

On-Time Performance for Special Services

Overview

In FY10, 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 mailpiece 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.

Quarterly Performance for Special Services

Mailpieces Delivered Between 10/01/2009 and 12/31/2009

District	Delivery Information Special Services Combined Score	Post Office Box Service
	Percent On Time	Percent On Time
Capital Metro Area	96.3	89.5
Baltimore	96.3	91.6
Capital	93.8	84.2
Greater South Carolina	97.2	93.3
Greensboro	97.5	94.3
Mid-Carolinas	97.1	96.7
Northern Virginia	95.9	73.4
Richmond	96.1	82.0
Eastern Area	95.9	92.7
Appalachian	96.2	94.3
Central Pennsylvania	95.8	88.1
Cincinnati	96.5	92.1
Columbus	96.3	95.2
Kentuckiana	95.7	91.8
Northern Ohio	96.1	91.9
Philadelphia Metro	94.3	94.9
South Jersey	95.7	93.5
Western New York	95.8	94.2
Western Pennsylvania	96.4	94.7
Great Lakes Area	95.7	95.4
Central Illinois	95.1	96.7
Chicago	92.2	91.8
Detroit	95.0	95.0
Gateway	95.7	95.7
Greater Indiana	97.0	97.9
Greater Michigan	97.0	96.2
Lakeland	95.7	93.4
Northern Illinois	96.4	89.3
Southeast Michigan	95.6	94.6
Northeast Area	95.0	91.2
Albany	94.5	89.4
Caribbean	94.6	88.1
Connecticut Valley	92.0	92.3
Greater Boston	95.7	87.0
Long Island	96.8	92.5
New York	95.3	91.3
Northern New England	88.5	94.6
Northern New Jersey	97.0	98.0
Southeast New England	96.0	87.4
Triboro	96.0	93.1
Westchester	96.5	94.8
Pacific Area	93.9	88.9
Bay-Valley	95.0	83.7
Honolulu	93.0	92.8
Los Angeles	92.1	84.6
Sacramento	92.8	88.5
San Diego	95.0	90.9
San Francisco	92.0	88.0
Santa Ana	94.8	94.7
Sierra Coastal	94.3	88.4

Quarterly Performance for Special Services

Mailpieces Delivered Between 10/01/2009 and 12/31/2009

District	Delivery Information Special Services Combined Score	Post Office Box Service
	Percent On Time	Percent On Time
Southeast Area	96.0	94.3
Alabama	96.5	95.1
Atlanta	95.2	90.8
Mississippi	96.6	95.5
North Florida	95.6	95.3
South Florida	95.6	95.2
South Georgia	97.0	92.1
Suncoast	96.6	94.5
Tennessee	95.8	95.4
Southwest Area	95.5	93.6
Albuquerque	94.6	98.0
Arkansas	95.2	93.9
Dallas	95.9	94.2
Fort Worth	96.5	90.8
Houston	94.9	94.9
Louisiana	95.1	90.8
Oklahoma	95.7	92.8
Rio Grande	95.4	95.4
Western Area	95.6	92.4
Alaska	93.3	83.5
Arizona	94.8	84.1
Big Sky	95.3	87.7
Central Plains	96.0	94.1
Colorado/Wyoming	95.4	88.0
Dakotas	96.2	93.1
Hawkeye	95.8	95.7
Mid-America	95.8	94.4
Nevada-Sierra	94.4	89.6
Northland	96.6	96.6
Portland	95.5	91.6
Salt Lake City	95.8	88.8
Seattle	95.7	92.6
Nation	95.5	92.6

Same Period Last Year	Delivery Information Special Services Combined Score	Post Office Box Service
	Percent On Time	Percent On Time
FY2009 Q1	99.3	86.5