U.S. Postal Service Launches Service Performance Dashboard

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After prompting users to enter only a ZIP Code, the website provides customers with a variety of useful information, including the percentage of on-time delivery for specific mail and shipping products in each USPS district. This data, updated weekly, is based on scans collected when mail enters the network, during processing and at the point of delivery.

The dashboard is available at https://about.usps.com/what/performance /service-performance/external-service-measurement.htm.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to ultimately deliver at least 95 percent of all mail and shipping products on time. This new website marks an important

milestone as the Postal Service strives to reach that goal. It also demonstrates efforts to measure the organization's delivery service, while better serving and informing the American public on the journey to become the high-performing, operationally precise Postal Service detailed in the Delivering for America plan, and that will provide customers with excellent service for decades to come.

Source: USPS