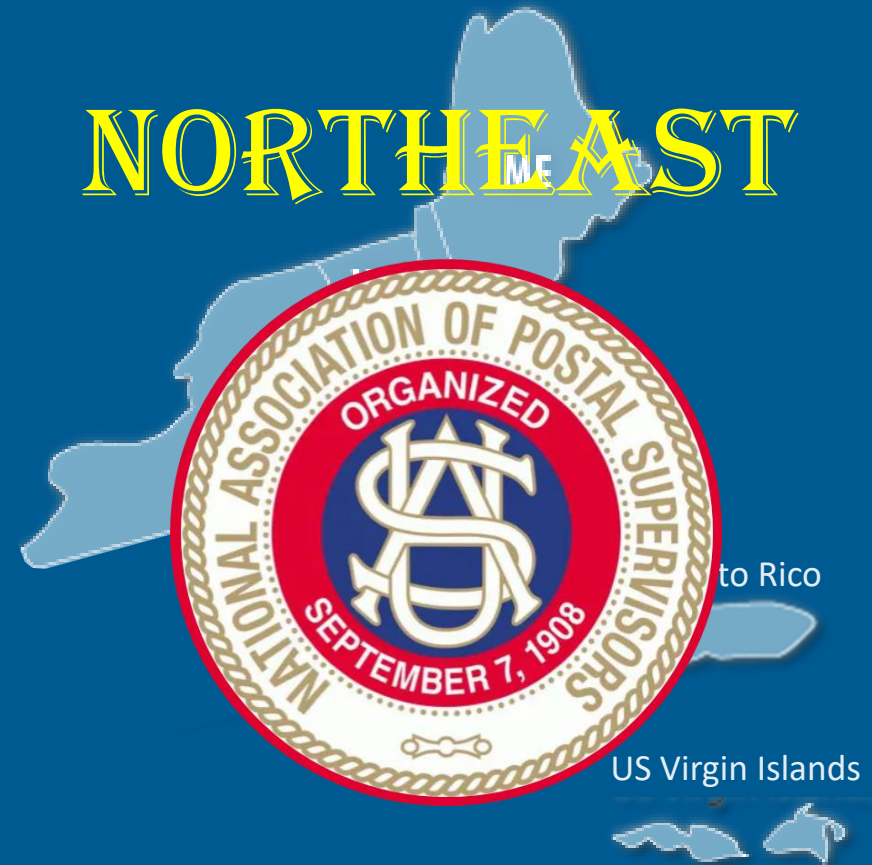




**Don Flak**  
**Executive Director**  
**Performance and Field Operations Support**

**April 28, 2023**

**NORTHEAST**



**TRAINING**



# Today's Scope



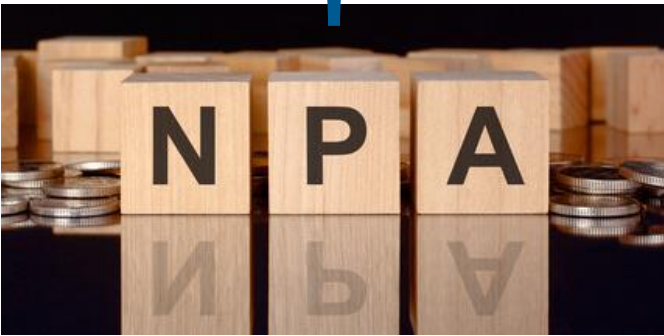
- “Northeast”
- ME-NH-VT District
- MA-RI District
- Connecticut District
- New Jersey District
- New York 1 District
- New York 2 District
- New York 3 District
- Puerto Rico District
- New England Logistics
- New England Processing
- New York Metro Logistics
- New York Metro Processing

# Pay For Performance

- Eligible EAS employees are measured under a 10-point performance evaluation system with numerical ratings.
- Different pay increases are established at each of the 10-point ratings.
- Below are the pay increases associated with the ten (10) performance ratings.

| 1    | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    | 10   |
|------|------|------|------|------|------|------|------|------|------|
| 0.0% | 0.0% | 2.0% | 2.5% | 3.0% | 4.0% | 5.0% | 6.0% | 7.5% | 9.0% |

- NPA – “In the Money” Cells



# 32 Total Scorecards for FY 2023 – 19 Field / 13 HQ ELT Functional

| Retail & Delivery Focused                   |
|---|
| Area Retail, Delivery, & Marketing          |
| District Retail, Delivery, & Marketing      |
| MPOO  |
| Post Office EAS 22 and Above                |
| Post Office EAS 21-20                       |
| Post Office EAS 18 and Below                |
| Stations or Branches – PCES and EAS 26 PO's |
| Regional Fleet Management                   |
| Territory Fleet Management                  |
| Facility Fleet Management                   |

| Processing & Logistics Focused      |
|-------------------------------------|
| Region Processing and Maintenance   |
| Division Processing and Maintenance |
| Plant Processing and Maintenance    |
| Region Logistics                    |
| Division Logistics                  |
| Plant Logistics                     |
| Plant STC                           |
| ISC (ALL)                           |
| REC                                 |

| ELT Functional Scorecards |      |       |      |            |       |     |  |
|---------------------------|------|-------|------|------------|-------|-----|--|
| CHRO                      | CCMO | CCBSO | CRDO | CRDO-FLEET | CPDO  | CLO |  |
|                           | CTO  | CIO   | GC   | CFO        | USPIS | PMG |  |

# CRDO Scorecard Composition

| FY 2022                              |        |                 |      |
|--------------------------------------|--------|-----------------|------|
| Indicators                           | Weight | FOCUS           |      |
| Controllable Income                  | 10.0%  | Business: 49.0% |      |
| Total Revenue FPR % Plan             | 7.5%   |                 |      |
| Total Operating Expense (TOE) % Plan | 7.5%   |                 |      |
| Total Workhours % Plan               |        |                 |      |
| Market Dominant Composite            | 4.0%   | Customer: 22.5% |      |
| Competitive Composite                | 7.0%   |                 |      |
| Scanning Visibility                  | 4.0%   |                 |      |
| Customer Experience Index            | 7.5%   |                 |      |
| Total Accidents                      | 7.5%   | Employee: 28.5% |      |
| Employee Utilization                 | 15.0%  |                 |      |
| Functional Effectiveness             | 30.0%  | 24.0%           | 6.0% |
| Total Weight for all indicators      | 100%   |                 |      |

| FY 2023                              |        |                 |      |
|--------------------------------------|--------|-----------------|------|
| Indicators                           | Weight | FOCUS           |      |
| Controllable Income                  | 9.0%   | Business: 55.0% |      |
| Total Revenue FPR % Plan             | 7.0%   |                 |      |
| Total Operating Expense (TOE) % Plan | 7.0%   |                 |      |
| Total Workhours % Plan               |        |                 |      |
| Market Dominant Composite            | 4.0%   | Customer: 18.5% |      |
| Competitive Composite                | 5.0%   |                 |      |
| Scanning Visibility                  | 4.0%   |                 |      |
| Customer Experience Index            | 5.5%   |                 |      |
| Total Accidents                      | 5.5%   | Employee: 26.5% |      |
| Employee Utilization                 | 13.0%  |                 |      |
| Functional Effectiveness             | 40.0%  | 32.0%           | 8.0% |
| Total Weight for all indicators      | 100%   |                 |      |

# What Changes Were Made in FY 23?

The Customer Experience - Index is a weighted multi-channel customer driven measurement based on the customer survey questions. Each component survey question of the Customer Experience - Index is scored on a scale of 1 – 6, with 1 being very dissatisfied and 6 being very satisfied.

## FY2023 proposed changes include:

**Current Concern:** The POS (Retail) current weight of 15% does not adequately represent its impact on the overall satisfaction of Customer Experience Composite. In addition, the Customer Care Center is overstated in its influence.

## Proposed Solution:

Modify weighting for CX Index Scores.

Increase POS Survey weighting from 15% to 20%.

Decrease CCC Survey weighting from 20% to 15%



# Employee Separation Rate

- Rename “Employee Separation Rate”. This indicator is the percentage of total workforce separations compared to the DFA baseline. This indicator will include both Career and Non-Career and Bargaining and Non-Bargaining employees in FY23.

## Definition

- All Separations, except:
  - Death
  - Retirement
  - Resignation or Termination with condition or cause
  - Separations identified for contractual reasons i.e. Peak, COVID, or other MOUs

| NOA | Description                    |
|-----|--------------------------------|
| 313 | Resignation – Military         |
| 317 | Resignation – All Other        |
| 320 | Separation Transfer            |
| 324 | Separation Declined transfer   |
| 325 | Separation Declined Assignment |

| NOA | Description                  |
|-----|------------------------------|
| 326 | Separation Disability        |
| 329 | Termination During Probation |
| 352 | Termination (Noncareer)      |
| 356 | Separation Involuntary       |

# How Did Functional Effectiveness Change for FY 23?

| Indicators                                 | FY22 Weight | FY23 Weight | FY23 Change | HQ CRDO | Area Retail and Delivery | District Retail and Delivery | MPOO            | Post Office 22 or above | Post Office 21-20 | Post Office 18 or below | Station / Branch (MCS/SCS) PCES & 26 |
|--|-------------|-------------|-------------|---------|--------------------------|------------------------------|-----------------|-------------------------|-------------------|-------------------------|--------------------------------------|
|  |             |             |             | Depth   | Depth                    | Depth                        | Depth           | Depth                   | Depth             | Depth                   | Depth                                |
| <b>Functional Effectiveness Indicators</b> |             |             |             |         |                          |                              |                 |                         |                   |                         |                                      |
| HQ CRDO Retail and Delivery                | 100%        | 100%        |             | Nation  | Area                     | District                     | MPOO / District | LF / District           | LF / District     | LF / District           | LF / District                        |
| F2DPH % SPLY                               | 50%         | 50%         | Rule        | Nation  | Area                     | District                     | MPOO            | LF                      | LF                | LF                      | LF                                   |
| CSV / SOV Opportunity % SPLY               | 30%         | 30%         | Rule        | Nation  | Area                     | District                     | MPOO            | LF                      | LF                | LF                      | LF                                   |
| Employee Retention                         | 20%         |             | Remove      | Nation  |                          |                              |                 |                         |                   |                         |                                      |
| Employee Separation Rate                   |             | 20%         | New         | Nation  | Area                     | District                     | District        | District                | District          | District                | District                             |

| Functional Effectiveness Indicator | FOCUS    | FY 22 Weight | FY 23 Weight |
|------------------------------------|----------|--------------|--------------|
| F2DPH % SPLY                       | Business | 15%          | 20%          |
| CSV / SOV Opportunity % SPLY       | Business | 9%           | 12%          |
| Employee Retention                 | Employee | 6%           |              |
| Employee Separation Rate           | Employee |              | 8%           |



# F2DPH % Same Period Last Year (SPLY)

## Inclusion of Package Volume Factor:

- SPLY Hours adjusted based on change in delivered package volume
- Factor = 1 minute per package
- Example:
  - Additional 360 packages would adjust SPLY hours by 6.
  - SPLY F2DPH would then be recalculated with the additional hours before comparing to current

| Metric                  | SPLY   | Adjusted SPLY | FY 23  |
|-------------------------|--------|---------------|--------|
| F2A Possible Boxes      | 6,500  | 6,500         | 6,575  |
| F2B Possible Deliveries | 3,850  | 3,850         | 3,975  |
| Total Deliveries        | 10,350 | 10,350        | 10,550 |
| F2A + F2B Hours         | 110    | 110           | 113    |
| Package Volume Change   |        | 6 Hours       | +360   |
| F2DPH                   | 94.09  | 89.22         | 93.36  |

## Package Volume Factor:

- Without
  - Score would be -0.78%
  - Cell 4
- With
  - Score is +4.64%
  - Cell 6

# CSV / SOV Variance Opportunity Improvement to SPLY

Adopted Mid-Year Change:

- 2 Part Indicator
  - CSV / SOV Variance %
  - Opportunity Improvement to SPLY
- You will get the greater of your score for variance % or improvement.

# 10 CELL SCALING

## Scaling Methodology: Fiscal Year 2022

### Objective:

Consistent approach

Drive continuous improvement

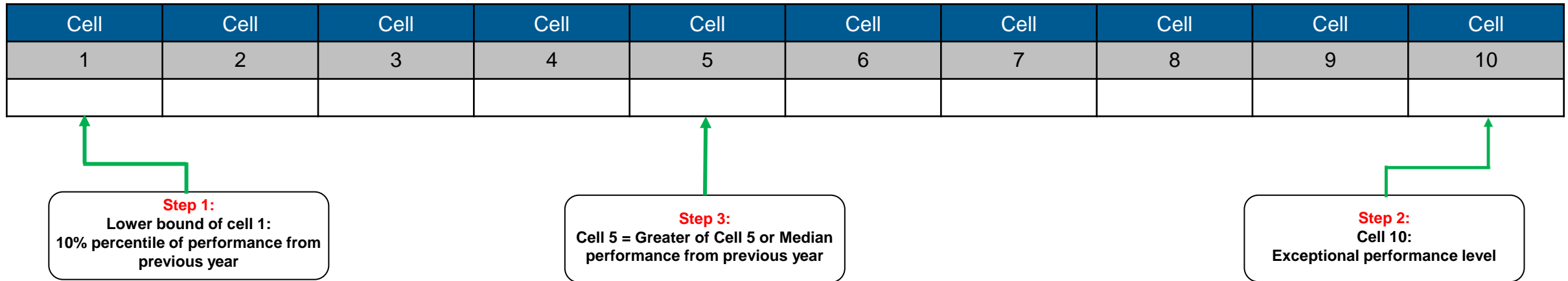
Recognize current process capability

Movement between blocks is consistent

# CONSISTENCY



# Scaling Methodology: Fiscal Year 2022



## Determine anchor cells using 5 step process above

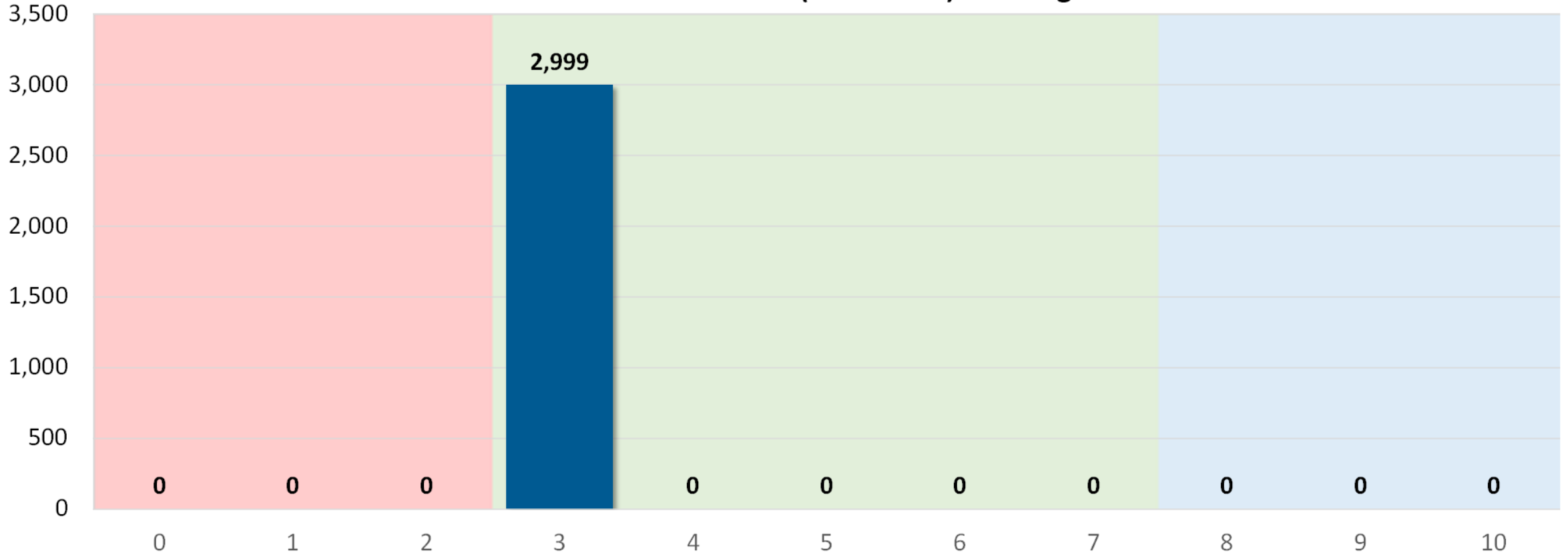
- 10% start of scored population in cell 0
- Cell 10 demonstrates exceptional yet attainable performance
- Cell 5 based on prior year median
  - Achieved target, median performance plus continuous improvement becomes lower bound of cell 5
  - Missed target becomes decision point. Is target achievable under current environment and conditions?
    - Yes: prior years target becomes lower bound of cell 5
    - No: data, operational limits, and expected changes evaluated to determine appropriate target
- Cells between 1, 5, and 10 distributed equally
- Methodology used to maximum extent possible but was changed when necessary.

