



## NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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May 18, 2023

### **Board Memo 041-2023: USPS Service Performance Dashboard**

#### **Executive Board,**

Starting tomorrow, May 19<sup>th</sup>, USPS will be launching a Service Performance Dashboard that will show service performance metrics at the District level for Market Dominant products by Mail Class and Product level. The dashboard will be available to view starting tomorrow, May 19<sup>th</sup> at 9am EST.

Please see correspondence below for more information regarding the Service Performance Dashboard.

Colleagues,

As required through the Postal Service Reform Act (PSRA), we will be launching a public facing Service Performance Dashboard that can be accessed through [usps.com](https://usps.com) tomorrow May 19<sup>th</sup>, at ~9:00 AM EST. This dashboard will show service performance metrics (Scores and Days to Deliver) at the District level for Market Dominant products by Mail Class and Product level. Users can input their 5-Digit ZIP Code to view their District's performance for Outbound (Originating from) and Inbound (Destinating to) Mail. Users will also have the ability to Input an Origin ZIP Code (outbound from) and Destination ZIP Code (inbound to) to see the performance between those Districts. The information will initially be displayed by week and month, with quarterly and annual information provided in June (20<sup>th</sup>). The information will be updated weekly on Wednesday's and reflect for the closed week ~12 days prior. This time lag is to ensure are the scores are accurate and representative with quality assurance.

The scores can be accessed through [USPS.COM](https://usps.com)>about USPS Home>What we do?>Performance>Service Performance Results

The direct link to the dashboard that will be available **tomorrow** is [https://link.edgepilot.com/s/02561019/9rsb4nWaBkuOirZg\\_5Tpjw?u=https://about.usps.com/what/performance/service-performance/external-service-measurement.htm](https://link.edgepilot.com/s/02561019/9rsb4nWaBkuOirZg_5Tpjw?u=https://about.usps.com/what/performance/service-performance/external-service-measurement.htm)

Below is a snapshot of the home and result pages for the new dashboard. Please note that the scores in the screenshots below are based on 'dummy data' and not reflective of actual performance.

# Service Performance

To see how we're doing in your area, enter your location below.

A measurement of the speed and reliability of mail services, USPS measures mail from collection to delivery, determines service performance of that mail and applies the data to provide timely, reliable, accurate and secure mail services.

Enter your ZIP Code™ below

Choose a Mail Type

- First-Class Mail®
- USPS Marketing Mail** (Selected)
- Periodicals
- Bound Printed Matter, Media and Library Mail

Choose a Mail Product (optional):

Search

Documentation

# Service Performance

To see how we're doing in your area, enter your location below.

[Download Source Data](#)

**Inbound Mail Only** | Outbound Mail Only | Origin to Destination

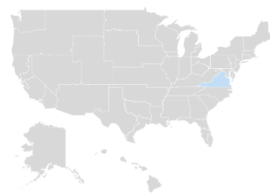
Geography Level: National | Area | District

Enter your ZIP™ code below: 20121

Time Period: Week | Month | Quarter | Year

Week of: 4/29/2023 - 5/5/2023

## Service Performance for 20121 | VIRGINIA



[Download Current Data](#)

### USPS Marketing Mail Edit Type or Product



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Please share this information with your membership.

Thank you, and be safe.

NAPS Headquarters