

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

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. 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. Starting in FY2020 Quarter 2, inbound Single-Piece First-Class Mail International® parcels became a competitive product and these data are no longer included in the measurement.

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 69.8 percent on time in FY 2020 Quarter 4. Inbound performance was 59.1 percent on time and Outbound performance was 81.1 percent on time in FY 2020 Quarter 4. Nationally, there was 94.4 percent of mail delivered within the service standard plus three days for Inbound/Outbound Combined.

In FY 2020 Quarter 4, Northeast Area had the highest Inbound/Outbound Combined performance, with 73.0 percent on time. Northeast 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 89.2 percent on time in FY 2020 Quarter 4. All areas had at least 90.4 percent of mail delivered within the service standard plus three days for Inbound/Outbound combined.

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Mailpieces Delivered Between 07/01/2020 and 09/30/2020

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	77.2	87.8	92.2	89.2	93.7	96.4	83.2	90.7	94.3
Eastern	82.8	90.3	94.2	90.2	93.5	95.4	86.3	91.8	94.8
Great Lakes	84.7	92.1	95.2	90.3	94.7	96.3	86.1	92.8	95.4
Northeast	85.3	91.9	95.2	95.8	97.4	98.1	87.8	93.2	95.9
Pacific	73.2	82.7	88.1	91.8	96.0	97.4	77.8	86.0	90.4
Southern	80.2	88.8	92.8	89.0	92.7	94.7	83.7	90.4	93.6
Western	75.1	85.1	90.4	88.6	94.7	96.8	81.8	89.8	93.6
Nation FY2020 Q4	79.9	88.3	92.4	91.0	94.8	96.5	85.3	91.5	94.4
Nation FY2019 Q4 (SPLY)	88.0	94.1	96.7	92.8	96.0	97.6	89.3	94.6	96.9
Nation FY2009 Annual	96.2	98.5	99.2	97.1	98.7	99.4	96.7	98.6	99.3
Nation FY2010 Annual	96.9	98.6	99.3	95.7	97.8	98.8	96.3	98.2	99.0
Nation FY2011 Annual	96.7	98.7	99.4	97.3	98.8	99.4	97.0	98.7	99.4
Nation FY2012 Annual	97.3	98.9	99.5	97.4	98.8	99.4	97.4	98.8	99.4
Nation FY2013 Annual	96.4	98.5	99.3	95.4	97.7	98.8	96.0	98.2	99.1
Nation FY2014 Annual	94.9	97.9	99.0	95.3	97.7	98.8	95.1	97.8	98.9
Nation FY2015 Annual	91.3	96.2	98.2	95.0	97.6	98.7	92.7	96.8	98.4
Nation FY2016 Annual	93.3	97.1	98.6	94.1	97.0	98.3	93.6	97.1	98.5
Nation FY2017 Annual	94.8	97.7	98.9	94.4	97.0	98.2	94.7	97.5	98.7
Nation FY2018 Annual	92.7	96.4	98.1	93.9	97.0	98.3	93.0	96.5	98.2
Nation FY2019 Annual	83.5	91.6	95.4	91.7	95.5	97.2	85.8	92.7	95.9
Nation FY2020 Annual	84.1	91.1	94.6	87.4	92.9	95.5	85.6	91.9	95.0
Nation FY2020 Q1	81.4	90.7	94.8	88.9	93.8	96.1	82.8	91.3	95.1
Nation FY2020 Q2	88.8	94.1	96.7	88.5	93.1	95.5	88.7	93.6	96.1
Nation FY2020 Q3	84.8	90.5	93.8	81.3	89.7	93.8	83.0	90.1	93.8