# METRICS

# Controllable Income

9%

Controllable Income - (Northeast) Training



**Out of the Money**

**0 0.00%**

**Under Target**

**2,999 100.00%**

**Over Target**

**0 0.00%**

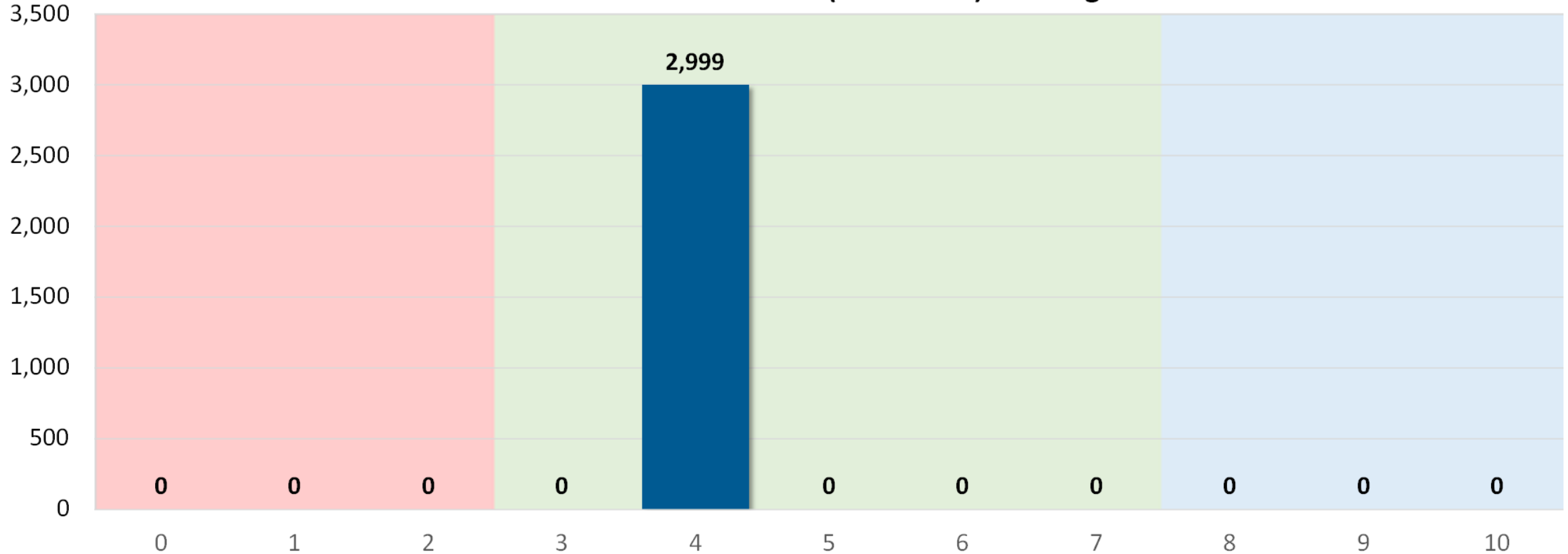
**Cell 10**

**0 0.00%**

# Total Revenue % to Plan

7%

Total Revenue % to Plan - (Northeast) Training



**Out of the Money**

**0 0.00%**

**Under Target**

**2,999 100.00%**

**Over Target**

**0 0.00%**

**Cell 10**

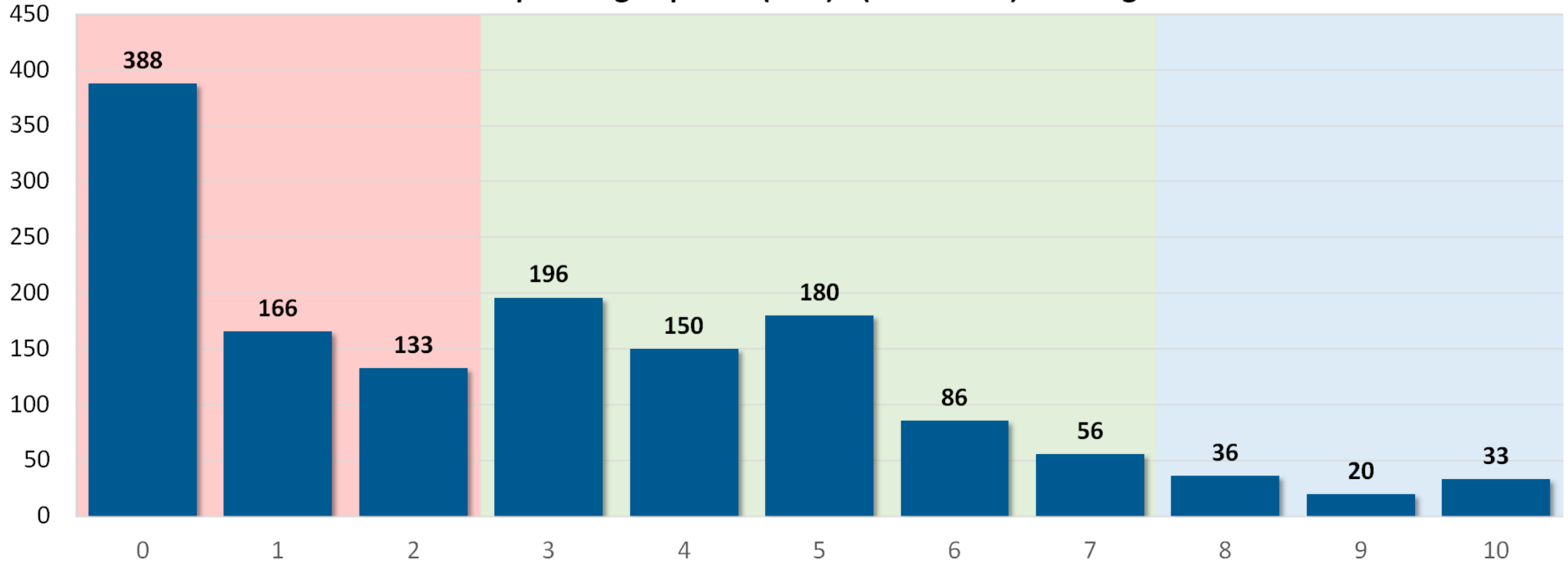
**0 0.00%**



# TOE – Total Operating Expense % to Plan

7%

Total Operating Expense (TOE) - (Northeast) Training



**Out of the Money**

**687 47.58%**

**Under Target**

**1,033 71.54%**

**Over Target**

**411 28.46%**

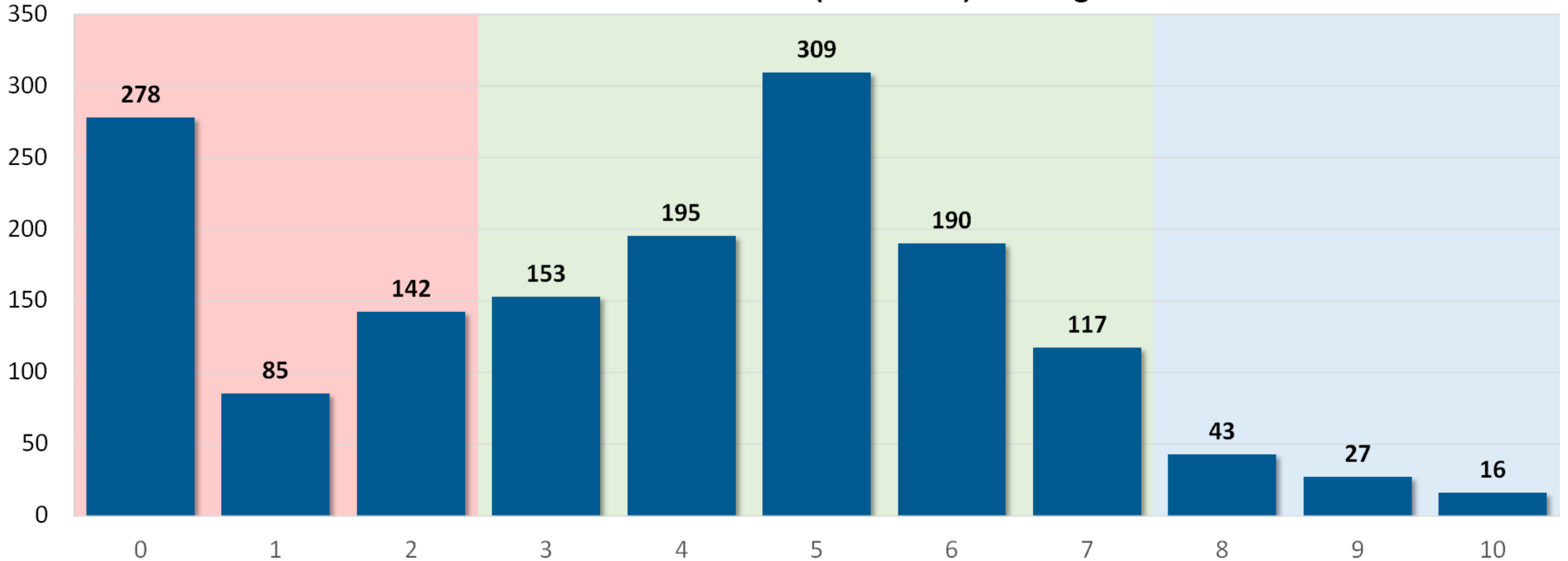
**Cell 10**

**33 2.29%**

# TWH - Total Workhours % to Plan (EAS Level 18 and Below PO's Only)

7%

Total Workhours % Plan - (Northeast) Training



**Out of the Money**

**505 32.48%**

**Under Target**

**853 54.86%**

**Over Target**

**702 45.14%**

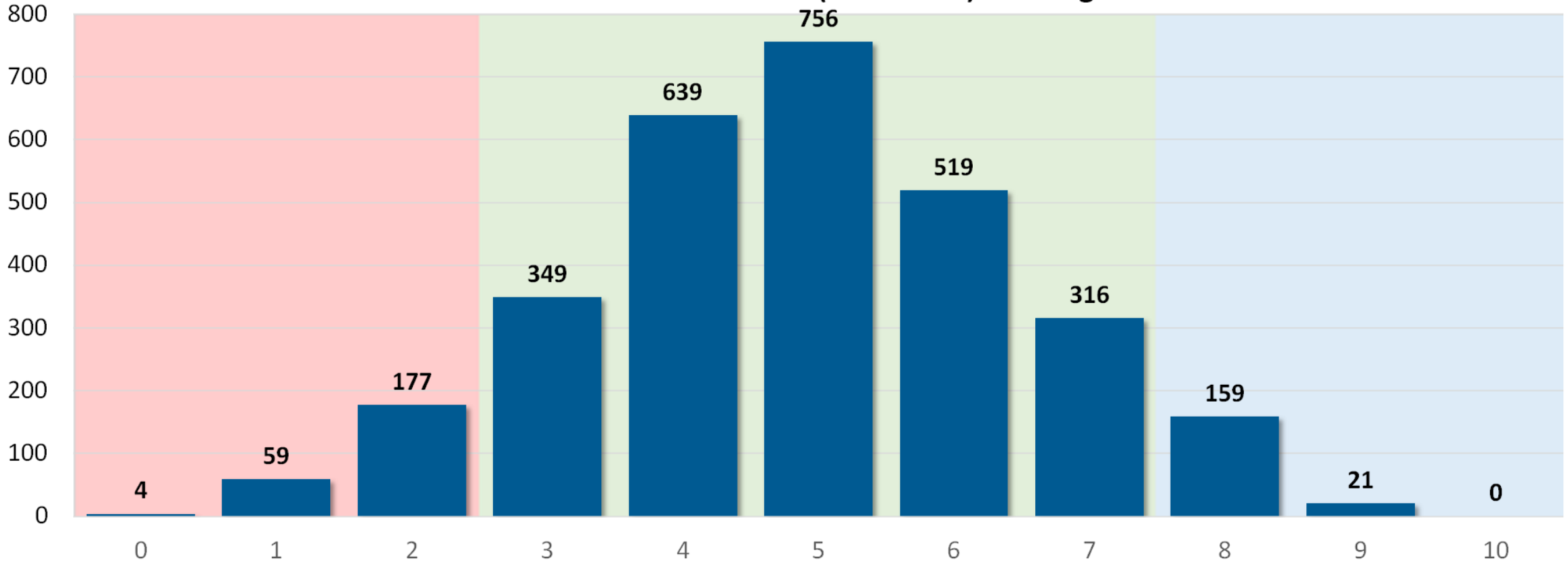
**Cell 10**

**16 1.03%**

# Functional Effectiveness – Retail and Delivery

40%

Functional Effectiveness - (Northeast) Training



**Out of the Money**

**240**

**8.00%**

**Under Target**

**1,228**

**40.95%**

**Over Target**

**1,771**

**59.05%**

**Cell 10**

**0**

**0.00%**

# Delivery Efficiency (F2DPH) Improvement to Same Period Last Year (SPLY)

| FY 2023 Target |       |       |       |             |      |      |      |       |       |
|----------------|-------|-------|-------|-------------|------|------|------|-------|-------|
| 1              | 2     | 3     | 4     | 5           | 6    | 7    | 8    | 9     | 10    |
| -5.00          | -3.69 | -2.38 | -1.06 | <b>0.25</b> | 3.20 | 6.15 | 9.10 | 12.05 | 15.00 |

Function 2 Deliveries Per Hour measures the total of all deliveries per hour by dividing the total delivery hours by the total number of delivery points. F2DPH % SPLY compares YTD F2DPH Rate to the same period last year with an adjustment for package volume increase/decrease. Package volume will be those pieces that receive a STC regardless of mail class for Rural, City or Parcel Post Routes.

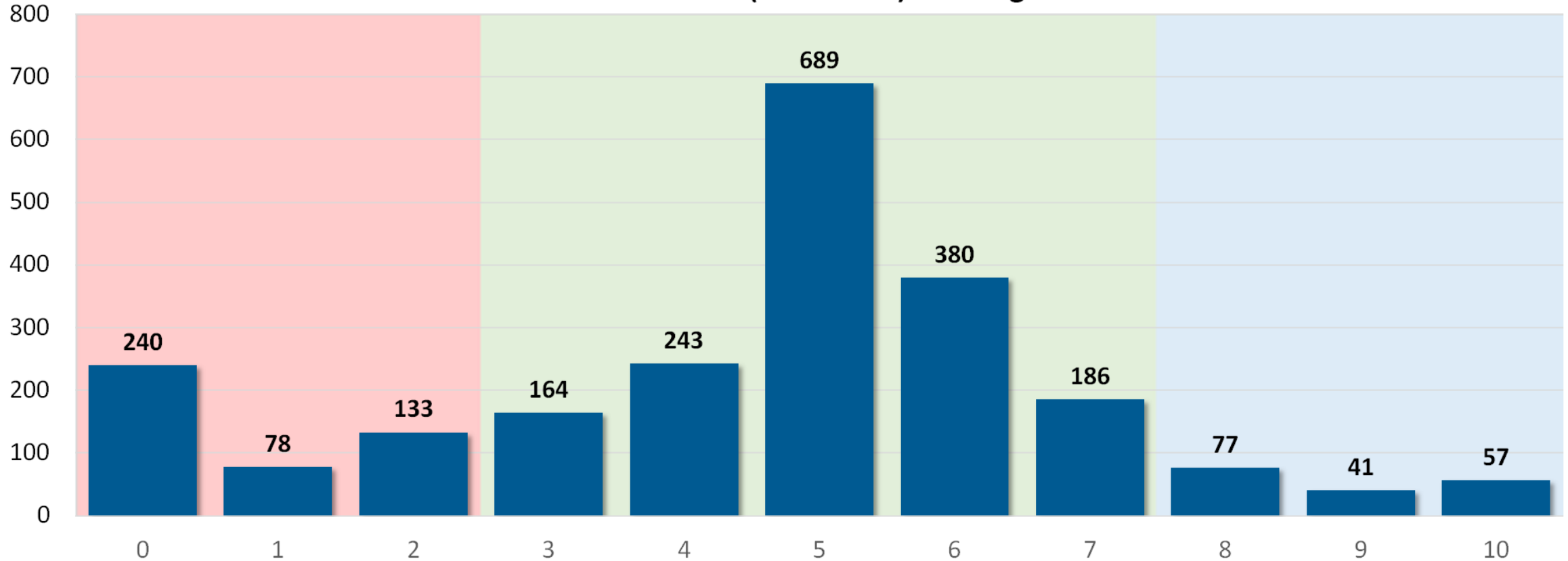
For the purpose of this metric F2 DPH is YTD Cumulative City Deliveries Possible plus YTD Cumulative Rural Boxes Possible divided by all Function 2 workhours excluding LDC 20 and including a parcel volume SPLY impact factor. Adjusted SPLY Packages: SPLY Package volume divided by the number of SPLY delivery days, multiplied by Current FY Delivery Days to have comparable volume for the same number of days to compensate for the change in parcel volume for DDU shippers over time.

