Quarterly Performance for Special Services

Overview
In FY15 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. As of FY13 Quarter 2, Confirm® was retired and is no longer measured.

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 FY15 Quarter 4 was 99.3 percent on time for Money Order Inquiries, 100.0 percent on time for Address List Services, 96.2 percent on time for Insurance Claims, and 100.0 percent on time for Address Correction Service.

For Delivery Information Services, 97.1 percent of the information was delivered on time in FY15 Quarter 4, a decrease of 0.1 points when compared to the same period last year. Long Island had the highest score at 98.4 percent on time. There were six districts at or above 98.0 percent on time in FY15 Quarter 4, and 44 districts at or above 97.0 percent on time. National Post Office™ Box service decreased 1.0 points when compared to the same period last year, with 91.4 percent on time. Rio Grande ranked highest among all Performance Clusters with a score of 98.0 percent on time.

Quarterly Performance for Special Services

Mailpieces Delivered Between 07/01/2015 and 09/30/2015

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Capital Metro Area	**97.1**	**88.0**
Atlanta	97.4	86.5
Baltimore	97.7	92.3
Capital	96.6	78.6
Greater South Carolina	97.7	83.1
Greensboro	97.4	94.1
Mid-Carolinas	95.5	92.7
Northern Virginia	98.1	90.2
Richmond	96.5	83.3
Eastern Area	**97.0**	**91.4**
Appalachian	97.9	95.2
Central Pennsylvania	96.9	88.9
Kentuckiana	95.4	93.5
Northern Ohio	97.5	91.8
Ohio Valley	96.7	91.4
Philadelphia Metro	97.2	87.9
South Jersey	97.6	89.3
Tennessee	96.1	93.1
Western New York	98.3	92.8
Western Pennsylvania	97.7	87.6
Great Lakes Area	**97.2**	**94.0**
Central Illinois	96.4	92.9
Chicago	96.2	95.3
Detroit	97.0	92.6
Gateway	97.5	91.4
Greater Indiana	97.5	96.7
Greater Michigan	98.1	96.0
Lakeland	97.2	94.3
Northeast Area	**97.3**	**88.2**
Albany	96.1	88.1
Caribbean	94.4	72.2
Connecticut Valley	97.6	92.2
Greater Boston	97.5	90.0
Long Island	98.4	84.9
New York	97.2	61.0
Northern New England	97.0	89.8
Northern New Jersey	97.8	91.7
Triboro	97.5	83.9
Westchester	97.9	87.3
Pacific Area	**97.0**	**89.1**
Bay-Valley	97.7	88.6
Honolulu	94.0	94.9
Los Angeles	95.6	75.7
Sacramento	96.6	88.9
San Diego	97.7	91.7
San Francisco	96.5	89.0
Santa Ana	97.5	95.9
Sierra Coastal	97.7	89.4

Service Measurement results presented by IBM Corporation

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United States Postal Service®

Quarterly Performance for Special Services

Mailpieces Delivered Between 07/01/2015 and 09/30/2015

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Southern Area	**97.0**	**91.3**
Alabama	97.1	93.2
Arkansas	96.5	97.3
Dallas	97.0	93.6
Fort Worth	96.7	97.3
Gulf Atlantic	97.6	91.7
Houston	96.0	51.6
Louisiana	96.0	92.3
Mississippi	97.9	92.7
Oklahoma	97.6	93.4
Rio Grande	96.6	98.0
South Florida	96.7	81.1
Suncoast	97.9	85.8
Western Area	**97.4**	**93.5**
Alaska	95.2	83.4
Arizona	97.6	90.4
Central Plains	97.8	93.7
Colorado/Wyoming	97.3	92.2
Dakotas	97.6	92.3
Hawkeye	97.9	96.1
Mid-America	97.3	96.7
Nevada-Sierra	97.1	86.6
Northland	97.8	96.3
Portland	98.0	92.5
Salt Lake City	95.4	92.4
Seattle	98.0	95.1
Nation FY2015 Q4	**97.1**	**91.4**
Nation FY2014 Q4 (SPLY)	**97.2**	**92.4**
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 FY2015 Annual	**96.9**	**89.7**
Nation FY2015 Q1	**97.1**	**86.1**
Nation FY2015 Q2	**96.4**	**89.3**
Nation FY2015 Q3	**96.3**	**92.0**
FY2015 Annual Target	**90.0**	**90.0**

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