

Quarterly Performance for Standard Mail®

Overview

For Standard Mail® letters and non-Saturation flats, the Postal Service's service performance measurement system 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. Mailpiece tracking from IMb™ in-process scans is used in conjunction with the external data to extrapolate results for this entire volume of mail. However, 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 mailpieces 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 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

In Quarter 3, a pilot system captured the information from a limited number of Standard Mail® mailings testing aspects of Full-Service Intelligent Mail®. Systems were not in place to fully measure end-to-end service performance as is intended when the Full-Service Intelligent Mail® system is implemented. Validity of the start-the-clock event and the scope of system coverage had not met intended rigor.

Processes and systems were not in place to support the intended start-the-clock business rules defined in the Service Performance Measurement plan published in June 2008. For this quarter, the start-the-clock event was based on the very first read on mail processing equipment for a piece of mail within a mailing. To be valid, the first read must have occurred at the expected origin processing facility. No critical entry time comparisons were applied to the data. In cases where the mailing was not processed on mail processing equipment, no data existed upon which to start the clock.

Due to limited pilot mailer participation and to limited automated processing for Standard Mail® flats, the service performance results are not representative of all Standard Mail® flats performance. While DDU-entry Saturation Mail has been included this quarter, significant gaps in the coverage of non-Saturation Destination Delivery Unit entry and carrier route presort volumes of Standard Mail® flats still remain. There was not sufficient volume of Standard Mail® flats mailed end-to-end to reliably report in the results.

In Quarter 3, systems were not fully in place to measure the service performance for Standard Mail® parcels, which represent a small percent of total Standard Mail®. As a result, the following service performance results are based on the data available which includes both destination entry and end-to-end Standard Mail® letters as well as destination NDC, SCF, and delivery unit entry Standard Mail® flats.

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Due to the limited system coverage in Quarter 3, there was not sufficient data to reliably report service performance at the postal district level for end-to-end mail. The results below present the end-to-end service performance measures for postal administrative areas and the nation, and destination service performance for postal administrative districts, area and the nation. Note that the limited number of mailing locations most significantly impacts the reliability of the end-to-end service performance measures, with only two origin districts available for results this quarter. The mail volumes and the number of mailing dates were also limited in some cases, further impacting the statistical reliability of the results. The results from the pilot mailers and DDU-entry Saturation flats are presented with no weighting by geography within entry type and shape.

Performance Highlights

Nationally, Standard Mail® performance was up for both Destination Entry and End-to-End when compared to the same period last year. Destination Entry mail achieved performance of 87.9 percent on time compared to 82.3 in FY09 Quarter 3. Baltimore Performance Cluster led the nation in Destination Entry performance with 94.0 percent on time. End-to-End national performance was 89.2 percent on time compared with 76.5 percent in FY09 Quarter 3. Northeast Area had the highest End-to-End entry score with 98.5 percent on time. Although End-to-End entry data were available for seven of the eight areas, data were limited to two origin districts sending mail to 67 destination districts.

Quarterly Performance for Standard Mail®
Unweighted Results Service Variance
Mailpieces Delivered Between 04/01/2010 and 06/30/2010

