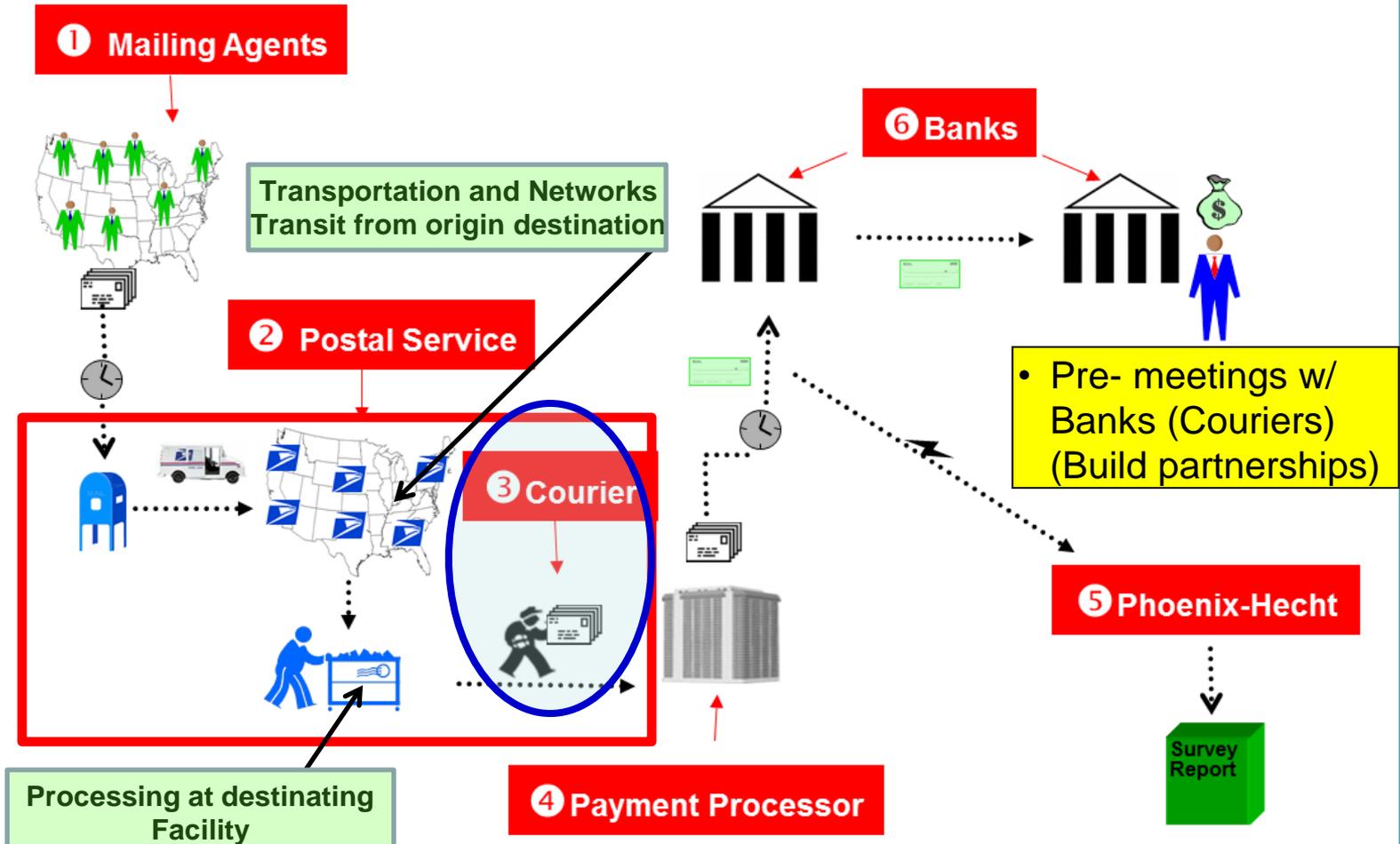


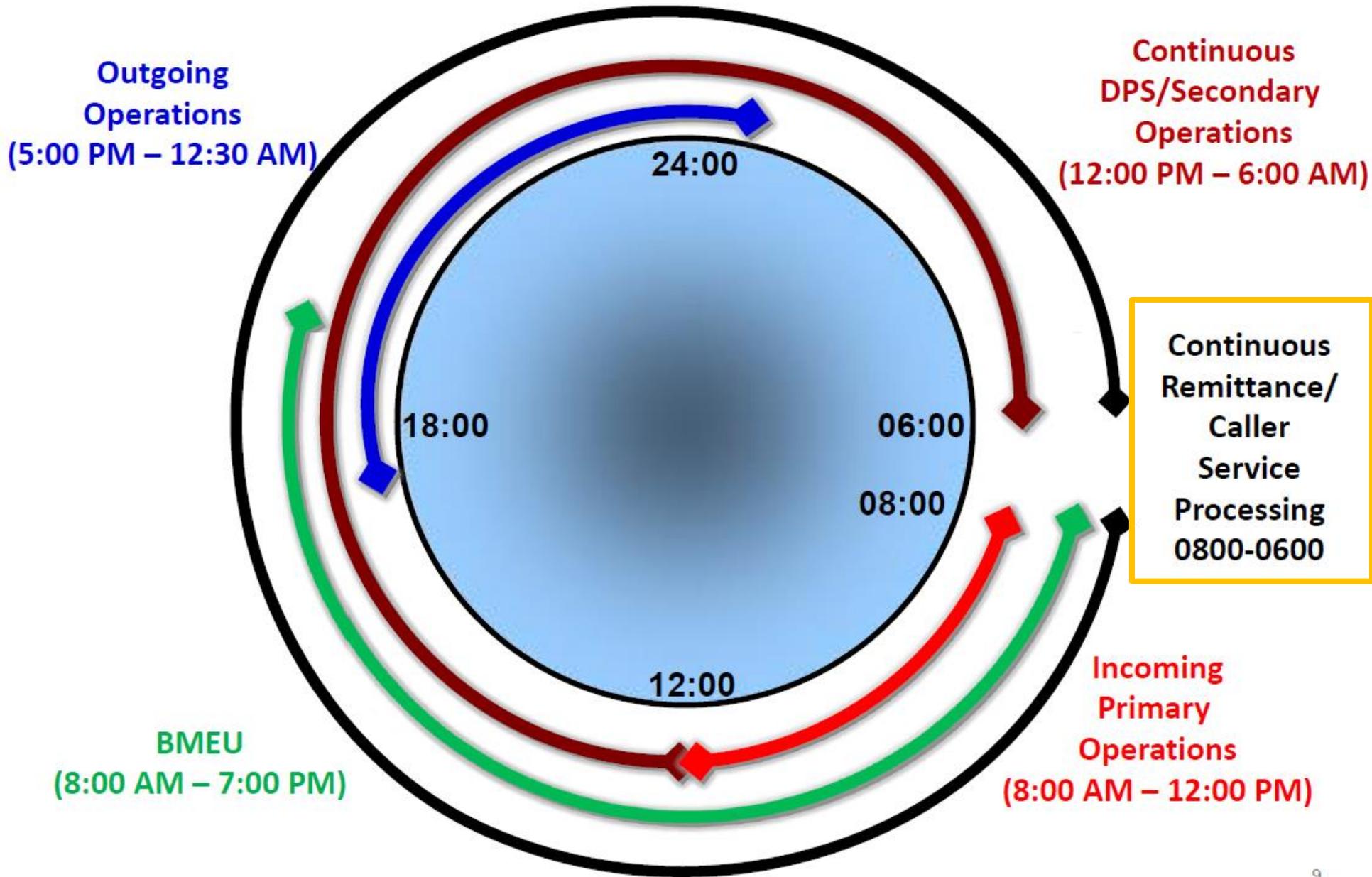


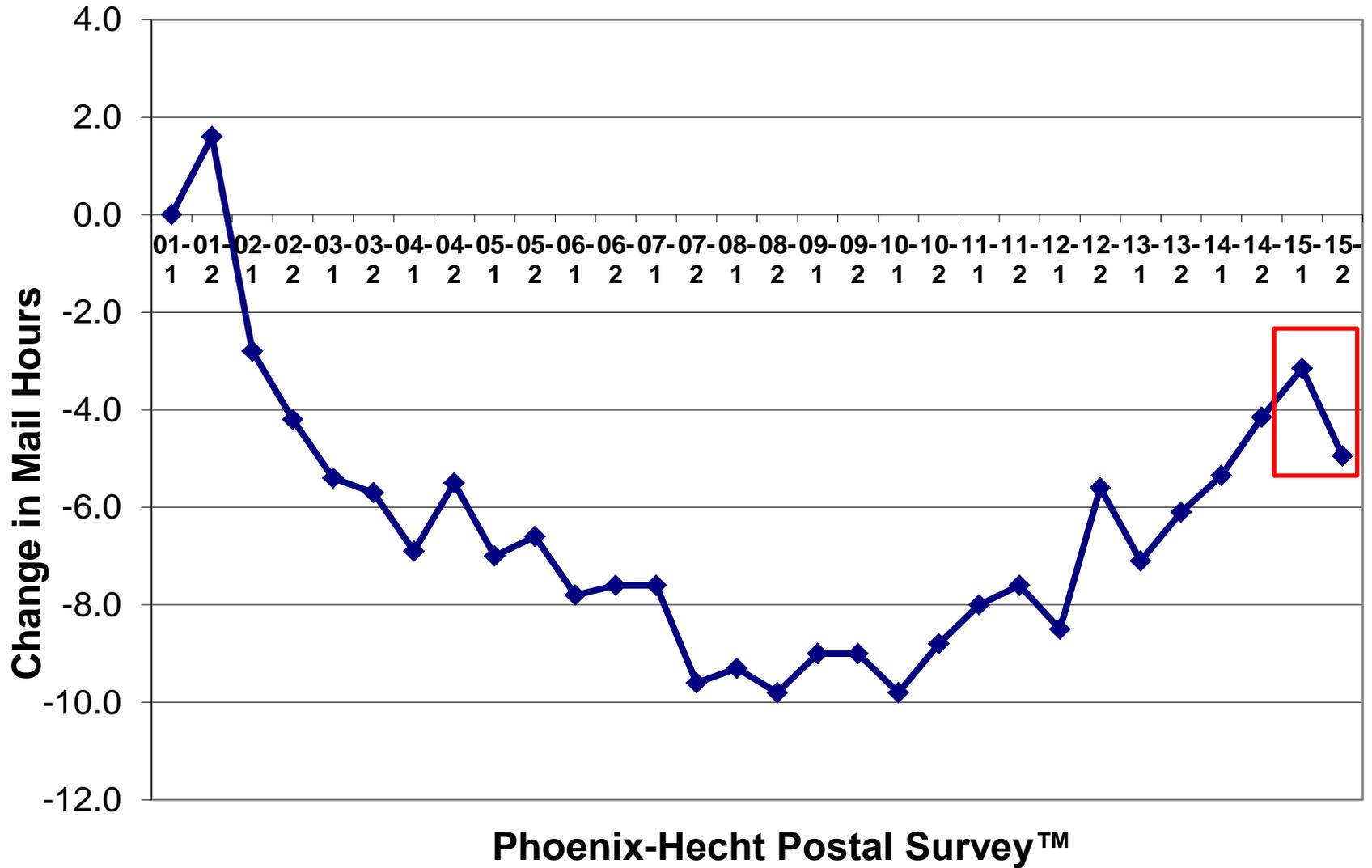
2015 - 2 Fall Survey Phoenix