

## Quarterly Performance for Special Services

### **Overview**

In FY 2019 Quarter 3, 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 Special Services measured only at the national level, service performance in FY 2019 Quarter 3 was 99.4 percent on time for Money Order Inquiries, 87.5 percent on time for Insurance Claims, and Address Correction was 100.0 percent on time.

For Delivery Information Services, 97.1 percent of the information was delivered on time in FY 2019 Quarter 3, which is 0.2 points higher when compared to the same period last year. Dakotas had the highest score at 98.7 percent on time. All 67 districts met or exceeded the performance target of 90.0 percent on time.

For Post Office® Box Service, national performance was 91.0 percent on time in FY 2019 Quarter 3, which is 0.3 points higher when compared to the same period last year. There were 38 districts which met or exceeded the performance target of 90.0. Arkansas ranked highest among all districts with a score of 98.4 percent on time.

## Quarterly Performance for Special Services

Services Performed Between 04/01/2019 and 06/30/2019

District	Delivery Information Special Services Combined Score	Post Office® Box Service
	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>97.1</b>	<b>86.9</b>
Atlanta	97.7	80.0
Baltimore	96.8	86.0
Capital	95.9	83.6
Greater South Carolina	98.3	91.1
Greensboro	96.1	97.1
Mid-Carolinas	97.2	87.5
Northern Virginia	97.1	94.2
Richmond	97.3	78.3
<b>Eastern Area</b>	<b>96.9</b>	<b>92.8</b>
Appalachian	98.6	97.1
Central Pennsylvania	96.2	90.0
Kentuckiana	93.7	94.9
Northern Ohio	97.7	88.1
Ohio Valley	97.2	91.9
Philadelphia Metro	96.4	86.6
South Jersey	97.6	89.0
Tennessee	97.1	96.1
Western New York	97.8	93.0
Western Pennsylvania	97.7	94.1
<b>Great Lakes Area</b>	<b>97.9</b>	<b>90.9</b>
Central Illinois	97.9	89.8
Chicago	95.0	78.6
Detroit	98.3	82.5
Gateway	98.1	92.3
Greater Indiana	98.3	91.4
Greater Michigan	98.4	94.8
Lakeland	98.0	90.7
<b>Northeast Area</b>	<b>97.2</b>	<b>86.9</b>
Albany	96.8	92.9
Caribbean	97.0	51.5
Connecticut Valley	97.7	91.2
Greater Boston	96.9	87.2
Long Island	97.8	87.7
New York	96.2	63.1
Northern New England	98.6	90.9
Northern New Jersey	97.5	79.9
Triboro	96.2	77.0
Westchester	97.8	86.9
<b>Pacific Area</b>	<b>96.3</b>	<b>88.7</b>
Bay-Valley	98.0	90.6
Honolulu	94.9	91.2
Los Angeles	95.9	65.6
Sacramento	93.1	88.7
San Diego	97.8	93.8
San Francisco	95.6	90.7
Santa Ana	97.6	90.0
Sierra Coastal	97.8	92.3

**Quarterly Performance for Special Services**  
Services Performed Between 04/01/2019 and 06/30/2019

District	Delivery Information Special Services Combined Score	Post Office® Box Service
	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>96.7</b>	<b>93.0</b>
Alabama	97.3	94.0
Arkansas	96.6	98.4
Dallas	95.5	87.5
Fort Worth	97.8	97.2
Gulf Atlantic	98.2	92.0
Houston	96.0	87.0
Louisiana	96.0	93.1
Mississippi	97.3	95.8
Oklahoma	98.3	95.3
Rio Grande	95.0	92.9
South Florida	96.2	78.4
Suncoast	97.6	87.6
<b>Western Area</b>	<b>97.8</b>	<b>92.0</b>
Alaska	96.0	75.9
Arizona	98.1	89.7
Central Plains	98.2	93.8
Colorado/Wyoming	98.0	85.7
Dakotas	98.7	93.7
Hawkeye	98.4	95.6
Mid-America	94.8	95.3
Nevada-Sierra	97.5	93.2
Northland	98.4	94.5
Portland	98.4	87.9
Salt Lake City	96.8	88.9
Seattle	98.4	91.7
<b>Nation FY2019 Q3</b>	<b>97.1</b>	<b>91.0</b>
<b>Nation FY2018 Q3 (SPLY)</b>	<b>96.9</b>	<b>90.7</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 Annual</b>	<b>97.1</b>	<b>89.7</b>
<b>Nation FY2017 Annual</b>	<b>97.1</b>	<b>88.9</b>
<b>Nation FY2018 Annual</b>	<b>97.0</b>	<b>88.2</b>
<b>Nation FY2019 Q1</b>	<b>96.8</b>	<b>82.7</b>
<b>Nation FY2019 Q2</b>	<b>97.1</b>	<b>88.4</b>
<b>FY2019 Annual Target</b>	<b>90.0</b>	<b>90.0</b>

