

## 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 an outside entity. 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 a rigorous 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 Delivery Confirmation™) serve as proxies for the service performance of outbound and inbound Single-Piece First-Class Mail® International flats and parcels.

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

Service performance for FY13 Quarter 1 was impacted by Hurricane Sandy which brought strong winds, heavy rain, and substantial flooding that affected mail delivery throughout the mid-Atlantic and northeastern United States in late October and November. Service performance scores are reported without adjustments even when circumstances outside the control of the Postal Service® limit access to delivery, sortation, transportation or collection locations, facilities or services.

The national Single-Piece First-Class Mail® International Inbound/Outbound Combined performance was 84.2 percent on time in FY13 Q1, 3.5 points lower compared to the same period last year. Nationally, there was 98.5 percent of mail delivered within the service standard plus three days. Pacific Area had the highest inbound/outbound combined performance in FY13 Q1, with 86.1 percent on time. Eastern Area posted the highest performance among the seven areas for inbound, at 88.4 percent on time. Northeast Area had the highest outbound performance this quarter, with 86.3 percent on time in FY13 Q1. All areas had at least 98.2 percent of mail delivered within the service standard plus three days for inbound/outbound combined in FY13 Q1.

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Mailpieces Delivered Between 10/01/2012 and 12/31/2012

Area	Inbound	Outbound	Inbound/Outbound
	Percent On Time	Percent On Time	Percent On Time
Capital Metro	86.8	82.5	84.8
Eastern	88.4	82.4	85.7
Great Lakes	85.3	78.1	83.7
Northeast	85.8	86.3	85.9
Pacific	87.6	80.2	86.1
Southern	84.4	77.7	81.8
Western	85.3	77.7	82.2
<b>Nation</b>	<b>86.6</b>	<b>81.0</b>	<b>84.2</b>
<b>Nation FY2012 Q1 (SPLY)</b>	<b>87.7</b>	<b>87.8</b>	<b>87.7</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>FY2013 Annual Target</b>	<b>94.0</b>	<b>94.0</b>	<b>94.0</b>