



Don Flak
Executive Director
Performance and Field Operations Support

March 31, 2023



CPDO
FEBRUARY YTD



HQ Functional Group: HQ CPDO
NPA Composite Performance Summary

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	3.91	4
Western Processing	4.94	5
Eastern Processing	4.20	4
Pacific NW Processing	5.65	6
Southern Cal Processing	5.11	5
New York Metro Processing	5.02	5
Chesapeake Processing	4.91	5
New England Processing	4.83	5
Western Processing	4.72	5
Lakeshores Processing	4.43	4
Gulf Atlantic Processing	4.32	4
Midwest Processing	4.27	4
Westshores Processing	4.19	4
South Atlantic Processing	3.91	4
Southwest Processing	3.87	4
Southeast Processing	3.55	4

Top 20

Operational Group	Score	Cell
Sacramento P&DC	6.93	7
North Peninsula DDC	6.86	7
San Francisco P&DC	6.86	7
Seattle NDC	6.72	7
Santa Clarita P&DC	6.45	6
Van Nuys Fss Mail Processing A	6.45	6
Altoona P&DC	6.41	6
Washington NDC	6.35	6
Pittsburgh P&DC	6.34	6
San Jose P&DC	6.33	6
Santa Ana P&DC	6.25	6
Missoula Mpf	6.09	6
Margaret Sellers P&DC	5.97	6
Johnstown P&DC-Inshd	5.95	6
Great Falls P&DF	5.94	6
San Francisco NDC	5.93	6
Morgan NY P&DC	5.92	6
Cleveland P&DC	5.90	6
Portland Or P&DC	5.88	6
Westchester NY P&DC	5.87	6

Opportunity 20

Operational Group	Score	Cell
Pasadena Mail Processing Anx	2.34	2
Peachtree P&DC	2.57	3
Jet Cove Anx	2.73	3
Memphis P&DC	2.73	3
Memphis NDC	2.75	3
Knoxville P&DC	2.91	3
Greensboro NDC	2.91	3
Macon P&DC	2.92	3
Little Rock P&DC	2.94	3
Charleston P&DC	2.96	3
Fort Worth P&DC	3.03	3
Nashua P&DC	3.05	3
Bismarck P&DF	3.22	3
Kansas City KS NDC	3.22	3
Chattanooga P&DC	3.23	3
Greenville P&DC	3.29	3
South Suburban P&DC	3.31	3
Ybor City P&DC	3.34	3
North Metro P&DC	3.35	3
Austin P&DC	3.39	3

HQ Functional Group: HQ CPDO
Controllable Income

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.52	3
Eastern Processing	-0.52	3
Western Processing	-0.52	3
Southern Cal Processing	-0.52	3
Western Processing	-0.52	3
Gulf Atlantic Processing	-0.52	3
Southeast Processing	-0.52	3
Westshores Processing	-0.52	3
Midwest Processing	-0.52	3
New England Processing	-0.52	3
New York Metro Processing	-0.52	3
Lakeshores Processing	-0.52	3
Chesapeake Processing	-0.52	3
Southwest Processing	-0.52	3
South Atlantic Processing	-0.52	3
Pacific NW Processing	-0.52	3

Top 20

Operational Group	Score	Cell
Birmingham Anx	-0.52	3
Mobile Anx	-0.52	3
Birmingham AI P&DC	-0.52	3
Huntsville P&DF	-0.52	3
Mobile AI P&DC	-0.52	3
Montgomery AI P&DC	-0.52	3
Anchorage Ak P&DC	-0.52	3
Anchorage AMF	-0.52	3
Phoenix P&DC	-0.52	3
West Valley P&DC	-0.52	3
Tucson P&DC	-0.52	3
Little Rock P&DC	-0.52	3
Northwest Arkansas P&DF	-0.52	3
Industry P&DC	-0.52	3
Anaheim P&DC	-0.52	3
Bakersfield P&DC	-0.52	3
North Peninsula DDC	-0.52	3
Fresno P&DC	-0.52	3
Los Angeles NDC	-0.52	3
Los Angeles P&DC	-0.52	3

Opportunity 20

Operational Group	Score	Cell
Cheyenne P&DC	-0.52	3
Casper Mpf	-0.52	3
Milwaukee Mpa	-0.52	3
Milwaukee P&DC	-0.52	3
Madison P&DC	-0.52	3
Green Bay P&DC	-0.52	3
Eau Claire P&DF	-0.52	3
Charleston P&DC	-0.52	3
Yakima Mpf	-0.52	3
Wenatchee Mpf	-0.52	3
Tacoma Wa P&DC	-0.52	3
Spokane Wa P&DC	-0.52	3
Seattle Priority Mail Anx	-0.52	3
Seattle Wa P&DC	-0.52	3
Seattle NDC	-0.52	3
Roanoke P&DC	-0.52	3
Richmond P&DC	-0.52	3
Northern VA P&DC	-0.52	3
Norfolk P&DC	-0.52	3
Dulles P&DC	-0.52	3