Examples would be offices that are new to Amazon/UPS/Walmart and parcel volumes are much greater to SPLY and therefore needing more hours for the same possible deliveries vs. those that lost DDU volume and would then greatly reduce hours compared to SPLY with the same possible deliveries.



# Delivery Efficiency (F2DPH) Improvement to Same Period Last Year (SPLY)

F2DPH % SPLY - (Northeast) Training



**Out of the Money**

**451 19.71%**

**Under Target**

**858 37.50%**

**Over Target**

**1,430 62.50%**

**Cell 10**

**57 2.49%**

# Customer Service Variance / Small Office Variance (CSV/SOV)

| FY 2023 Target |        |        |        |              |       |       |       |       |       |
|----------------|--------|--------|--------|--------------|-------|-------|-------|-------|-------|
| 1              | 2      | 3      | 4      | 5            | 6     | 7     | 8     | 9     | 10    |
| -99.99         | -70.00 | -40.01 | -10.01 | <b>19.98</b> | 35.98 | 51.98 | 67.99 | 83.99 | 99.99 |

| FY 2023 Target |       |       |       |              |        |        |        |        |        |
|----------------|-------|-------|-------|--------------|--------|--------|--------|--------|--------|
| 1              | 2     | 3     | 4     | 5            | 6      | 7      | 8      | 9      | 10     |
| 77.50          | 81.88 | 86.25 | 90.63 | <b>95.00</b> | 103.00 | 111.00 | 119.00 | 127.00 | 135.00 |

Customer Service Variance/Small Office Variance (CSV/SOV) will be a 2 part indicator, CSV/SOV Variance and CSV/SOV Opportunity % SPLY. Each part of the indicator will be scored to the 10 cell matrix and the GREATER of the two cells will become the overall score.

CSV/SOV Variance measures efficiency as Earned Hours divided by Actual Hours and is represented as Percent Achieved with 100% representing a target match of workhours to workload.

CSV/SOV Opportunity % SPLY is the improvement in the relative percentage of SPLY CSV/SOV Opportunity captured in the Current NPA Year. CSV/SOV Opportunity is measured as the difference between 100% and the actual Percent Achieved. If 100% or greater is achieved in the current NPA year, the result is block 10 and the score will be shown as 99.99. If 100% or greater was achieved in the prior year and less than 100% was achieved in the current year, the result is block 0 and the score will be shown as -99.99.

# Customer Service Variance / Small Office Variance (CSV/SOV)

| FY 2023 Target |        |        |        |              |       |       |       |       |       |
|----------------|--------|--------|--------|--------------|-------|-------|-------|-------|-------|
| 1              | 2      | 3      | 4      | 5            | 6     | 7     | 8     | 9     | 10    |
| -99.99         | -70.00 | -40.01 | -10.01 | <b>19.98</b> | 35.98 | 51.98 | 67.99 | 83.99 | 99.99 |

| FY 2023 Target |       |       |       |              |        |        |        |        |        |
|----------------|-------|-------|-------|--------------|--------|--------|--------|--------|--------|
| 1              | 2     | 3     | 4     | 5            | 6      | 7      | 8      | 9      | 10     |
| 77.50          | 81.88 | 86.25 | 90.63 | <b>95.00</b> | 103.00 | 111.00 | 119.00 | 127.00 | 135.00 |

CSV/SOV is one portion (30%) of the Functional Effectiveness - Retail and Delivery indicator.

Calculation (Measured unit must have at least 26 weeks in SPLY CSV/SOV year to be calculated):

CSV/SOV Variance:

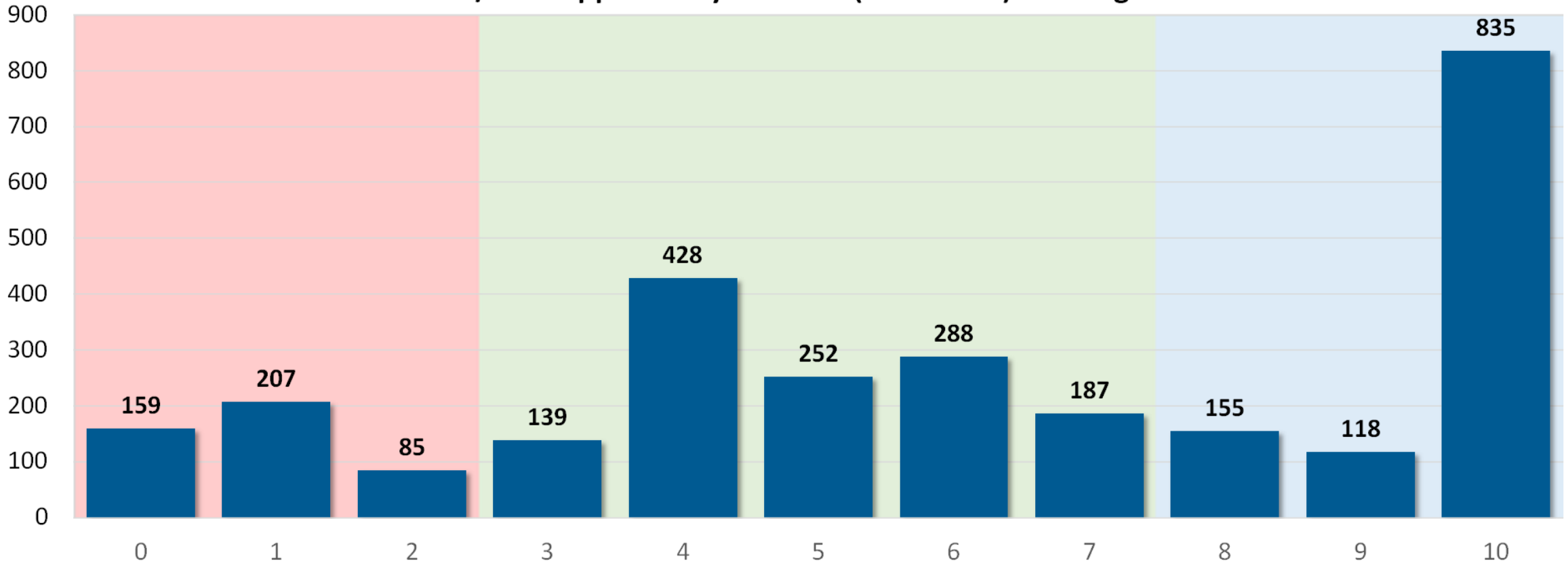
$$\left( \frac{(\text{Current FY Earned Hours})}{(\text{Current FY Actual Hours})} \right) \times 100$$

CSV/SOV Opportunity % SPLY:

$$\left( \frac{(\text{Current Percent Achieved} - \text{SPLY Percent Achieved})}{(100\% - \text{SPLY Percent Achieved})} \right) \times 100$$

# CSV / SOV Opportunity Improvement % SPLY – Practical Example

CSV/SOV Opportunity % SPLY - (Northeast) Training



**Out of the Money**

**451 15.81%**

**Under Target**

**1,018 35.68%**

**Over Target**

**1,835 64.32%**

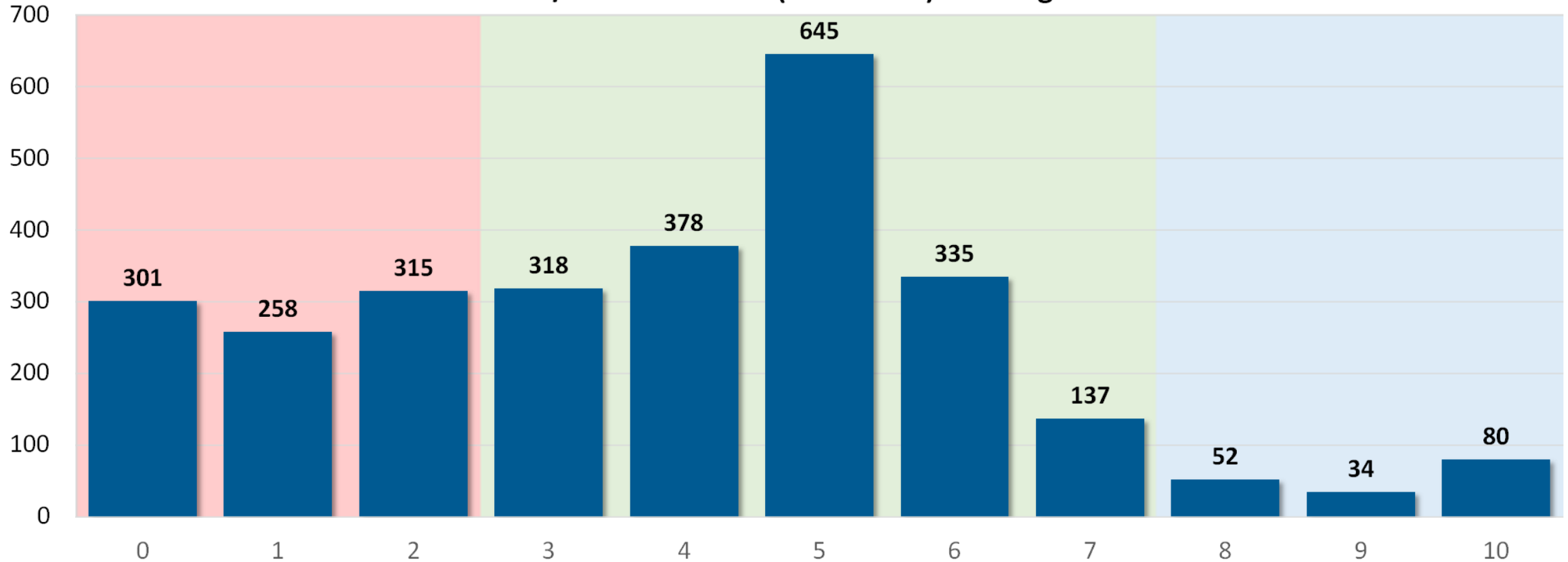
**Cell 10**

**835 29.27%**



# CSV / SOV Variance

CSV/SOV Variance - (Northeast) Training



**Out of the Money**

**874 30.63%**

**Under Target**

**1,570 55.03%**

**Over Target**

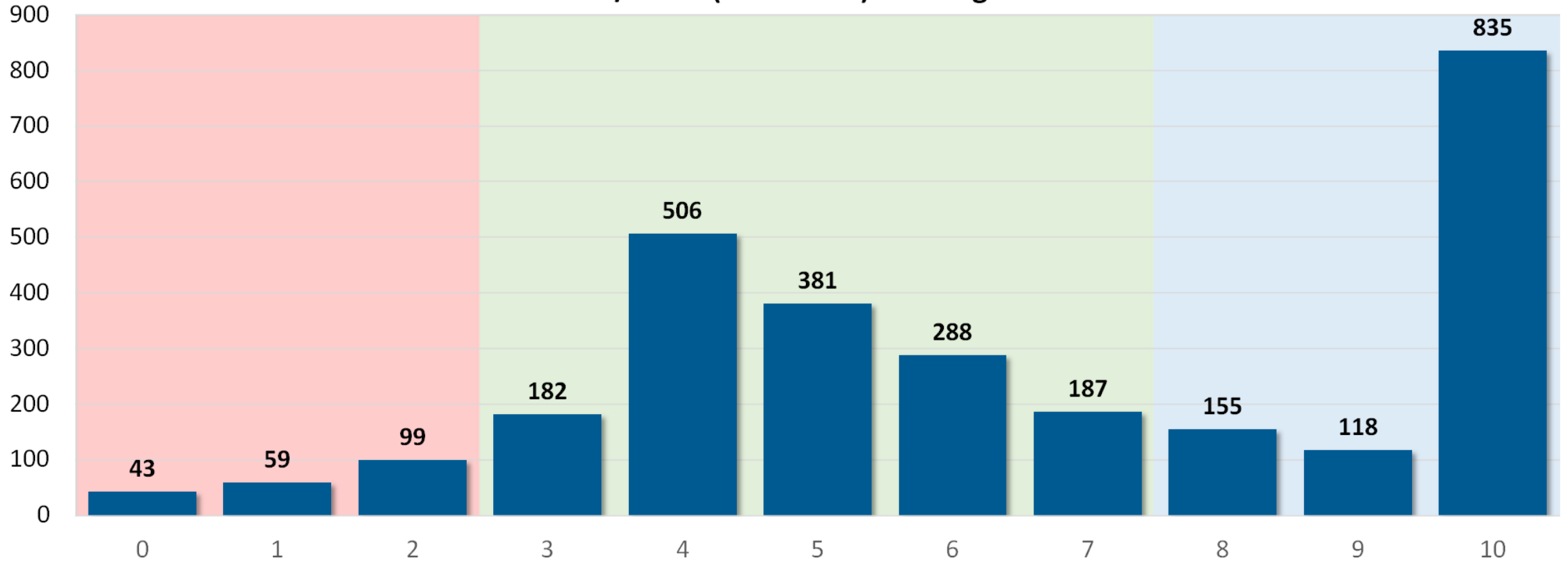
**1,283 44.97%**

**Cell 10**

**80 2.80%**

# CSV / SOV Combined

CSV/SOV - (Northeast) Training



**Out of the Money**

**201 7.05%**

**Under Target**

**889 31.16%**

**Over Target**

**1,964 68.84%**

**Cell 10**

**835 29.27%**

# Employee Separation Rate

| FY 2023 Target |       |      |      |              |        |        |        |        |        |
|----------------|-------|------|------|--------------|--------|--------|--------|--------|--------|
| 1              | 2     | 3    | 4    | 5            | 6      | 7      | 8      | 9      | 10     |
| 22.50          | 15.38 | 8.25 | 1.13 | <b>-6.00</b> | -14.40 | -22.80 | -31.20 | -39.60 | -48.00 |

Employee Separation Rate is based on the number of career and pre-career employees separating on a monthly basis compared to the number separated during the baseline period.

Separations include Resignations and Separations, with some exclusions (\*NOAs shown in data validation).

Employees who are hired, but ultimately have their hire Form 50 accession cancelled are not counted and do not negatively impact the separation rate.

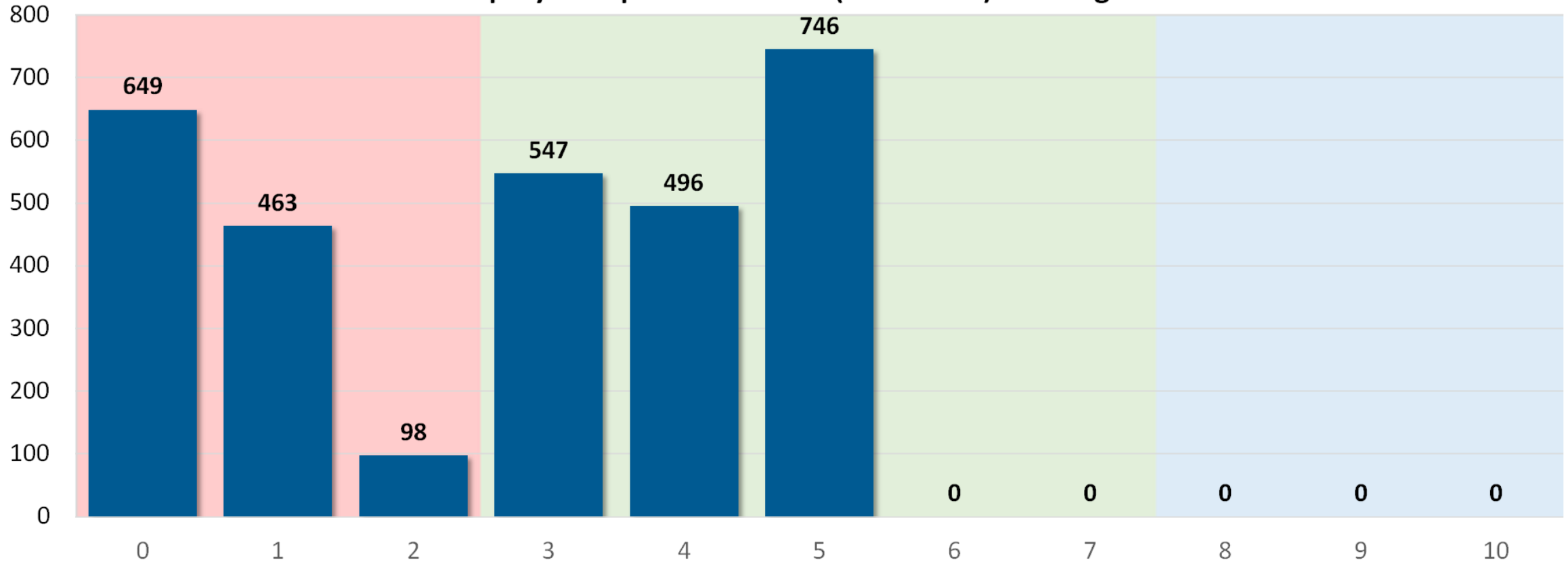
Seasonal or Exception Period non-career employees are excluded from the separation calculation. In addition, pre-career employees separated for service break purposes do not count in the separation rate calculation.

