailpieces Delivered Between 10/01/2012 and 12/31/2012

Area	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro	94.6	96.9	98.0
Eastern	92.0	95.7	97.3
Great Lakes	92.6	95.9	97.4
Northeast	87.2	93.0	95.5
Pacific	93.0	96.2	97.5
Southern	92.9	96.6	98.0
Western	94.6	97.2	98.3
Nation FY2013 Q1	92.3	95.9	97.4
Nation FY2012 Q1 (SPLY)	71.0	82.9	89.1
Nation FY2009 Annual	88.2	93.0	95.5
Nation FY2010 Annual	90.2	94.4	96.5
Nation FY2011 Annual	89.8	94.7	96.6
Nation FY2012 Annual	86.1	92.4	95.4

Service Measurement performed and calculated by IBM Corporation

