

Quarterly Performance for Presort First-Class Mail®

Overview

For Presort First-Class Mail®, the service performance measurement system of the Postal Service® uses 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 Presort First-Class Mail 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 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 Presort First-Class Mail® 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) served 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 in FY11 Q1 through Q3. 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.

The service performance measures for Single-Piece First-Class Mail® flats (using data from EXFC) serve as proxies for estimating the service performance for Presort First-Class™ flats. The following service performance results combine the results for letter performance calculated by the iMAPS program with the proxy data for flats to measure service performance for all Presort First-Class Mail®.

The Presort First-Class™ Parcels are categorized as competitive products starting from October 3, 2011, and are no longer included in the Presort First-Class Mail® scores.

Limitations

Data for FY13 Q1 were limited to mailers passing service performance business rules. Overnight performance data were available for 66 out of 67 possible origin districts, two-day data were available for 62 out of 66 origin districts, and three-to-five-day data were available for 61 out of 67 origin districts. The results may not be representative of mail flowing across the full postal network due to the limited number of mailers and the mailing patterns of mailers participating in Full Service. However, mail was sent to all districts and ZIP Code™ areas during the quarter for at least one service standard group.

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 Overnight performance in FY13 Quarter 1 was 96.6 percent on time, with 99.4 percent delivered within the service standard plus one day. National Two-Day service performance was 96.1 percent on time, with 99.1 percent delivered within the service standard plus one day. National Three-To-Five-Day performance was 93.5 percent on time, with 98.3 percent delivered within the service standard plus one day. Nationally, at least 99.7 percent of mail across all service standards was delivered within the service standard plus three days in FY13 Quarter 1. Western Area led the nation in Overnight and Two-Day service performance and Capital Metro Area led the nation in Three-To-Five-Day service performance.

In Quarter 1, at the district level, Honolulu had the highest Overnight service performance at 99.4 percent on time, with 31 districts scoring at or above the performance target of 96.7. For Two-Day service, Seattle had the highest performance at 98.7 percent on time, with 52 districts scoring at or above the performance target of 95.1. Kentuckiana had the highest Three-To-Five-Day performance at 96.2 percent on time, with 11 districts scoring at or above the performance target of 95.0.

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

District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Capital Metro Area	96.7	95.9	94.6
Atlanta	97.5	96.6	95.9
Baltimore	97.2	94.7	94.4
Capital	97.0	95.8	95.3
Greater South Carolina	97.9	95.8	92.7
Greensboro	97.2	96.0	93.0
Mid-Carolinas	97.0	96.0	94.5
Northern Virginia	97.7	95.2	95.7
Richmond	94.1	95.2	93.6
Eastern Area	95.5	95.7	94.4
Appalachian	97.5	96.5	93.7
Central Pennsylvania	95.8	93.1	92.4
Cincinnati	93.8	96.3	96.1
Kentuckiana	96.6	97.2	96.2
Northern Ohio	97.6	96.9	94.6
Philadelphia Metro	93.6	91.4	91.9
South Jersey	93.1	92.8	92.2
Tennessee	96.9	96.4	94.7
Western New York	94.7	96.4	93.9
Western Pennsylvania	95.5	95.7	93.4
Great Lakes Area	96.4	96.2	92.9
Central Illinois	96.2	95.4	92.1
Chicago	96.2	95.6	94.6
Detroit	96.1	96.8	93.4
Gateway	94.5	94.2	93.0
Greater Indiana	97.7	96.3	93.4
Greater Michigan	96.7	96.2	95.4
Lakeland	96.0	96.8	91.5
Northeast Area	95.7	95.6	92.1
Albany	99.0	97.1	93.9
Caribbean	-	-	85.0
Connecticut Valley	94.9	96.2	94.0
Greater Boston	95.9	95.5	92.8
Long Island	95.4	95.9	92.3
New York	95.5	92.8	87.6
Northern New England	97.2	97.2	93.4
Northern New Jersey	94.0	94.6	91.7
Triboro	96.8	95.4	89.8
Westchester	96.0	95.9	92.6
Pacific Area	97.2	96.8	94.1
Bay-Valley	94.9	95.3	93.6
Honolulu	99.4	N/A	93.8
Los Angeles	97.4	97.9	92.7
Sacramento	96.3	95.5	94.0
San Diego	96.4	97.4	95.2
San Francisco	96.7	95.4	95.6
Santa Ana	96.7	98.4	94.1
Sierra Coastal	99.3	97.1	95.2

Service Measurement performed and calculated by IBM Corporation



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District	Overnight	Two-Day	Three-To-Five-Day
	Percent On Time	Percent On Time	Percent On Time
Southern Area	96.3	95.2	92.6
Alabama	94.4	94.2	93.6
Arkansas	98.8	98.4	94.7
Dallas	95.4	95.2	93.4
Fort Worth	95.3	95.4	94.5
Houston	96.0	94.5	90.1
Louisiana	97.4	95.6	94.1
Mississippi	98.6	90.0	94.7
North Florida	95.6	95.0	93.3
Oklahoma	96.5	96.4	93.6
Rio Grande	97.7	94.0	91.9
South Florida	95.1	97.0	91.4
Suncoast	97.9	95.9	91.0
Western Area	97.7	97.5	93.5
Alaska	95.1	97.0	91.0
Arizona	98.6	98.0	96.1
Central Plains	98.5	97.3	92.3
Colorado/Wyoming	96.7	97.4	93.5
Dakotas	99.1	97.8	93.0
Hawkeye	96.9	97.0	92.3
Mid-America	96.5	97.1	94.3
Nevada-Sierra	97.8	94.6	93.5
Northland	96.3	97.3	93.2
Portland	98.7	98.5	95.2
Salt Lake City	98.5	98.5	92.8
Seattle	97.0	98.7	94.3
Nation FY2013 Q1	96.6	96.1	93.5
Nation FY2012 Q1 (SPLY)	95.4	92.7	92.3
Nation FY2009 Annual	94.3	90.0	85.1
Nation FY2010 Annual	93.4	92.7	88.2
Nation FY2011 Annual	90.8	89.1	90.6
Nation FY2012 Annual	96.8	95.7	95.1
FY2013 Annual Target	96.70	95.10	95.00

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