Employee Separation Rate is one portion (30 %) of the Employee Utilization indicator as well as one portion of the Functional Effectiveness indicators as follows:

- Retail and Delivery (20%)
- Retail and Delivery - Fleet (20%)
- Logistics 15%
- Processing and Maintenance (10%)
- HQ CHRO (50%)

# Employee Separation Rate

Employee Separation Rate - (Northeast) Training



**Out of the Money**

**1,210 40.35%**

**Under Target**

**2,253 75.13%**

**Over Target**

**746 24.87%**

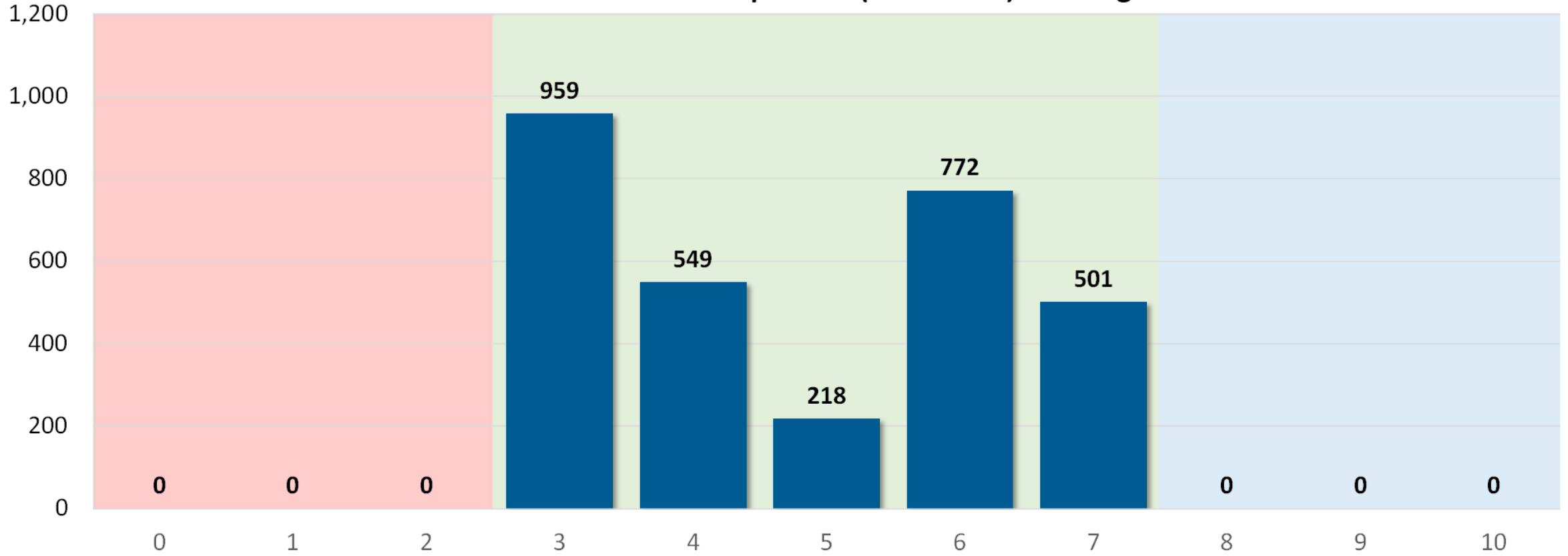
**Cell 10**

**0 0.00%**

# Market Dominant Service Performance Composite

4%

Market Dominant Composite - (Northeast) Training



**Out of the Money**

**0 0.00%**

**Under Target**

**1,508 50.28%**

**Over Target**

**1,491 49.72%**

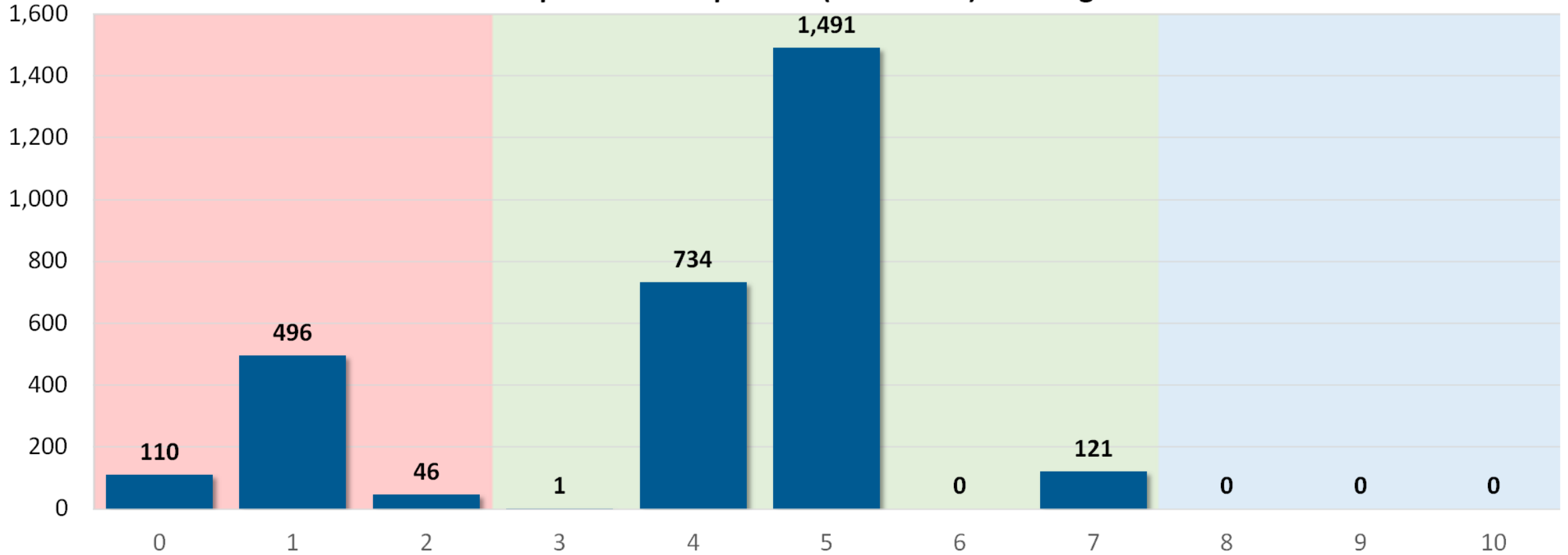
**Cell 10**

**0 0.00%**

# Competitive Products Service Performance Composite – National & Retail and Delivery

5%

## Competitive Composite - (Northeast) Training



**Out of the Money**

**652 21.74%**

**Under Target**

**1,387 46.25%**

**Over Target**

**1,612 53.75%**

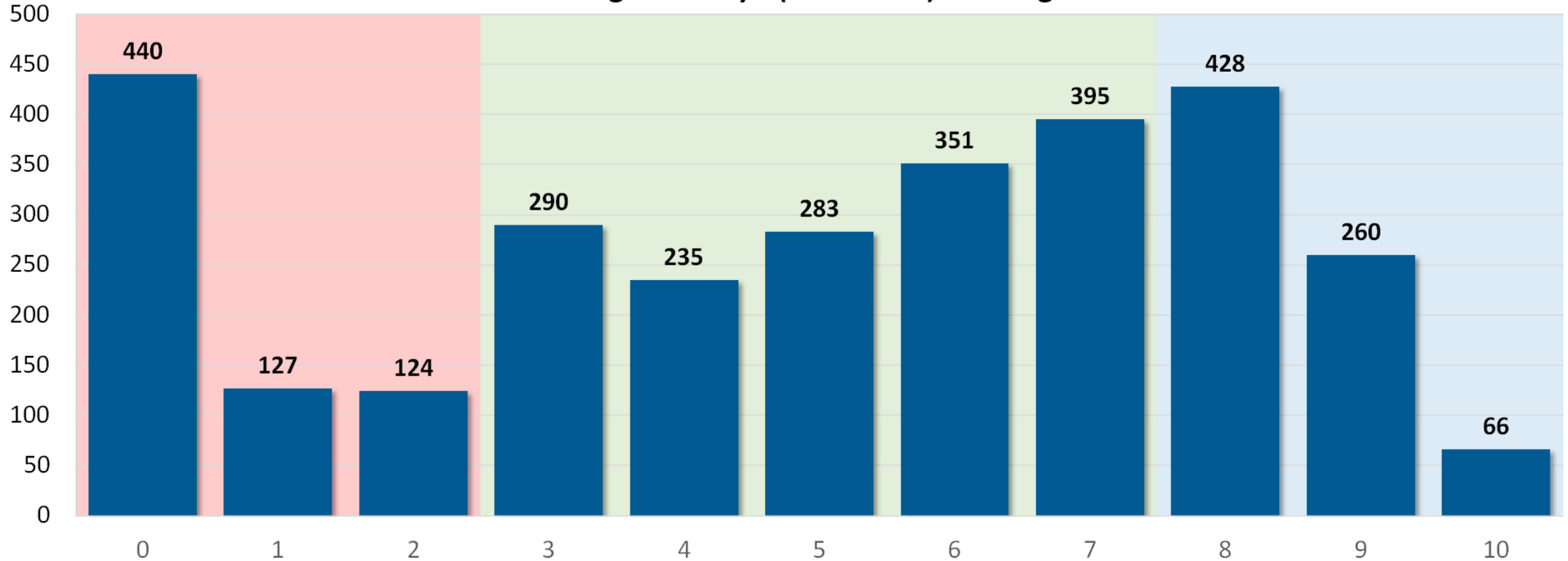
**Cell 10**

**0 0.00%**

# Scanning Visibility (Functional Specific)

4%

Scanning Visibility - (Northeast) Training



**Out of the Money**

**691 23.04%**

**Under Target**

**1,216 40.55%**

**Over Target**

**1,783 59.45%**

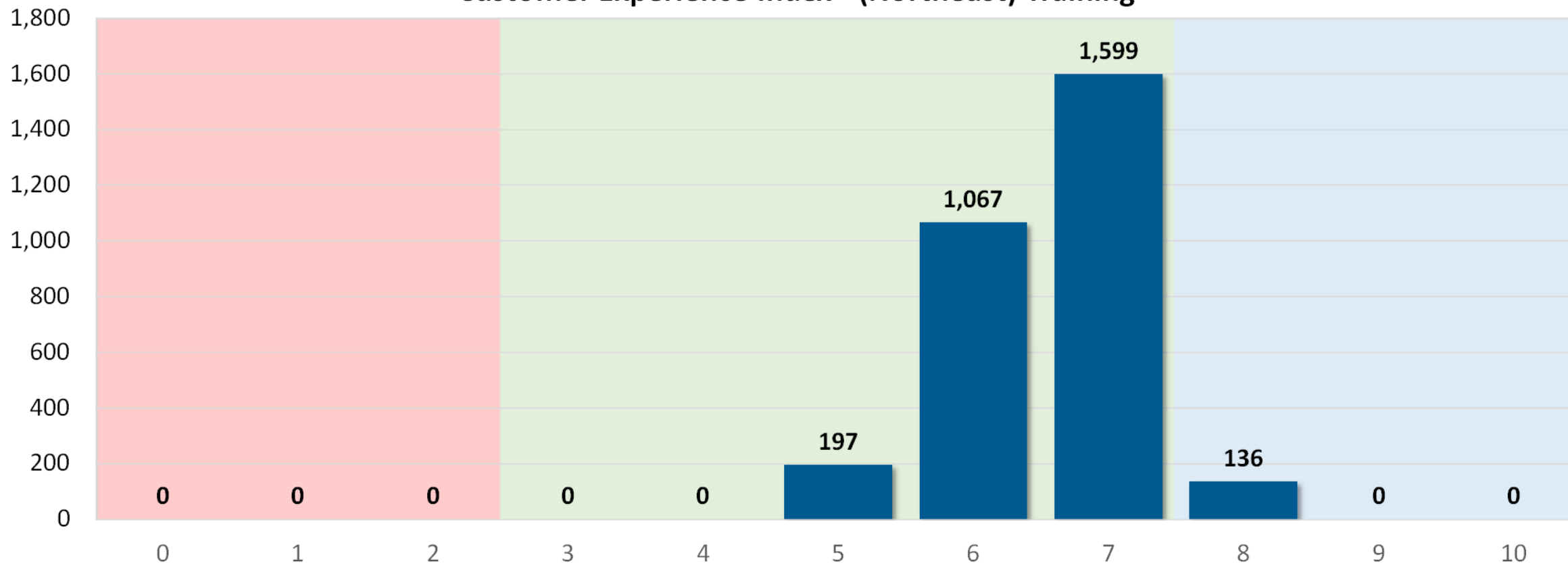
**Cell 10**

**66 2.20%**

# Customer Experience

5.5%

Customer Experience Index - (Northeast) Training



**Out of the Money**

**0 0.00%**

**Under Target**

**0 0.00%**

**Over Target**

**2,999 100.00%**

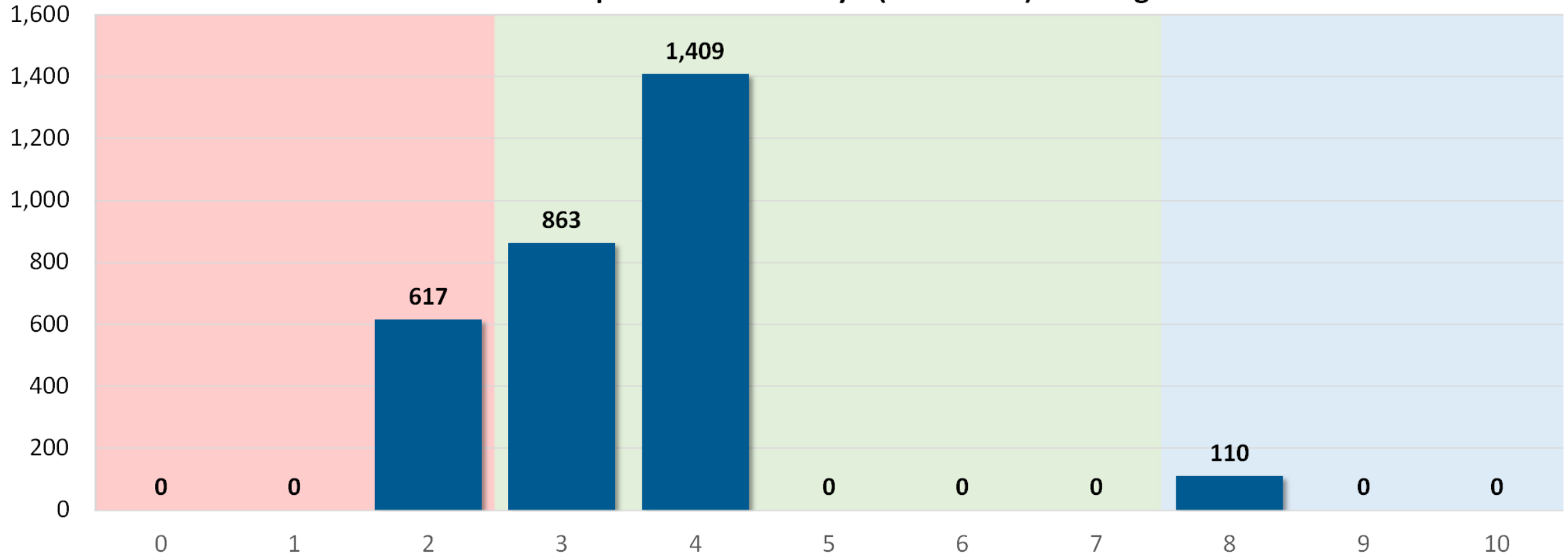
**Cell 10**

**0 0.00%**



# Customer Experience - Delivery

Customer Experience - Delivery - (Northeast) Training



