

United States Postal Service

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 1, 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.

United States Postal Service
Quarterly Performance for Package Services
 Mail Delivered Between 10/01/2008 and 12/31/2008

Quarter I
 FY2009

District	% On-Time
Capital Metro Area	71.8%
Baltimore	65.9%
Capital	62.3%
Greater South Carolina	82.1%
Greensboro	83.2%
Mid-Carolinas	82.0%
Northern Virginia	63.6%
Richmond	60.4%
Eastern Area	67.5%
Appalachian	74.2%
Central Pennsylvania	68.5%
Cincinnati	68.0%
Columbus	66.2%
Erie	66.2%
Kentuckiana	61.0%
Northern Ohio	65.7%
Philadelphia Metro	70.7%
Pittsburgh	66.8%
South Jersey	68.8%
Great Lakes Area	60.7%
Central Illinois	54.5%
Chicago	54.7%
Detroit	70.5%
Gateway	63.7%
Greater Indiana	62.9%
Greater Michigan	67.8%
Lakeland	57.3%
Northern Illinois	52.6%
Southeast Michigan	70.8%
New York Metro Area	58.3%
Caribbean	17.3%
Central New Jersey	64.2%
Long Island	58.9%
New York	59.7%
Northern New Jersey	64.5%
Triboro	60.3%
Westchester	65.0%
Northeast Area	55.6%
Albany	56.7%
Boston	57.6%
Connecticut	56.5%
Maine	49.2%
Massachusetts	58.2%
New Hampshire/Vermont	53.8%
Southeast New England	50.4%
Western New York	59.1%
Pacific Area	57.8%
Bay-Valley	62.2%
Honolulu	7.2%
Los Angeles	59.2%
Sacramento	60.6%
San Diego	58.9%
San Francisco	61.3%
Santa Ana	59.5%

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Quarter I
 FY2009

District	% On-Time
Sierra Coastal	56.3%
Southeast Area	74.0%
Alabama	70.9%
Atlanta	73.7%
Central Florida	74.0%
Mississippi	74.5%
North Florida	77.1%
South Florida	71.7%
South Georgia	73.2%
Suncoast	74.3%
Tennessee	75.5%
Southwest Area	70.0%
Albuquerque	67.2%
Arkansas	74.8%
Dallas	72.8%
Fort Worth	73.1%
Houston	66.6%
Louisiana	68.5%
Oklahoma	73.0%
Rio Grande	67.5%
Western Area	64.7%
Alaska	16.5%
Arizona	46.2%
Big Sky	61.1%
Central Plains	73.2%
Colorado/Wyoming	69.5%
Dakotas	71.5%
Hawkeye	73.9%
Mid-America	75.6%
Nevada-Sierra	48.9%
Northland	71.5%
Portland	68.3%
Salt Lake City	57.5%
Seattle	74.1%
Spokane	64.8%
Nation	64.7%