

Quarterly Performance for Special Services

Overview

In FY13 Quarter 2, service performance was measured for the following Special Services: Delivery Services (which is a composite of Delivery Confirmation™, Signature Confirmation™, Certified Mail™, Electronic Return Receipt, Registered Mail™, and Collect on Delivery), Post Office™ Box Service, Confirm®, Address Correction Service, Insurance Claims, Money Order Inquiry, and Address List Services. Customers' service expectations vary based on the Special Service; therefore no single service performance methodology is used for all products.

For Delivery Services, the elapsed time from barcode scan at delivery to the time the delivery information is available to customers is compared against the service standard.

Post Office™ Box Service is measured by comparing the availability of mail delivered to a P.O. Box™ section to the posted "uptime", the time of day when customers can expect to collect the mail from their P.O. Box™.

For Confirm®, the elapsed time from a mail piece scan on mail processing equipment to when the data are available to customers is compared against the service standard. Results for Confirm® were reported for FY13 Q1 but will no longer be reported because Confirm® is no longer a product.

For automated Address Correction, the elapsed time from when data are transmitted to ACS to when data are forwarded to participants is compared against the service standard.

For Insurance Claims, the time in days from the date when all information is available for claims processing resolution to the date USPS® transmits a resolution to the customer is compared against the service standard.

For Money Order Inquiries, the time in days from the date when the customer purchases the inquiry service to the date a customer response is sent is compared against the service standard.

For Address List Services, the time in days from the date when customers request an address list service to the transmission of the corrected address information to the customer is compared against the service standard.

Service performance for Delivery Services and Post Office™ Box Service is reported quarterly by postal district. Confirm®, automated Address Correction, Insurance Claims, Money Order Inquiries, and Address List Services each use a national, or centralized, system; thus, service performance is reported at a national level.

Performance Highlights

For the Special Services measured only at the national level, service performance in FY13 Quarter 2 was 100.0 percent on time for Address List Services. For Money Order Inquiries, 99.2 percent were handled within the service standard. Performance for Insurance Claims Processing was 85.1 percent on time, and Address Correction was 100.0 percent on time.

For Delivery Information Services, 95.0 percent of the information was delivered on time in FY13 Quarter 2, a decrease of 2.5 from the same period last year. Northland had the highest score at 98.1 percent on time. There were 19 districts with performance of 97.0 percent or higher in FY13 Quarter 2. National Post Office Box service performance decreased by 2.1 when compared to the same period last year, at 90.9. Greater Indiana and Arkansas had the highest score at 97.9 percent on time.

Quarterly Performance for Special Services

Mailpieces Delivered Between 01/01/2013 and 03/31/2013

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Capital Metro Area	96.5	88.3
Atlanta	95.3	85.6
Baltimore	96.8	95.9
Capital	95.0	86.7
Greater South Carolina	96.9	79.9
Greensboro	97.9	94.0
Mid-Carolinas	97.2	87.2
Northern Virginia	97.5	88.5
Richmond	96.8	87.2
Eastern Area	95.4	89.8
Appalachian	96.5	94.2
Central Pennsylvania	93.2	84.8
Cincinnati	95.1	93.7
Kentuckiana	97.3	84.1
Northern Ohio	96.1	90.3
Philadelphia Metro	93.5	91.9
South Jersey	96.8	88.7
Tennessee	94.0	88.9
Western New York	97.8	90.6
Western Pennsylvania	96.8	90.8
Great Lakes Area	95.5	95.4
Central Illinois	96.1	96.4
Chicago	91.8	88.3
Detroit	90.8	96.0
Gateway	97.0	92.3
Greater Indiana	97.5	97.9
Greater Michigan	98.0	97.4
Lakeland	96.3	95.4
Northeast Area	95.8	88.0
Albany	93.5	88.7
Caribbean	95.8	84.0
Connecticut Valley	97.0	85.8
Greater Boston	96.2	87.6
Long Island	97.2	85.7
New York	93.7	79.6
Northern New England	94.7	86.9
Northern New Jersey	96.7	97.2
Triboro	95.0	87.0
Westchester	97.2	88.6
Pacific Area	94.4	90.5
Bay-Valley	96.4	89.2
Honolulu	95.9	87.9
Los Angeles	89.1	78.4
Sacramento	93.4	94.0
San Diego	95.8	92.0
San Francisco	95.3	88.0
Santa Ana	95.3	95.7
Sierra Coastal	95.4	90.4

Service Measurement results presented by IBM Corporation



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Mailpieces Delivered Between 01/01/2013 and 03/31/2013

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Southern Area	92.8	89.9
Alabama	94.9	85.9
Arkansas	94.4	97.9
Dallas	93.9	87.2
Fort Worth	94.8	92.9
Houston	93.7	92.0
Louisiana	92.5	86.3
Mississippi	97.5	91.2
North Florida	96.3	86.9
Oklahoma	95.4	90.5
Rio Grande	81.4	91.3
South Florida	94.1	84.3
Suncoast	96.9	88.5
Western Area	95.9	92.7
Alaska	97.0	90.2
Arizona	96.5	92.5
Central Plains	97.9	92.9
Colorado/Wyoming	96.6	95.3
Dakotas	97.3	89.6
Hawkeye	97.5	94.4
Mid-America	92.9	94.3
Nevada-Sierra	91.7	94.4
Northland	98.1	93.7
Portland	97.4	92.7
Salt Lake City	90.6	89.3
Seattle	97.6	91.3
Nation FY2013 Q2	95.0	90.9
Nation FY2012 Q2 (SPLY)	97.5	93.0
Nation FY2009 Annual	97.2	93.0
Nation FY2010 Annual	96.9	94.3
Nation FY2011 Annual	97.5	93.1
Nation FY2012 Annual	97.5	92.6
Nation FY2013 Q1	96.8	89.0
FY2013 Annual Target	90.0	90.0

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