

## **Docket No. PI2015-1**

### **USPS Library Reference PI2015-1/13**

#### **PREFACE**

### **USPS Proposed Internal Service Performance Measurement System Data For Quarter 1 of Fiscal Year 2018**

#### **Overview**

This Category 2 library reference consists of service performance data generated by the proposed internal Service Performance Measurement (SPM) system for Quarter 1 of Fiscal Year 2018. The Postal Service collected data from 25.5 billion mailpieces in Q1. The Postal Service continues to employ design and software enhancements to improve the accuracy of sampling results for internal SPM.

It is important to remember that there are substantive differences between Internal SPM and the current external measurement system. Therefore, there is no expectation that the service scores can or will be identical for each product between the two systems. For example, the current EXFC system uses a comparatively small sample of test mailpieces which are measured from mail deposit to delivery, using independent contractors to start-the-clock (mail dropped) and reporters to stop-the-clock (mail received). However, measurement of Single-Piece First-Class Mail through Internal SPM uses all eligible mail processed on automation equipment to measure the Processing Duration, and samples of live mail at collection and delivery points performed by postal employees to measure First Mile (collection) and Last Mile (delivery) performance. These data are combined to measure overall transit time in Internal SPM. The measurement methodology differences will likely result in differences in performance estimates between the two systems. Neither system is measuring every piece of mail from collection to delivery; thus, estimates from both are subject to error, some of which is due to sampling and some due to non-sampling.

#### **Contents**

Contents consist of slides noting a summary of observations and the Q1 report contained in a separate Excel workbook designated as follows:

#### **FY 2018 Q1 (181):**

1. FC Flats 181 Scores Report.xls
2. FC Flats 181 Variance Report.xls
3. Package-BPMF 181 Scores Report.xls
4. Package-BPMF 181 Variance Report.xls
5. Periodicals 181 Scores Report.xls
6. Periodicals 181 Variance Report.xls

7. PrstFC LC 181 Scores Report.xls
8. PrstFC LC 181 Variance Report.xls
9. SPFC LC 181 Scores Report.xls
10. SPFC LC 181 Variance Report.xls
11. USPS Marketing Mail-Carrier Route 181 Scores Report.xls
12. USPS Marketing Mail-Carrier Route 181 Variance Report.xls
13. USPS Marketing Mail-EDDM 181 Scores Report.xls
14. USPS Marketing Mail-EDDM 181 Variance Report.xls
15. USPS Marketing Mail-Flats 181 Scores Report.xls
16. USPS Marketing Mail-Flats 181 Variance Report.xls
17. USPS Marketing Mail-High Density and Saturation Flats 181 Scores Report.xls
18. USPS Marketing Mail-High Density and Saturation Flats 181 Variance Report.xls
19. USPS Marketing Mail-High Density and Saturation Letters 181 Scores Report.xls
20. USPS Marketing Mail-High Density and Saturation Letters 181 Variance Report.xls
21. USPS Marketing Mail-Letters 181 Scores Report.xls
22. USPS Marketing Mail-Letters 181 Variance Report.xls
23. USPS Marketing Mail-Mixed Flats 181 Scores Report.xls
24. USPS Marketing Mail-Mixed Flats 181 Variance Report.xls
25. USPS Marketing Mail-Mixed Letters 181 Scores Report.xls
26. USPS Marketing Mail-Mixed Letters 181 Variance Report.xls