HQ Functional Group: HQ CPDO
Total Revenue % to Plan

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.39	4
Eastern Processing	-0.39	4
Western Processing	-0.39	4
Southern Cal Processing	-0.39	4
Western Processing	-0.39	4
Gulf Atlantic Processing	-0.39	4
Southeast Processing	-0.39	4
Westshores Processing	-0.39	4
Midwest Processing	-0.39	4
New England Processing	-0.39	4
New York Metro Processing	-0.39	4
Lakeshores Processing	-0.39	4
Chesapeake Processing	-0.39	4
Southwest Processing	-0.39	4
South Atlantic Processing	-0.39	4
Pacific NW Processing	-0.39	4

Top 20

Operational Group	Score	Cell
Birmingham Anx	-0.39	4
Mobile Anx	-0.39	4
Birmingham AI P&DC	-0.39	4
Huntsville P&DF	-0.39	4
Mobile AI P&DC	-0.39	4
Montgomery AI P&DC	-0.39	4
Anchorage Ak P&DC	-0.39	4
Anchorage AMF	-0.39	4
Phoenix P&DC	-0.39	4
West Valley P&DC	-0.39	4
Tucson P&DC	-0.39	4
Little Rock P&DC	-0.39	4
Northwest Arkansas P&DF	-0.39	4
Industry P&DC	-0.39	4
Anaheim P&DC	-0.39	4
Bakersfield P&DC	-0.39	4
North Peninsula DDC	-0.39	4
Fresno P&DC	-0.39	4
Los Angeles NDC	-0.39	4
Los Angeles P&DC	-0.39	4

Opportunity 20

Operational Group	Score	Cell
Cheyenne P&DC	-0.39	4
Casper Mpf	-0.39	4
Milwaukee Mpa	-0.39	4
Milwaukee P&DC	-0.39	4
Madison P&DC	-0.39	4
Green Bay P&DC	-0.39	4
Eau Claire P&DF	-0.39	4
Charleston P&DC	-0.39	4
Yakima Mpf	-0.39	4
Wenatchee Mpf	-0.39	4
Tacoma Wa P&DC	-0.39	4
Spokane Wa P&DC	-0.39	4
Seattle Priority Mail Anx	-0.39	4
Seattle Wa P&DC	-0.39	4
Seattle NDC	-0.39	4
Roanoke P&DC	-0.39	4
Richmond P&DC	-0.39	4
Northern VA P&DC	-0.39	4
Norfolk P&DC	-0.39	4
Dulles P&DC	-0.39	4

HQ Functional Group: HQ CPDO
Total Operating Expense (TOE)

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	1.92	3
Eastern Processing	-1.16	5
Western Processing	-0.48	5
New York Metro Processing	-3.68	7
Southeast Processing	-3.16	7
Lakeshores Processing	-1.98	6
Midwest Processing	-1.41	6
Chesapeake Processing	-1.06	5
Pacific NW Processing	-1.04	5
Western Processing	-0.90	5
Westshores Processing	-0.90	5
Southwest Processing	-0.82	5
New England Processing	-0.32	5
Gulf Atlantic Processing	1.05	3
South Atlantic Processing	1.25	3
Southern Cal Processing	3.14	1

Top 20

Operational Group	Score	Cell
Peachtree P&DC	-22.30	10
Memphis NDC	-14.03	10
Greater Newark P&DC	-11.49	10
Grand Rapids P&DF	-11.12	10
Grand Rapids P&DC	-11.12	10
Reno P&DC	-8.92	10
New Jersey NDC	-8.89	10
West Nassau NY P&DC	-8.71	10
Westchester NY P&DC	-8.52	10
Baton Rouge La P&DC	-7.38	10
Pittsburgh P&DC	-7.19	10
North Peninsula DDC	-7.03	10
San Francisco P&DC	-7.03	10
Washington NDC	-6.93	10
Chicago NDC	-6.72	10
Los Angeles NDC	-6.56	10
Des Moines NDC	-6.19	9
Detroit P&DC	-6.11	9
Brooklyn NY P&DC	-5.82	9
Greensboro P&DC	-5.80	9

