

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 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.

## Quarterly Performance for Package Services Service Variance

Mailpieces Delivered Between 01/01/2009 and 03/31/2009

District	Within +1-Day	Within +2-Days	Within +3-Days
<b>Capital Metro Area</b>	<b>88.4%</b>	<b>93.2%</b>	<b>95.9%</b>
Baltimore	84.5%	90.6%	94.6%
Capital	85.6%	91.5%	95.0%
Greater South Carolina	92.3%	95.5%	97.3%
Greensboro	93.0%	95.8%	97.4%
Mid-Carolinas	93.1%	96.0%	97.5%
Northern Virginia	85.8%	91.9%	95.2%
Richmond	83.5%	90.2%	94.3%
<b>Eastern Area</b>	<b>84.8%</b>	<b>91.4%</b>	<b>94.8%</b>
Appalachian	88.1%	93.3%	96.2%
Central Pennsylvania	85.7%	92.0%	95.2%
Cincinnati	87.4%	93.3%	96.2%
Columbus	87.3%	93.4%	96.3%
Erie	82.9%	91.1%	95.4%
Kentuckiana	78.4%	84.6%	88.5%
Northern Ohio	81.5%	90.5%	95.1%
Philadelphia Metro	87.7%	93.2%	95.9%
Pittsburgh	81.9%	90.7%	95.1%
South Jersey	85.9%	92.1%	95.1%
<b>Great Lakes Area</b>	<b>78.9%</b>	<b>86.6%</b>	<b>91.1%</b>
Central Illinois	72.8%	81.3%	86.9%
Chicago	72.9%	81.4%	86.8%
Detroit	86.3%	92.5%	95.6%
Gateway	80.3%	87.4%	91.9%
Greater Indiana	83.1%	90.1%	93.9%
Greater Michigan	85.3%	92.1%	95.4%
Lakeland	76.1%	84.7%	89.8%
Northern Illinois	72.4%	80.9%	86.6%
Southeast Michigan	86.7%	93.0%	96.1%
<b>New York Metro Area</b>	<b>75.8%</b>	<b>85.5%</b>	<b>91.3%</b>
Caribbean	29.5%	48.0%	63.2%
Central New Jersey	81.3%	89.5%	94.2%
Long Island	77.8%	87.6%	93.1%
New York	77.6%	87.2%	92.9%
Northern New Jersey	81.0%	89.2%	93.8%
Triboro	78.0%	87.6%	93.1%
Westchester	80.7%	89.3%	94.1%
<b>Northeast Area</b>	<b>74.4%</b>	<b>84.4%</b>	<b>90.8%</b>
Albany	75.0%	85.4%	91.5%
Boston	75.2%	84.7%	90.8%
Connecticut	74.2%	83.9%	90.4%
Maine	69.4%	80.9%	88.5%
Massachusetts	76.0%	85.2%	91.2%
New Hampshire/Vermont	73.7%	83.6%	90.4%
Southeast New England	72.0%	82.2%	88.9%
Western New York	76.9%	87.2%	93.1%

United States Postal Service  
**Quarterly Performance for Package Services**  
**Service Variance**

Quarter II  
FY2009

**Mailpieces Delivered Between 01/01/2009 and 03/31/2009**

District	Within +1-Day	Within +2-Days	Within +3-Days
<b>Pacific Area</b>	<b>76.4%</b>	<b>85.8%</b>	<b>91.3%</b>
Bay-Valley	80.1%	87.8%	92.6%
Honolulu	10.0%	17.4%	26.8%
Los Angeles	77.8%	87.8%	93.3%
Sacramento	78.8%	87.0%	92.3%
San Diego	78.4%	88.3%	93.8%
San Francisco	78.6%	86.8%	92.0%
Santa Ana	78.3%	88.4%	93.8%
Sierra Coastal	77.2%	87.8%	93.7%
<b>Southeast Area</b>	<b>88.7%</b>	<b>93.2%</b>	<b>95.9%</b>
Alabama	89.6%	94.1%	96.3%
Atlanta	90.2%	94.3%	96.3%
Central Florida	87.5%	92.3%	95.4%
Mississippi	87.8%	92.9%	95.8%
North Florida	89.1%	93.4%	96.0%
South Florida	86.4%	91.6%	94.9%
South Georgia	89.3%	93.6%	96.0%
Suncoast	88.4%	93.0%	95.7%
Tennessee	89.5%	94.1%	96.5%
<b>Southwest Area</b>	<b>87.8%</b>	<b>92.9%</b>	<b>95.9%</b>
Albuquerque	84.5%	90.7%	94.8%
Arkansas	87.6%	92.9%	95.9%
Dallas	88.6%	92.9%	95.8%
Fort Worth	89.9%	94.2%	96.8%
Houston	88.4%	93.4%	96.2%
Louisiana	85.3%	91.6%	94.9%
Oklahoma	89.6%	94.0%	96.4%
Rio Grande	87.3%	92.6%	95.7%
<b>Western Area</b>	<b>81.1%</b>	<b>88.5%</b>	<b>93.1%</b>
Alaska	28.3%	41.5%	52.2%
Arizona	68.7%	79.7%	87.8%
Big Sky	77.8%	86.4%	92.2%
Central Plains	88.1%	93.4%	96.3%
Colorado/Wyoming	82.9%	90.4%	94.8%
Dakotas	86.9%	93.2%	96.4%
Hawkeye	89.0%	93.9%	96.4%
Mid-America	88.8%	93.6%	96.3%
Nevada-Sierra	70.1%	81.7%	89.3%
Northland	86.3%	93.4%	96.8%
Portland	84.7%	91.1%	94.7%
Salt Lake City	74.9%	84.8%	91.4%
Seattle	87.7%	92.9%	95.7%
Spokane	80.8%	88.5%	93.2%
<b>Nation</b>	<b>81.8%</b>	<b>89.0%</b>	<b>93.3%</b>