**Out of the Money**

**617 20.57%**

**Under Target**

**2,889 96.33%**

**Over Target**

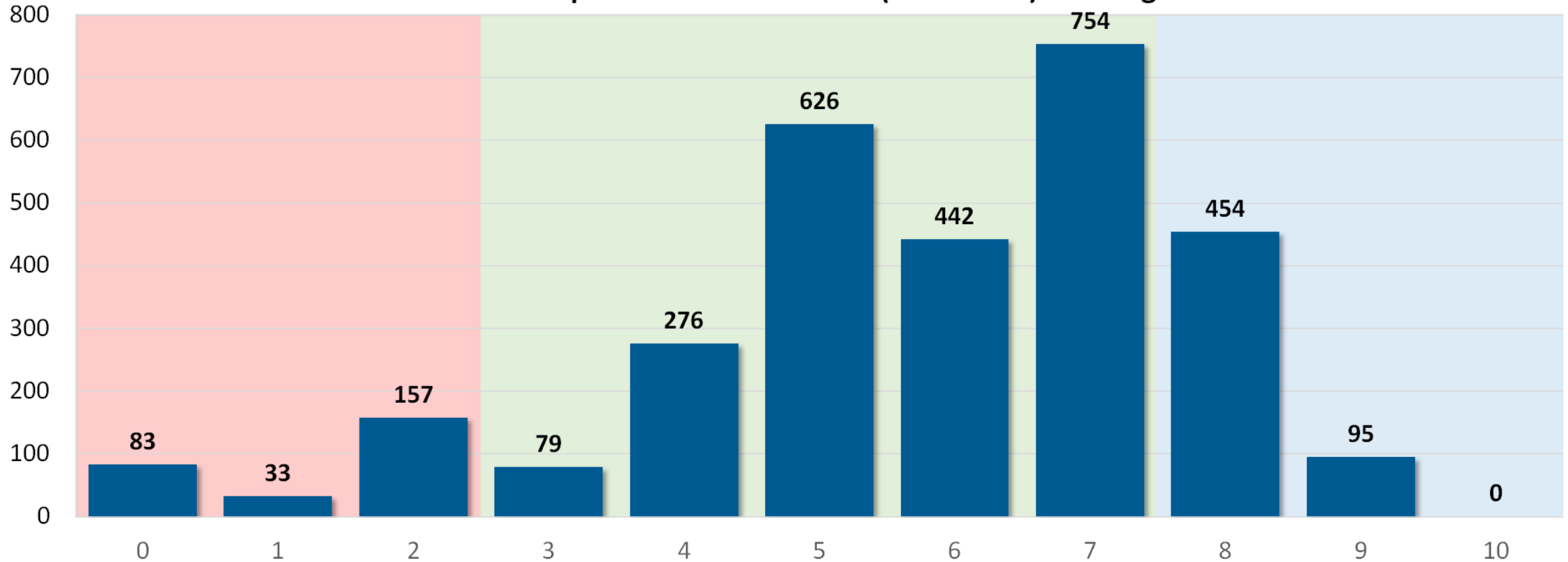
**110 3.67%**

**Cell 10**

**0 0.00%**

# Customer Experience – C360 Rate

Customer Experience - C360 Rate - (Northeast) Training



**Out of the Money**

**273 9.10%**

**Under Target**

**628 20.94%**

**Over Target**

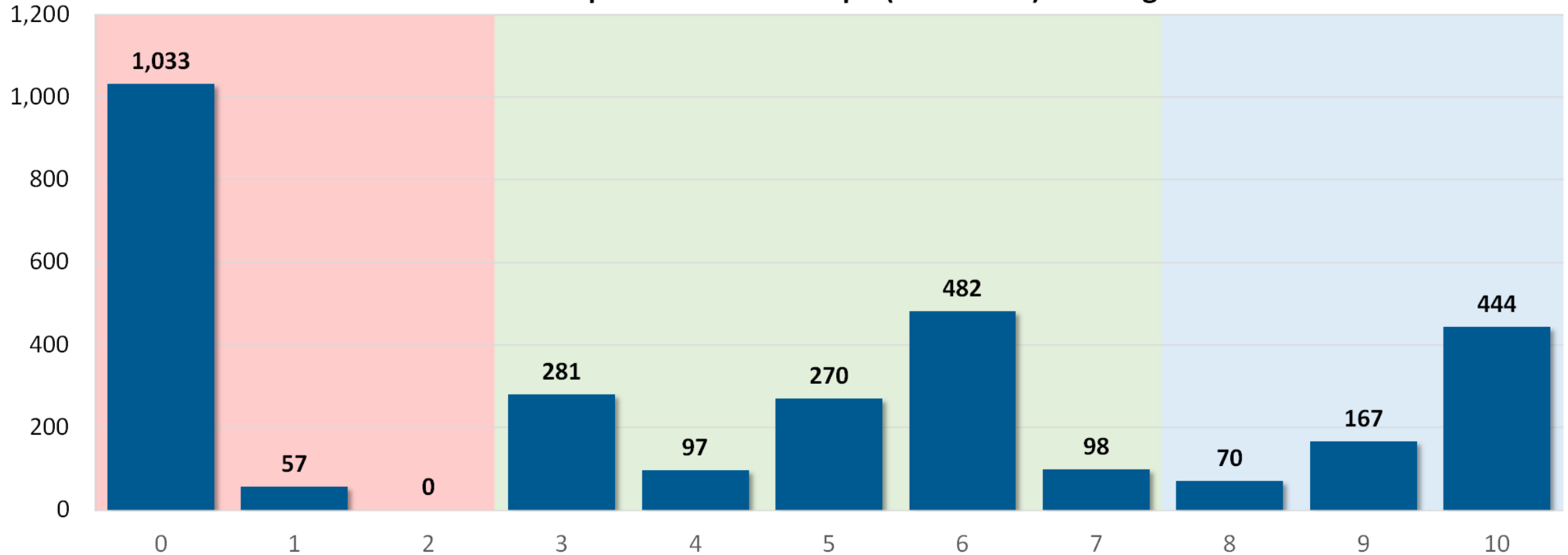
**2,371 79.06%**

**Cell 10**

**0 0.00%**

# Customer Experience – C360 Improvement

Customer Experience - C360 Imp - (Northeast) Training



**Out of the Money**

**1,090 36.35%**

**Under Target**

**1,468 48.95%**

**Over Target**

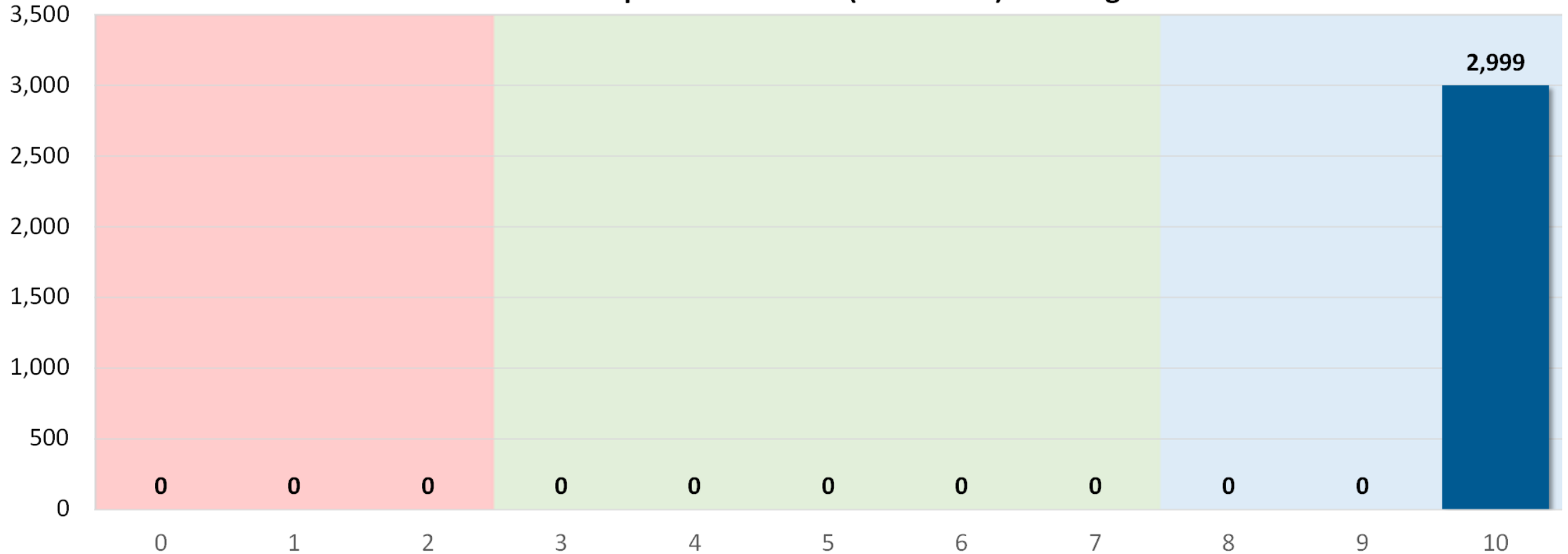
**1,531 51.05%**

**Cell 10**

**444 14.80%**

# Customer Experience - BSN

Customer Experience - BSN - (Northeast) Training



**Out of the Money**

**0 0.00%**

**Under Target**

**0 0.00%**

**Over Target**

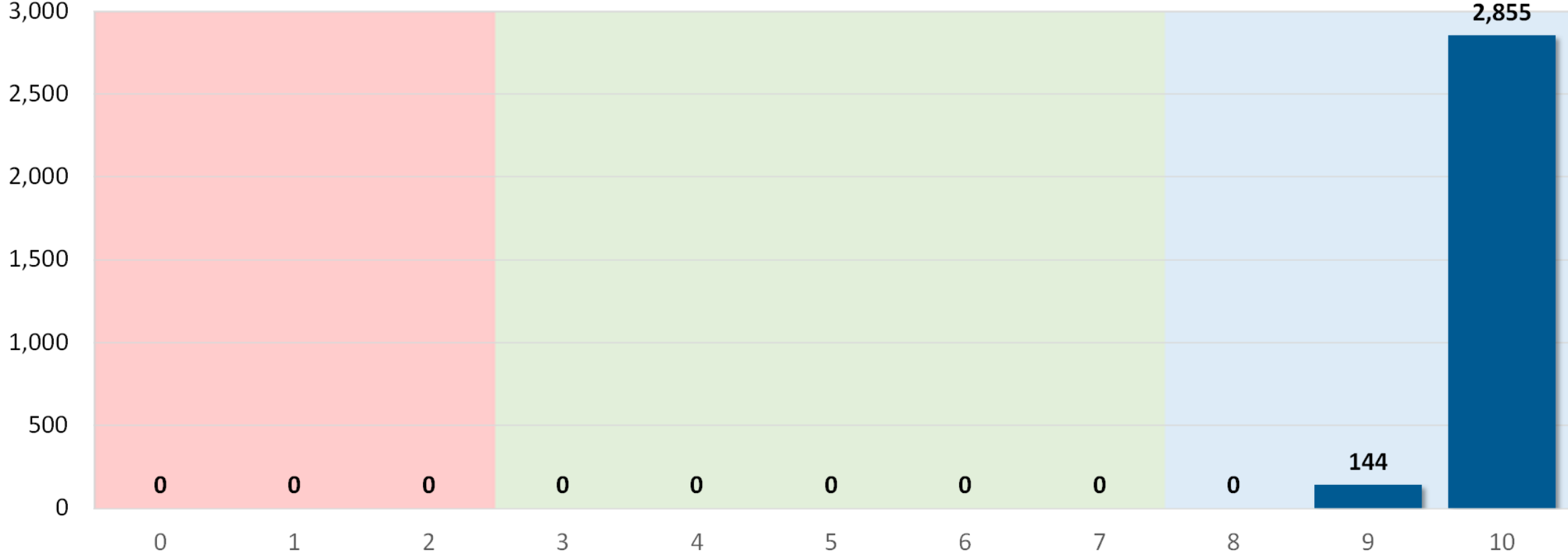
**2,999 100.00%**

**Cell 10**

**2,999 100.00%**

# Customer Experience - BMEU

Customer Experience - BMEU - (Northeast) Training



**Out of the Money**  
0 0.00%

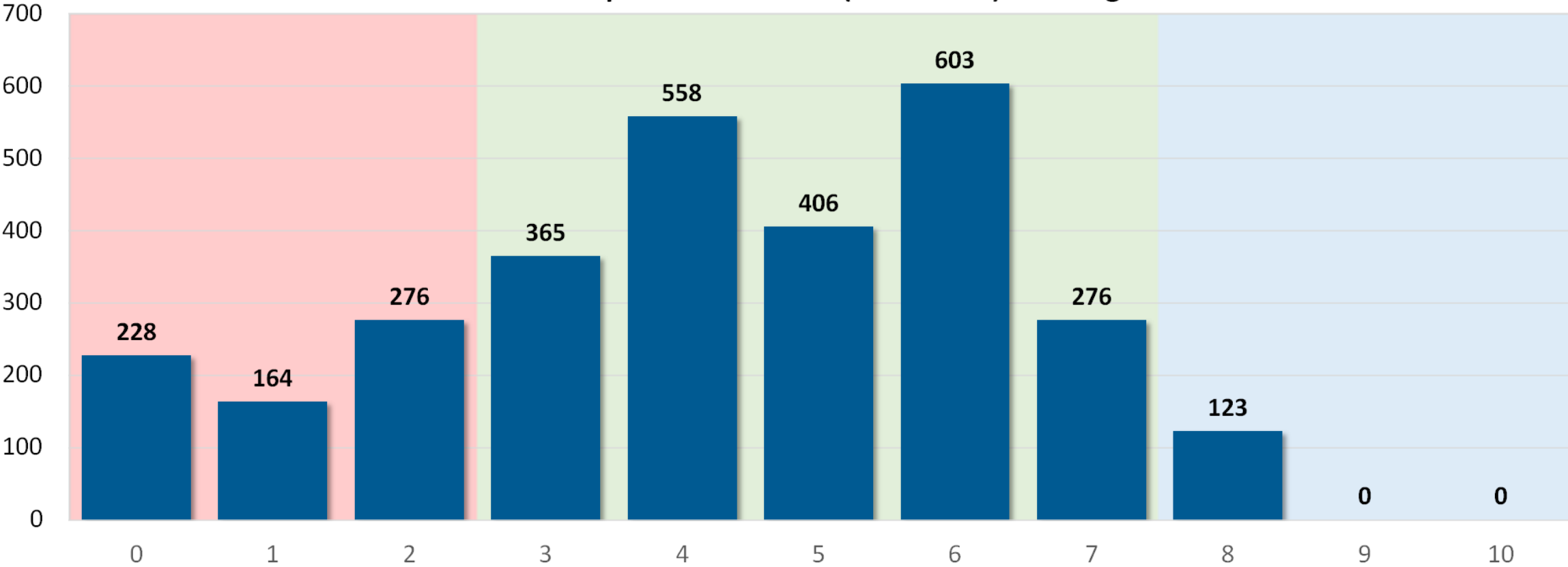
**Under Target**  
0 0.00%

**Over Target**  
2,999 100.00%

**Cell 10**  
2,855 95.20%

# Customer Experience - POS

Customer Experience - POS - (Northeast) Training



**Out of the Money**  
668 22.27%

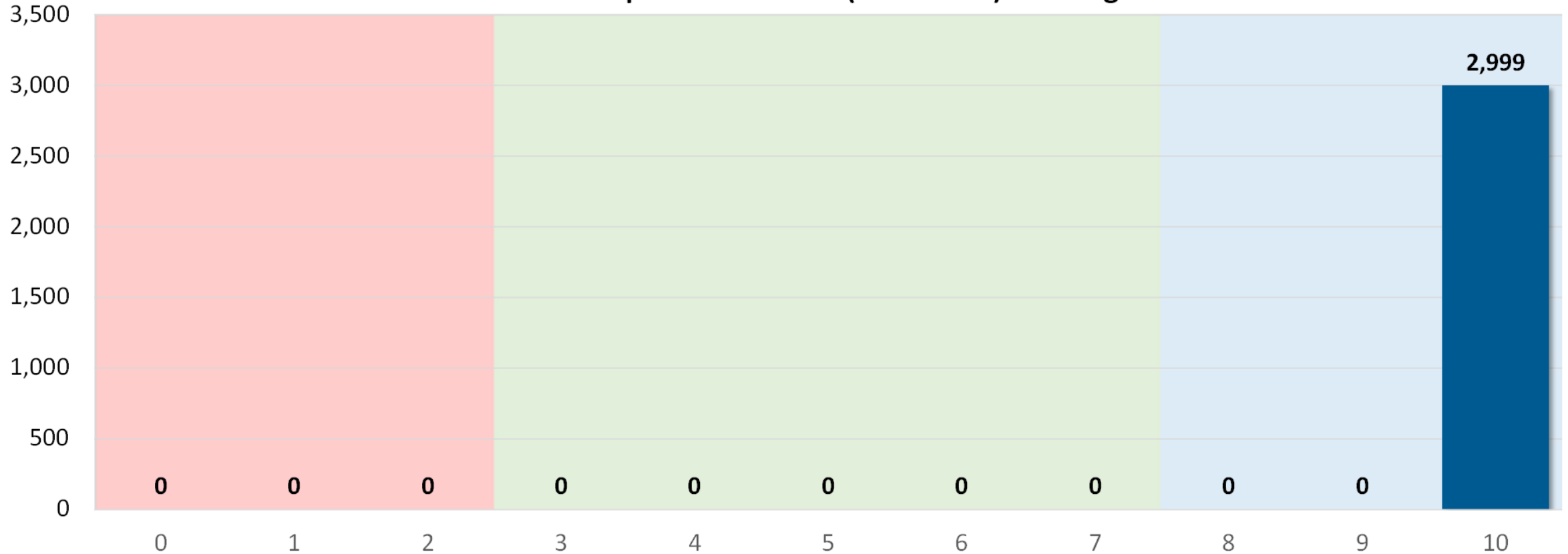
**Under Target**  
1,591 53.05%

**Over Target**  
1,408 46.95%

**Cell 10**  
0 0.00%

# Customer Experience - CCC

Customer Experience - CCC - (Northeast) Training



**Out of the Money**

**0 0.00%**

**Under Target**

**0 0.00%**

**Over Target**

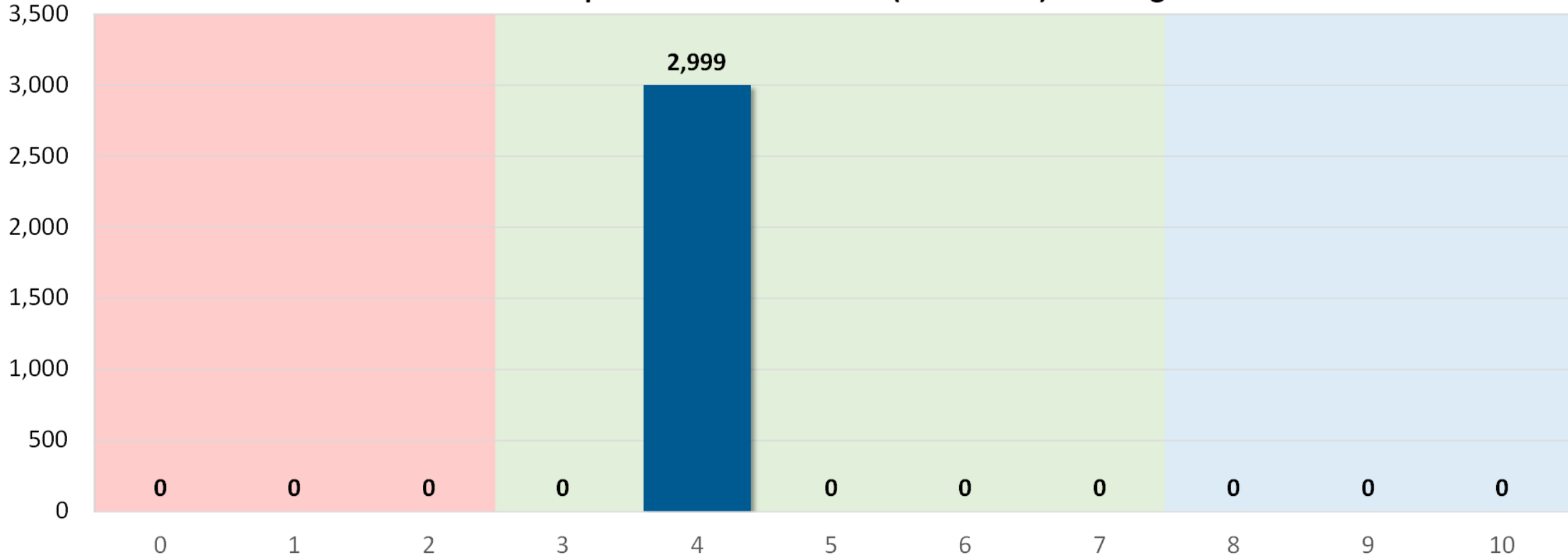
