

United States Postal Service

Quarterly Performance for Package Services

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 4, 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

Mailpieces Delivered Between 07/01/2009 and 09/30/2009

District	% On-Time
Capital Metro Area	89.8%
Baltimore	89.0%
Capital	86.4%
Greater South Carolina	91.8%
Greensboro	91.1%
Mid-Carolinas	93.0%
Northern Virginia	88.7%
Richmond	87.8%
Eastern Area	80.9%
Appalachian	85.0%
Central Pennsylvania	80.9%
Cincinnati	83.0%
Columbus	80.4%
Erie	78.3%
Kentuckiana	81.6%
Northern Ohio	77.3%
Philadelphia Metro	80.1%
Pittsburgh	78.8%
South Jersey	82.8%
Great Lakes Area	82.9%
Central Illinois	84.5%
Chicago	81.6%
Detroit	83.8%
Gateway	88.4%
Greater Indiana	80.9%
Greater Michigan	82.1%
Lakeland	81.4%
Northern Illinois	82.1%
Southeast Michigan	82.0%
New York Metro Area	78.8%
Caribbean	23.7%
Central New Jersey	84.4%
Long Island	86.2%
New York	84.0%
Northern New Jersey	84.5%
Triboro	83.7%
Westchester	85.5%
Northeast Area	79.0%
Albany	74.9%
Boston	82.0%
Connecticut	81.3%
Maine	72.0%
Massachusetts	81.5%
New Hampshire/Vermont	80.6%
Southeast New England	81.0%
Western New York	75.5%

Quarterly Performance for Package Services

Mailpieces Delivered Between 07/01/2009 and 09/30/2009

District	% On-Time
Pacific Area	77.2%
Bay-Valley	80.7%
Honolulu	6.8%
Los Angeles	80.1%
Sacramento	79.2%
San Diego	80.8%
San Francisco	80.1%
Santa Ana	81.1%
Sierra Coastal	76.7%
Southeast Area	87.6%
Alabama	83.4%
Atlanta	87.7%
Central Florida	87.6%
Mississippi	89.7%
North Florida	89.6%
South Florida	86.5%
South Georgia	86.5%
Suncoast	89.0%
Tennessee	87.9%
Southwest Area	83.8%
Albuquerque	83.3%
Arkansas	88.0%
Dallas	85.3%
Fort Worth	85.8%
Houston	81.6%
Louisiana	82.1%
Oklahoma	84.3%
Rio Grande	82.7%
Western Area	81.6%
Alaska	19.6%
Arizona	75.2%
Big Sky	78.0%
Central Plains	84.9%
Colorado/Wyoming	89.3%
Dakotas	83.3%
Hawkeye	85.6%
Mid-America	86.0%
Nevada-Sierra	72.4%
Northland	87.3%
Portland	85.4%
Salt Lake City	77.1%
Seattle	88.4%
Spokane	81.1%
Nation	82.2%