Hecht Study Performance

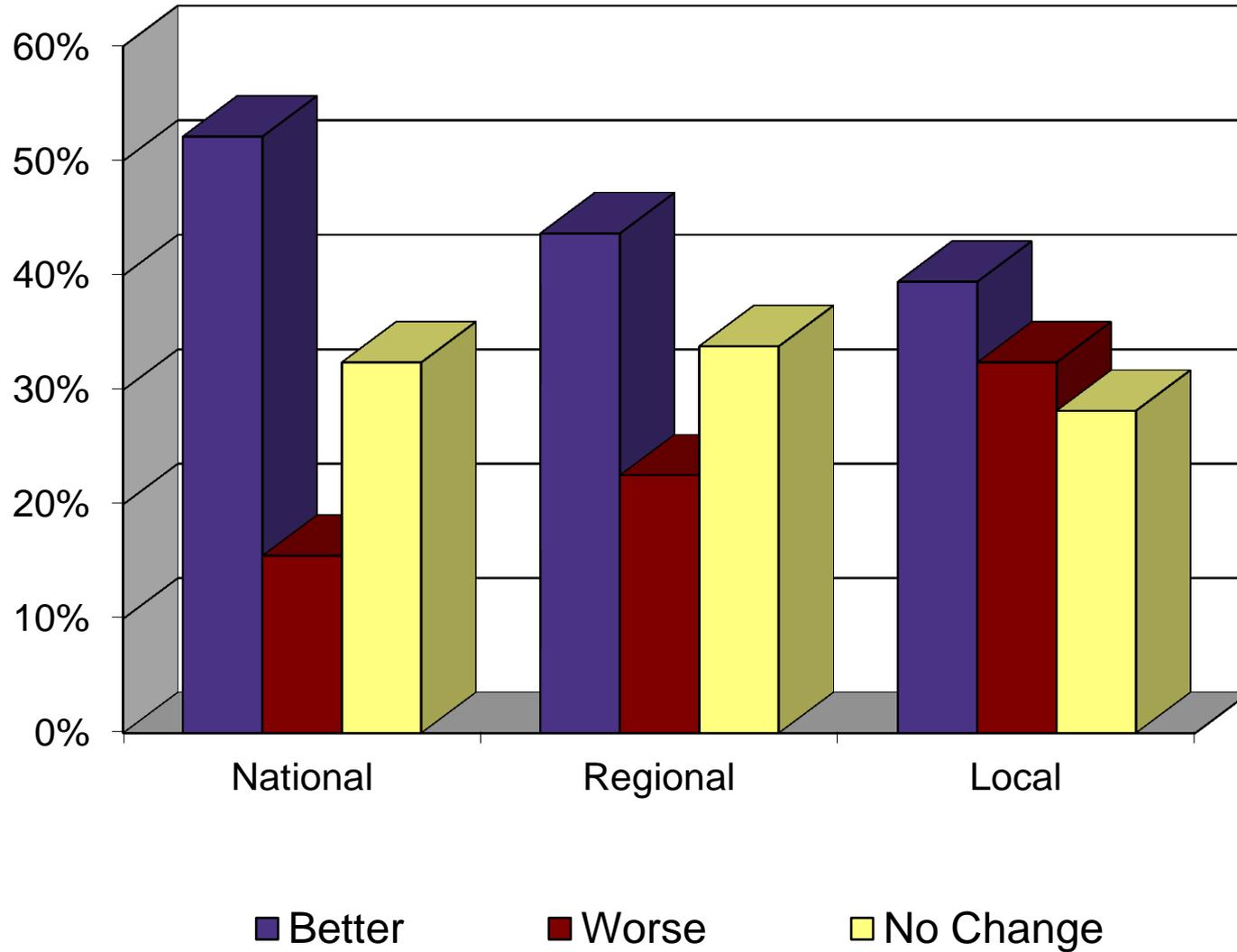
Phoenix-Hecht Survey – How it Works

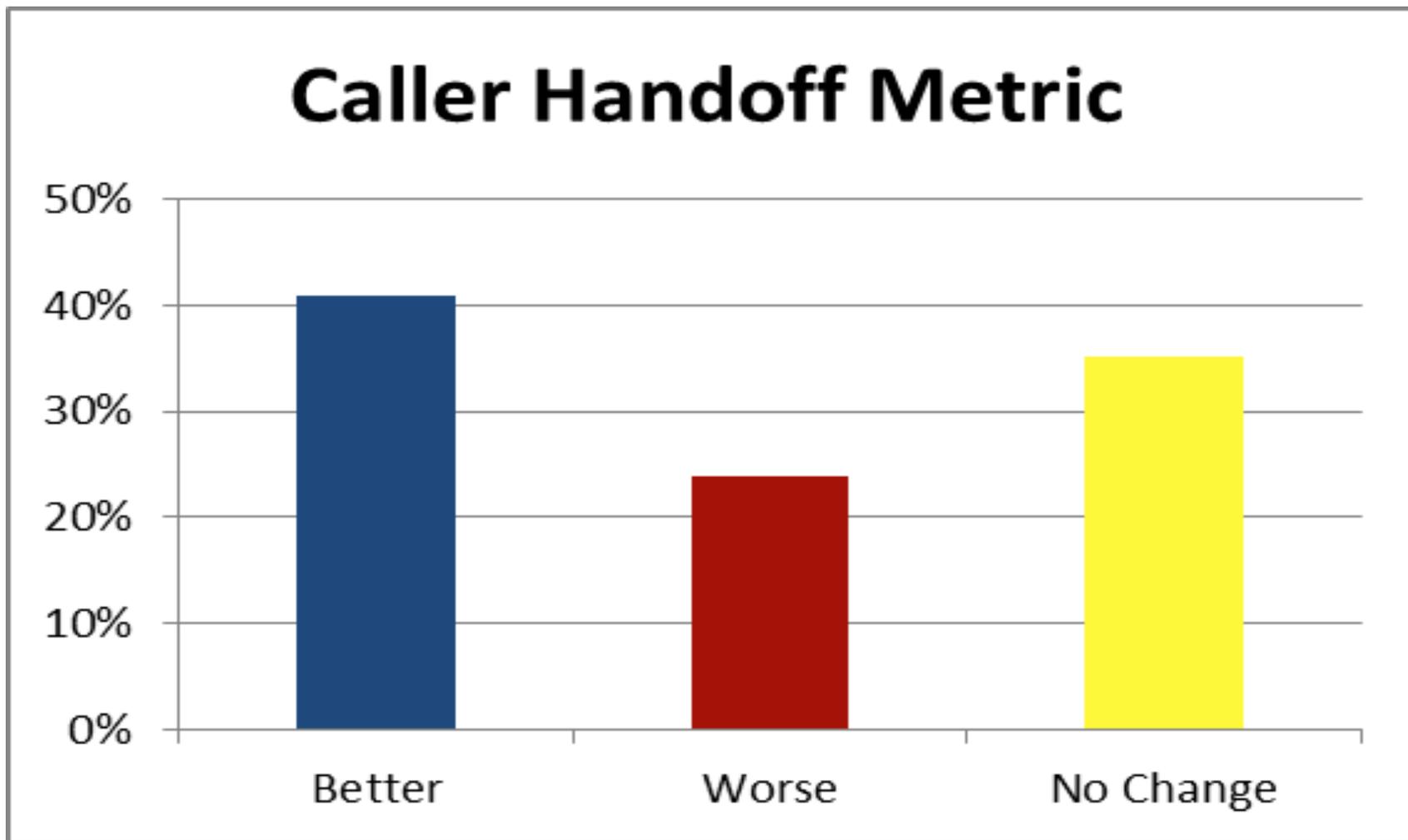


