

FY25 - Last Mile Package Performance

Last Mile Package Performance

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
95.75	96.75	97.75	98.75	99.75	99.79	99.83	99.87	99.91	99.95

Description

The indicator measures the performance of last mile package delivery for the following mail classes: Parcel Select, Ground Advantage, Priority Mail, First Class, Priority Mail Express, and Parcel Return Service. It is calculated as a percentage of packages that have both the Out for Delivery (OF) and a Stop the Clock event on the same date.

To accomplish this, performance scores will be calculated by (the total all on-time packages) divided by (the total packages received Out for Delivery (OF) event).

If a package does NOT have a Stop the Clock Event on the same date of the Out for Delivery (OF) Event OR the Stop the Clock Event is missing, it is considered a failure and lowers the percentage of the indicator measurement. The higher the percentage, the better the last mile package delivery performance.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as a Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	EDW - Product Performance Reporting
Indicator Value	–	% packages with Stop the Clock and OF on same date
Business Rule	–	$((\text{Pieces Scanned with all required scans}) / (\text{Total Pieces with OF})) * 100$
Decimal Precision	–	Two Decimals

Data Validation

[Last Mile Package Performance Dashboard](#)

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Total Weight Towards Composite
HQ CRDO	Nation	10.0%
Area Retail and Delivery	Area	10.0%
District Retail and Delivery	District	10.0%
MPOO	MPOO	10.0%
Post Office 22 or above	LF	10.0%
Post Office 21-20	LF	10.0%
Post Office 18 or below	LF	10.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	10.0%