

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

### **Overview**

Single-Piece First-Class Mail International® Inbound and Outbound service performance is measured via the International Mail Measurement System (IMMS) operated by an outside entity. This system measures the length of time it takes for the domestic leg of transit for Single-Piece First-Class Mail International® letters and flats. Transit time for outbound mail begins when pieces are mailed from collection boxes or mail chutes, and ends when the pieces are sorted and ready to leave the designated international processing center in the United States. Similarly, transit time for inbound mail begins at arrival at the USPS® international processing center and ends with delivery to the intended recipient. It uses a rigorous external sampling system modeled after the External First-Class Mail® (EXFC) Measurement System. IMMS test mail letters and flats volumes are designed to be proportional to actual mail volumes by shape such that no weighting by shape is required in scoring calculations. Transit time is compared against First-Class Mail® service standards. The service performance of inbound Single-Piece First-Class Mail International® parcels is measured by the USPS®, and represents the census data of all inbound parcels processed by the USPS®. On January 27, 2013, outbound Single-Piece First-Class Mail International® parcels became a competitive product and these data are no longer included in the measurement.

The following service performance results combine the results for letter and flat performance from IMMS with the USPS® census data for inbound parcels 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 U.S. 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 63.8 percent on time in FY 2020 Quarter 1, which is a 2.0 point increase when compared to the same period last year. Inbound performance was 61.1 percent on time, which is a 3.9 point increase when compared to the same period last year. Outbound performance also improved, coming in at 75.0 percent on time in FY 2020 Quarter 1, a 0.8 point increase when compared to the same period last year. Nationally, there was 95.1 percent of mail delivered within the service standard plus three days for Inbound/Outbound Combined.

In FY 2020 Quarter 1, Eastern Area had the highest Inbound/Outbound Combined performance, with 69.3 percent on time. Eastern Area had the highest performance among the seven areas for inbound, at 67.9 percent on time. Northeast Area had the highest outbound performance, with 80.0 percent on time in FY 2020 Quarter 1. All areas had at least 94.0 percent of mail delivered within the service standard plus three days for Inbound/Outbound combined.

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Mailpieces Delivered Between 10/01/2019 and 12/31/2019

Area	Inbound	Outbound	Inbound/Outbound
	Percent On Time	Percent On Time	Percent On Time
Capital Metro	64.9	71.0	66.1
Eastern	67.9	75.1	69.3
Great Lakes	61.7	71.2	62.5
Northeast	65.5	80.0	66.5
Pacific	54.5	78.3	56.2
Southern	64.9	70.3	65.7
Western	53.4	74.8	57.8
<b>Nation FY2020 Q1</b>	<b>61.1</b>	<b>75.0</b>	<b>63.8</b>
<b>Nation FY2019 Q1 (SPLY)</b>	<b>57.2</b>	<b>74.2</b>	<b>61.8</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>Nation FY2018 Annual</b>	<b>83.5</b>	<b>82.8</b>	<b>83.3</b>
<b>Nation FY2019 Annual</b>	<b>64.8</b>	<b>79.7</b>	<b>68.9</b>
<b>FY2020 Annual Target</b>	<b>94.0</b>	<b>94.0</b>	<b>94.0</b>