

Quarterly Performance for Standard Mail®

Service Variance

Overview

For Standard Mail® letters and non-Saturation flats, the service performance measurement system of the Postal Service® uses documented arrival time at a designated postal facility to start the 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 for this entire volume of Full Service Intelligent Mail® Standard 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 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 Standard 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 standard 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 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 measure for DDU-entry Saturation flats involves the identification of major weekly Saturation mailings within delivery units. Delivery of these mailings is captured with a scan made by carriers at the completion of delivery of all pieces on the route. Service performance is measured by comparing the delivery date to the end date of the mailer requested in-home window to determine the percent delivered on time. Data from anonymous households reporting the receipt of these Saturation mailings are used to validate the accuracy of the carrier scans.

The service performance measure for Standard Mail® parcels with Delivery Confirmation™ is planned to serve as a proxy for measuring service performance for Standard Mail® parcels.

The following service performance results combine the results for letter and flats performance calculated through the iMAPS system with the proxy data to represent service performance for all Standard Mail®.

Limitations

Data for FY13 Q1 were limited to mailers passing service performance business rules.

Due to limited automated processing for Standard Mail® flats, the service performance results are not representative of all Standard Mail® flats performance. While Destination Delivery Unit (DDU) entered Saturation flats have been included this quarter, significant gaps in the coverage of End-to-End High Density and Saturation flats, as well as the non-Saturation DDU-entry mail still remain and are thus excluded from the measurement.

In Quarter 1, results for Standard Mail® parcels, which represent less than 0.1 percent of total Standard Mail®, are not included in the overall Standard Mail® results.

Data for the delivery factor of Standard Mail® letters were based on a combination of Standard Mail® letters with Intelligent Mail® barcodes and EXFC test letters received by external reporters. Data for the delivery factor of Standard Mail® flats were based on a combination of Standard Mail® flats and Bound Printed Matter Flats with Intelligent Mail® barcodes as well as EXFC test flats received by external reporters. The EXFC and Bound Printed Matter Flats data were used to supplement the limited Standard Mail® 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.

National Destination Entry mail achieved performance of 83.3 percent on time in Q1, with 98.7 percent delivered within the service standard plus three days. The Kentuckiana Performance Cluster led the nation in Destination Entry performance with 95.0 percent on time. End-to-End national performance was 58.2 percent on time with 89.6 percent delivered within the service standard plus three days. Salt Lake City Performance Cluster continued to have the highest End-To-End entry score with 84.9 percent on time.

Quarterly Performance for Standard Mail®
Service Variance
Mailpieces Delivered Between 10/01/2012 and 12/31/2012

District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	96.5	98.5	99.3	73.6	85.1	91.5
Atlanta	96.5	98.6	99.3	69.8	82.6	90.4
Baltimore	95.7	98.4	99.3	71.5	83.2	89.6
Capital	95.0	97.7	98.9	70.1	82.4	89.7
Greater South Carolina	98.2	99.4	99.7	81.6	90.7	94.8
Greensboro	97.8	99.2	99.6	77.7	88.2	93.5
Mid-Carolinas	95.9	98.2	99.2	71.0	83.2	90.3
Northern Virginia	97.3	98.8	99.4	71.5	84.3	90.8
Richmond	95.5	97.8	98.8	69.5	81.0	88.1
Eastern Area	91.8	96.4	98.2	71.7	82.8	89.5
Appalachian	96.4	98.4	99.2	71.8	83.4	90.1
Central Pennsylvania	94.9	97.3	98.4	54.0	68.5	78.6
Cincinnati	88.8	95.0	97.6	75.8	86.7	92.9
Kentuckiana	98.3	99.1	99.5	87.6	92.9	96.1
Northern Ohio	90.7	96.1	98.3	72.2	83.8	90.8
Philadelphia Metro	90.3	95.5	97.4	59.1	73.5	83.7
South Jersey	91.3	96.4	98.2	58.1	71.9	81.5
Tennessee	93.2	97.4	98.8	75.9	87.0	92.4
Western New York	94.3	97.6	98.9	75.8	86.0	92.1
Western Pennsylvania	89.3	95.1	97.6	79.4	88.5	93.3
Great Lakes Area	95.6	98.3	99.3	74.3	84.0	90.2
Central Illinois	94.7	97.9	99.1	67.2	79.1	87.5
Chicago	95.6	98.2	99.3	74.1	84.8	90.7
Detroit	91.9	96.7	98.5	89.3	93.8	96.3
Gateway	96.4	98.8	99.4	79.5	87.9	92.7
Greater Indiana	97.2	99.0	99.6	79.7	88.9	94.0
Greater Michigan	96.2	98.8	99.6	79.6	88.7	93.7
Lakeland	96.0	98.5	99.3	65.6	77.5	85.6
Northeast Area	89.2	94.5	97.0	58.1	71.5	80.4
Albany	92.7	97.0	98.6	62.8	76.9	87.8
Caribbean	92.2	96.4	98.2	74.2	85.0	89.8
Connecticut Valley	89.9	95.1	97.6	58.4	72.4	81.3
Greater Boston	87.9	93.8	96.8	64.5	77.5	85.3
Long Island	87.8	93.9	97.1	42.3	56.9	68.0
New York	85.0	90.9	93.9	47.4	63.2	73.7
Northern New England	95.2	98.2	99.1	65.7	79.7	87.8
Northern New Jersey	86.7	92.3	95.1	51.8	63.7	72.5
Triboro	83.0	90.0	93.7	55.8	69.2	78.6
Westchester	92.7	96.3	98.0	61.5	74.0	81.7
Pacific Area	94.7	97.7	98.8	64.9	75.7	84.0
Bay-Valley	92.6	96.8	98.4	66.7	78.4	86.4
Honolulu	87.8	91.0	93.2	34.0	49.2	64.0
Los Angeles	95.6	98.3	99.1	60.6	73.1	81.7
Sacramento	96.0	98.4	99.3	77.1	86.1	91.5
San Diego	94.4	97.8	99.0	67.2	77.9	85.3
San Francisco	96.6	99.0	99.6	79.1	87.0	91.9
Santa Ana	95.8	98.1	99.0	67.7	77.5	86.1
Sierra Coastal	96.7	98.9	99.5	68.6	79.5	86.4