Opportunity 20

Operational Group	Score	Cell
Gainesville P&DF	17.10	0
Provo P&DC	12.82	0
Eau Claire P&DF	12.74	0
Norfolk P&DC	12.73	0
Rapid City Mpf	12.62	0
Youngstown P&DF	11.91	0
Pocatello Mpf	10.75	0
Johnson City P&DC	10.62	0
Los Angeles P&DC	10.15	0
North Bay P&DC	9.98	0
Jet Cove Anx	9.84	0
Memphis P&DC	9.84	0
Rocky Mount P&DF	9.75	0
Toledo P&DC	9.49	0
Mid-Hudson NY P&DC	9.13	0
Carol Stream P&DC	9.07	0
Billings P&DC	8.80	0
Wenatchee Mpf	8.49	0
Fort Wayne P&DC	8.47	0
Yakima Mpf	8.46	0

HQ Functional Group: HQ CPDO
Functional Effectiveness Processing & Maintenance

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	4.00	4
Western Processing	5.00	5
Eastern Processing	4.00	4
Southern Cal Processing	6.00	6
Pacific NW Processing	6.00	6
Western Processing	5.00	5
Gulf Atlantic Processing	5.00	5
New England Processing	5.00	5
Chesapeake Processing	5.00	5
Westshores Processing	4.00	4
Midwest Processing	4.00	4
New York Metro Processing	4.00	4
Lakeshores Processing	4.00	4
Southwest Processing	4.00	4
South Atlantic Processing	4.00	4
Southeast Processing	3.00	3

Top 20

Operational Group	Score	Cell
Great Falls P&DF	8.00	8
Altoona P&DC	8.00	8
Johnstown P&DC-Inshd	8.00	8
Seattle NDC	8.00	8
Anchorage Ak P&DC	7.00	7
Anchorage AMF	7.00	7
Bakersfield P&DC	7.00	7
North Peninsula DDC	7.00	7
North Bay P&DC	7.00	7
Oakland P&DC	7.00	7
Sacramento P&DC	7.00	7
Margaret Sellers P&DC	7.00	7
San Francisco NDC	7.00	7
San Francisco P&DC	7.00	7
San Jose P&DC	7.00	7
Santa Ana P&DC	7.00	7
Santa Clarita P&DC	7.00	7
Van Nuys Fss Mail Processing A	7.00	7
Grand Junction Mpf	7.00	7
Mid Florida P&DC	7.00	7

Opportunity 20

Operational Group	Score	Cell
Pasadena Mail Processing Anx	0.00	0
Memphis NDC	1.00	1
New Jersey NDC	1.00	1
Peachtree P&DC	1.00	1
Fort Worth P&DC	2.00	2
Dallas P&DC	2.00	2
Austin P&DC	2.00	2
Jet Cove Anx	2.00	2
Memphis P&DC	2.00	2
Springdale Anx	2.00	2
Cincinnati P&DC	2.00	2
Greensboro NDC	2.00	2
Nashua P&DC	2.00	2
Kansas City KS NDC	2.00	2
North Metro P&DC	2.00	2
Atlanta NDC	2.00	2
Green Bay P&DC	3.00	3
Richmond P&DC	3.00	3
North Houston P&DC	3.00	3
North Texas P&DC	3.00	3

HQ Functional Group: HQ CPDO
Operating Plan Precision

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	83.89	84
Western Processing	83.89	84
Eastern Processing	83.82	84
Chesapeake Processing	93.32	93
Pacific NW Processing	90.40	90
New England Processing	86.75	87
Southern Cal Processing	85.44	85
Westshores Processing	84.23	84
New York Metro Processing	84.23	84
Southwest Processing	83.83	84
South Atlantic Processing	83.58	84
Western Processing	81.42	81
Midwest Processing	80.77	81
Gulf Atlantic Processing	80.48	80
Lakeshores Processing	79.66	80
Southeast Processing	74.19	74

Top 20

Operational Group	Score	Cell
Peoria P&DC	99.57	10
Scranton P&DC	99.08	10
Corpus Christi P&DC	99.06	10
Pittsburgh NDC	99.02	10
Pennwood Place P&DC	98.71	10
Seattle NDC	98.65	10
Quad Cities P&DC	98.64	10
Pittsburgh P&DC	98.58	10
Amarillo P&DC	98.54	10
San Francisco NDC	98.33	9
Harrisburg P&DC	98.14	9
Great Falls P&DF	97.86	9
Springfield P&DC	97.67	9
Fort Wayne P&DC	97.63	9
Johnstown P&DC-Inshd	97.56	9
Washington NDC	97.50	9
North Platte Mpf	97.47	9
Midland P&DC	97.42	9
Delaware P&DC	97.27	9
McAllen P&DC	97.13	9

