

United States Postal Service

Quarterly Performance for Special Services

Overview

In FY09, 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.

Limitations

As stated in the FY09 Quarter 1 report, not all automated ACS customers were on a daily fulfillment schedule. Thus, after conversion during Quarter 1, Quarter 2 results are significantly higher.

Quarterly Performance for Special Services

01/01/2009 to 03/31/2009

District	Delivery Information Special Services Combined Score	Post Office Box Service
	% On-Time	% On-Time
Capital Metro	99.2%	93.4%
Baltimore	99.2%	95.9%
Capital	98.7%	82.8%
Greater South Carolina	99.4%	94.3%
Greensboro	99.6%	94.9%
Mid-Carolinas	99.3%	97.1%
Northern Virginia	99.4%	89.7%
Richmond	99.0%	91.7%
Eastern	99.1%	95.0%
Appalachian	99.5%	97.0%
Central Pennsylvania	98.7%	92.8%
Cincinnati	99.1%	93.7%
Columbus	99.6%	95.6%
Erie	99.5%	97.4%
Kentuckiana	98.8%	92.8%
Northern Ohio	99.1%	95.5%
Philadelphia Metro	98.5%	97.8%
Pittsburgh	99.7%	95.8%
South Jersey	99.6%	92.9%
Great Lakes	99.5%	94.6%
Central Illinois	99.5%	96.5%
Chicago	99.3%	86.5%
Detroit	98.8%	94.4%
Gateway	99.5%	93.4%
Greater Indiana	99.6%	94.8%
Greater Michigan	99.7%	95.8%
Lakeland	99.6%	95.9%
Northern Illinois	99.6%	89.5%
Southeast Michigan	99.4%	92.0%
New York Metro	99.6%	96.2%
Caribbean	98.8%	90.8%
Central New Jersey	99.8%	96.2%
Long Island	99.8%	96.3%
New York	99.6%	97.8%
Northern New Jersey	99.8%	97.0%
Triboro	99.6%	95.6%
Westchester	99.6%	97.1%
Northeast	99.1%	91.5%
Albany	99.6%	92.3%
Boston	98.0%	95.0%
Connecticut	99.5%	88.6%
Maine	99.3%	94.8%
Massachusetts	97.5%	86.7%
New Hampshire/Vermont	99.5%	89.2%
Southeast New England	99.3%	91.2%
Western New York	99.6%	95.2%

Quarterly Performance for Special Services
01/01/2009 to 03/31/2009

District	Delivery Information Special Services Combined Score	Post Office Box Service
	% On-Time	% On-Time
Pacific	99.0%	92.8%
Bay-Valley	99.5%	92.1%
Honolulu	99.3%	95.1%
Los Angeles	99.7%	92.9%
Sacramento	96.2%	91.6%
San Diego	99.5%	93.9%
San Francisco	99.4%	91.0%
Santa Ana	99.6%	95.1%
Sierra Coastal	99.6%	93.1%
Southeast	99.5%	94.8%
Alabama	99.7%	94.3%
Atlanta	99.3%	95.2%
Central Florida	99.7%	92.6%
Mississippi	99.6%	93.6%
North Florida	99.3%	95.3%
South Florida	99.7%	95.9%
South Georgia	99.3%	93.6%
Suncoast	99.7%	96.5%
Tennessee	99.5%	96.1%
Southwest	97.3%	93.4%
Albuquerque	99.0%	96.6%
Arkansas	99.2%	92.7%
Dallas	99.1%	93.2%
Fort Worth	99.7%	91.6%
Houston	99.0%	96.0%
Louisiana	99.5%	92.3%
Oklahoma	99.5%	94.4%
Rio Grande	91.2%	92.5%
Western	99.4%	91.1%
Alaska	97.7%	78.4%
Arizona	99.6%	77.0%
Big Sky	98.6%	78.2%
Central Plains	99.5%	92.7%
Colorado/Wyoming	99.5%	89.5%
Dakotas	99.3%	90.2%
Hawkeye	99.2%	94.9%
Mid-America	99.5%	94.9%
Nevada-Sierra	99.5%	89.7%
Northland	99.7%	96.7%
Portland	99.3%	87.1%
Salt Lake City	99.5%	88.7%
Seattle	99.6%	91.4%
Spokane	99.5%	95.7%
Nation	99.1%	93.3%