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Standard Mail®
Service Variance
Mailpieces Delivered Between 10/01/2012 and 12/31/2012

District	Destination Entry			End-To-End		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southern Area	92.3	96.9	98.6	77.5	87.2	92.5
Alabama	86.8	95.0	97.8	78.3	87.2	92.6
Arkansas	95.8	98.4	99.3	83.7	91.1	95.0
Dallas	95.0	98.1	99.1	81.6	90.3	94.1
Fort Worth	96.0	98.6	99.5	80.3	89.7	94.3
Houston	89.3	95.5	98.0	81.3	89.4	93.7
Louisiana	95.9	98.2	99.1	77.4	86.7	92.3
Mississippi	91.2	95.8	97.9	76.6	86.3	91.9
North Florida	95.3	98.0	98.9	78.2	87.6	92.7
Oklahoma	91.3	96.4	98.4	75.3	85.3	91.0
Rio Grande	89.6	95.9	98.3	77.4	87.5	93.0
South Florida	91.0	95.7	97.8	72.0	83.0	89.7
Suncoast	92.9	97.5	98.9	68.3	81.6	89.0
Western Area	97.8	99.2	99.6	77.8	86.9	92.2
Alaska	95.4	96.7	97.4	85.0	90.7	94.2
Arizona	97.6	99.1	99.6	75.2	85.4	90.8
Central Plains	97.6	99.3	99.7	80.0	88.9	94.0
Colorado/Wyoming	98.1	99.3	99.7	84.3	91.4	94.4
Dakotas	97.8	99.1	99.6	79.4	87.6	92.6
Hawkeye	95.6	98.4	99.4	78.0	86.5	91.6
Mid-America	97.3	99.1	99.6	77.0	87.6	93.2
Nevada-Sierra	97.6	99.0	99.4	66.0	78.4	86.7
Northland	97.8	99.3	99.7	68.6	80.5	88.2
Portland	98.5	99.4	99.7	80.8	89.4	93.8
Salt Lake City	98.7	99.5	99.7	91.2	95.0	97.0
Seattle	97.5	99.0	99.5	81.0	89.8	94.4
Nation FY2013 Q1	93.8	97.3	98.7	72.9	83.2	89.6
Nation FY2012 Q1 (SPLY)	82.9	90.4	94.2	50.7	63.2	72.9
Nation FY2009 Annual	93.4	96.4	98.0	78.1	85.1	90.0
Nation FY2010 Annual	92.3	96.0	97.8	68.8	75.8	80.7
Nation FY2011 Annual	86.5	93.2	96.2	53.9	67.1	77.1
Nation FY2012 Annual	92.2	96.0	97.7	70.0	79.7	86.3

Service Measurement performed and calculated by IBM Corporation

