

Quarterly Performance for Package Services Service Variance

Package Services

Package Services includes single-piece Parcel Post; Bound Printed Matter; Media Mail; and Library Mail. Package Services includes both retail and Presort volumes, with approximately 85 percent of the total represented by bulk Presort.

Retail Package Services service performance is measured using an internal USPS system that measures transit time from the time of mailing at a post office until the time of delivery to the intended recipient, on parcels for which a customer requested Delivery Confirmation™ service. The system measures service to and from virtually all 3-Digit ZIP Code areas for which Package Services volume originates or destines. Transit time is compared against the service standards to develop the measure of on-time service performance.

Limitations

In Quarter 3, systems were not fully in place to measure the service performance for Presort Package Services, and the available data represents too little of the overall population to be a reliable overall performance measure. The following service performance results are based only on the data available for Retail Package Services and so may not represent the service performance for the entire set of Package Services products.

**Quarterly Performance for Package Services
Service Variance**

Mailpieces Delivered Between 04/01/2009 and 06/30/2009

District	Within +1-Day	Within +2-Days	Within +3-Days
Capital Metro	94.0%	96.0%	98.0%
Baltimore	93.0%	96.0%	97.0%
Capital	92.0%	96.0%	97.0%
Greater South Carolina	95.0%	97.0%	98.0%
Greensboro	95.0%	97.0%	98.0%
Mid-Carolinas	96.0%	98.0%	98.0%
Northern Virginia	92.0%	96.0%	97.0%
Richmond	91.0%	95.0%	97.0%
Eastern	91.0%	96.0%	98.0%
Appalachian	93.0%	96.0%	98.0%
Central Pennsylvania	91.0%	95.0%	97.0%
Cincinnati	94.0%	97.0%	98.0%
Columbus	94.0%	97.0%	98.0%
Erie	89.0%	95.0%	98.0%
Kentuckiana	93.0%	96.0%	98.0%
Northern Ohio	88.0%	95.0%	98.0%
Philadelphia Metro	92.0%	96.0%	98.0%
Pittsburgh	89.0%	95.0%	98.0%
South Jersey	91.0%	95.0%	97.0%
Great Lakes	91.0%	95.0%	97.0%
Central Illinois	91.0%	95.0%	97.0%
Chicago	91.0%	95.0%	97.0%
Detroit	91.0%	96.0%	98.0%
Gateway	92.0%	96.0%	97.0%
Greater Indiana	91.0%	95.0%	97.0%
Greater Michigan	91.0%	95.0%	97.0%
Lakeland	88.0%	94.0%	97.0%
Northern Illinois	91.0%	95.0%	97.0%
Southeast Michigan	93.0%	96.0%	98.0%
New York Metro	81.0%	88.0%	93.0%
Caribbean	26.0%	43.0%	60.0%
Central New Jersey	87.0%	93.0%	97.0%
Long Island	87.0%	93.0%	96.0%
New York	85.0%	92.0%	96.0%
Northern New Jersey	87.0%	93.0%	96.0%
Triboro	86.0%	93.0%	96.0%
Westchester	88.0%	94.0%	97.0%
Northeast	85.0%	92.0%	96.0%
Albany	85.0%	92.0%	96.0%
Boston	85.0%	92.0%	96.0%
Connecticut	84.0%	91.0%	95.0%
Maine	81.0%	89.0%	94.0%
Massachusetts	86.0%	93.0%	96.0%
New Hampshire/Vermont	84.0%	92.0%	96.0%
Southeast New England	85.0%	92.0%	96.0%
Western New York	85.0%	93.0%	97.0%

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Mailpieces Delivered Between 04/01/2009 and 06/30/2009

District	Within +1-Day	Within +2-Days	Within +3-Days
Pacific	82.0%	90.0%	94.0%
Bay-Valley	85.0%	92.0%	96.0%
Honolulu	11.0%	18.0%	28.0%
Los Angeles	86.0%	93.0%	96.0%
Sacramento	84.0%	91.0%	96.0%
San Diego	86.0%	93.0%	96.0%
San Francisco	84.0%	92.0%	96.0%
Santa Ana	85.0%	93.0%	96.0%
Sierra Coastal	84.0%	92.0%	96.0%
Southeast	92.0%	95.0%	97.0%
Alabama	93.0%	96.0%	98.0%
Atlanta	94.0%	96.0%	98.0%
Central Florida	90.0%	94.0%	96.0%
Mississippi	93.0%	97.0%	98.0%
North Florida	92.0%	95.0%	97.0%
South Florida	89.0%	93.0%	96.0%
South Georgia	93.0%	96.0%	97.0%
Suncoast	91.0%	94.0%	97.0%
Tennessee	94.0%	97.0%	98.0%
Southwest	93.0%	96.0%	98.0%
Albuquerque	90.0%	94.0%	97.0%
Arkansas	93.0%	96.0%	98.0%
Dallas	94.0%	96.0%	98.0%
Fort Worth	94.0%	97.0%	98.0%
Houston	92.0%	96.0%	98.0%
Louisiana	90.0%	95.0%	97.0%
Oklahoma	94.0%	97.0%	98.0%
Rio Grande	92.0%	96.0%	98.0%
Western	87.0%	92.0%	95.0%
Alaska	33.0%	49.0%	61.0%
Arizona	81.0%	89.0%	94.0%
Big Sky	86.0%	92.0%	96.0%
Central Plains	92.0%	96.0%	98.0%
Colorado/Wyoming	90.0%	95.0%	97.0%
Dakotas	89.0%	94.0%	97.0%
Hawkeye	93.0%	96.0%	98.0%
Mid-America	93.0%	97.0%	98.0%
Nevada-Sierra	78.0%	88.0%	93.0%
Northland	90.0%	95.0%	98.0%
Portland	92.0%	95.0%	97.0%
Salt Lake City	86.0%	92.0%	96.0%
Seattle	93.0%	96.0%	98.0%
Spokane	89.0%	94.0%	96.0%
Nation	88.0%	93.0%	96.0%