

Docket No. PI2015-1

USPS Library Reference PI2015-1/6

PREFACE

**USPS Proposed Internal Service Performance Measurement System Data
For Quarter 1 of Fiscal Year 2017**

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 2017. The Postal Service collected data from 25.4 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

The Q1 report and accompanying summary of observations is contained in a separate Excel workbook designated as follows:

FY 2017 Q1 (171):

1. FC Flats 171 Scores Report.xls
2. FC Flats 171 Variance Report.xls
3. Package-BPMF 171 Scores Report.xls
4. Package-BPMF 171 Variance Report.xls
5. Periodicals 171 Score Report.xls
6. Periodicals 171 Variance Report.xls

7. PrstFC LC 171 Scores Report.xls
8. PrstFC LC 171 Variance Report.xls
9. SPFC LC 171 Scores Report.xls
10. SPFC LC 171 Variance Report.xls
11. Standard Mail-Carrier Route 171 Scores Report.xls
12. Standard Mail-Carrier Route 171 Variance Report.xls
13. Standard Mail-EDDM 171 Scores Report.xls
14. Standard Mail-EDDM 171 Variance Report.xls
15. Standard Mail-Flats 171 Scores Report.xls
16. Standard Mail-Flats 171 Variance Report.xls
17. Standard Mail-High Density and Saturation Flats 171 Scores Report.xls
18. Standard Mail-High Density and Saturation Flats 171 Variance Report.xls
19. Standard Mail-High Density and Saturation Letters 171 Scores Report.xls
20. Standard Mail-High Density and Saturation Letters 171 Variance Report.xls
21. Standard Mail-Letters 171 Scores Report.xls
22. Standard Mail-Letters 171 Variance Report.xls
23. Standard Mail-Mixed Flats 171 Scores Report.xls
24. Standard Mail-Mixed Flats 171 Variance Report.xls
25. Standard Mail-Mixed Letters 171 Scores Report.xls
26. Standard Mail-Mixed Letters 171 Variance Report.xls