Opportunity 20

Operational Group	Score	Cell
Busse P&DC	37.01	0
Atlanta NDC	40.08	0
Memphis NDC	41.63	0
Kansas City KS NDC	50.10	0
Peachtree P&DC	54.21	0
New Jersey NDC	55.09	0
Chicago NDC	57.60	1
Springdale Anx	61.44	1
Cincinnati P&DC	61.44	1
Kansas City MO P&DC	61.61	1
Ybor City P&DC	62.07	1
Orlando P&DC	62.41	1
Fort Worth P&DC	63.65	2
Cincinnati NDC	64.95	2
Little Rock P&DC	66.45	2
Greensboro NDC	67.35	2
North Metro P&DC	67.81	2
Saint Louis NDC	68.05	2
Minn-Saint Paul NDC	68.77	3
Minn-Saint Paul Psa	68.77	3

HQ Functional Group: HQ CPDO
Efficiency Index % SPLY - P&M

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.80	4
Western Processing	-0.86	4
Eastern Processing	-1.00	4
Southwest Processing	2.71	6
Lakeshores Processing	1.75	5
Gulf Atlantic Processing	1.71	5
Westshores Processing	1.44	5
Pacific NW Processing	-1.12	4
South Atlantic Processing	-1.14	4
Western Processing	-1.58	4
New York Metro Processing	-2.03	4
Southeast Processing	-2.06	4
Midwest Processing	-2.54	4
Chesapeake Processing	-2.82	4
New England Processing	-3.45	4
Southern Cal Processing	-4.02	4

Top 20

Operational Group	Score	Cell
Greater Newark P&DC	65.66	10
Southern Capital Beltway Fac	27.13	10
Mid-Hudson NY P&DC	24.41	10
Augusta P&DC	23.68	10
Chicago NDC	19.75	10
Beaumont P&DF	18.32	10
Missoula Mpf	17.09	10
Gulfport P&DF	16.05	10
Eastern Shore P&DC	15.40	10
Altoona P&DC	15.01	10
Washington NDC	13.93	10
Corpus Christi P&DC	13.87	10
Pensacola P&DC	13.76	10
Grand Forks Mpf	12.56	10
Busse P&DC	12.07	10
Northwest Arkansas P&DF	11.49	10
El Paso P&DC	11.47	10
Tacoma Wa P&DC	11.00	10
Mid Florida P&DC	10.77	10
Traverse City P&DC	10.60	10

Opportunity 20

Operational Group	Score	Cell
Southern CT P&DC	-90.25	0
Greensboro NDC	-39.80	0
Stamford P&DC	-37.72	0
Los Angeles NDC	-31.36	0
Lancaster P&DC	-18.41	0
Pasadena Mail Processing Anx	-18.10	0
New Jersey NDC	-17.25	0
Northwest Rochester NY P&DC	-17.10	0
Pocatello Mpf	-15.90	1
Bismarck P&DF	-15.73	1
Queens NY P&DC	-15.26	1
Provo P&DC	-14.91	1
Pennwood Place P&DC	-14.81	1
Memphis NDC	-13.16	1
Pittsburgh NDC	-13.05	1
Twin Cities L&DC	-12.14	2
Saint Paul P&DC	-12.14	2
Gainesville P&DF	-12.12	2
Wenatchee Mpf	-11.15	2
Cincinnati NDC	-10.99	2

HQ Functional Group: HQ CPDO
Four Walls Service

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	97.51	4
Western Processing	97.98	4
Eastern Processing	97.15	3
Southern Cal Processing	98.98	8
Pacific NW Processing	98.70	7
New York Metro Processing	98.10	5
Western Processing	97.98	4
Lakeshores Processing	97.86	4
Chesapeake Processing	97.70	4
South Atlantic Processing	97.38	3
Westshores Processing	97.28	3
Midwest Processing	97.07	3
New England Processing	96.92	3
Southwest Processing	96.92	3
Gulf Atlantic Processing	96.90	3
Southeast Processing	96.41	2

Top 20

Operational Group	Score	Cell
Medford Or P&DC	99.66	10
Kingsford Mpf	99.62	10
Santa Clarita P&DC	99.52	10
Van Nuys Fss Mail Processing A	99.52	10
Grand Forks Mpf	99.49	9
Santa Ana P&DC	99.43	9
Wenatchee Mpf	99.43	9
Anchorage Ak P&DC	99.37	9
Anchorage AMF	99.37	9
North Platte Mpf	99.34	9
McAllen P&DC	99.34	9
Midland P&DC	99.32	9
Margaret Sellers P&DC	99.30	9
San Bernardino P&DC	99.29	9
Honolulu Hi P&DC	99.29	9
Great Falls P&DF	99.23	9
Bakersfield P&DC	99.22	9
North Peninsula DDC	99.21	9
San Francisco P&DC	99.21	9
Casper Mpf	99.20	9