**2,999 100.00%**

**Cell 10**

**2,999 100.00%**

# Customer Experience – USPS.com

Customer Experience - USPS.com - (Northeast) Training



**Out of the Money**  
0 0.00%

**Under Target**  
2,999 100.00%

**Over Target**  
0 0.00%

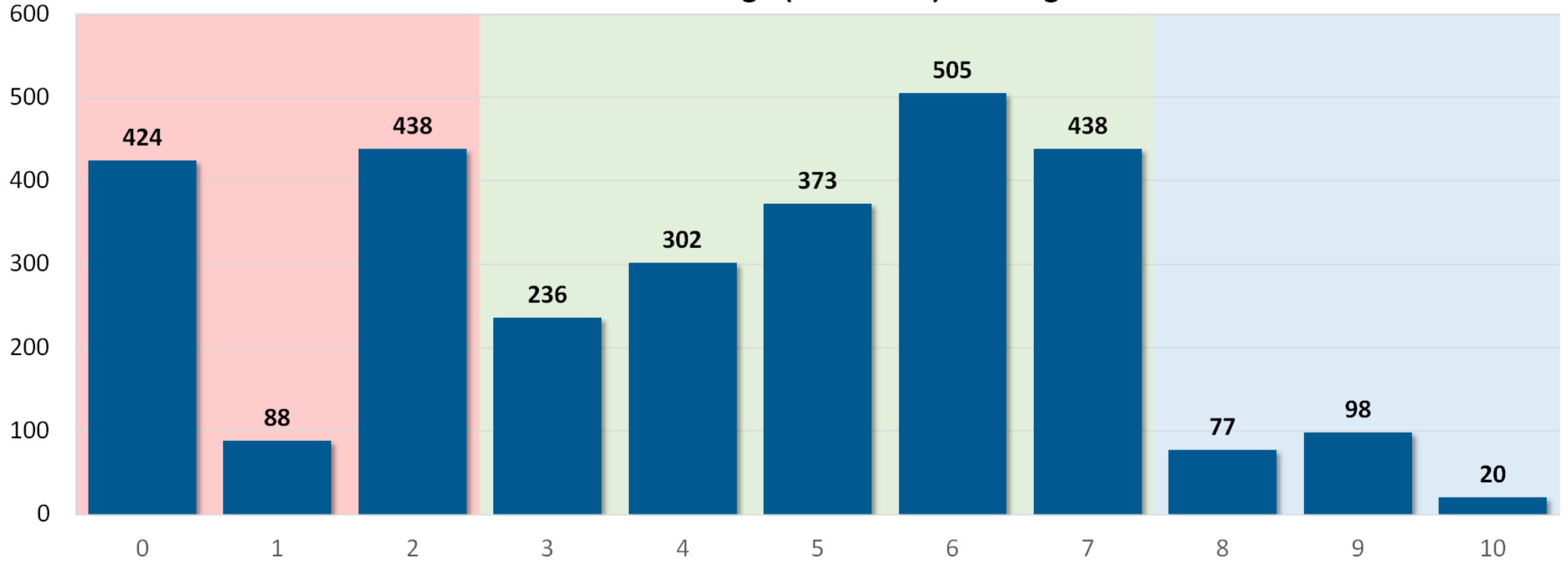
**Cell 10**  
0 0.00%



# Total Accidents

5.5%

Total Accidents Avg - (Northeast) Training



**Out of the Money**

**950 31.68%**

**Under Target**

**1,488 49.62%**

**Over Target**

**1,511 50.38%**

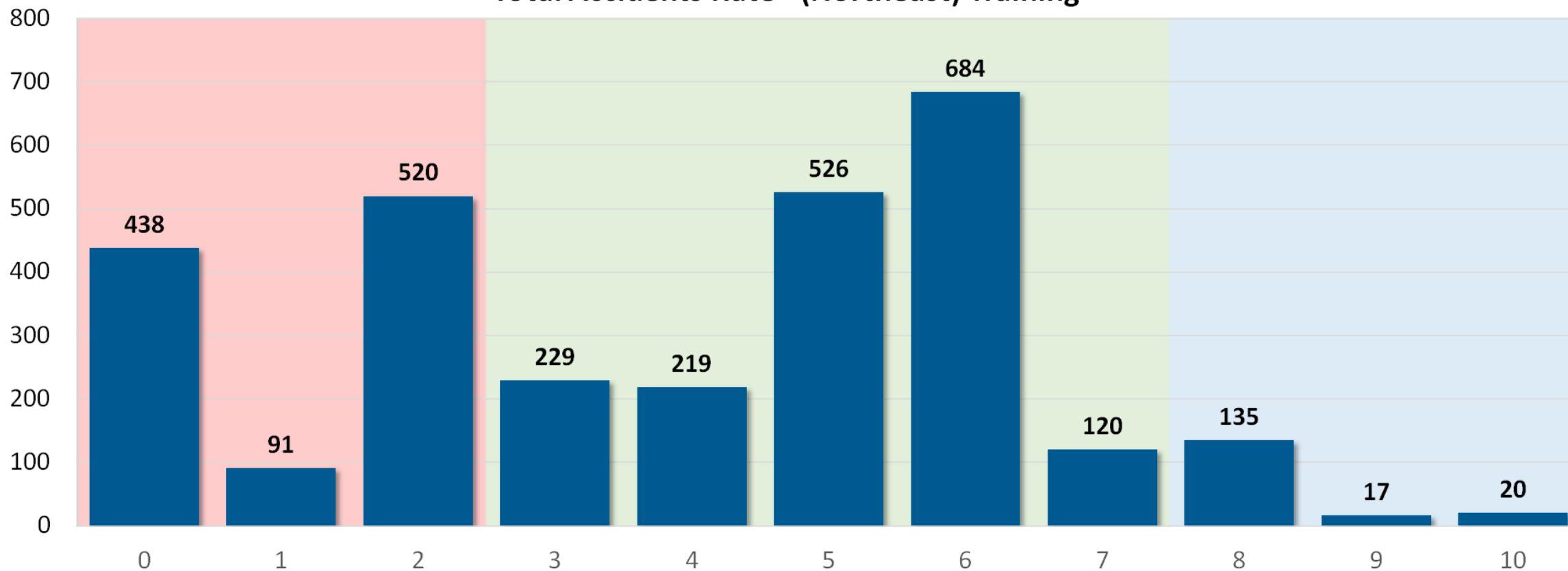
**Cell 10**

**20 0.67%**

# Total Accidents

5.5%

## Total Accidents Rate - (Northeast) Training



**Out of the Money**

**1,049 34.98%**

**Under Target**

**1,497 49.92%**

**Over Target**

**1,502 50.08%**

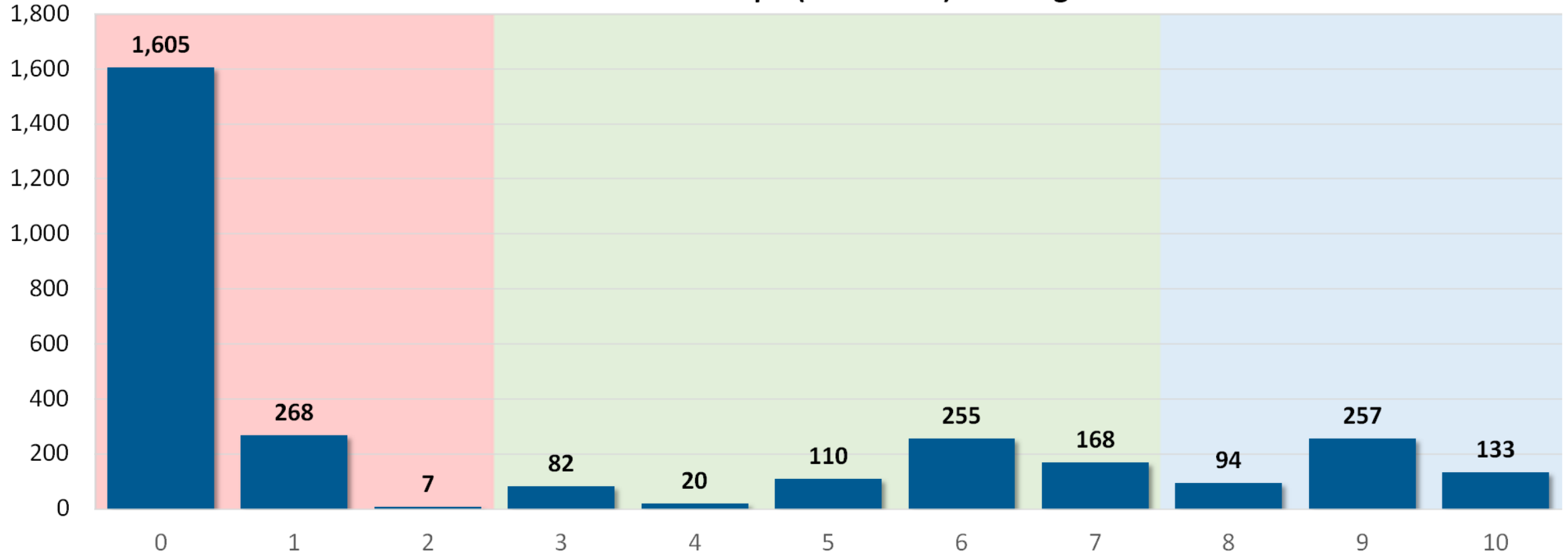
**Cell 10**

**20 0.67%**

# Total Accidents

5.5%

## Total Accidents Imp - (Northeast) Training



**Out of the Money**

**1,880 62.69%**

**Under Target**

**1,982 66.09%**

**Over Target**

**1,017 33.91%**

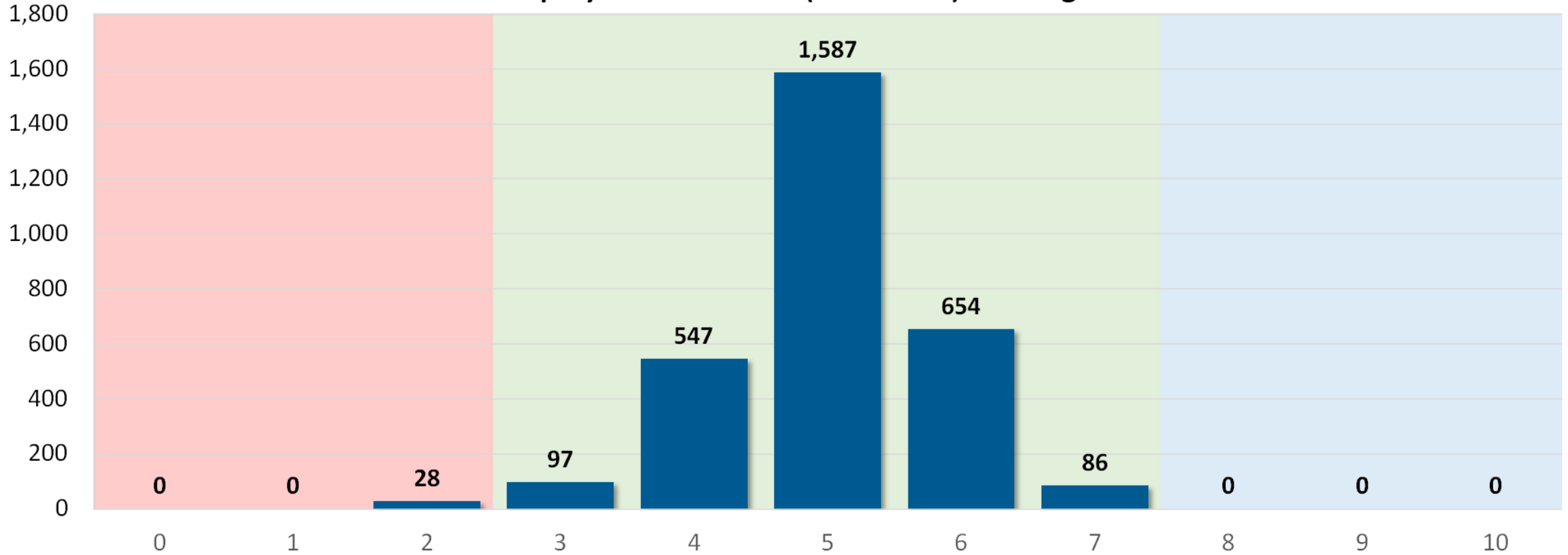
**Cell 10**

**133 4.43%**

# Employee Utilization Index

13%

## Employee Utilization - (Northeast) Training



**Out of the Money**

**28 0.93%**

**Under Target**

**672 22.41%**

**Over Target**

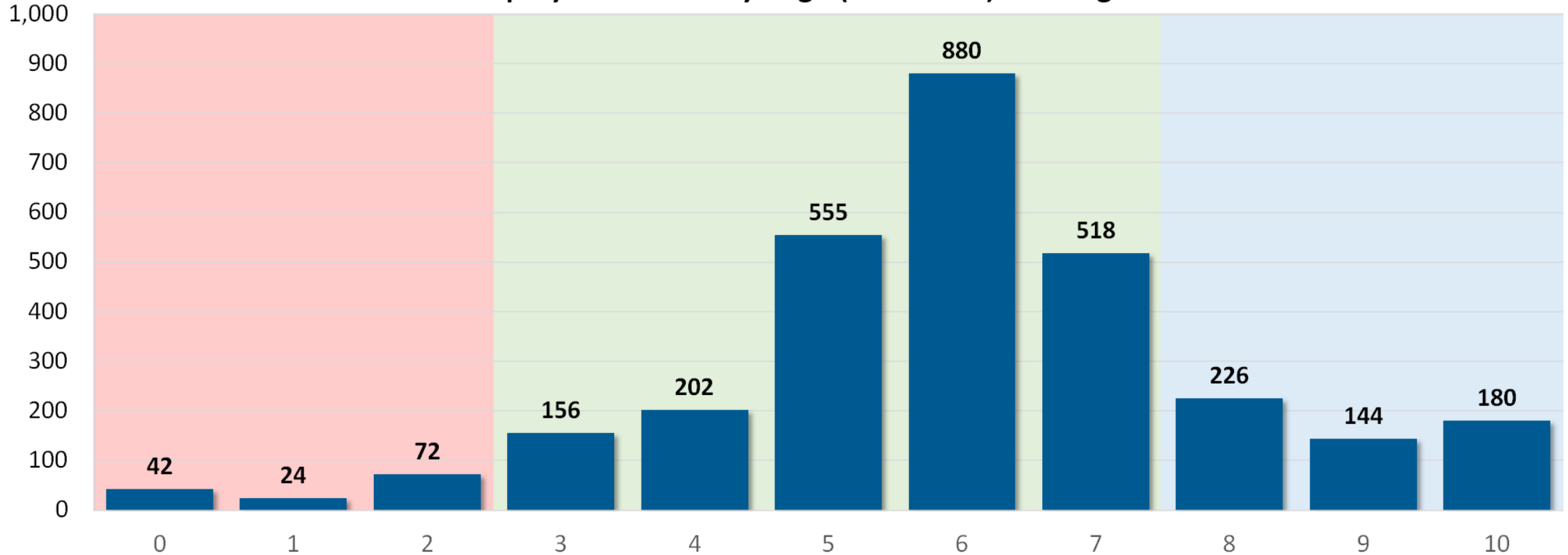
**2,327 77.59%**

**Cell 10**

**0 0.00%**

# Employee Availability

Employee Availability Avg - (Northeast) Training



**Out of the Money**

**138 4.60%**

**Under Target**

**496 16.54%**

**Over Target**

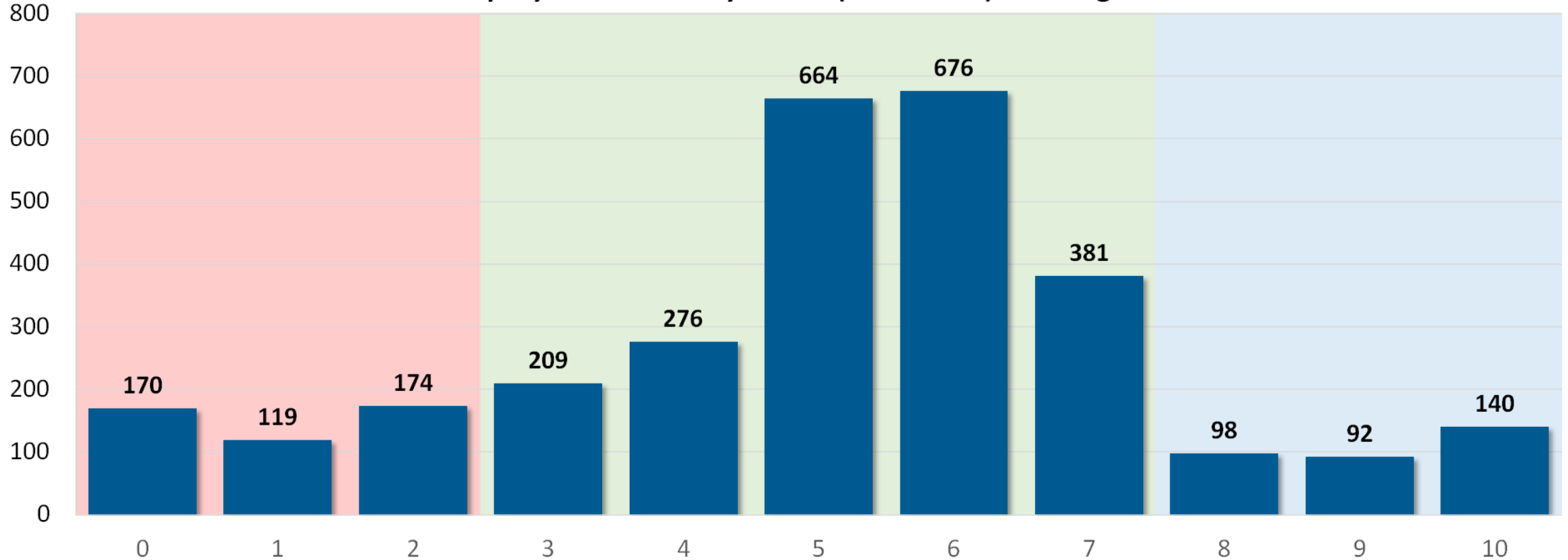
**2,503 83.46%**

**Cell 10**

**180 6.00%**

# Employee Availability

Employee Availability Rate - (Northeast) Training



**Out of the Money**

**463 15.44%**

**Under Target**

**948 31.61%**

**Over Target**

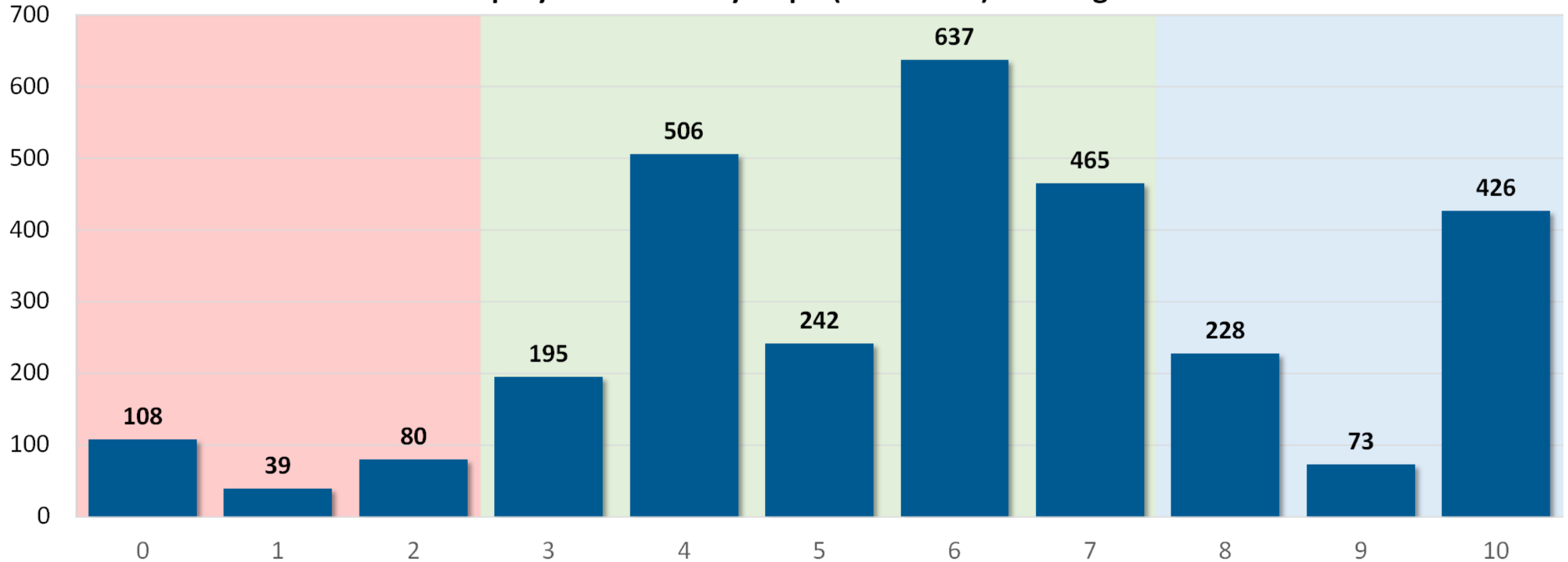
