

**Docket No. PI2015-1**

**USPS Library Reference PI2015-1/2**

PREFACE

**USPS Proposed Internal Service Performance Measurement System Data  
For Quarters 2 and 3 of Fiscal Year 2016**

**Overview**

This Category 2 library reference consists of service performance data generated by the proposed internal Service Performance Measurement system for Quarters 2 and 3 of Fiscal Year 2016. It also includes for each quarter a report summarizing observations on the operation of the system.

The Postal Service implemented Internal SPM nationwide in Q2 FY16, collecting data from over 21 billion mailpieces in both Q2 and Q3. Both operational and technical challenges were experienced in implementing a program that requires participation from hundreds of thousands of employees involved in acceptance, delivery, and collection of mail nationwide. Over time, significant progress has been made in reducing those challenges.

Q2 was the first full quarter of Internal SPM. A “ramp-up” period that involved training the workforce on sampling had an impact during the first six weeks of Q2 measurement. The seventh week of the quarter is when sampling quantities started to meet desired targets for statistical representation. Additionally, technical challenges related to system and scanners had an adverse impact on sampling during several days in Q2. The lack of scanning on impact days identified a gap in the sampling design. As system defects are identified they are logged and scheduled for remediation. Several defects identified in Q2 were corrected in Q3.

In Q2, the Postal Service started utilizing the granularity of Internal SPM data to engage in enhanced diagnosis of operations to identify and correct Last Mile delivery issues. These diagnostics also helped identify opportunity to improve communications on sampling methodology to generate more robust and accurate sampling results.

Q3 reflects improvements made both in operations and with the system. Additionally, design and software enhancements are actively being deployed in Q4 to close gaps. Similar to its experience with legacy measurement systems, the Postal Service anticipates Internal SPM to follow a path of continuous improvement.

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

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

### **FY 2016 Q2 (162):**

1. FC Flats 162 Scores Report.xls
2. FC Flats 162 Variance Report.xls
3. Package-BPMF 162 Scores Report.xls
4. Package-BPMF 162 Variance Report.xls
5. Periodicals 162 Score Report.xls
6. Periodicals 162 Variance Report.xls
7. PrstFC LC 162 Scores Report.xls
8. PrstFC LC 162 Variance Report.xls
9. SPFC LC 162 Scores Report.xls
10. SPFC LC 162 Variance Report.xls
11. Standard Mail-Carrier Route 162 Scores Report.xls
12. Standard Mail-Carrier Route 162 Variance Report.xls
13. Standard Mail-EDDM 162 Scores Report.xls
14. Standard Mail-EDDM 162 Variance Report.xls
15. Standard Mail-Flats 162 Scores Report.xls
16. Standard Mail-Flats 162 Variance Report.xls
17. Standard Mail-High Density and Saturation Flats 162 Scores Report.xls
18. Standard Mail-High Density and Saturation Flats 162 Variance Report.xls
19. Standard Mail-High Density and Saturation Letters 162 Scores Report.xls
20. Standard Mail-High Density and Saturation Letters 162 Variance Report.xls
21. Standard Mail-Letters 162 Scores Report.xls
22. Standard Mail-Letters 162 Variance Report.xls
23. Standard Mail-Mixed Flats 162 Scores Report.xls

24. Standard Mail-Mixed Flats 162 Variance Report.xls
25. Standard Mail-Mixed Letters 162 Scores Report.xls
26. Standard Mail-Mixed Letters 162 Variance Report.xls

**FY 2016 Q3 (163):**

1. FC Flats 163 Scores Report.xls
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3. Package-BPMF 163 Scores Report.xls
4. Package-BPMF 163 Variance Report.xls
5. Periodicals 163 Score Report.xls
6. Periodicals 163 Variance Report.xls
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