Quarterly Performance for Special Services

Overview

In FY12, service performance is being measured for the following Special Services: Delivery Services (which is a composite of Delivery Confirmation™, Signature Confirmation™, Certified Mail™, Electronic Return Receipt, Registered Mail™, and Collect on Delivery), Post Office Box Uptimes, Confirm®, 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.

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.

PO Box service is measured by comparing the availability of mail delivered to a PO Box section to the posted "uptime," the time of day when customers can expect to collect the mail from their PO Box.

For Confirm®, the elapsed time from a mail piece scan on mail processing equipment to when the data are available to customers is compared against the service standard.

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 PO Box Uptime is reported quarterly by postal district. Confirm®, 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 the Special Services measured only at the national level, service performance in FY12 Quarter 4 was 100.0 percent on time for Address List Services. For Money Order Inquiries, 99.4 percent were handled within the service standard, and 99.8 percent of Confirm® service was on time. Performance for Insurance Claims Processing was 83.5 percent on time, and Address Correction was 100.0 percent on time.

For Delivery Information Services, 96.9 percent of the information was delivered on time in FY12 Quarter 4, a decrease of 0.5 from the same period last year. Greensboro and Northland had the highest score at 98.5 percent on time. There were eight additional districts with performance of 98.0 percent or higher in FY12 Quarter 4. National Post Office Box service performance increased when compared to the same period last year, at 93.7. Northern New Jersey continued to rank highest among all districts by scoring 98.5 percent on time.

District	Delivery Information Special Services Combined Score	Post Office Box Service
	Percent On Time	Percent On Time
Capital Metro Area	**97.3**	**93.2**
Atlanta	97.0	91.1
Baltimore	97.1	96.9
Capital	95.2	92.0
Greater South Carolina	98.0	94.7
Greensboro	98.5	96.6
Mid-Carolinas	97.6	94.8
Northern Virginia	97.4	91.3
Richmond	97.6	87.7
Eastern Area	**97.1**	**92.3**
Appalachian	96.9	95.2
Central Pennsylvania	96.6	91.5
Cincinnati	97.6	92.9
Kentuckiana	97.8	89.5
Northern Ohio	97.4	91.6
Philadelphia Metro	95.4	94.0
South Jersey	97.5	94.0
Tennessee	96.3	92.8
Western New York	98.2	90.7
Western Pennsylvania	97.4	91.5
Great Lakes Area	**97.1**	**96.8**
Central Illinois	97.0	97.4
Chicago	94.4	94.7
Detroit	96.2	95.5
Gateway	97.8	95.5
Greater Indiana	98.3	98.2
Greater Michigan	98.0	97.9
Lakeland	96.9	96.8
Northeast Area	**97.0**	**90.6**
Albany	95.6	89.3
Caribbean	95.5	88.8
Connecticut Valley	97.7	89.8
Greater Boston	97.3	92.2
Long Island	97.6	89.4
New York	95.9	90.2
Northern New England	96.5	88.2
Northern New Jersey	97.4	98.5
Triboro	96.7	89.9
Westchester	97.7	92.3
Pacific Area	**96.2**	**94.8**
Bay-Valley	97.3	95.3
Honolulu	95.9	95.5
Los Angeles	93.6	88.1
Sacramento	95.4	95.4
San Diego	96.9	97.1
San Francisco	97.0	93.0
Santa Ana	96.6	97.4
Sierra Coastal	96.4	94.0

Service Measurement results presented by IBM Corporation

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United States Postal Service®
Quarterly Performance for Special Services
Mailpieces Delivered Between 07/01/2012 and 09/30/2012

Quarter IV
FY2012

District	Delivery Information Special Services Combined Score	Post Office Box Service
	Percent On Time	Percent On Time
Southern Area	**96.5**	**93.9**
Alabama	96.8	91.5
Arkansas	96.1	95.6
Dallas	95.9	94.1
Fort Worth	96.7	97.2
Houston	95.9	97.1
Louisiana	94.9	89.4
Mississippi	98.3	93.8
North Florida	97.7	96.1
Oklahoma	96.7	93.8
Rio Grande	96.1	95.9
South Florida	95.9	86.3
Suncoast	97.7	90.3
Western Area	**97.5**	**94.6**
Alaska	96.5	90.6
Arizona	97.2	92.5
Central Plains	98.2	96.6
Colorado/Wyoming	97.6	96.5
Dakotas	97.7	93.4
Hawkeye	97.7	96.5
Mid-America	96.9	95.2
Nevada-Sierra	94.1	96.0
Northland	98.5	95.8
Portland	98.0	92.6
Salt Lake City	96.8	92.3
Seattle	98.2	91.9
Nation FY2012 Q4	**96.9**	**93.7**
Nation FY2011 Q4 (SPLY)	**97.4**	**92.9**
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 FY2012 Q1	**97.6**	**88.8**
Nation FY2012 Q2	**97.5**	**93.0**
Nation FY2012 Q3	**97.3**	**94.8**
FY2012 Annual Target	**90.0**	**90.0**

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