

United States Postal Service

## 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 2, 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.

United States Postal Service  
**Quarterly Performance for Package Services**  
 Mailpieces Delivered Between 01/01/2009 and 03/31/2009

Quarter II  
 FY2009

District	% On-Time
<b>Capital Metro Area</b>	<b>79.5%</b>
Baltimore	75.0%
Capital	75.8%
Greater South Carolina	84.2%
Greensboro	86.1%
Mid-Carolinas	85.8%
Northern Virginia	75.3%
Richmond	72.3%
<b>Eastern Area</b>	<b>71.5%</b>
Appalachian	77.4%
Central Pennsylvania	72.9%
Cincinnati	73.6%
Columbus	73.4%
Erie	68.6%
Kentuckiana	65.3%
Northern Ohio	66.3%
Philadelphia Metro	76.0%
Pittsburgh	66.3%
South Jersey	73.0%
<b>Great Lakes Area</b>	<b>64.5%</b>
Central Illinois	58.1%
Chicago	58.2%
Detroit	71.6%
Gateway	67.2%
Greater Indiana	68.1%
Greater Michigan	70.3%
Lakeland	61.5%
Northern Illinois	57.6%
Southeast Michigan	72.9%
<b>New York Metro Area</b>	<b>62.6%</b>
Caribbean	16.9%
Central New Jersey	68.6%
Long Island	63.6%
New York	64.0%
Northern New Jersey	68.4%
Triboro	64.4%
Westchester	68.0%
<b>Northeast Area</b>	<b>58.6%</b>
Albany	58.0%
Boston	60.3%
Connecticut	58.9%
Maine	52.3%
Massachusetts	61.5%
New Hampshire/Vermont	57.2%
Southeast New England	56.2%
Western New York	60.8%

United States Postal Service  
**Quarterly Performance for Package Services**  
 Mailpieces Delivered Between 01/01/2009 and 03/31/2009

Quarter II  
 FY2009

District	% On-Time
<b>Pacific Area</b>	<b>63.2%</b>
Bay-Valley	68.7%
Honolulu	6.8%
Los Angeles	63.5%
Sacramento	66.4%
San Diego	64.5%
San Francisco	67.1%
Santa Ana	64.1%
Sierra Coastal	62.2%
<b>Southeast Area</b>	<b>78.6%</b>
Alabama	78.3%
Atlanta	79.9%
Central Florida	78.3%
Mississippi	76.2%
North Florida	80.6%
South Florida	75.6%
South Georgia	79.0%
Suncoast	79.2%
Tennessee	78.8%
<b>Southwest Area</b>	<b>77.1%</b>
Albuquerque	75.8%
Arkansas	76.1%
Dallas	79.2%
Fort Worth	79.6%
Houston	76.9%
Louisiana	71.7%
Oklahoma	80.9%
Rio Grande	75.9%
<b>Western Area</b>	<b>68.6%</b>
Alaska	16.4%
Arizona	51.9%
Big Sky	63.5%
Central Plains	76.0%
Colorado/Wyoming	71.2%
Dakotas	74.8%
Hawkeye	77.1%
Mid-America	78.6%
Nevada-Sierra	53.7%
Northland	73.5%
Portland	72.7%
Salt Lake City	61.7%
Seattle	78.3%
Spokane	68.1%
<b>Nation</b>	<b>69.3%</b>