

## 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 Service Variance

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

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
<b>Capital Metro Area</b>	<b>91.5</b>	<b>95.5</b>	<b>97.4</b>
Baltimore	89.3	94.4	97.0
Capital	89.1	94.3	96.9
Greater South Carolina	94.0	97.0	98.3
Greensboro	94.1	96.8	98.1
Mid-Carolinas	94.5	97.0	98.2
Northern Virginia	89.7	94.8	97.1
Richmond	88.7	93.7	96.3
<b>Eastern Area</b>	<b>90.5</b>	<b>95.0</b>	<b>97.2</b>
Appalachian	91.6	95.5	97.4
Central Pennsylvania	88.2	93.8	96.8
Cincinnati	90.4	94.2	96.0
Columbus	89.7	95.0	97.3
Kentuckiana	88.8	94.4	97.0
Northern Ohio	93.5	96.6	98.1
Philadelphia Metro	88.5	94.0	96.9
South Jersey	89.6	94.5	97.0
Western New York	92.5	96.1	97.9
Western Pennsylvania	94.0	96.8	98.1
<b>Great Lakes Area</b>	<b>90.2</b>	<b>94.9</b>	<b>97.2</b>
Central Illinois	88.6	94.1	96.8
Chicago	92.0	95.7	97.4
Detroit	92.6	96.5	98.1
Gateway	89.6	94.6	97.0
Greater Indiana	88.8	94.2	96.8
Greater Michigan	91.2	95.8	97.8
Lakeland	90.1	94.7	97.0
Northern Illinois	90.1	94.8	97.1
Southeast Michigan	91.6	95.8	97.8
<b>Northeast Area</b>	<b>86.4</b>	<b>92.2</b>	<b>95.4</b>
Albany	89.1	94.3	96.9
Caribbean	36.2	56.6	71.3
Connecticut Valley	89.2	94.2	96.7
Greater Boston	89.0	94.3	96.9
Long Island	90.5	94.8	96.9
New York	89.6	94.3	96.8
Northern New England	86.4	93.0	96.3
Northern New Jersey	90.1	94.6	96.9
Southeast New England	87.6	93.4	96.3
Triboro	89.6	94.3	96.6
Westchester	90.5	94.8	97.0
<b>Pacific Area</b>	<b>86.6</b>	<b>91.5</b>	<b>94.2</b>
Bay-Valley	89.9	94.5	96.8
Honolulu	11.4	21.1	32.7
Los Angeles	90.5	94.7	96.8
Sacramento	88.0	93.5	96.1
San Diego	89.1	93.9	96.3
San Francisco	89.0	94.0	96.5
Santa Ana	90.3	94.6	96.7
Sierra Coastal	88.7	93.9	96.4

Service Measurement performed and calculated by IBM Corporation



**Quarterly Performance for Package Services  
Service Variance**

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

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
<b>Southeast Area</b>	<b>91.2</b>	<b>95.3</b>	<b>97.4</b>
Alabama	91.2	95.3	97.4
Atlanta	91.3	95.2	97.2
Mississippi	91.0	95.0	97.2
North Florida	92.8	96.2	97.9
South Florida	90.4	94.9	97.1
South Georgia	92.0	95.7	97.6
Suncoast	90.8	95.1	97.3
Tennessee	91.5	95.4	97.4
<b>Southwest Area</b>	<b>86.9</b>	<b>92.9</b>	<b>96.0</b>
Albuquerque	72.2	81.7	88.6
Arkansas	90.6	94.7	96.9
Dallas	89.0	94.0	96.4
Fort Worth	90.4	95.2	97.5
Houston	85.6	92.4	96.0
Louisiana	89.4	94.5	97.0
Oklahoma	85.5	92.2	95.7
Rio Grande	88.0	93.9	96.8
<b>Western Area</b>	<b>88.3</b>	<b>93.2</b>	<b>95.9</b>
Alaska	34.1	50.0	63.1
Arizona	84.4	91.7	95.5
Big Sky	86.3	93.2	96.3
Central Plains	92.2	96.1	97.9
Colorado/Wyoming	94.4	96.9	98.1
Dakotas	90.8	95.3	97.4
Hawkeye	93.4	96.5	98.0
Mid-America	92.0	96.0	97.7
Nevada-Sierra	80.3	89.1	93.8
Northland	93.5	96.6	98.1
Portland	91.2	95.3	97.2
Salt Lake City	80.2	88.6	93.2
Seattle	92.3	95.8	97.4
<b>Nation</b>	<b>88.8</b>	<b>93.7</b>	<b>96.2</b>

Same Period Last Year	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
<b>FY2009 Q1</b>	<b>78.9</b>	<b>87.6</b>	<b>92.7</b>

Previously	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
<b>FY2009 Annual</b>	<b>84.6</b>	<b>90.9</b>	<b>94.6</b>

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