Opportunity 20

Operational Group	Score	Cell
Gainesville P&DF	84.75	0
Chicago NDC	90.87	0
Middlesex-Essex P&DC	93.04	0
Royal Palm P&DC	93.66	0
Jacksonville P&DC	93.73	0
Curseen-Morris P&DC	93.76	0
Jet Cove Anx	93.80	0
Memphis P&DC	93.80	0
South Suburban P&DC	94.19	0
Duluth P&DC	94.25	0
Nashua P&DC	94.31	0
Richmond P&DC	94.47	0
Jackson P&DC	94.69	0
Huntsville P&DF	94.71	0
Rocky Mount P&DF	94.86	0
Fort Worth P&DC	95.00	0
North Metro P&DC	95.03	0
Bismarck P&DF	95.15	0
Springdale Anx	95.27	0
Cincinnati P&DC	95.27	0

HQ Functional Group: HQ CPDO
Division Performance

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	96.41	4
Western Processing	96.81	5
Eastern Processing	96.08	3
Southern Cal Processing	98.38	10
Pacific NW Processing	97.69	8
Western Processing	97.47	7
Chesapeake Processing	96.64	5
Midwest Processing	96.34	4
Gulf Atlantic Processing	96.31	4
New England Processing	96.25	4
Lakeshores Processing	96.22	4
New York Metro Processing	96.12	3
South Atlantic Processing	95.92	3
Westshores Processing	95.52	1
Southwest Processing	95.51	1
Southeast Processing	95.42	1

Top 20

Operational Group	Score	Cell
Industry P&DC	98.38	10
Anaheim P&DC	98.38	10
Bakersfield P&DC	98.38	10
Fresno P&DC	98.38	10
Los Angeles NDC	98.38	10
Los Angeles P&DC	98.38	10
Moreno Valley P&DC	98.38	10
Pasadena Mail Processing Anx	98.38	10
San Bernardino P&DC	98.38	10
Margaret Sellers P&DC	98.38	10
Santa Ana P&DC	98.38	10
Santa Barbara P&DC	98.38	10
Santa Clarita P&DC	98.38	10
Van Nuys Fss Mail Processing A	98.38	10
Honolulu Hi P&DC	98.38	10
Anchorage Ak P&DC	97.69	8
Anchorage AMF	97.69	8
North Peninsula DDC	97.69	8
North Bay P&DC	97.69	8
Oakland P&DC	97.69	8

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	95.42	1
Jet Cove Anx	95.42	1
Memphis P&DC	95.42	1
Memphis NDC	95.42	1
Knoxville P&DC	95.42	1
Johnson City P&DC	95.42	1
Chattanooga P&DC	95.42	1
Greenville P&DC	95.42	1
Columbia P&DC	95.42	1
Charleston P&DC	95.42	1
Macon P&DC	95.42	1
North Metro P&DC	95.42	1
Augusta P&DC	95.42	1
Peachtree P&DC	95.42	1
Atlanta P&DC	95.42	1
Atlanta NDC	95.42	1
San Antonio P&DC	95.51	1
Midland P&DC	95.51	1
McAllen P&DC	95.51	1
Lubbock P&DC	95.51	1

**HQ Functional Group: HQ CPDO
Processing Index**

**NPA PERFORMANCE
FY 2023 - FEB YTD**

National

Operational Group	Score	Cell
HQ CPDO	4.00	4
Western Processing	5.00	5
Eastern Processing	3.00	3
Southern Cal Processing	9.00	9
Pacific NW Processing	8.00	8
Western Processing	6.00	6
Chesapeake Processing	5.00	5
Gulf Atlantic Processing	4.00	4
Midwest Processing	4.00	4
New England Processing	4.00	4
New York Metro Processing	4.00	4
Lakeshores Processing	4.00	4
South Atlantic Processing	3.00	3
Southeast Processing	2.00	2
Westshores Processing	2.00	2
Southwest Processing	2.00	2

Top 20

Operational Group	Score	Cell
Bakersfield P&DC	10.00	10
San Bernardino P&DC	10.00	10
Margaret Sellers P&DC	10.00	10
Santa Ana P&DC	10.00	10
Santa Clarita P&DC	10.00	10
Van Nuys Fss Mail Processing A	10.00	10
Honolulu Hi P&DC	10.00	10
Anchorage Ak P&DC	9.00	9
Anchorage AMF	9.00	9
Industry P&DC	9.00	9
North Peninsula DDC	9.00	9
Fresno P&DC	9.00	9
Los Angeles NDC	9.00	9
Moreno Valley P&DC	9.00	9
Pasadena Mail Processing Anx	9.00	9
San Francisco P&DC	9.00	9
Great Falls P&DF	9.00	9
Medford Or P&DC	9.00	9
Wenatchee Mpf	9.00	9
Anaheim P&DC	8.00	8

