

## Quarterly Performance for Special Services

### **Overview**

In FY16 Quarter 2, 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 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. 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 FY16 Quarter 2 was 99.3 percent on time for Money Order Inquiries, 96.4 percent on time for Insurance Claims, and Address Correction was 100.0 percent on time. There were no requests for Address List Services in the quarter.

For Delivery Information Services, 96.7 percent of the information was delivered on time in FY16 Quarter 2, an increase of 0.3 percent when compared to the same period last year. Greater Michigan had the highest score at 98.3 percent on time. There were two districts at or above 98.0 percent on time in FY16 Quarter 2 and 35 districts at or above 97.0 percent on time. National Post Office Box Service remained the same when compared to the same period last year, at 89.3 percent on time for both periods. Arkansas ranked highest among all districts with a score of 96.4 percent on time.

**Quarterly Performance for Special Services**

Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>96.9</b>	<b>83.8</b>
Atlanta	96.9	80.8
Baltimore	97.0	85.3
Capital	95.3	69.4
Greater South Carolina	97.5	82.8
Greensboro	97.1	91.9
Mid-Carolinas	97.3	89.7
Northern Virginia	97.6	79.6
Richmond	96.1	80.0
<b>Eastern Area</b>	<b>96.7</b>	<b>88.8</b>
Appalachian	94.3	93.5
Central Pennsylvania	96.3	86.8
Kentuckiana	96.8	91.2
Northern Ohio	97.9	87.4
Ohio Valley	96.5	89.4
Philadelphia Metro	96.3	79.2
South Jersey	97.3	85.7
Tennessee	95.7	91.5
Western New York	97.8	91.8
Western Pennsylvania	97.6	85.1
<b>Great Lakes Area</b>	<b>97.0</b>	<b>93.0</b>
Central Illinois	97.0	92.1
Chicago	92.5	91.3
Detroit	97.8	90.6
Gateway	97.1	89.9
Greater Indiana	97.9	96.2
Greater Michigan	98.3	95.6
Lakeland	96.9	93.4
<b>Northeast Area</b>	<b>96.6</b>	<b>86.9</b>
Albany	96.5	88.3
Caribbean	97.0	65.0
Connecticut Valley	97.1	91.4
Greater Boston	97.6	88.9
Long Island	97.5	85.9
New York	93.3	44.8
Northern New England	96.9	89.6
Northern New Jersey	97.3	89.9
Triboro	95.2	78.5
Westchester	97.6	85.7
<b>Pacific Area</b>	<b>96.2</b>	<b>85.3</b>
Bay-Valley	96.0	86.2
Honolulu	94.8	92.0
Los Angeles	93.2	66.0
Sacramento	95.9	85.6
San Diego	97.2	87.2
San Francisco	96.7	83.9
Santa Ana	97.5	93.2
Sierra Coastal	97.4	87.3

Service Measurement results presented by IBM Corporation



**Quarterly Performance for Special Services**

Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>96.5</b>	<b>89.6</b>
Alabama	96.9	92.3
Arkansas	96.2	96.4
Dallas	96.2	89.6
Fort Worth	96.8	96.1
Gulf Atlantic	97.1	85.8
Houston	95.9	78.2
Louisiana	95.8	88.4
Mississippi	97.5	92.1
Oklahoma	97.7	91.3
Rio Grande	94.5	96.3
South Florida	96.5	67.8
Suncoast	97.8	75.2
<b>Western Area</b>	<b>97.3</b>	<b>91.7</b>
Alaska	96.6	81.7
Arizona	97.4	85.8
Central Plains	97.9	91.3
Colorado/Wyoming	96.9	88.2
Dakotas	97.6	92.4
Hawkeye	98.1	94.7
Mid-America	96.9	96.1
Nevada-Sierra	97.0	83.3
Northland	97.9	94.7
Portland	97.7	90.9
Salt Lake City	95.4	90.0
Seattle	97.8	93.6
<b>Nation FY2016 Q2</b>	<b>96.7</b>	<b>89.3</b>
<b>Nation FY2015 Q2 (SPLY)</b>	<b>96.4</b>	<b>89.3</b>
<b>Nation FY2009 Annual</b>	<b>97.2</b>	<b>93.0</b>
<b>Nation FY2010 Annual</b>	<b>96.9</b>	<b>94.3</b>
<b>Nation FY2011 Annual</b>	<b>97.5</b>	<b>93.1</b>
<b>Nation FY2012 Annual</b>	<b>97.5</b>	<b>92.6</b>
<b>Nation FY2013 Annual</b>	<b>96.3</b>	<b>90.9</b>
<b>Nation FY2014 Annual</b>	<b>97.0</b>	<b>90.2</b>
<b>Nation FY2015 Annual</b>	<b>96.9</b>	<b>89.7</b>
<b>Nation FY2016 Q1</b>	<b>97.1</b>	<b>86.6</b>
<b>FY2016 Annual Target</b>	<b>90.0</b>	<b>90.0</b>

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