Quarterly Performance for Special Services

Overview
In FY 2020 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 Special Services measured only at the national level, service performance in FY 2020 Quarter 2 was 91.9 percent on time for Money Order Inquiries, 91.6 percent on time for Insurance Claims, and 100.0 percent on time for Address Correction.

For Delivery Information Services, 97.4 percent of the information was delivered on time in FY 2020 Quarter 2, which is 0.3 points higher when compared to the same period last year. Greater Michigan ranked highest among all districts with a score of 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 88.9 percent on time in FY 2020 Quarter 2, which is 0.5 points higher when compared to the same period last year. There were 24 districts which met or exceeded the performance target of 90.0 percent on time. Arkansas ranked highest among all districts with a score of 96.6 percent on time.
# Quarterly Performance for Special Services

### Services Performed Between 01/01/2020 and 03/31/2020

**District** | **Delivery Information Special Services Combined Score** | **Post Office® Box Service** |
--- | --- | --- |
**Percent On Time** | **Percent On Time** |
**Capital Metro Area** | 97.3 | 85.3 |
Atlanta | 96.8 | 79.7 |
Baltimore | 97.6 | 90.5 |
Capital | 95.8 | 82.5 |
Greater South Carolina | 98.2 | 91.3 |
Greensboro | 97.6 | 95.7 |
Mid-Carolinas | 97.6 | 85.1 |
Northern Virginia | 97.7 | 91.0 |
Richmond | 97.5 | 71.2 |
**Eastern Area** | 97.5 | 91.4 |
Appalachian | 98.4 | 96.2 |
Central Pennsylvania | 96.5 | 88.1 |
Kentuckiana | 97.6 | 92.8 |
Northern Ohio | 97.9 | 86.3 |
Ohio Valley | 97.9 | 91.2 |
Philadelphia Metro | 96.3 | 84.2 |
South Jersey | 98.0 | 87.0 |
Tennessee | 97.5 | 94.3 |
Western New York | 96.8 | 92.1 |
Western Pennsylvania | 98.2 | 92.9 |
**Great Lakes Area** | 98.1 | 89.4 |
Central Illinois | 97.9 | 87.4 |
Chicago | 96.3 | 67.5 |
Detroit | 98.2 | 80.0 |
Gateway | 98.0 | 89.7 |
Greater Indiana | 98.4 | 92.1 |
Greater Michigan | 98.7 | 94.1 |
Lakeland | 98.3 | 89.4 |
**Northeast Area** | 97.7 | 84.7 |
Albany | 97.0 | 90.9 |
Caribbean | 96.4 | 63.3 |
Connecticut Valley | 98.1 | 88.6 |
Greater Boston | 98.1 | 84.8 |
Long Island | 98.2 | 86.7 |
New York | 96.5 | 58.1 |
Northern New England | 98.3 | 88.6 |
Northern New Jersey | 97.9 | 73.9 |
Triboro | 96.8 | 70.0 |
Westchester | 98.3 | 85.9 |
**Pacific Area** | 97.3 | 84.6 |
Bay-Valley | 98.1 | 86.4 |
Honolulu | 93.6 | 85.7 |
Los Angeles | 96.2 | 57.5 |
Sacramento | 96.7 | 86.9 |
San Diego | 97.9 | 89.7 |
San Francisco | 97.5 | 88.5 |
Santa Ana | 97.5 | 81.7 |
Sierra Coastal | 98.0 | 87.2 |
# Quarterly Performance for Special Services

Services Performed Between 01/01/2020 and 03/31/2020

<table>
<thead>
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<th>District</th>
<th>Delivery Information Special Services Combined Score</th>
<th>Post Office® Box Service</th>
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<td></td>
<td>Percent On Time</td>
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| FY2020 Annual Target| 90.0            | 90.0            | Service Measurement results presented by IBM Corporation