Opportunity 20

Operational Group	Score	Cell
Fort Worth P&DC	1.00	1
North Texas P&DC	1.00	1
Austin P&DC	1.00	1
Jet Cove Anx	1.00	1
Memphis P&DC	1.00	1
Tulsa Ok P&DC	1.00	1
South Suburban P&DC	1.00	1
Chicago NDC	1.00	1
North Metro P&DC	1.00	1
Peachtree P&DC	1.00	1
Atlanta P&DC	1.00	1
Milwaukee Mpa	2.00	2
Milwaukee P&DC	2.00	2
Green Bay P&DC	2.00	2
Richmond P&DC	2.00	2
North Houston P&DC	2.00	2
Dallas P&DC	2.00	2
Dallas NDC	2.00	2
Memphis NDC	2.00	2
Johnson City P&DC	2.00	2

HQ Functional Group: HQ CPDO
Employee Separation Rate - P&M

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	9.96	2
Western Processing	-3.96	4
Eastern Processing	8.82	2
Western Processing	-18.29	6
Westshores Processing	-10.72	5
Pacific NW Processing	-4.36	4
Gulf Atlantic Processing	-4.23	4
New England Processing	-0.26	4
Chesapeake Processing	8.06	3
New York Metro Processing	14.76	2
Midwest Processing	15.38	2
Lakeshores Processing	18.12	1
South Atlantic Processing	20.41	1
Southern Cal Processing	27.75	0
Southwest Processing	38.75	0
Southeast Processing	51.99	0

Top 20

Operational Group	Score	Cell
Phoenix P&DC	-18.29	6
West Valley P&DC	-18.29	6
Tucson P&DC	-18.29	6
Colorado Springs P&DC	-18.29	6
Denver NDC	-18.29	6
Denver P&DC	-18.29	6
Grand Junction Mpf	-18.29	6
Las Vegas P&DC	-18.29	6
Reno P&DC	-18.29	6
Albuquerque Nm P&DC	-18.29	6
Provo P&DC	-18.29	6
Salt Lake City P&DC	-18.29	6
Salt Lake City Asf	-18.29	6
Casper Mpf	-18.29	6
Cheyenne P&DC	-18.29	6
Busse P&DC	-10.72	5
Carol Stream P&DC	-10.72	5
Champaign P&DC	-10.72	5
Chicago NDC	-10.72	5
South Suburban P&DC	-10.72	5

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	51.99	0
Jet Cove Anx	51.99	0
Memphis P&DC	51.99	0
Memphis NDC	51.99	0
Knoxville P&DC	51.99	0
Johnson City P&DC	51.99	0
Chattanooga P&DC	51.99	0
Greenville P&DC	51.99	0
Columbia P&DC	51.99	0
Charleston P&DC	51.99	0
Macon P&DC	51.99	0
North Metro P&DC	51.99	0
Augusta P&DC	51.99	0
Peachtree P&DC	51.99	0
Atlanta P&DC	51.99	0
Atlanta NDC	51.99	0
San Antonio P&DC	38.75	0
Midland P&DC	38.75	0
McAllen P&DC	38.75	0
Lubbock P&DC	38.75	0

HQ Functional Group: HQ CPDO
Market Dominant Composite

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	92.66	4
Western Processing	93.07	5
Eastern Processing	92.28	4
Southern Cal Processing	95.30	10
Pacific NW Processing	93.61	6
New York Metro Processing	93.36	5
Lakeshores Processing	93.12	5
Western Processing	92.88	4
Chesapeake Processing	92.80	4
South Atlantic Processing	92.80	4
Gulf Atlantic Processing	92.67	4
New England Processing	92.29	4
Westshores Processing	92.00	3
Southwest Processing	91.96	3
Midwest Processing	91.75	3
Southeast Processing	90.74	2

Top 20

Operational Group	Score	Cell
Industry P&DC	95.30	10
Anaheim P&DC	95.30	10
Bakersfield P&DC	95.30	10
Fresno P&DC	95.30	10
Los Angeles NDC	95.30	10
Los Angeles P&DC	95.30	10
Moreno Valley P&DC	95.30	10
Pasadena Mail Processing Anx	95.30	10
San Bernardino P&DC	95.30	10
Margaret Sellers P&DC	95.30	10
Santa Ana P&DC	95.30	10
Santa Barbara P&DC	95.30	10
Santa Clarita P&DC	95.30	10
Van Nuys Fss Mail Processing A	95.30	10
Honolulu Hi P&DC	95.30	10
Anchorage Ak P&DC	93.61	6
Anchorage AMF	93.61	6
North Peninsula DDC	93.61	6
North Bay P&DC	93.61	6
Oakland P&DC	93.61	6

