

Quarterly Performance for Standard Mail®

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 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 for the population of Standard Mail® using 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 methodology for estimating performance for Standard Mail® letters and non-Saturation flats was modified slightly for Quarter 1 FY 2017. The application of the last mile profile was changed from stratification by the type of final processing operation which occurred to stratification by the number of days remaining to meet service standard after final processing occurred. This methodology change was made to improve the accuracy of the performance estimates as the new methodology better accounts for the relationship between time spent in last mile and time spent in processing.

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 USPS® 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.

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 measurement system for Every Door Direct Mail (EDDM) – Retail® uses the documented arrival time of a mailing at a retail unit to start the clock, using the point-of-sale scan when mail is handed to the Postal Service™, and an Intelligent Mail® parcel barcode (IMpb™) scan by a USPS® carrier to stop the clock. The delivery of bundles of EDDM-Retail® pieces is captured with a scan made by carriers at the delivery unit upon distribution for delivery. Service performance is measured by comparing the total transit time of mailpiece bundles to the service standard to determine the percent delivered on time.

Results for DDU Entry Saturation flats and EDDM-Retail® are combined with other Destination Entry Standard Mail in the Destination Entry scores in this report.

The service performance measure for Standard Mail® parcels with USPS Tracking® serves as a proxy for measuring service performance for Standard Mail® parcels.

Limitations

Due to limited automated processing for Standard Mail® flats, the service performance results may not be representative of all Standard Mail® flats performance. While Destination Delivery Unit (DDU) entered Saturation flats and EDDM – Retail® flats have been included this quarter, significant gaps in the coverage of non-Saturation/non- EDDM – Retail® DDU Entry mail still remain and are excluded from the measurement.

Results for Standard Mail® parcels, which represent less than 0.1 percent of all Standard Mail®, are not included in the overall Standard Mail® results.

The delivery factor for Standard Mail® Letters was created using Standard Mail® Letters with Intelligent Mail® barcodes 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® Flats data available during this period.

Performance Highlights

National Destination Entry mail achieved performance of 91.9 percent on time in FY 2017 Quarter 1, 3.5 points higher when compared to the same period last year, and 99.3 percent delivered within service standard plus three days. The Honolulu Performance Cluster led the nation in Destination Entry performance with 97.6 percent on time. Fifty-one districts achieved an on-time performance at or above the performance target of 91.0 for Destination Entry mail.

End-to-End Entry National performance was 68.4 percent on time, 10.0 points higher when compared to the same period last year. In FY 2017 Quarter 1, 92.6 percent of End-to-End Entry Standard Mail® was delivered within the service standard plus three days. The Alaska District had the highest End-To-End Entry score with 86.8 percent on time.

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Mailpieces Delivered Between 10/01/2016 and 12/31/2016

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	93.3	64.8
Atlanta	93.5	60.9
Baltimore	93.2	56.0
Capital	89.1	56.5
Greater South Carolina	93.2	70.3
Greensboro	93.7	75.8
Mid-Carolinas	93.0	72.9
Northern Virginia	93.4	56.8
Richmond	95.4	64.9
Eastern Area	95.4	69.4
Appalachian	97.4	70.5
Central Pennsylvania	95.7	63.2
Kentuckiana	95.0	65.1
Northern Ohio	94.9	72.8
Ohio Valley	94.6	69.1
Philadelphia Metro	93.7	59.9
South Jersey	96.3	66.6
Tennessee	94.7	71.5
Western New York	97.0	73.4
Western Pennsylvania	97.4	82.3
Great Lakes Area	84.8	62.9
Central Illinois	85.5	57.4
Chicago	90.2	58.9
Detroit	62.4	63.4
Gateway	91.9	72.4
Greater Indiana	91.7	62.6
Greater Michigan	92.6	61.5
Lakeland	87.2	60.5
Northeast Area	88.8	55.6
Albany	91.1	57.3
Caribbean	90.8	58.6
Connecticut Valley	85.9	57.6
Greater Boston	86.5	52.9
Long Island	89.1	51.4
New York	92.8	61.6
Northern New England	92.8	54.5
Northern New Jersey	90.9	51.2
Triboro	89.0	66.4
Westchester	84.6	56.3
Pacific Area	93.0	71.4
Bay-Valley	91.2	72.4
Honolulu	97.6	82.7
Los Angeles	87.3	60.9
Sacramento	93.7	73.4
San Diego	95.3	72.3
San Francisco	91.5	65.2
Santa Ana	95.3	69.3
Sierra Coastal	95.0	73.2

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 10/01/2016 and 12/31/2016

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Southern Area	92.6	72.4
Alabama	95.0	65.2
Arkansas	96.3	68.6
Dallas	90.4	64.2
Fort Worth	95.3	73.7
Gulf Atlantic	93.4	73.7
Houston	91.0	81.8
Louisiana	93.4	75.1
Mississippi	93.8	74.2
Oklahoma	94.3	75.2
Rio Grande	96.0	72.8
South Florida	87.5	72.5
Suncoast	92.7	68.5
Western Area	93.2	73.5
Alaska	96.6	86.8
Arizona	92.3	67.2
Central Plains	95.7	71.9
Colorado/Wyoming	84.0	65.7
Dakotas	94.0	70.9
Hawkeye	96.5	74.8
Mid-America	93.2	70.7
Nevada-Sierra	96.5	83.4
Northland	95.1	71.7
Portland	96.1	72.2
Salt Lake City	95.7	72.2
Seattle	95.5	81.2
Nation FY2017 Q1	91.9	68.4
Nation FY2016 Q1 (SPLY)	88.4	58.4
Nation FY2009 Annual	86.4	70.7
Nation FY2010 Annual	83.4	59.0
Nation FY2011 Annual	70.3	38.4
Nation FY2012 Annual	82.0	56.5
Nation FY2013 Annual	88.8	63.3
Nation FY2014 Annual	89.9	63.5
Nation FY2015 Annual	89.1	59.6
Nation FY2016 Annual	92.3	65.9
FY2017 Annual Target	91.0	91.0

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