

Quarterly 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.

Performance Highlights

For the Special Services measured only at the national level, service performance in FY10 Quarter 3 was 100.0 percent on time for both Address Correction and Address List Services. On-time delivery of Confirm® service improved when compared to the same period last year, FY09 Quarter 3. In FY10 Quarter 3, 92.4 percent of Money Order Inquiries were handled within the service standard. Performance for Insurance Claims Processing was 82.0 percent on time, improved by 7.4 percent from the same period last year.

For Delivery Information Services, 97.1 percent of the information was delivered on time in FY10 Quarter 3. Mississippi, Northland, and Mid-Carolinas shared the highest score at 98.5 percent on time. There were 14 additional districts with performance of 98.0 percent or higher in FY10 Quarter 3. National Post Office Box service declined by 0.5 percent when compared to the same period last year, FY09 Quarter 3. Northern New Jersey's performance of 99.2 percent ranked as the highest among all districts, followed closely by Greater Indiana with 98.8 percent on-time performance.

Quarterly Performance for Special Services
Mailpieces Delivered Between 04/01/2010 and 06/30/2010

District	Delivery Information Special Services Combined Score	Post Office Box Service
	Percent On Time	Percent On Time
Capital Metro Area	97.7	92.9
Baltimore	97.5	96.5
Capital	96.1	87.4
Greater South Carolina	98.1	92.9
Greensboro	98.4	96.7
Mid-Carolinas	98.5	98.1
Northern Virginia	97.2	79.8
Richmond	97.5	88.9
Eastern Area	97.6	96.0
Appalachian	97.7	97.6
Central Pennsylvania	97.2	93.8
Cincinnati	98.2	94.8
Columbus	97.9	96.6
Kentuckiana	97.7	96.2
Northern Ohio	97.5	95.2
Philadelphia Metro	97.0	96.1
South Jersey	97.7	97.2
Western New York	98.2	96.4
Western Pennsylvania	97.7	96.0
Great Lakes Area	97.3	96.8
Central Illinois	96.3	98.0
Chicago	94.9	89.2
Detroit	96.3	96.1
Gateway	97.5	96.0
Greater Indiana	98.4	98.8
Greater Michigan	98.1	97.1
Lakeland	97.5	97.6
Northern Illinois	98.0	90.3
Southeast Michigan	97.0	96.5
Northeast Area	96.9	95.9
Albany	95.8	95.8
Caribbean	94.6	92.1
Connecticut Valley	96.4	97.4
Greater Boston	96.2	95.7
Long Island	97.9	95.3
New York	96.5	95.3
Northern New England	96.6	94.2
Northern New Jersey	98.2	99.2
Southeast New England	97.3	95.3
Tri-oro	97.3	96.3
Westchester	97.6	97.6
Pacific Area	95.7	91.5
Bay-Valley	97.5	91.3
Honolulu	95.8	95.3
Los Angeles	94.2	89.5
Sacramento	91.4	89.4
San Diego	97.2	91.1
San Francisco	95.8	90.3
Santa Ana	97.0	97.2
Sierra Coastal	97.4	92.2

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 04/01/2010 and 06/30/2010

District	Delivery Information Special Services Combined Score	Post Office Box Service
	Percent On Time	Percent On Time
Southeast Area	97.7	95.8
Alabama	98.2	97.1
Atlanta	96.8	91.5
Mississippi	98.5	97.4
North Florida	97.8	96.3
South Florida	97.7	95.0
South Georgia	98.4	95.7
Suncoast	98.3	95.2
Tennessee	97.2	95.8
Southwest Area	96.7	95.9
Albuquerque	97.2	98.2
Arkansas	97.5	96.0
Dallas	97.2	95.0
Fort Worth	98.1	97.7
Houston	97.2	96.9
Louisiana	97.0	91.5
Oklahoma	97.1	95.9
Rio Grande	94.6	97.1
Western Area	97.4	96.2
Alaska	96.5	90.8
Arizona	97.4	90.9
Big Sky	97.4	93.7
Central Plains	97.8	97.5
Colorado/Wyoming	97.7	93.7
Dakotas	98.2	96.6
Hawkeye	97.7	98.6
Mid-America	94.3	97.4
Nevada-Sierra	97.1	95.5
Northland	98.5	97.9
Portland	97.7	95.9
Salt Lake City	96.7	94.5
Seattle	98.1	95.3
Nation FY2010 Q3	97.1	95.6
Nation FY2009 Q3 (SPLY)	96.6	96.1
Nation FY2010 Q1	95.5	92.6
Nation FY2010 Q2	97.0	93.8
FY2010 Annual Target	90.0	90.0

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