

MTAC Focus Group Sessions
Wednesday, February 20, 2013

VISIBILITY/SERVICE PERFORMANCE MEASUREMENT

Jim Cochrane, USPS VP-Product Information
Lisa Bowes, MTAC Industry Leader, Service Performance

Notes for each Focus Group Session for Visibility/Service Performance Measurement:

Periodicals.....p. 1
Standard Mail.....p. 3
Package Services.....p. 5
First-Class Mail.....p. 6

Session 1: PERIODICALS (John Stark, MTAC Industry Leader, Periodicals)

DISCUSSION

- Jim Cochrane reviewed Service Performance data relating to Periodicals
- Presented several slides containing reporting and metrics for Periodicals
- Hurricane Sandy feedback: good performance throughout initial time-frames
 - Exceptions were understood regarding facilities within the immediate impact zones

NETWORK RATIONALIZATION

- Evaluation of FCM service performance per AMP activities completed
- Discussed of expected service performance under planned AMP activities
- 100 consolidations planned; USPS evaluating opportunities to potentially advance 58 consolidations from 2014 to 2013
- ~31% of consolidations completed to date
- ~62% of 2013 moves will be completed by end of February 2013
- All USPS presentations have been updated with latest network rationalization information/source of truth is the Mail Move file posted on RIBBS every Friday

5-DAY MAIL DELIVERY

- Cochrane conducted an evaluation of scenarios under a 5-Day Delivery environment
- Influx of consumer complaints that on Mondays they are either not getting their mail, or getting it very late
 - Industry concerns that this may increase with a 5-day delivery schedule
- Robust USPS 5-day delivery communication plan is critical

ACTION ITEMS

- Industry wants some way to track broken bundles and pieces that get run on equipment that it should not be on. If there are problems with bundle prep, industry wants to fix them.
- Why did on-time scores start dropping in June? (from slide 5, End-to End entry IMb periodicals trend chart)
- Last Mile issues: How much does USPS transportation contribute to the problem?
- How much carrier-routed mail is going on FSS?
- **Detroit is having problems: mail is being dropped off on Wednesday and Thursday but still not getting delivered on Mondays. Auto companies very upset. (Cochrane will investigate)**
- Evaluate Monday late delivery service performance
- Progress update on delivery unit carrier route bundle scanning
- Update from NCSC on analysis of hard copy ACS returns

Session 2: STANDARD MAIL (Wanda Senne, MTAC Industry Leader, Standard Mail)

DISCUSSION

- Jim Cochrane reviewed Service Performance data relating to Standard Mail
- Presented several slides containing reporting and metrics for Standard
- Hurricane Sandy feedback – good performance throughout initial time-frames
 - Exceptions understood for facilities within the immediate impact zones
- Industry would like to be able to track bundles
- Industry would like to be able to tell when mail is processed in a work-a-round or by-pass operation.
- Industry would like the following **event scans**:
 - Arrives
 - Bundle scan
 - Piece scan
 - Departs plant
 - Piece at PO
 - SPBS to dispatch
- Industry would like the following **reports**:
 - Pieces showing up in processing where they don't belong
 - Broken bundle report
- Regionals: What needs to be in file to start the clock?
- A “vital few” list of trouble spots and /or inconsistent processing by plant report would be helpful.
- Industry would like to a **mail standards chart for mail entry**:
 - By shape
 - Plant
 - Holiday (Monday holidays and other days of week)
- Mail is driven by delivery date. Delivery is needed on M-T-W:
 - Mail delivered early is as problematic as mail delivered late
- Potential PMOD (Click-n'-Ship) problems
- Group agreed that a review of service standards and entry guidelines is warranted; it has been some time since they were discussed, and they have been impacted by a number of changes (technology, consolidations, etc.).
- Cochrane and industry agreed that a new Task Team to address service standards should be set up as soon as possible.

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5-DAY DELIVERY

- Cochrane conducted an evaluation of scenarios under a 5-Day Delivery environment
- Reports that consumers either not getting mail on Mondays or getting very late delivery – causing influx in consumer complaints
 - Concern this may increase with 5-day delivery schedule
- Robust 5-day delivery USPS communication plan is critical

IMb PLANNING TOOL

- IMb Planning Tool is still difficult to use when tracking by facility
- The tool doesn't have "drill-down" capability, which has been a standing recommendation
 - Cochrane said the tool's reporting mechanism isn't configured for external use
 - Cochrane and Steve Dearing proposed a "static" list of plants that are taking more than the expected number of days to destination – could be used by mailers for their drop-ship planning in order to achieve needed delivery standards

ACTION ITEMS

- Establish a Task Team to discuss/review/address service standards and entry guidelines
- Create and provide a "static" list of plants that are taking more than the expected number of days to destination

Session 3: PACKAGE SERVICES (John Medeiros, MTAC Industry Leader, Package Services)
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DISCUSSION

- USPS needs to provide consistent/reliable service in alignment with service standards so that mailers can better plan for time-sensitive mailings
- Thresholds were a problem; new thresholds developed

CATEGORY	July 2013	January 2014	July 2014
Unique Trackable Barcode (<i>Legacy or IMpb</i>)	97%	98%	99%
ZIP+4/Destination Delivery Address in the file	90%	93%	96%
Shipping Services File v 1.6 or higher	90%	95%	98%
Barcode scan success rate	97%	98%	98%

- USPS needs to provide consistent / reliable service in alignment with service standards so that mailers can better plan for time-sensitive mailings

ACTION ITEMS

- None

Session 4: FIRST-CLASS MAIL (Sharon Harrison, MTAC Industry Leader, First-Class Mail)

DISCUSSION

- Jim Cochrane reviewed Service Performance data relating to First-Class Mail (FCM)
- Presented several slides containing reporting and metrics for FCM
- Hurricane Sandy feedback: good performance throughout initial time-frames
 - Exceptions understood for facilities within the immediate impact zones

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5-DAY DELIVERY

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- Robust 5-Day Delivery USPS communication plan is critical

WORK GROUP UPDATES

- Work Group #152 – Explore Moving to 5-Digit File Structure
 - Deemed that in order to move to a 5-Digit structure, the effort outweighed the benefits
 - WG “sunset” in February 2013
 - Propose another WG to look at class-/shape-based labeling lists, which may have more benefit

ACTION ITEMS

- Update AMP list on USPS.com ; reconcile 3 lists; note whether a move is AMP or non-AMP
- Launch Work Group on shape-based Labeling Lists
- 5-Day Communication Plan should address Saturday acceptance hours at DDU

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