

Quarterly Performance for Special Services

Overview

In FY 2020 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 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 4 was 91.5 percent on time for Money Order Inquiries, 72.1 percent on time for Insurance Claims, and 100.0 percent on time for Address Correction.

For Delivery Information Services, 96.8 percent of the information was delivered on time in FY 2020 Quarter 4, which is 0.6 points lower when compared to the same period last year. Dakotas and Seattle tied for the highest performance among all districts with a score of 98.4 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 88.4 percent on time in FY 2020 Quarter 4, which is 2.5 points lower when compared to the same period last year. There were 21 districts which met or exceeded the performance target of 90.0 percent on time. Arkansas ranked highest among all districts with a score of 96.7 percent on time.

Quarterly Performance for Special Services

Services Performed Between 07/01/2020 and 09/30/2020

District	Delivery Information Special Services Combined Score	Post Office® Box Service
	Percent On Time	Percent On Time
Capital Metro Area	96.8	85.3
Atlanta	96.4	76.5
Baltimore	96.2	88.5
Capital	95.6	80.6
Greater South Carolina	98.2	90.4
Greensboro	97.3	92.9
Mid-Carolinas	96.7	85.0
Northern Virginia	97.4	88.5
Richmond	97.2	79.6
Eastern Area	96.9	90.4
Appalachian	98.2	95.7
Central Pennsylvania	96.7	86.4
Kentuckiana	95.5	91.1
Northern Ohio	97.4	86.1
Ohio Valley	97.1	91.4
Philadelphia Metro	95.4	80.7
South Jersey	97.2	82.9
Tennessee	96.8	93.2
Western New York	97.3	91.6
Western Pennsylvania	97.9	93.0
Great Lakes Area	97.2	89.2
Central Illinois	97.1	88.1
Chicago	95.1	73.4
Detroit	96.7	75.7
Gateway	97.6	89.8
Greater Indiana	97.6	92.2
Greater Michigan	97.4	93.4
Lakeland	97.6	89.7
Northeast Area	96.9	82.8
Albany	96.8	89.9
Caribbean	94.1	44.0
Connecticut Valley	97.5	86.3
Greater Boston	97.6	83.2
Long Island	97.5	80.5
New York	95.1	62.5
Northern New England	97.5	87.6
Northern New Jersey	97.0	73.1
Triboro	95.4	71.4
Westchester	97.9	85.7
Pacific Area	96.1	82.5
Bay-Valley	97.7	83.3
Honolulu	90.2	85.5
Los Angeles	94.8	58.3
Sacramento	94.0	84.3
San Diego	97.5	85.7
San Francisco	95.8	89.6
Santa Ana	96.8	78.9
Sierra Coastal	97.5	83.6

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District	Delivery Information Special Services Combined Score	Post Office® Box Service
	Percent On Time	Percent On Time
Southern Area	95.9	91.3
Alabama	97.0	90.7
Arkansas	95.6	96.7
Dallas	95.7	89.0
Fort Worth	96.2	96.0
Gulf Atlantic	97.2	89.2
Houston	96.7	88.1
Louisiana	94.7	88.0
Mississippi	96.7	92.8
Oklahoma	97.3	94.4
Rio Grande	92.6	91.9
South Florida	95.6	81.3
Suncoast	97.3	86.5
Western Area	97.6	89.6
Alaska	95.8	68.6
Arizona	97.8	85.3
Central Plains	97.6	92.5
Colorado/Wyoming	97.1	81.6
Dakotas	98.4	92.0
Hawkeye	98.0	94.0
Mid-America	96.1	93.1
Nevada-Sierra	97.0	86.0
Northland	98.1	93.9
Portland	98.3	86.2
Salt Lake City	96.3	86.2
Seattle	98.4	87.8
Nation FY2020 Q4	96.8	88.4
Nation FY2019 Q4 (SPLY)	97.4	90.9
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 FY2016 Annual	97.1	89.7
Nation FY2017 Annual	97.1	88.9
Nation FY2018 Annual	97.0	88.2
Nation FY2019 Annual	97.4	88.3
Nation FY2020 Annual	97.5	88.2
Nation FY2020 Q1	97.0	86.6
Nation FY2020 Q2	97.4	88.9
Nation FY2020 Q3	97.3	88.8
FY2020 Annual Target	90.0	90.0