

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 FY10 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

Mailpieces Delivered Between 10/01/2009 and 12/31/2009

District	Percent On Time
Capital Metro Area	82.6
Baltimore	78.4
Capital	77.7
Greater South Carolina	86.8
Greensboro	87.7
Mid-Carolinas	88.2
Northern Virginia	78.5
Richmond	78.4
Eastern Area	80.0
Appalachian	82.2
Central Pennsylvania	76.9
Cincinnati	80.4
Columbus	75.3
Kentuckiana	75.6
Northern Ohio	85.2
Philadelphia Metro	76.8
South Jersey	79.4
Western New York	83.5
Western Pennsylvania	86.3
Great Lakes Area	79.5
Central Illinois	77.4
Chicago	83.6
Detroit	83.0
Gateway	78.8
Greater Indiana	75.9
Greater Michigan	79.6
Lakeland	80.2
Northern Illinois	80.5
Southeast Michigan	80.4
Northeast Area	75.8
Albany	77.5
Caribbean	20.6
Connecticut Valley	79.3
Greater Boston	78.3
Long Island	80.8
New York	80.7
Northern New England	73.1
Northern New Jersey	80.3
Southeast New England	76.5
Triboro	80.3
Westchester	81.1
Pacific Area	76.6
Bay-Valley	79.8
Honolulu	7.2
Los Angeles	81.4
Sacramento	76.7
San Diego	79.2
San Francisco	78.1
Santa Ana	81.0
Sierra Coastal	77.5

Service Measurement performed and calculated by IBM Corporation



Quarterly Performance for Package Services

Mailpieces Delivered Between 10/01/2009 and 12/31/2009

District	Percent On Time
Southeast Area	82.1
Alabama	81.4
Atlanta	82.5
Mississippi	82.1
North Florida	84.9
South Florida	80.4
South Georgia	83.0
Suncoast	81.7
Tennessee	82.6
Southwest Area	74.5
Albuquerque	64.0
Arkansas	81.4
Dallas	77.6
Fort Worth	77.7
Houston	71.6
Louisiana	77.1
Oklahoma	72.0
Rio Grande	74.2
Western Area	78.1
Alaska	19.6
Arizona	70.7
Big Sky	69.9
Central Plains	82.7
Colorado/Wyoming	88.4
Dakotas	80.8
Hawkeye	85.7
Mid-America	83.0
Nevada-Sierra	64.6
Northland	85.6
Portland	81.4
Salt Lake City	64.6
Seattle	84.1
Nation	78.5

Same Period Last Year	Percent On Time
FY2009 Q1	64.7

Previously	Percent On Time
FY2009 Annual	73.4

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