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	90.74	2
Jet Cove Anx	90.74	2
Memphis P&DC	90.74	2
Memphis NDC	90.74	2
Knoxville P&DC	90.74	2
Johnson City P&DC	90.74	2
Chattanooga P&DC	90.74	2
Greenville P&DC	90.74	2
Columbia P&DC	90.74	2
Charleston P&DC	90.74	2
Macon P&DC	90.74	2
North Metro P&DC	90.74	2
Augusta P&DC	90.74	2
Peachtree P&DC	90.74	2
Atlanta P&DC	90.74	2
Atlanta NDC	90.74	2
Sioux Falls Sd P&DC	91.75	3
Rapid City Mpf	91.75	3
Central Dakota P&DF	91.75	3
Grand Forks Mpf	91.75	3

HQ Functional Group: HQ CPDO
Competitive Composite

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	89.64	2
Western Processing	90.48	3
Eastern Processing	88.85	1
Southern Cal Processing	94.34	9
Pacific NW Processing	92.21	6
New York Metro Processing	91.81	5
Chesapeake Processing	91.07	4
Lakeshores Processing	89.87	3
Western Processing	89.38	2
South Atlantic Processing	89.08	2
Gulf Atlantic Processing	88.95	2
New England Processing	88.92	2
Westshores Processing	88.66	1
Southeast Processing	87.72	0
Southwest Processing	85.92	0
Midwest Processing	85.83	0

Top 20

Operational Group	Score	Cell
Industry P&DC	94.34	9
Anaheim P&DC	94.34	9
Bakersfield P&DC	94.34	9
Fresno P&DC	94.34	9
Los Angeles NDC	94.34	9
Los Angeles P&DC	94.34	9
Moreno Valley P&DC	94.34	9
Pasadena Mail Processing Anx	94.34	9
San Bernardino P&DC	94.34	9
Margaret Sellers P&DC	94.34	9
Santa Ana P&DC	94.34	9
Santa Barbara P&DC	94.34	9
Santa Clarita P&DC	94.34	9
Van Nuys Fss Mail Processing A	94.34	9
Honolulu Hi P&DC	94.34	9
Anchorage Ak P&DC	92.21	6
Anchorage AMF	92.21	6
North Peninsula DDC	92.21	6
North Bay P&DC	92.21	6
Oakland P&DC	92.21	6

Opportunity 20

Operational Group	Score	Cell
Sioux Falls Sd P&DC	85.83	0
Rapid City Mpf	85.83	0
Central Dakota P&DF	85.83	0
Grand Forks Mpf	85.83	0
Fargo P&DF	85.83	0
Bismarck P&DF	85.83	0
Omaha Ne P&DC	85.83	0
North Platte Mpf	85.83	0
Lincoln P&DF	85.83	0
Springfield P&DC	85.83	0
Saint Louis Metro Anx	85.83	0
Saint Louis P&DC	85.83	0
Saint Louis NDC	85.83	0
Kansas City MO P&DC	85.83	0
Columbia P&DC	85.83	0
Twin Cities L&DC	85.83	0
Saint Paul P&DC	85.83	0
Saint Cloud P&DC	85.83	0
Minneapolis P&DC	85.83	0
Minn-Saint Paul NDC	85.83	0

HQ Functional Group: HQ CPDO
Scanning Visibility

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	92.71	4
Western Processing	93.09	4
Eastern Processing	92.35	3
Pacific NW Processing	94.80	6
Western Processing	93.56	5
Midwest Processing	93.49	5
New England Processing	92.93	4
Lakeshores Processing	92.93	4
Southwest Processing	92.83	4
Westshores Processing	92.82	4
South Atlantic Processing	92.65	4
New York Metro Processing	92.49	3
Southeast Processing	92.29	3
Gulf Atlantic Processing	91.79	3
Chesapeake Processing	91.70	2
Southern Cal Processing	91.11	2

Top 20

Operational Group	Score	Cell
Pocatello Mpf	99.92	10
Central Dakota P&DF	99.26	10
Lincoln P&DF	99.10	10
Colorado Springs P&DC	98.93	10
Mid Florida P&DC	98.85	10
Burlington P&DC	98.85	10
Altoona P&DC	98.42	9
Rapid City Mpf	98.34	9
Beaumont P&DF	98.30	9
Sioux Falls Sd P&DC	98.21	9
Johnson City P&DC	98.18	9
Gainesville P&DF	98.07	9
Saint Cloud P&DC	97.98	9
Lansing P&DC	97.90	9
Kingsford Mpf	97.77	9
Fargo P&DF	97.64	8
Midland P&DC	97.50	8
Moreno Valley P&DC	97.47	8
Redding Mpf	97.40	8
Tucson P&DC	97.37	8

