

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

### **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 Mail® (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, U.S. Postal Service® reports international quarterly service performance at a postal administrative area level.

Service performance measurement was suspended for mail originating from or destined to the Caribbean District in FY 2018 Quarter 1 due to the devastating impacts of Hurricanes Irma and Maria.

### **Performance Highlights**

The national Single-Piece First-Class Mail International® Inbound/Outbound Combined performance was 79.6 percent on time in FY 2018 Quarter 1. Nationally, there was 97.8 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 2018 Quarter 1, with 83.4 percent on time. Eastern Area also had the highest performance among the seven areas for inbound mail, at 82.7 percent on time. Northeast Area had the highest outbound performance this quarter, with 85.7 percent on time in FY 2018 Quarter 1. All areas had at least 96.8 percent of mail delivered within the service standard plus three days for Inbound/Outbound combined in FY 2018 Quarter 1.

The Inbound/Outbound Combined performance decreased in all seven areas compared to the same period last year. The inbound performance of all seven areas also decreased compared to the same period last year. The outbound performance increased for two out of the seven areas compared to the same period last year. Great Lakes Area saw the largest improvement with a 2.6 point increase. Pacific Area also experienced a significant increase of 2.3 points.

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Mailpieces Delivered Between 10/01/2017 and 12/31/2017

Area	Inbound	Outbound	Inbound/Outbound
	Percent On Time	Percent On Time	Percent On Time
Capital Metro	81.9	78.4	80.9
Eastern	82.7	85.3	83.4
Great Lakes	76.8	80.4	77.3
Northeast	78.8	85.6	79.4
Pacific	81.7	76.9	81.1
Southern	73.6	74.6	73.8
Western	75.4	77.6	75.9
<b>Nation FY2018 Q1</b>	<b>79.4</b>	<b>80.1</b>	<b>79.6</b>
<b>Nation FY2017 Q1 (SPLY)</b>	<b>81.9</b>	<b>83.6</b>	<b>82.4</b>
<b>Nation FY2009 Annual</b>	<b>87.8</b>	<b>91.7</b>	<b>89.7</b>
<b>Nation FY2010 Annual</b>	<b>89.3</b>	<b>89.6</b>	<b>89.4</b>
<b>Nation FY2011 Annual</b>	<b>88.7</b>	<b>91.9</b>	<b>90.2</b>
<b>Nation FY2012 Annual</b>	<b>90.5</b>	<b>91.5</b>	<b>91.1</b>
<b>Nation FY2013 Annual</b>	<b>88.0</b>	<b>88.9</b>	<b>88.3</b>
<b>Nation FY2014 Annual</b>	<b>85.2</b>	<b>87.8</b>	<b>86.2</b>
<b>Nation FY2015 Annual</b>	<b>75.6</b>	<b>85.3</b>	<b>79.4</b>
<b>Nation FY2016 Annual</b>	<b>81.4</b>	<b>86.2</b>	<b>83.2</b>
<b>Nation FY2017 Annual</b>	<b>85.5</b>	<b>85.9</b>	<b>85.6</b>
<b>FY2018 Annual Target</b>	<b>94.0</b>	<b>94.0</b>	<b>94.0</b>