

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 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 may not represent the service performance for the entire set of Package Services products.

Performance Highlights

Nationally, service performance for Package Services improved by 8.5 percent when compared to the same period last year, FY09 Quarter 3. Colorado/Wyoming district had the highest service performance, with 92.6 percent on time, followed closely by Hawkeye at 92.4 percent on time. Capital Metro Area achieved the highest performance of the eight areas. In Quarter 3, 71 of 74 districts exceeded 80 percent on time.

Quarterly Performance for Package Services

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

District	Percent On Time
Capital Metro Area	90.7
Baltimore	90.2
Capital	89.9
Greater South Carolina	90.5
Greensboro	92.0
Mid-Carolinas	91.9
Northern Virginia	89.0
Richmond	90.5
Eastern Area	88.6
Appalachian	89.8
Central Pennsylvania	85.9
Cincinnati	91.2
Columbus	90.6
Kentuckiana	88.2
Northern Ohio	89.3
Philadelphia Metro	86.2
South Jersey	87.7
Western New York	88.4
Western Pennsylvania	90.9
Great Lakes Area	87.8
Central Illinois	86.3
Chicago	85.3
Detroit	90.8
Gateway	86.9
Greater Indiana	86.8
Greater Michigan	89.4
Lakeland	87.8
Northern Illinois	88.1
Southeast Michigan	90.8
Northeast Area	85.2
Albany	84.7
Caribbean	36.9
Connecticut Valley	89.2
Greater Boston	88.2
Long Island	89.3
New York	88.8
Northern New England	85.3
Northern New Jersey	88.9
Southeast New England	88.6
Triboro	88.9
Westchester	89.9
Pacific Area	86.4
Bay-Valley	91.5
Honolulu	7.3
Los Angeles	89.6
Sacramento	89.8
San Diego	89.4
San Francisco	89.3
Santa Ana	90.2
Sierra Coastal	87.2

Service Measurement performed and calculated by IBM Corporation



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District	Percent On Time
Southeast Area	88.4
Alabama	86.7
Atlanta	85.8
Mississippi	82.4
North Florida	91.6
South Florida	89.8
South Georgia	90.6
Suncoast	90.0
Tennessee	85.9
Southwest Area	87.7
Albuquerque	91.6
Arkansas	82.4
Dallas	89.1
Fort Worth	90.1
Houston	88.9
Louisiana	80.6
Oklahoma	86.2
Rio Grande	88.5
Western Area	87.1
Alaska	23.6
Arizona	85.7
Big Sky	82.8
Central Plains	90.2
Colorado/Wyoming	92.6
Dakotas	89.2
Hawkeye	92.4
Mid-America	90.7
Nevada-Sierra	85.1
Northland	91.4
Portland	88.8
Salt Lake City	86.2
Seattle	90.4
Nation FY2010 Q3	87.5
Nation FY2009 Q3 (SPLY)	79.0
Nation FY2009 Annual	73.4
Nation FY2010 Q1	78.5
Nation FY2010 Q2	81.2
FY2010 Annual Target	90.0

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