

United States Postal Service

Quarterly Performance for Package Services Service Variance

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.

**Quarterly Performance for Package Services
Service Variance**

Mail Delivered Between 10/01/2008 and 12/31/2008

District	Within +1-Day	Within +2-Days	Within +3-Days
Capital Metro Area	82.3%	89.2%	93.4%
Baltimore	76.5%	85.1%	90.7%
Capital	74.7%	84.6%	90.7%
Greater South Carolina	91.3%	95.3%	97.2%
Greensboro	91.7%	95.5%	97.4%
Mid-Carolinas	91.2%	95.1%	97.1%
Northern Virginia	75.0%	84.5%	90.7%
Richmond	72.6%	82.5%	89.0%
Eastern Area	83.0%	91.1%	95.1%
Appalachian	86.4%	92.7%	95.8%
Central Pennsylvania	83.4%	91.1%	94.9%
Cincinnati	84.5%	92.4%	95.8%
Columbus	83.5%	92.0%	95.6%
Erie	82.2%	90.9%	95.2%
Kentuckiana	77.8%	87.2%	92.6%
Northern Ohio	81.9%	91.2%	95.5%
Philadelphia Metro	84.6%	91.9%	95.4%
Pittsburgh	82.5%	91.5%	95.9%
South Jersey	83.3%	90.8%	94.7%
Great Lakes Area	77.7%	87.2%	92.3%
Central Illinois	72.7%	83.5%	89.8%
Chicago	73.2%	84.0%	89.9%
Detroit	86.1%	92.8%	95.9%
Gateway	78.3%	87.1%	91.9%
Greater Indiana	80.5%	89.5%	94.0%
Greater Michigan	84.1%	92.0%	95.4%
Lakeland	74.1%	84.9%	91.0%
Northern Illinois	71.5%	82.9%	89.4%
Southeast Michigan	86.2%	93.1%	96.1%
New York Metro Area	72.6%	83.3%	90.3%
Caribbean	30.7%	49.5%	64.1%
Central New Jersey	78.1%	87.7%	93.6%
Long Island	74.6%	85.6%	92.3%
New York	74.4%	84.8%	91.7%
Northern New Jersey	78.0%	87.3%	93.1%
Triboro	75.0%	85.5%	92.1%
Westchester	78.9%	88.0%	93.8%
Northeast Area	73.3%	84.7%	91.5%
Albany	74.7%	86.2%	92.5%
Boston	74.2%	85.2%	91.7%
Connecticut	73.7%	84.8%	91.7%
Maine	68.9%	81.6%	89.4%
Massachusetts	74.6%	85.6%	91.9%
New Hampshire/Vermont	71.7%	83.3%	90.5%
Southeast New England	69.0%	81.4%	89.2%
Western New York	76.8%	87.9%	93.8%
Pacific Area	72.1%	83.1%	89.8%
Bay-Valley	75.5%	85.5%	91.7%
Honolulu	8.5%	12.4%	20.1%
Los Angeles	74.2%	85.8%	92.5%
Sacramento	74.3%	84.7%	91.2%
San Diego	74.3%	86.2%	92.7%
San Francisco	74.1%	84.3%	90.9%
Santa Ana	75.1%	86.5%	92.8%

Quarterly Performance for Package Services Service Variance

Mail Delivered Between 10/01/2008 and 12/31/2008

District	Within +1-Day	Within +2-Days	Within +3-Days
Sierra Coastal	72.5%	85.0%	92.3%
Southeast Area	86.6%	92.4%	95.4%
Alabama	85.8%	92.4%	95.7%
Atlanta	87.0%	93.1%	95.9%
Central Florida	85.8%	91.5%	94.8%
Mississippi	87.7%	93.2%	96.1%
North Florida	87.7%	92.7%	95.6%
South Florida	84.7%	90.8%	94.3%
South Georgia	86.7%	92.6%	95.6%
Suncoast	86.5%	92.3%	95.3%
Tennessee	88.2%	93.5%	96.3%
Southwest Area	82.8%	89.9%	94.0%
Albuquerque	75.5%	81.9%	87.2%
Arkansas	87.8%	93.5%	96.4%
Dallas	84.4%	90.9%	94.4%
Fort Worth	85.5%	92.0%	95.4%
Houston	80.4%	88.7%	93.6%
Louisiana	84.4%	91.4%	94.9%
Oklahoma	84.4%	91.1%	94.8%
Rio Grande	81.4%	89.4%	93.9%
Western Area	78.5%	87.1%	92.2%
Alaska	27.9%	42.1%	54.1%
Arizona	64.1%	76.9%	86.0%
Big Sky	76.6%	86.2%	91.9%
Central Plains	86.6%	93.1%	96.2%
Colorado/Wyoming	82.3%	90.4%	94.9%
Dakotas	85.5%	92.9%	96.3%
Hawkeye	87.5%	93.4%	96.3%
Mid-America	87.9%	93.4%	96.3%
Nevada-Sierra	66.7%	79.7%	88.4%
Northland	84.6%	92.7%	96.5%
Portland	81.5%	89.2%	93.4%
Salt Lake City	72.7%	83.9%	90.9%
Seattle	84.8%	91.0%	94.5%
Spokane	79.0%	87.7%	92.8%
Nation	78.9%	87.6%	92.7%