

United States Postal Service®

Quarterly Performance for Special Services

Quarter IV
FY2014

Overview

In FY14 Quarter 4, 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 the Special Services measured only at the national level, service performance in FY14 Quarter 4 was 98.5 percent on time for Money Order Inquiries, 100.0 percent on time for Address List Services, 92.5 percent on time for Insurance Claims, and 100.0 percent on time for Address Correction Service.

For Delivery Information Services, 97.2 percent of the information was delivered on time in FY14 Quarter 4, an increase of 1.5 points from the same period last year. Greater Michigan had the highest score at 98.4 percent on time. There were eleven districts at or above 98.0 percent on time in FY14 Quarter 4, and 39 districts at or above 97.0 percent on time. National Post Office™ Box service improved 1.1 points when compared to the same period last year, reaching 92.4 percent on time. Arkansas ranked highest among all Performance Clusters with a score of 98.4 percent on time.

Delivery Information Services improved to 97.0, an increase of 0.7 points over FY13. The FY14 score for Post Office™ Box Service declined 0.7 points from FY13, reaching 90.2 percent on time.

The national FY14 annual scores for all Special Services, with the exception of Address List Service, exceeded the target of 90.0.

Quarterly Performance for Special Services

Mailpieces Delivered Between 07/01/2014 and 09/30/2014

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Capital Metro Area	97.3	91.3
Atlanta	97.3	87.1
Baltimore	97.7	94.1
Capital	96.3	85.2
Greater South Carolina	97.6	91.9
Greensboro	97.6	95.7
Mid-Carolinas	96.7	93.4
Northern Virginia	97.9	94.9
Richmond	96.9	87.1
Eastern Area	96.7	91.3
Appalachian	97.5	96.7
Central Pennsylvania	96.6	86.1
Kentuckiana	94.8	93.6
Northern Ohio	97.3	87.2
Ohio Valley	96.6	92.1
Philadelphia Metro	96.4	89.9
South Jersey	97.7	88.9
Tennessee	95.9	93.4
Western New York	98.1	92.9
Western Pennsylvania	97.8	90.0
Great Lakes Area	97.4	95.7
Central Illinois	97.1	94.8
Chicago	95.1	96.7
Detroit	97.2	94.5
Gateway	97.8	93.8
Greater Indiana	97.8	98.1
Greater Michigan	98.4	97.3
Lakeland	97.2	95.5
Northeast Area	97.3	90.4
Albany	93.0	89.0
Caribbean	96.9	84.2
Connecticut Valley	98.0	93.2
Greater Boston	98.1	90.8
Long Island	98.2	86.5
New York	97.3	85.8
Northern New England	96.5	91.5
Northern New Jersey	97.8	93.7
Triboro	97.6	87.8
Westchester	98.0	87.6
Pacific Area	97.0	88.3
Bay-Valley	97.6	85.5
Honolulu	95.1	91.1
Los Angeles	95.9	68.8
Sacramento	95.7	90.8
San Diego	97.9	94.4
San Francisco	96.4	86.2
Santa Ana	97.9	96.6
Sierra Coastal	98.0	88.1

Service Measurement results presented by IBM Corporation



Quarterly Performance for Special Services

Mailpieces Delivered Between 07/01/2014 and 09/30/2014

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Southern Area	97.1	92.8
Alabama	97.0	94.4
Arkansas	96.1	98.4
Dallas	96.7	93.8
Fort Worth	96.9	95.7
Gulf Atlantic	97.6	91.3
Houston	96.9	88.2
Louisiana	95.9	92.9
Mississippi	98.3	91.5
Oklahoma	98.2	94.2
Rio Grande	96.8	97.2
South Florida	96.3	65.6
Suncoast	97.9	85.8
Western Area	97.4	93.9
Alaska	96.8	85.2
Arizona	97.5	92.9
Central Plains	98.0	94.1
Colorado/Wyoming	97.3	94.1
Dakotas	97.4	92.7
Hawkeye	97.5	96.4
Mid-America	96.6	97.3
Nevada-Sierra	96.8	88.9
Northland	97.9	94.0
Portland	97.9	93.2
Salt Lake City	96.1	90.7
Seattle	98.0	95.8
Nation FY2014 Q4	97.2	92.4

Nation FY2013 Q4 (SPLY)	95.7	91.3
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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
Nation FY2014 Annual	97.0	90.2
Nation FY2014 Q1	97.3	85.9
Nation FY2014 Q2	96.8	89.3
Nation FY2014 Q3	96.3	93.0

FY2014 Annual Target	90.0	90.0
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