Concept of 24-Hour Plant Operations

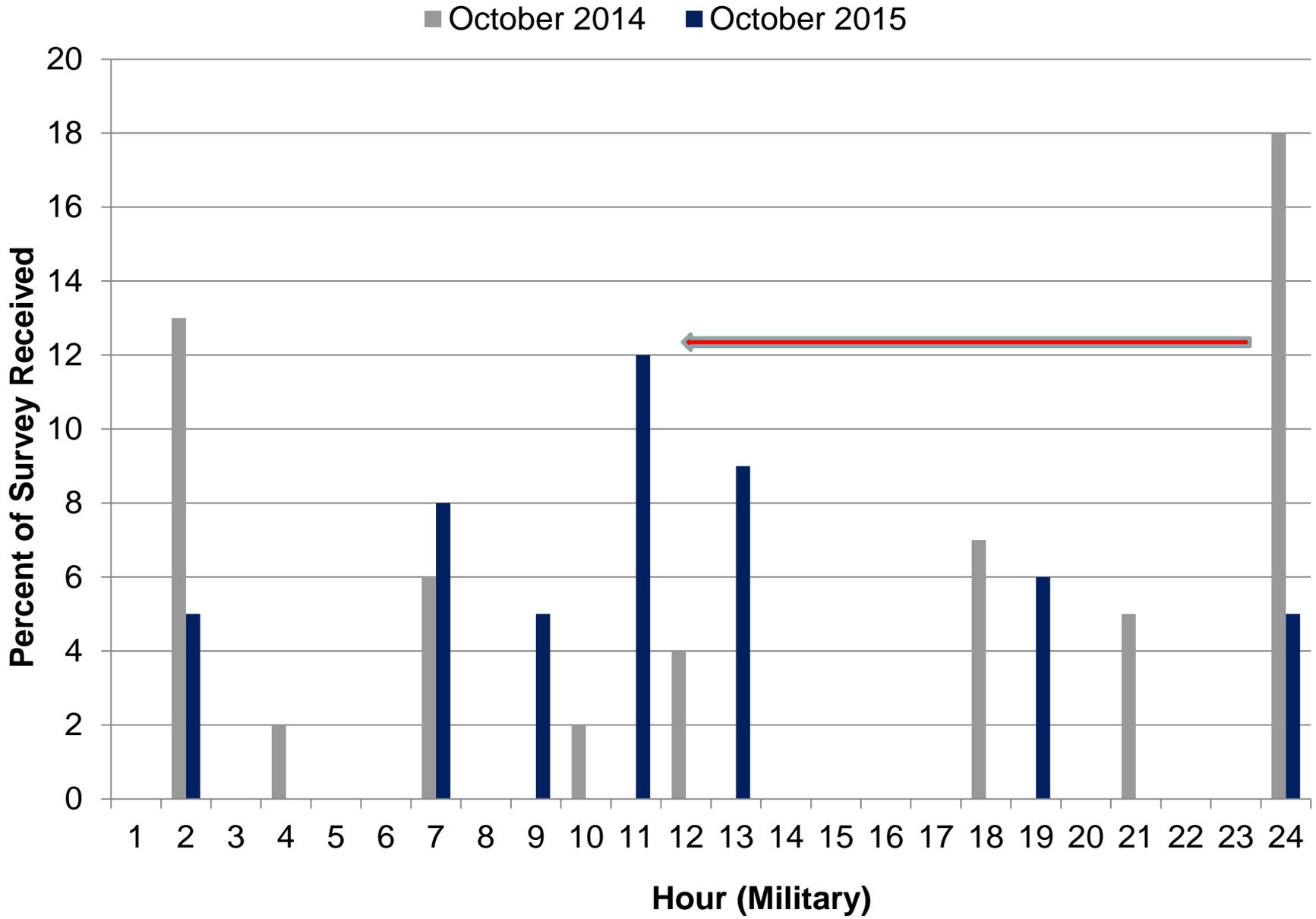








City	Average Mail Hours
Boston, MA	40.8
Saint Louis, MO	44.3
Atlanta, GA	45.1
Pasadena, CA	45.1
Louisville, KY	46.6
Philadelphia, PA	47.3
Carol Stream, IL	47.5
Baltimore, MD	47.6
Chicago, IL	48.8
Detroit, MI	49.1
Charlotte, NC	49.4
Dallas, TX	50.2
Los Angeles, CA	50.9
Cincinnati, OH	51.6
Memphis, TN	52.6
Pittsburgh, PA	53.2
New York, NY	54.5



- Continuous improvement
- Using data to improve performance
- Leveraging data to create at risk reports – use of leading indicators
- Continue outreach with remittance community