**2,051 68.39%**

**Cell 10**

**140 4.67%**

# Employee Availability

Employee Availability Imp - (Northeast) Training



**Out of the Money**

**227 7.57%**

**Under Target**

**928 30.94%**

**Over Target**

**2,071 69.06%**

**Cell 10**

**426 14.20%**

# Employee Separation Rate

| FY 2023 Target |       |      |      |              |        |        |        |        |        |
|----------------|-------|------|------|--------------|--------|--------|--------|--------|--------|
| 1              | 2     | 3    | 4    | 5            | 6      | 7      | 8      | 9      | 10     |
| 22.50          | 15.38 | 8.25 | 1.13 | <b>-6.00</b> | -14.40 | -22.80 | -31.20 | -39.60 | -48.00 |

Employee Separation Rate is based on the number of career and pre-career employees separating on a monthly basis compared to the number separated during the baseline period.

Separations include Resignations and Separations, with some exclusions (\*NOAs shown in data validation).

Employees who are hired, but ultimately have their hire Form 50 accession cancelled are not counted and do not negatively impact the separation rate.

Seasonal or Exception Period non-career employees are excluded from the separation calculation. In addition, pre-career employees separated for service break purposes do not count in the separation rate calculation.

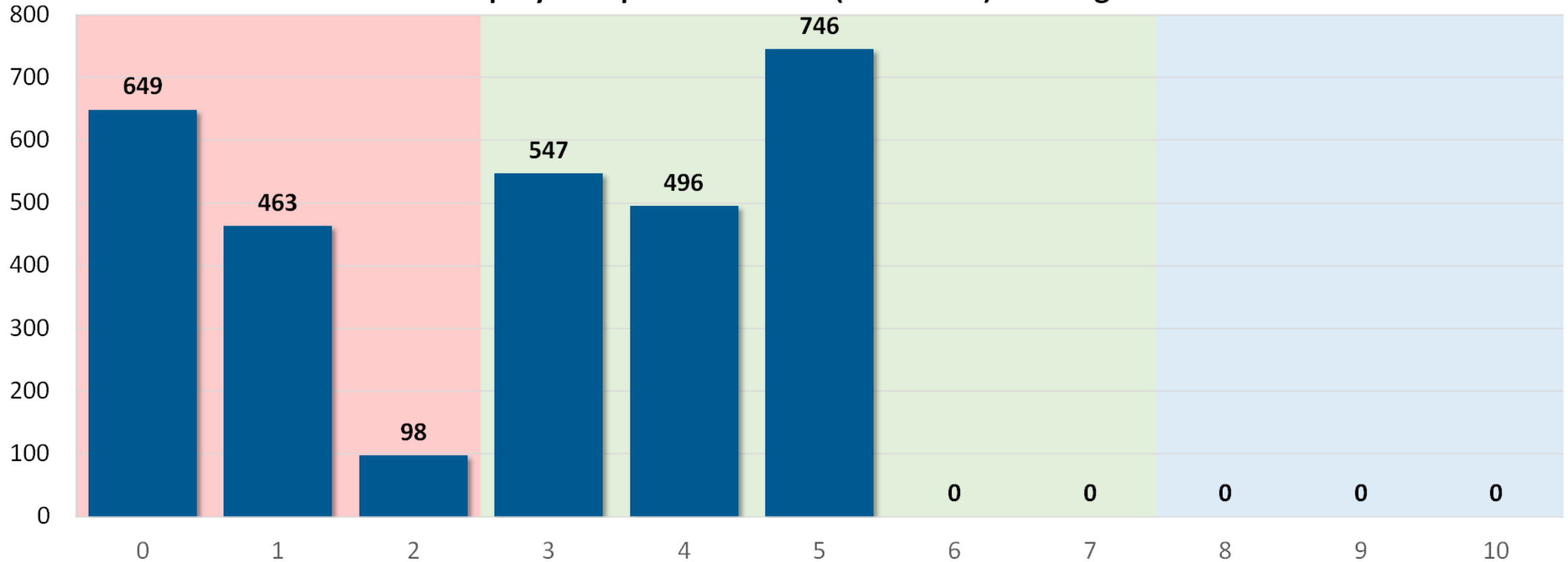
Employee Separation Rate is one portion (30 %) of the Employee Utilization indicator as well as one portion of the Functional Effectiveness indicators as follows:

- Retail and Delivery (20%)
- Retail and Delivery - Fleet (20%)
- Logistics 15%
- Processing and Maintenance (10%)
- HQ CHRO (50%)



