

United States Postal Service®
Quarterly Performance for Special Services

Quarter IV
FY2021

Overview

In FY2021 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 FY2021 Quarter 4 was 99.9 percent on time for Money Order Inquiries, 72.2 percent on time for Insurance Claims, and 100.0 percent on time for Address Correction.

For Delivery Information Services, 96.9 percent of the information was delivered on time in FY2021 Quarter 4, which is 0.1 points higher when compared to the same period last year. Wisconsin had the highest performance among all districts with a score of 98.4 percent on time. Fifty districts met or exceeded the performance target of 90.0 percent on time.

For Post Office® Box Service, national performance was 88.5 percent on time in FY2021 Quarter 4, which is 0.1 points higher when compared to the same period last year. There were 16 districts which met or exceeded the performance target of 90.0 percent on time. Indiana ranked highest among all districts with a score of 96.6 percent on time.

Quarterly Performance for Special Services
Services Performed Between 07/01/2021 and 09/30/2021

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Atlantic Area	96.8	86.2
Connecticut	97.8	87.6
De-Pa2	94.6	77.5
Ma-Ri	97.7	88.5
Maryland	96.3	83.9
Me-Nh-Vt	97.5	88.1
New Jersey	96.9	77.9
New York 1	94.9	64.1
New York 2	96.6	80.7
New York 3	97.1	89.6
North Carolina	97.3	90.7
Pennsylvania 1	97.3	90.3
Virginia	97.4	86.1
Central Area	97.6	92.1
Ia-Ne-Sd	98.0	93.5
Illinois 1	96.7	82.2
Illinois 2	97.9	91.3
Indiana	97.7	96.6
Ks-Mo	97.3	93.4
Ky-Wv	97.0	92.8
Michigan 1	97.6	79.5
Michigan 2	98.0	94.1
Mn-Nd	98.1	92.9
Ohio 1	97.3	84.8
Ohio 2	97.4	93.7
Wisconsin	98.4	92.5
Southern Area	96.1	88.9
Al-Ms	96.6	89.8
Ar-Ok	96.8	95.0
Florida 1	97.0	86.8
Florida 2	97.1	81.7
Florida 3	95.4	74.4
Georgia	96.5	84.4
Louisiana	93.8	86.9
Puerto Rico	94.4	52.5
South Carolina	97.7	89.2
Tennessee	97.1	91.2
Texas 1	95.8	91.0
Texas 2	96.3	90.2
Texas 3	93.6	93.1

Quarterly Performance for Special Services
Services Performed Between 07/01/2021 and 09/30/2021

District	Delivery Information Special Services Combined Score	Post Office™ Box Service
	Percent On Time	Percent On Time
Westpac Area	97.1	84.0
Alaska	96.5	66.9
Az-Nm	98.2	85.8
California 1	97.7	89.1
California 2	96.4	81.6
California 3	97.5	88.4
California 4	96.3	79.6
California 5	96.0	61.5
California 6	97.6	85.7
Co-Wy	97.0	83.1
Hawaii	92.7	81.0
Id-Mt-Or	98.2	87.5
Nv-Ut	94.8	83.2
Washington	98.2	85.7
Nation FY2021 Q4	96.9	88.5
Nation FY2020 Q4 (SPLY)	96.8	88.4
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 FY2021 Annual	97.5	87.0
Nation FY2021 Q1	97.8	83.9
Nation FY2021 Q2	97.5	86.7
Nation FY2021 Q3	97.5	88.9
FY2021 Annual Target	90.0	90.0