

United States Postal Service®

Quarterly Performance for Special Services

Quarter I
FY2014

Overview

In FY14 Quarter 1, service performance was measured for the following Special Services: Delivery Services (which is a composite of USPS Tracking™, Signature Confirmation™, Certified Mail™, Electronic Return Receipt, Registered Mail™, and Collect on Delivery), Post Office™ Box Service, 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.

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.

As of FY13 Quarter 2, Confirm® was retired and is no longer measured.

Performance Highlights

For Special Services measured only at the national level, service performance in FY14 Quarter 1 was 97.6 percent on time for Money Order Inquiries, 0.0 percent on time for Address List Services, 92.9 percent on time for Insurance Claims Processing, and Address Correction was 100.0 percent on time.

For Delivery Information Services, 97.3 percent of the information was delivered on time in FY14 Quarter 1, an increase of 0.5 from the same period last year. Greensboro had the highest score at 98.8 percent on time. There were 14 districts at or above 98.0 percent on time in FY14 Quarter 1. National Post Office Box service decreased when compared to the same period last year, at 85.9. Arkansas ranked highest among all Performance Clusters with a score of 98.1 percent on time.

Quarterly Performance for Special Services**Mailpieces Delivered Between 10/01/2013 and 12/31/2013**

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Capital Metro Area	97.9	82.5
Atlanta	97.5	76.9
Baltimore	98.0	86.2
Capital	97.4	76.8
Greater South Carolina	97.8	75.1
Greensboro	98.8	92.5
Mid-Carolinas	97.6	83.4
Northern Virginia	98.8	83.8
Richmond	97.7	81.0
Eastern Area	97.2	85.2
Appalachian	97.8	91.9
Central Pennsylvania	96.6	72.8
Cincinnati	97.2	88.5
Kentuckiana	97.3	88.7
Northern Ohio	97.4	76.8
Philadelphia Metro	96.6	88.8
South Jersey	97.8	85.0
Tennessee	96.4	88.6
Western New York	98.2	89.8
Western Pennsylvania	97.7	83.8
Great Lakes Area	97.4	91.7
Central Illinois	97.4	90.2
Chicago	94.7	91.5
Detroit	96.7	91.7
Gateway	98.0	86.6
Greater Indiana	97.7	94.3
Greater Michigan	98.5	95.6
Lakeland	97.6	93.4
Northeast Area	97.5	80.8
Albany	95.2	72.2
Caribbean	97.1	85.9
Connecticut Valley	98.1	82.1
Greater Boston	97.8	84.0
Long Island	98.2	80.4
New York	97.3	70.5
Northern New England	96.7	86.6
Northern New Jersey	98.0	86.3
Triboro	97.6	82.4
Westchester	98.0	70.3
Pacific Area	97.1	81.9
Bay-Valley	97.2	77.6
Honolulu	94.8	85.6
Los Angeles	95.2	61.0
Sacramento	96.6	87.0
San Diego	97.8	89.3
San Francisco	97.3	76.5
Santa Ana	97.9	92.0
Sierra Coastal	98.0	79.5

Service Measurement results presented by IBM Corporation



Quarterly Performance for Special Services**Mailpieces Delivered Between 10/01/2013 and 12/31/2013**

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Southern Area	96.6	84.8
Alabama	96.9	73.1
Arkansas	96.5	98.0
Dallas	96.3	82.8
Fort Worth	96.8	87.9
Gulf Atlantic	97.5	82.9
Houston	95.9	79.9
Louisiana	95.6	83.6
Mississippi	98.3	85.2
Oklahoma	97.8	88.4
Rio Grande	94.8	92.1
South Florida	96.1	66.1
Suncoast	98.0	78.6
Western Area	97.5	89.3
Alaska	97.2	88.2
Arizona	97.7	90.9
Central Plains	97.8	89.2
Colorado/Wyoming	97.2	86.7
Dakotas	97.5	87.4
Hawkeye	97.1	94.1
Mid-America	96.5	92.0
Nevada-Sierra	96.9	88.7
Northland	98.3	88.9
Portland	98.0	86.1
Salt Lake City	96.1	86.4
Seattle	98.2	88.1
Nation FY2014 Q1	97.3	85.9
Nation FY2013 Q1 (SPLY)	96.8	89.0
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 Annual	96.3	90.9
FY2014 Annual Target	90.0	90.0

Service Measurement results presented by IBM Corporation

