

Quarterly Performance for Package Services Service Variance

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 4, 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.

**Quarterly Performance for Package Services
Service Variance**

Mailpieces Delivered Between 07/01/2009 and 09/30/2009

District	Within +1-Day	Within +2-Days	Within +3-Days
Capital Metro Area	95.0%	97.2%	98.3%
Baltimore	94.7%	97.0%	98.2%
Capital	92.7%	95.8%	97.5%
Greater South Carolina	96.3%	98.0%	98.8%
Greensboro	95.8%	97.6%	98.5%
Mid-Carolinas	96.7%	98.1%	98.8%
Northern Virginia	94.4%	96.8%	98.0%
Richmond	94.0%	96.8%	98.0%
Eastern Area	90.5%	95.1%	97.3%
Appalachian	92.7%	96.1%	97.8%
Central Pennsylvania	90.3%	95.1%	97.2%
Cincinnati	92.2%	95.9%	97.6%
Columbus	91.2%	95.6%	97.5%
Erie	88.4%	94.2%	97.2%
Kentuckiana	91.8%	95.6%	97.5%
Northern Ohio	87.9%	94.1%	97.1%
Philadelphia Metro	89.7%	94.6%	96.9%
Pittsburgh	88.5%	94.3%	97.2%
South Jersey	91.1%	95.2%	97.3%
Great Lakes Area	91.9%	95.7%	97.5%
Central Illinois	92.6%	96.0%	97.7%
Chicago	90.9%	95.2%	97.3%
Detroit	92.7%	96.1%	97.8%
Gateway	94.8%	97.2%	98.3%
Greater Indiana	91.2%	95.3%	97.2%
Greater Michigan	92.0%	95.8%	97.6%
Lakeland	90.4%	94.9%	97.1%
Northern Illinois	91.2%	95.3%	97.3%
Southeast Michigan	92.0%	95.9%	97.7%
New York Metro Area	87.1%	92.2%	95.2%
Caribbean	39.6%	59.0%	73.6%
Central New Jersey	92.5%	96.0%	97.8%
Long Island	93.2%	96.4%	97.9%
New York	91.5%	95.3%	97.2%
Northern New Jersey	92.1%	95.6%	97.5%
Triboro	91.6%	95.3%	97.2%
Westchester	92.6%	95.9%	97.5%
Northeast Area	88.9%	93.9%	96.7%
Albany	86.6%	92.7%	96.1%
Boston	90.8%	95.0%	97.2%
Connecticut	90.2%	94.7%	97.0%
Maine	84.9%	91.4%	95.2%
Massachusetts	90.2%	94.7%	97.0%
New Hampshire/Vermont	90.2%	94.7%	96.9%
Southeast New England	90.1%	94.4%	96.8%
Western New York	86.4%	92.7%	96.6%

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District	Within +1-Day	Within +2-Days	Within +3-Days
Pacific Area	86.8%	91.7%	94.4%
Bay-Valley	89.7%	94.4%	96.7%
Honolulu	12.6%	21.3%	31.2%
Los Angeles	89.5%	94.2%	96.5%
Sacramento	88.9%	93.9%	96.5%
San Diego	90.3%	94.9%	97.0%
San Francisco	89.4%	94.1%	96.5%
Santa Ana	90.3%	94.8%	97.0%
Sierra Coastal	88.2%	93.7%	96.4%
Southeast Area	94.0%	96.5%	97.9%
Alabama	92.5%	95.9%	97.5%
Atlanta	94.0%	96.5%	97.8%
Central Florida	93.1%	95.8%	97.5%
Mississippi	95.6%	97.8%	98.7%
North Florida	94.8%	96.9%	98.1%
South Florida	93.5%	96.1%	97.6%
South Georgia	93.7%	96.6%	97.9%
Suncoast	94.3%	96.7%	98.0%
Tennessee	94.9%	97.3%	98.3%
Southwest Area	92.1%	95.8%	97.6%
Albuquerque	90.7%	95.0%	97.2%
Arkansas	94.7%	97.1%	98.2%
Dallas	92.9%	96.1%	97.7%
Fort Worth	93.4%	96.4%	98.1%
Houston	91.1%	95.4%	97.5%
Louisiana	91.7%	95.6%	97.4%
Oklahoma	92.3%	96.0%	97.9%
Rio Grande	91.5%	95.4%	97.3%
Western Area	90.0%	94.0%	96.2%
Alaska	32.4%	46.4%	58.3%
Arizona	88.3%	94.1%	96.8%
Big Sky	90.0%	95.1%	97.3%
Central Plains	93.1%	96.4%	98.0%
Colorado/Wyoming	94.8%	97.0%	98.1%
Dakotas	91.9%	95.8%	97.7%
Hawkeye	93.0%	96.1%	97.7%
Mid-America	93.5%	96.5%	97.9%
Nevada-Sierra	85.1%	91.8%	95.2%
Northland	93.4%	96.4%	98.1%
Portland	93.1%	96.0%	97.4%
Salt Lake City	88.8%	94.5%	97.0%
Seattle	94.0%	96.4%	97.6%
Spokane	91.1%	95.2%	97.2%
Nation	90.6%	94.6%	96.7%