

## Quarterly Performance for Single-Piece First-Class Mail® International Service Variance

### **Overview**

Service performance for inbound and outbound Single-Piece First-Class Mail® International domestic transit is measured through the International Mail Measurement System (IMMS) operated by a third party vendor. IMMS utilizes only letter-shaped mail pieces, which is the predominant shape for both outbound and inbound Single-Piece First-Class Mail® International. IMMS uses an external sampling system modeled after and closely integrated with the External First-Class (EXFC) measurement system used for domestic Single-Piece First-Class Mail®. Transit time is compared against First-Class Mail® service standards.

The processing of Single-Piece First-Class Mail® International flats and parcels -- during either outbound transit from domestic origin to designated International Service Centers (ISC) or inbound transit from designated ISC to the domestic delivery address -- is the same as for domestic Single-Piece First-Class Mail® flats and parcels. The USPS® service standards are also the same. Accordingly, the performance for domestic Single-Piece First-Class Mail® flats (using the data from EXFC) and performance for domestic Single-Piece parcels (as measured End-To-End on parcels for which customers have purchased USPS Tracking®) serve as proxies for the service performance of outbound and inbound Single-Piece First-Class Mail® International flats and inbound Single-Piece First-Class Mail® International parcels. On January 27, 2013, outbound Single-Piece First-Class Mail® International parcels became a competitive product and are no longer included in the score calculation.

The following service performance results combine the results for letter performance from IMMS with the proxy data to measure service performance for all inbound and outbound Single-Piece First-Class Mail® International. Since not all postal administrative districts have sufficient international volumes for statistically representative reporting, the Postal Service™ reports international quarterly service performance at a postal administrative area level.

### **Performance Highlights**

The national Single-Piece First-Class Mail® International Inbound/Outbound Combined performance was 82.4 percent on time in FY 2017 Quarter 1. Nationally, there was 98.4 percent of mail delivered within the service standard plus three days for Inbound/Outbound Combined. Eastern Area had the highest Inbound/Outbound Combined performance in FY 2017 Quarter 1, with 86.5 percent on time. Capital Metro had the highest performance among the seven areas for inbound, at 85.5 percent on time. Eastern Area had the highest outbound performance this quarter, with 91.8 percent on time in FY 2017 Quarter 1. All areas had at least 97.9 percent of mail delivered within the service standard plus three days for inbound/outbound combined in FY 2017 Quarter 1. The Inbound/Outbound Combined performance increased for all 7 areas compared to the same period last year. The inbound performance of all areas saw significant improvement when compared to the same period last year. Each area had at least a 5.0 point increase and Southern Area had a 10.4 point increase, the largest of any area. The outbound performance of Capital Metro Area saw a significant improvement when compared to the same period last year, with a 4.1 point increase. Also, the outbound performance of Eastern Area saw a 2.2 point increase compared to the same period last year.

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Mailpieces Delivered Between 10/01/2016 and 12/31/2016

Area	Inbound			Outbound			Inbound/Outbound		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro	94.8	97.7	99.1	95.3	97.6	98.5	94.9	97.7	98.9
Eastern	94.8	97.7	98.8	96.8	98.5	99.0	95.4	97.9	98.9
Great Lakes	92.4	96.6	98.1	89.4	94.5	96.7	91.9	96.3	97.9
Northeast	92.8	96.7	98.4	96.9	98.6	99.1	93.2	96.9	98.5
Pacific	93.7	97.5	98.9	91.0	94.6	96.7	93.3	97.2	98.6
Southern	93.0	97.0	98.5	93.4	96.9	98.1	93.1	97.0	98.3
Western	91.6	96.3	98.4	92.1	95.2	97.2	91.7	96.0	98.1
<b>Nation FY2017 Q1</b>	<b>93.5</b>	<b>97.2</b>	<b>98.6</b>	<b>93.6</b>	<b>96.6</b>	<b>97.9</b>	<b>93.6</b>	<b>97.0</b>	<b>98.4</b>
<b>Nation FY2016 Q1 (SPLY)</b>	<b>90.4</b>	<b>95.8</b>	<b>97.9</b>	<b>94.0</b>	<b>96.6</b>	<b>98.4</b>	<b>91.8</b>	<b>96.1</b>	<b>98.1</b>
<b>Nation FY2009 Annual</b>	<b>96.2</b>	<b>98.5</b>	<b>99.2</b>	<b>97.1</b>	<b>98.7</b>	<b>99.4</b>	<b>96.7</b>	<b>98.6</b>	<b>99.3</b>
<b>Nation FY2010 Annual</b>	<b>96.9</b>	<b>98.6</b>	<b>99.3</b>	<b>95.7</b>	<b>97.8</b>	<b>98.8</b>	<b>96.3</b>	<b>98.2</b>	<b>99.0</b>
<b>Nation FY2011 Annual</b>	<b>96.7</b>	<b>98.7</b>	<b>99.4</b>	<b>97.3</b>	<b>98.8</b>	<b>99.4</b>	<b>97.0</b>	<b>98.7</b>	<b>99.4</b>
<b>Nation FY2012 Annual</b>	<b>97.3</b>	<b>98.9</b>	<b>99.5</b>	<b>97.4</b>	<b>98.8</b>	<b>99.4</b>	<b>97.4</b>	<b>98.8</b>	<b>99.4</b>
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<b>Nation FY2016 Annual</b>	<b>93.3</b>	<b>97.1</b>	<b>98.6</b>	<b>94.1</b>	<b>97.0</b>	<b>98.3</b>	<b>93.6</b>	<b>97.1</b>	<b>98.5</b>