# Employee Separation Rate

Employee Separation Rate - (Northeast) Training



**Out of the Money**

**1,210 40.35%**

**Under Target**

**2,253 75.13%**

**Over Target**

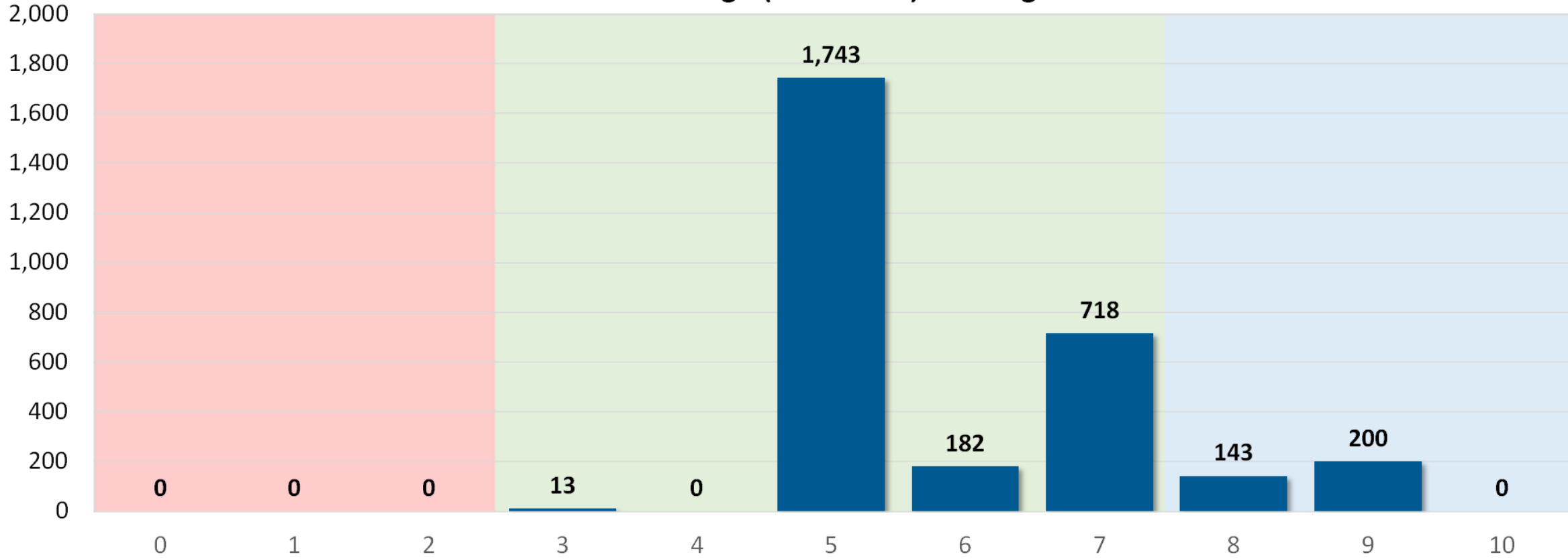
**746 24.87%**

**Cell 10**

**0 0.00%**

# Grievance Backlog and Cost Reduction

Grievance Avg - (Northeast) Training



**Out of the Money**  
0 0.00%

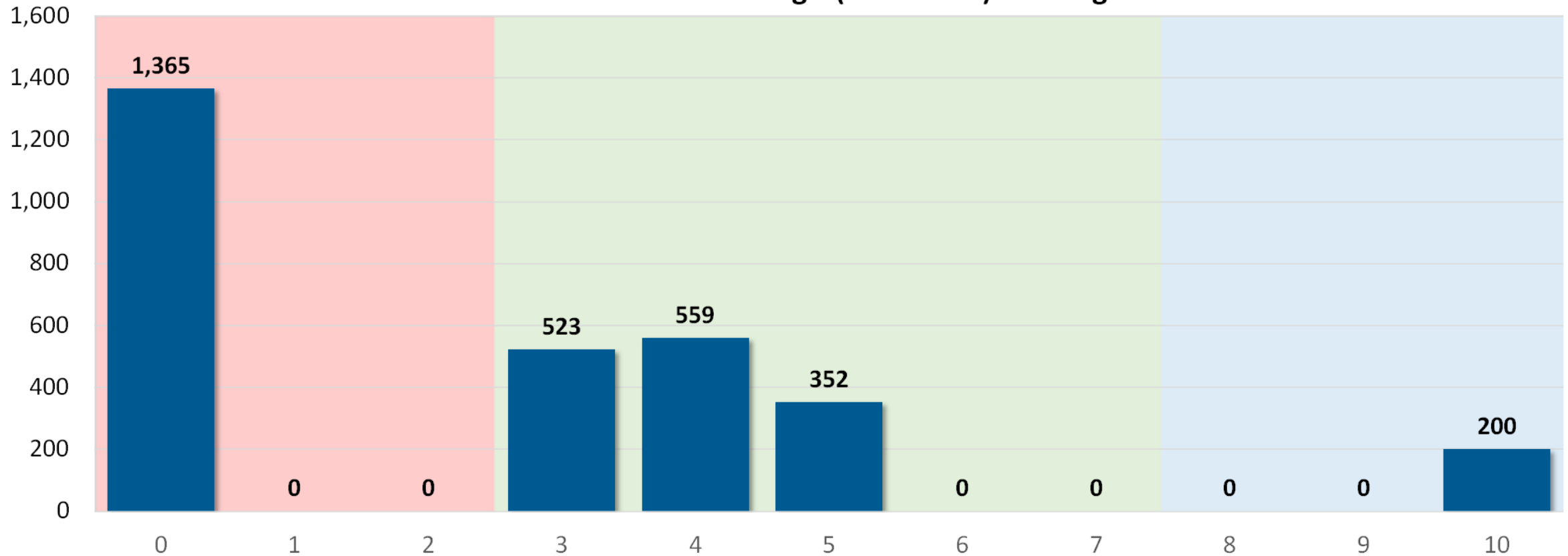
**Under Target**  
13 0.43%

**Over Target**  
2,986 99.57%

**Cell 10**  
0 0.00%

# Grievance Backlog and Cost Reduction

Grievance - Case Pending - (Northeast) Training



**Out of the Money**

**1,365 45.52%**

**Under Target**

**2,447 81.59%**

**Over Target**

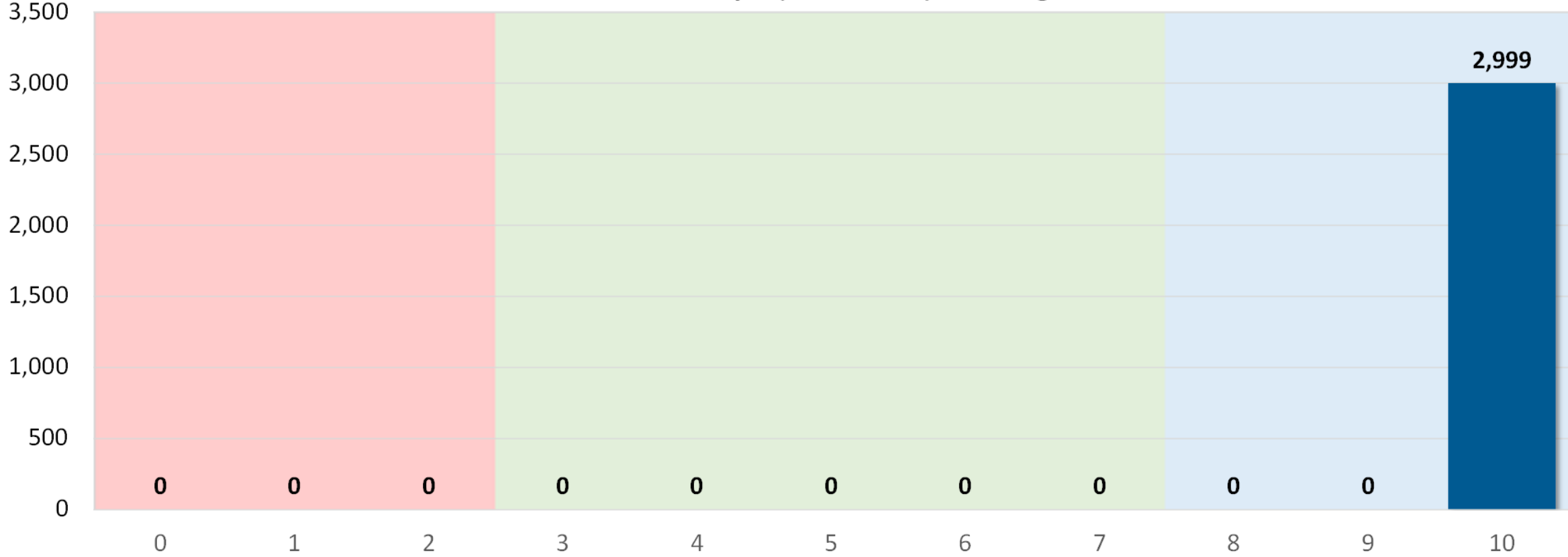
**552 18.41%**

**Cell 10**

**200 6.67%**

# Grievance Backlog and Cost Reduction

Grievance - Step - (Northeast) Training



**Out of the Money**  
0 0.00%

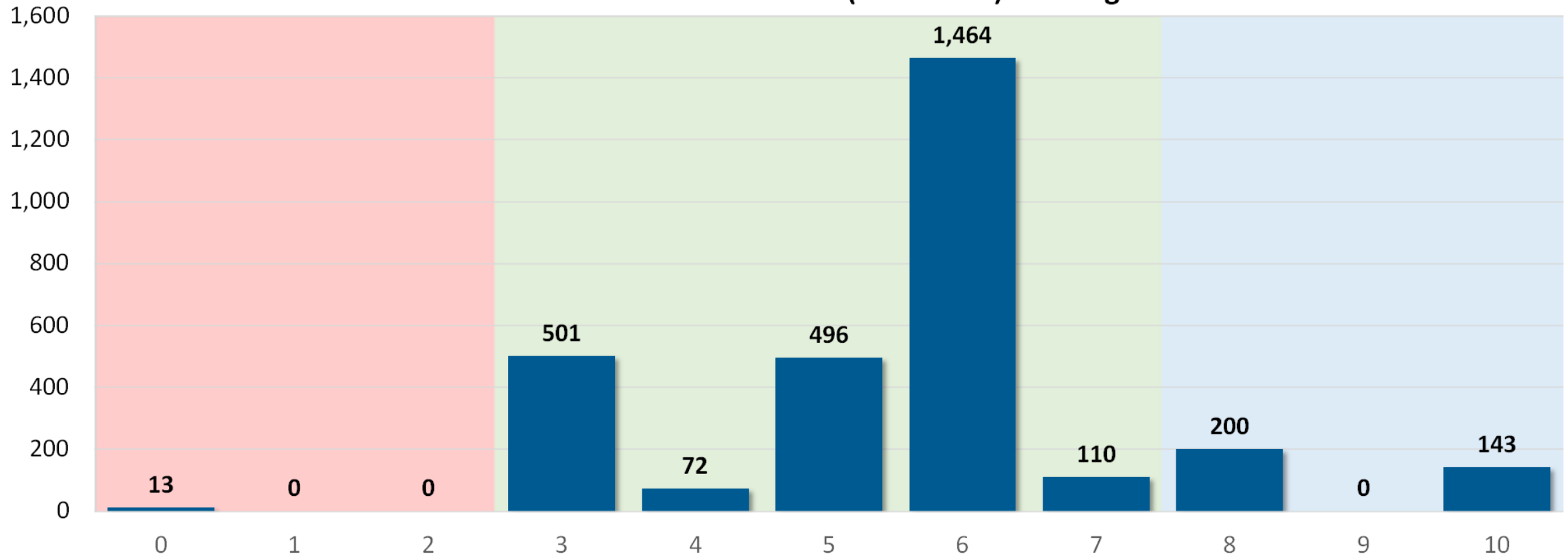
**Under Target**  
0 0.00%

**Over Target**  
2,999 100.00%

**Cell 10**  
2,999 100.00%

# Grievance Backlog and Cost Reduction

Grievance - Cost Reduction - (Northeast) Training



**Out of the Money**

**13 0.43%**

**Under Target**

**586 19.54%**

**Over Target**

**2,413 80.46%**

**Cell 10**

**143 4.77%**

# Scorecards

# Sample Scorecard – Retail & Delivery



## NATIONAL PERFORMANCE ASSESSMENT

### Report Card Detail – SEP FY2023 Year-to-date

Post Office 21 - 20 / My City PO, FN 987654

| Performance Indicator                      | Goal   | Achieved | Cell Value | Allocated Weight | Weighted Rating |
|--|--------|----------|------------|------------------|-----------------|
| Controllable Income                        | 0.50   | 0.47     | 4 x        | 9.0% =           | 0.3600          |
| Total Revenue % to Plan                    | 0.00   | 0.21     | 5 x        | 7.0% =           | 0.3500          |
| Total Operating Expense (TOE)              | 0.00   | 3.10     | 2 X        | 7.0% =           | 0.1400          |
| Functional Effectiveness Retail & Delivery |        |          | 5 x        | 40.0% =          | 2.0000          |
| Market Dominant Composite                  | 93.00  | 93.42    | 6 x        | 4.0% =           | 0.2400          |
| Competitive Composite                      | 95.75  | 97.07    | 10 x       | 5.0% =           | 0.5000          |
| Scanning Visibility                        | 99.30  | 99.04    | 2 x        | 4.0% =           | 0.0800          |
| Customer Experience                        | 5.00   | 6.20     | 6 x        | 5.5% =           | 0.3300          |
| Total Accidents Rate                       | 14.25  | 13.40    | 5          |                  |                 |
| Total Accidents Improvement                | -10.00 | 0        | 1          |                  |                 |
| Total Accidents Average                    |        |          | 5 x        | 5.5% =           | 0.2750          |
| Employee Availability Rate                 | 92.52  | 90.16    | 2          |                  |                 |
| Employee Availability Improvement          | 0.50   | 0.52     | 5          |                  |                 |
| Employee Availability Average              | 5.00   | 4.00     | 4          |                  |                 |
| Employee Separation Rate                   | -6.00  | -5.14    | 4          |                  |                 |
| Grievance Average                          |        |          | 7          |                  |                 |
| Employee Utilization                       |        |          | 4 x        | 13.0% =          | 0.5200          |

**NPA Composite Performance Summary 4.80**

| Performance Indicator                     | Goal  | Achieved | Cell Value | Allocated Weight | Weighted Rating |
|---|-------|----------|------------|------------------|-----------------|
| Delivery Efficiency (F2DPH) % Imp to SPLY | 0.25  | 0.40     | 5 x        | 50.0% =          | 2.5000          |
| CSV / SOV Variance                        | 95.00 | 92.64    | 4          |                  |                 |
| CSV / SOV Opportunity % SPLY              | 19.98 | 29.37    | 5          |                  |                 |
| CSV / SOV                                 | 5.00  | 5.00     | 5 x        | 30.0% =          | 1.5000          |
| Employee Separation Rate                  | -6.00 | -5.14    | 4 x        | 20.0% =          | 0.8000          |

**Functional Effectiveness Retail & Delivery 5**

SAMPLE Scores are Not Representative of Actual Performance

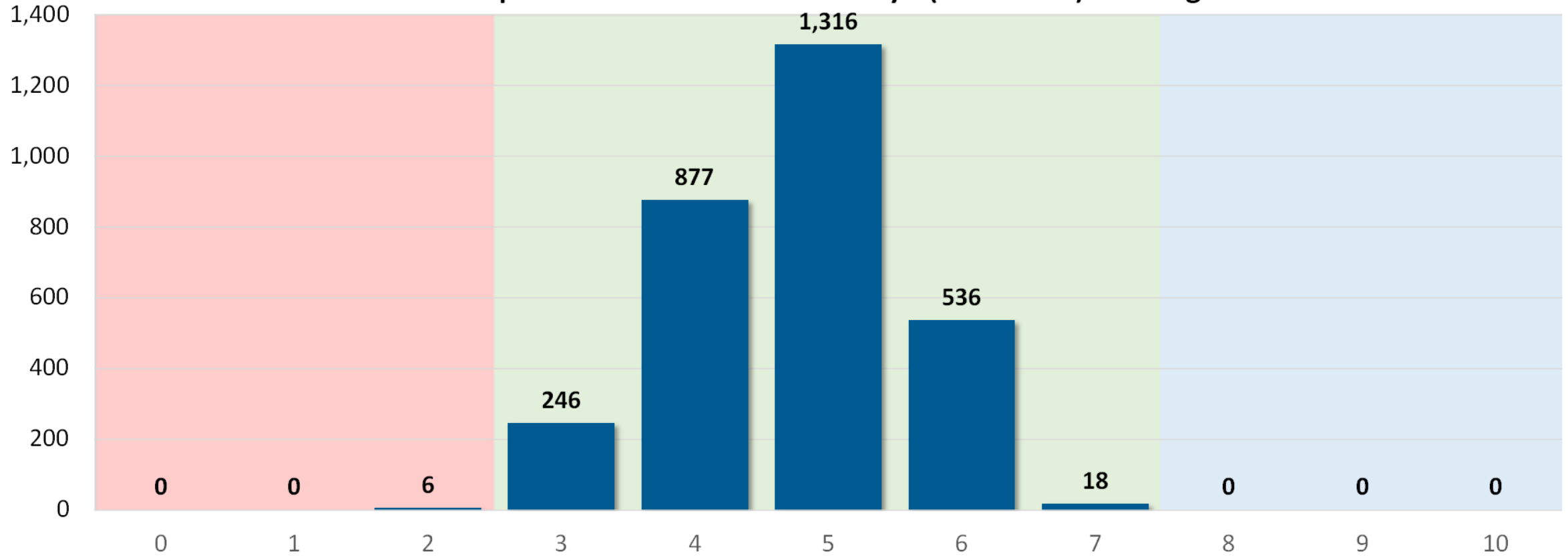
SAMPLE Scores are Not Representative of Actual Performance

SAMPLE Scores are Not Representative of Actual Performance



# Scorecard Distribution – FY 2023 – FEBRUARY YTD

NPA Composite Performance Summary - (Northeast) Training



**Out of the Money**

**6 0.20%**

**Under Target**

**1,129 37.65%**

**Over Target**

**1,870 62.35%**

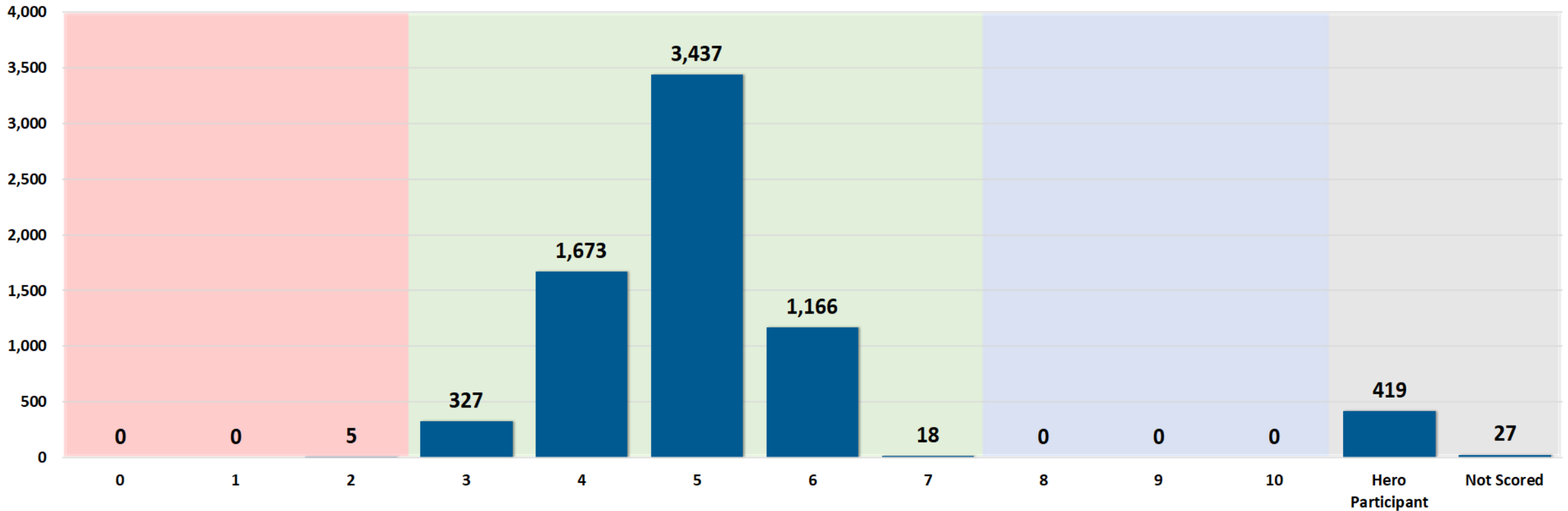
**Cell 10**

**0 0.00%**



# Employee Distribution – (Northeast) Training – FY 2023 – FEBRUARY YTD

## NPA Composite Performance Summary - (Northeast) Training



**Out of the Money**

**5 0.08%**

**Under Target**

**2,005 30.26%**

**Over Target**

**4,621 69.74%**

**Cell 10**

**0 0.00%**

Any  
Questions?

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(202) 268-4518 or (412) 737-1625