

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

Performance Highlights

Nationally, service performance for Package Services improved by 8.5 percent when compared to the same period last year, FY09 Quarter 3. Colorado/Wyoming district had the highest service performance, with 92.6 percent on time, followed closely by Hawkeye at 92.4 percent on time. Capital Metro Area achieved the highest performance of the eight areas. In Quarter 3, 71 of 74 districts exceeded 80 percent on time.

Quarterly Performance for Package Services
Service Variance
Mailpieces Delivered Between 04/01/2010 and 6/30/2010

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro Area	95.6	97.5	98.4
Baltimore	95.4	97.4	98.4
Capital	95.3	97.3	98.3
Greater South Carolina	95.2	97.3	98.3
Greensboro	96.0	97.7	98.5
Mid-Carolinas	96.0	97.8	98.6
Northern Virginia	95.0	97.3	98.3
Richmond	95.5	97.4	98.4
Eastern Area	94.4	96.7	98.0
Appalachian	95.1	97.1	98.3
Central Pennsylvania	92.6	95.5	97.2
Cincinnati	95.7	97.6	98.5
Columbus	95.7	97.6	98.7
Kentuckiana	94.1	96.5	97.8
Northern Ohio	95.2	97.3	98.4
Philadelphia Metro	92.6	95.5	97.2
South Jersey	93.7	96.2	97.6
Western New York	94.2	96.8	98.1
Western Pennsylvania	96.0	97.7	98.6
Great Lakes Area	94.2	96.7	98.0
Central Illinois	93.3	96.2	97.8
Chicago	92.6	96.1	97.7
Detroit	95.9	97.7	98.6
Gateway	93.4	96.2	97.8
Greater Indiana	93.7	96.3	97.7
Greater Michigan	95.5	97.6	98.6
Lakeland	93.9	96.5	98.0
Northern Illinois	94.1	96.8	98.0
Southeast Michigan	96.1	97.9	98.7
Northeast Area	91.9	95.3	97.1
Albany	92.6	95.9	97.5
Caribbean	55.9	72.0	81.1
Connecticut Valley	94.7	97.1	98.3
Greater Boston	94.3	97.0	98.3
Long Island	94.7	97.0	98.2
New York	94.5	96.9	98.0
Northern New England	92.8	96.2	97.8
Northern New Jersey	94.5	96.8	98.0
Southeast New England	94.2	96.7	98.0
Triboro	94.4	96.8	98.0
Westchester	94.8	97.0	98.1
Pacific Area	91.6	94.2	95.6
Bay-Valley	95.7	97.4	98.3
Honolulu	13.2	24.1	34.9
Los Angeles	94.7	96.9	97.9
Sacramento	94.8	96.9	98.0
San Diego	94.5	96.9	98.0
San Francisco	94.7	96.8	97.9
Santa Ana	95.1	97.1	98.1
Sierra Coastal	93.4	96.3	97.7

Service Measurement performed and calculated by IBM Corporation



**Quarterly Performance for Package Services
Service Variance**

Mailpieces Delivered Between 04/01/2010 and 6/30/2010

District	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Southeast Area	93.9	96.4	97.8
Alabama	93.1	96.0	97.5
Atlanta	92.1	95.3	97.1
Mississippi	90.3	94.1	96.2
North Florida	95.6	97.4	98.4
South Florida	94.8	97.1	98.2
South Georgia	95.4	97.3	98.4
Suncoast	94.6	97.0	98.1
Tennessee	92.5	95.5	97.2
Southwest Area	94.0	96.6	97.9
Albuquerque	95.9	97.6	98.5
Arkansas	90.3	94.1	96.4
Dallas	94.3	96.6	97.9
Fort Worth	95.4	97.4	98.4
Houston	94.8	97.1	98.3
Louisiana	90.0	94.1	96.4
Oklahoma	93.2	96.3	98.0
Rio Grande	94.8	97.2	98.3
Western Area	92.8	95.5	97.0
Alaska	39.7	55.3	67.0
Arizona	93.0	96.3	97.9
Big Sky	92.5	96.0	97.6
Central Plains	95.3	97.4	98.5
Colorado/Wyoming	96.0	97.6	98.4
Dakotas	94.7	97.0	98.2
Hawkeye	96.1	97.7	98.6
Mid-America	95.5	97.5	98.6
Nevada-Sierra	92.5	95.6	97.1
Northland	95.9	97.8	98.7
Portland	94.3	96.5	97.7
Salt Lake City	93.3	96.2	97.8
Seattle	94.7	96.7	97.8
Nation FY2010 Q3	93.3	95.9	97.3
Nation FY2009 Q3 (SPLY)	88.1	93.2	96.0
Nation FY2009 Annual	84.6	90.9	94.6
Nation FY2010 Q1	88.8	93.7	96.2
Nation FY2010 Q2	90.1	94.2	96.4

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