

United States Postal Service

Quarterly Performance for Package Services

Package Services

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

United States Postal Service
Quarterly Performance for Package Services
 Mailpieces Delivered Between 04/01/2009 and 06/30/2009

Quarter III
 FY2009

| District | % On-Time |
|------------------------|--------------|
| Capital Metro | 88.0% |
| Baltimore | 86.0% |
| Capital | 85.0% |
| Greater South Carolina | 90.0% |
| Greensboro | 91.0% |
| Mid-Carolinas | 92.0% |
| Northern Virginia | 84.0% |
| Richmond | 83.0% |
| Eastern | 82.0% |
| Appalachian | 85.0% |
| Central Pennsylvania | 82.0% |
| Cincinnati | 86.0% |
| Columbus | 85.0% |
| Erie | 79.0% |
| Kentuckiana | 83.0% |
| Northern Ohio | 77.0% |
| Philadelphia Metro | 84.0% |
| Pittsburgh | 78.0% |
| South Jersey | 83.0% |
| Great Lakes | 81.0% |
| Central Illinois | 82.0% |
| Chicago | 80.0% |
| Detroit | 82.0% |
| Gateway | 85.0% |
| Greater Indiana | 81.0% |
| Greater Michigan | 82.0% |
| Lakeland | 76.0% |
| Northern Illinois | 80.0% |
| Southeast Michigan | 83.0% |
| New York Metro | 71.0% |
| Caribbean | 16.0% |
| Central New Jersey | 78.0% |
| Long Island | 77.0% |
| New York | 75.0% |
| Northern New Jersey | 78.0% |
| Triboro | 77.0% |
| Westchester | 78.0% |
| Northeast | 74.0% |
| Albany | 73.0% |
| Boston | 75.0% |
| Connecticut | 74.0% |
| Maine | 69.0% |
| Massachusetts | 77.0% |
| New Hampshire/Vermont | 73.0% |
| Southeast New England | 76.0% |
| Western New York | 73.0% |

Quarterly Performance for Package Services

Mailpieces Delivered Between 04/01/2009 and 06/30/2009

| District | % On-Time |
|------------------|--------------|
| Pacific | 70.0% |
| Bay-Valley | 74.0% |
| Honolulu | 7.0% |
| Los Angeles | 74.0% |
| Sacramento | 73.0% |
| San Diego | 74.0% |
| San Francisco | 73.0% |
| Santa Ana | 73.0% |
| Sierra Coastal | 70.0% |
| Southeast | 85.0% |
| Alabama | 86.0% |
| Atlanta | 88.0% |
| Central Florida | 83.0% |
| Mississippi | 86.0% |
| North Florida | 86.0% |
| South Florida | 81.0% |
| South Georgia | 85.0% |
| Suncoast | 84.0% |
| Tennessee | 86.0% |
| Southwest | 85.0% |
| Albuquerque | 83.0% |
| Arkansas | 85.0% |
| Dallas | 87.0% |
| Fort Worth | 87.0% |
| Houston | 84.0% |
| Louisiana | 80.0% |
| Oklahoma | 88.0% |
| Rio Grande | 85.0% |
| Western | 78.0% |
| Alaska | 19.0% |
| Arizona | 68.0% |
| Big Sky | 75.0% |
| Central Plains | 82.0% |
| Colorado/Wyoming | 83.0% |
| Dakotas | 79.0% |
| Hawkeye | 84.0% |
| Mid-America | 85.0% |
| Nevada-Sierra | 63.0% |
| Northland | 80.0% |
| Portland | 84.0% |
| Salt Lake City | 76.0% |
| Seattle | 87.0% |
| Spokane | 80.0% |
| Nation | 79.0% |