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	94.1	97.0	98.4	-	-	-
Baltimore	96.8	97.8	98.4	-	-	-
Capital	93.9	96.6	98.4	-	-	-
Greater South Carolina	97.8	99.4	99.7	-	-	-
Greensboro	96.6	98.1	99.0	-	-	-
Mid-Carolinas	95.9	98.2	99.1	-	-	-
Northern Virginia	87.1	94.8	98.2	-	-	-
Richmond	91.1	94.0	96.0	-	-	-
Eastern Area	94.5	97.5	98.6	86.4	92.8	97.7
Appalachian	96.9	98.5	99.5	-	-	-
Central Pennsylvania	95.2	98.3	99.3	-	-	-
Cincinnati	97.7	99.1	99.6	-	-	-
Columbus	95.5	98.6	99.5	-	-	-
Kentuckiana	91.3	95.7	97.9	-	-	-
Northern Ohio	94.4	97.6	98.5	-	-	-
Philadelphia Metro	91.9	95.7	97.4	-	-	-
South Jersey	96.1	98.7	99.4	-	-	-
Western New York	95.4	97.8	98.5	-	-	-
Western Pennsylvania	96.6	99.1	99.7	-	-	-
Great Lakes Area	92.8	95.9	97.6	97.4	98.8	99.5
Central Illinois	92.9	95.3	97.6	-	-	-
Chicago	91.0	95.1	97.2	-	-	-
Detroit	92.0	95.4	96.4	-	-	-
Gateway	94.7	96.5	97.5	-	-	-
Greater Indiana	93.6	96.9	98.2	-	-	-
Greater Michigan	97.7	99.4	99.7	-	-	-
Lakeland	95.2	97.7	99.2	-	-	-
Northern Illinois	88.4	93.2	96.6	-	-	-
Southeast Michigan	97.0	98.0	98.8	-	-	-
Northeast Area	96.5	98.4	99.1	99.2	99.5	99.8
Albany	98.3	99.2	99.5	-	-	-
Caribbean	96.4	97.7	98.3	-	-	-
Connecticut Valley	93.6	96.8	98.1	-	-	-
Greater Boston	96.0	97.9	98.8	-	-	-
Long Island	95.1	98.1	99.1	-	-	-
New York	95.0	97.4	98.3	-	-	-
Northern New England	93.2	97.1	98.4	-	-	-
Northern New Jersey	96.7	98.6	99.1	-	-	-
Southeast New England	90.9	94.7	96.6	-	-	-
Triboro	97.3	99.0	99.4	-	-	-
Westchester	94.5	97.4	97.7	-	-	-
Pacific Area	87.6	93.5	96.6	87.3	92.8	94.6
Bay-Valley	92.6	97.4	99.2	-	-	-
Honolulu	N/A	N/A	N/A	-	-	-
Los Angeles	78.7	89.7	93.1	-	-	-
Sacramento	92.1	95.6	97.8	-	-	-
San Diego	88.3	93.3	96.3	-	-	-
San Francisco	85.0	91.3	97.6	-	-	-
Santa Ana	87.4	92.7	95.9	-	-	-
Sierra Coastal	89.9	95.8	97.9	-	-	-

Service Measurement performed and calculated by IBM Corporation



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	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southeast Area	95.3	98.2	99.1	90.7	95.9	97.0
Alabama	93.7	97.5	98.6	-	-	-
Atlanta	93.7	97.2	98.6	-	-	-
Mississippi	92.5	96.9	98.3	-	-	-
North Florida	96.9	99.2	99.6	-	-	-
South Florida	97.4	99.3	99.8	-	-	-
South Georgia	96.9	98.9	99.3	-	-	-
Suncoast	97.2	99.0	99.6	-	-	-
Tennessee	93.2	97.1	98.6	-	-	-
Southwest Area	97.3	99.0	99.5	93.1	95.4	98.0
Albuquerque	97.4	99.4	99.7	-	-	-
Arkansas	96.5	98.7	99.1	-	-	-
Dallas	97.2	99.0	99.5	-	-	-
Fort Worth	98.2	99.2	99.6	-	-	-
Houston	97.9	99.2	99.7	-	-	-
Louisiana	95.8	98.3	99.1	-	-	-
Oklahoma	95.0	98.0	99.3	-	-	-
Rio Grande	97.7	99.3	99.6	-	-	-
Western Area	95.5	98.4	99.1	88.7	93.4	95.7
Alaska	75.5	97.2	98.5	-	-	-
Arizona	97.9	99.1	99.7	-	-	-
Big Sky	98.7	99.5	99.8	-	-	-
Central Plains	94.7	98.4	99.4	-	-	-
Colorado/Wyoming	92.0	97.4	99.0	-	-	-
Dakotas	98.6	99.7	99.9	-	-	-
Hawkeye	95.5	98.6	99.5	-	-	-
Mid-America	92.9	97.5	99.3	-	-	-
Nevada-Sierra	92.6	94.3	94.5	-	-	-
Northland	96.7	99.2	99.7	-	-	-
Portland	96.9	99.4	99.7	-	-	-
Salt Lake City	95.9	98.9	99.5	-	-	-
Seattle	98.0	99.5	99.8	-	-	-
Nation FY2010 Q3	94.6	97.5	98.7	93.0	96.0	97.4
Nation FY2009 Q3 (SPLY)	90.2	94.4	96.6	77.2	85.2	90.5
Nation FY2009 Annual	93.4	96.4	98.0	78.1	85.1	90.0
Nation FY2010 Q1	91.0	94.7	97.0	50.9	56.4	62.0
Nation FY2010 Q2	93.7	96.7	98.1	79.5	88.0	91.5

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