

Quarterly Performance for Package Services

Overview

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 USPS modern service standards to develop the measure of on-time service performance.

Limitations

In Quarter 2, 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 may not represent the service performance for the entire set of Package Services products.

Performance Highlights

Nationally, service performance for Package Services improved by 11.9 percent when compared to the same period last year, FY09 Quarter 2. During FY10 Quarter 2 there were a number of blizzards and severe weather events across the U.S. Service performance scores are reported without adjustments even when circumstances outside the Postal Service's control limit access to delivery, sortation, transportation or collection locations, facilities or services. Despite these challenges, 48 districts had service performance of 80 percent on time or higher in FY10 Quarter 2. Colorado/Wyoming district had the highest service performance, with 89.7 percent on time, followed closely by Hawkeye at 89.3 percent on time.

Quarterly Performance for Package Services

Mailpieces Delivered Between 01/01/2010 and 03/31/2010

District	Percent On Time
Capital Metro Area	83.0
Baltimore	77.9
Capital	79.1
Greater South Carolina	85.3
Greensboro	88.1
Mid-Carolinas	87.3
Northern Virginia	79.4
Richmond	81.9
Eastern Area	78.7
Appalachian	82.1
Central Pennsylvania	73.2
Cincinnati	82.1
Columbus	78.5
Kentuckiana	75.3
Northern Ohio	82.0
Philadelphia Metro	73.3
South Jersey	79.0
Western New York	81.1
Western Pennsylvania	83.6
Great Lakes Area	80.0
Central Illinois	77.8
Chicago	83.8
Detroit	82.6
Gateway	79.0
Greater Indiana	75.1
Greater Michigan	80.2
Lakeland	81.7
Northern Illinois	82.2
Southeast Michigan	81.0
Northeast Area	79.7
Albany	76.8
Caribbean	26.1
Connecticut Valley	84.0
Greater Boston	82.6
Long Island	84.2
New York	82.9
Northern New England	78.2
Northern New Jersey	83.1
Southeast New England	83.0
Triboro	82.5
Westchester	83.8
Pacific Area	82.4
Bay-Valley	86.1
Honolulu	6.7
Los Angeles	85.6
Sacramento	84.6
San Diego	85.0
San Francisco	84.5
Santa Ana	85.6
Sierra Coastal	82.5

Service Measurement performed and calculated by IBM Corporation



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Mailpieces Delivered Between 01/01/2010 and 03/31/2010

District	Percent On Time
Southeast Area	83.5
Alabama	80.2
Atlanta	80.8
Mississippi	79.8
North Florida	88.0
South Florida	84.1
South Georgia	84.6
Suncoast	85.8
Tennessee	81.0
Southwest Area	79.7
Albuquerque	77.1
Arkansas	79.1
Dallas	83.8
Fort Worth	82.0
Houston	79.4
Louisiana	76.4
Oklahoma	74.2
Rio Grande	80.6
Western Area	82.3
Alaska	21.3
Arizona	78.5
Big Sky	76.9
Central Plains	85.1
Colorado/Wyoming	89.7
Dakotas	84.2
Hawkeye	89.3
Mid-America	83.7
Nevada-Sierra	75.5
Northland	87.0
Portland	84.3
Salt Lake City	74.5
Seattle	86.5
Nation	81.2

Same Period Last Year	Percent On Time
FY2009 Q2	69.3

Previously	Percent On Time
FY2010 Q1	78.5
FY2009 Annual	73.4

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