

United States Postal Service®  
**Quarterly Performance for Special Services**

Quarter II  
FY2021

**Overview**

In FY 2021 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 2021 Quarter 2 was 100.0 percent on time for Money Order Inquiries, 80.2 percent on time for Insurance Claims, and 100.0 percent on time for Address Correction.

For Delivery Information Services, 95.7 percent of the information was delivered on time in FY 2021 Quarter 2, which is 1.7 points lower when compared to the same period last year. Seattle had the highest performance among all districts with a score of 98.2 percent on time.

For Post Office® Box Service, national performance was 86.7 percent on time in FY 2021 Quarter 2, which is 2.2 points lower when compared to the same period last year. Fort Worth ranked highest among all districts with a score of 94.8 percent on time.

**Quarterly Performance for Special Services**  
Services Performed Between 01/01/2021 and 03/31/2021

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
<b>Capital Metro Area</b>	<b>94.5</b>	<b>82.9</b>
Atlanta	94.0	73.2
Baltimore	90.9	85.8
Capital	92.2	78.1
Greater S Carolina	97.3	87.9
Greensboro	96.3	91.8
Mid-Carolinas	96.6	85.4
Northern Virginia	94.8	87.2
Richmond	92.9	74.1
<b>Eastern Area</b>	<b>94.2</b>	<b>87.6</b>
Appalachian	96.9	94.6
Central Pennsylvania	91.0	81.2
Kentuckiana	94.6	89.7
Northern Ohio	94.4	81.4
Ohio Valley	95.8	90.5
Philadelphia Metro	86.9	71.4
South Jersey	94.5	82.8
Tennessee	95.6	89.8
Western New York	96.5	91.0
Western Pennsylvania	97.2	90.6
<b>Great Lakes Area</b>	<b>96.0</b>	<b>88.9</b>
Central Illinois	96.4	86.4
Chicago	93.9	72.3
Detroit	95.3	78.3
Gateway	94.5	87.5
Greater Indiana	95.7	94.3
Greater Michigan	97.0	93.5
Lakeland	97.4	89.5
<b>Northeast Area</b>	<b>95.2</b>	<b>82.5</b>
Albany	95.0	87.3
Caribbean	95.4	49.6
Connecticut Valley	95.3	85.5
Greater Boston	95.2	87.9
Long Island	96.3	84.0
New York	94.4	62.5
Northern New England	95.2	86.1
Northern New Jersey	95.8	74.5
Triboro	94.2	65.1
Westchester	95.8	82.2
<b>Pacific Area</b>	<b>96.7</b>	<b>82.4</b>
Bay-Valley	97.4	85.0
Honolulu	93.8	81.2
Los Angeles	95.3	58.6
Sacramento	96.3	85.4
San Diego	97.5	83.1
San Francisco	96.9	88.6
Santa Ana	96.8	78.6
Sierra Coastal	97.5	85.1

**Quarterly Performance for Special Services**  
Services Performed Between 01/01/2021 and 03/31/2021

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
<b>Southern Area</b>	<b>95.3</b>	<b>87.9</b>
Alabama	94.9	86.8
Arkansas	94.8	93.0
Dallas	95.1	82.6
Ft Worth	96.4	94.8
Gulf Atlantic	96.6	86.1
Houston	96.1	83.8
Louisiana	94.5	88.5
Mississippi	95.4	86.0
Oklahoma	97.0	91.7
Rio Grande	92.2	88.9
South Florida	94.5	71.1
Suncoast	97.1	84.2
<b>Western Area</b>	<b>97.4</b>	<b>88.4</b>
Alaska	96.3	66.9
Arizona	97.4	81.3
Central Plains	97.2	91.2
Colorado/Wyoming	97.1	81.0
Dakotas	98.0	90.9
Hawkeye	97.7	93.6
Mid-America	95.3	92.7
Nevada Sierra	96.7	83.2
Northland	97.8	93.3
Portland	98.0	83.7
Salt Lake City	97.1	84.5
Seattle	98.2	87.5
<b>Nation FY2021 Q2</b>	<b>95.7</b>	<b>86.7</b>
<b>Nation FY2020 Q2 (SPLY)</b>	<b>97.4</b>	<b>88.9</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 Annual</b>	<b>97.4</b>	<b>88.3</b>
<b>Nation FY2020 Annual</b>	<b>97.5</b>	<b>88.2</b>
<b>Nation FY2021 Q1</b>	<b>96.8</b>	<b>83.9</b>
<b>FY2021 Annual Target</b>	<b>N/A*</b>	<b>N/A*</b>