Opportunity 20

Operational Group	Score	Cell
Industry P&DC	80.45	0
Norfolk P&DC	84.28	0
New Jersey NDC	84.84	0
South Suburban P&DC	86.64	0
Baltimore P&DC	87.69	0
Jacksonville NDC	88.07	0
Bismarck P&DF	88.17	0
Harrisburg P&DC	88.30	0
Jacksonville P&DC	88.50	0
Philadelphia NDC	88.52	0
Greater Newark P&DC	88.64	0
Busse P&DC	89.16	0
Atlanta P&DC	89.47	0
Memphis NDC	89.48	0
Springfield NDC	89.52	0
Tampa P&DC	89.59	0
Atlanta NDC	89.64	0
Dallas NDC	89.99	0
Mid-Hudson NY P&DC	89.99	0
Cincinnati NDC	90.14	0

HQ Functional Group: HQ CPDO
Customer Experience Index

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	6.10	6
Eastern Processing	6.10	6
Western Processing	6.10	6
Southern Cal Processing	6.10	6
Western Processing	6.10	6
Gulf Atlantic Processing	6.10	6
Southeast Processing	6.10	6
Westshores Processing	6.10	6
Midwest Processing	6.10	6
New England Processing	6.10	6
New York Metro Processing	6.10	6
Lakeshores Processing	6.10	6
Chesapeake Processing	6.10	6
Southwest Processing	6.10	6
South Atlantic Processing	6.10	6
Pacific NW Processing	6.10	6

Top 20

Operational Group	Score	Cell
Birmingham Anx	6.10	6
Mobile Anx	6.10	6
Birmingham AI P&DC	6.10	6
Huntsville P&DF	6.10	6
Mobile AI P&DC	6.10	6
Montgomery AI P&DC	6.10	6
Anchorage Ak P&DC	6.10	6
Anchorage AMF	6.10	6
Phoenix P&DC	6.10	6
West Valley P&DC	6.10	6
Tucson P&DC	6.10	6
Little Rock P&DC	6.10	6
Northwest Arkansas P&DF	6.10	6
Industry P&DC	6.10	6
Anaheim P&DC	6.10	6
Bakersfield P&DC	6.10	6
North Peninsula DDC	6.10	6
Fresno P&DC	6.10	6
Los Angeles NDC	6.10	6
Los Angeles P&DC	6.10	6

Opportunity 20

Operational Group	Score	Cell
Cheyenne P&DC	6.10	6
Casper Mpf	6.10	6
Milwaukee Mpa	6.10	6
Milwaukee P&DC	6.10	6
Madison P&DC	6.10	6
Green Bay P&DC	6.10	6
Eau Claire P&DF	6.10	6
Charleston P&DC	6.10	6
Yakima Mpf	6.10	6
Wenatchee Mpf	6.10	6
Tacoma Wa P&DC	6.10	6
Spokane Wa P&DC	6.10	6
Seattle Priority Mail Anx	6.10	6
Seattle Wa P&DC	6.10	6
Seattle NDC	6.10	6
Roanoke P&DC	6.10	6
Richmond P&DC	6.10	6
Northern VA P&DC	6.10	6
Norfolk P&DC	6.10	6
Dulles P&DC	6.10	6

HQ Functional Group: HQ CPDO
Total Accidents Rate

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	7.14	5
Eastern Processing	7.01	5
Western Processing	7.29	5
Chesapeake Processing	5.24	7
Pacific NW Processing	5.68	7
New York Metro Processing	5.90	6
Southern Cal Processing	6.81	5
Midwest Processing	6.94	5
Gulf Atlantic Processing	7.30	5
Lakeshores Processing	7.33	5
Southwest Processing	7.37	5
New England Processing	7.39	5
Westshores Processing	7.91	4
Southeast Processing	8.29	4
South Atlantic Processing	8.41	3
Western Processing	9.50	2

Top 20

Operational Group	Score	Cell
Pocatello Mpf	0.00	10
Springfield P&DC	0.00	10
Mankato P&DC	0.00	10
Altoona P&DC	0.00	10
Central Dakota P&DF	0.00	10
Suburban P&DC	0.76	10
San Jose P&DC	1.19	10
Toledo P&DC	1.69	10
North Peninsula DDC	1.71	10
San Francisco P&DC	1.71	10
Waterloo P&DF	2.11	10
Boise Id P&DC	2.16	10
Midland P&DC	2.18	10
Augusta P&DC	2.40	10
Washington NDC	2.51	10
Jackson P&DC	2.55	10
Missoula Mpf	2.60	10
Champaign P&DC	2.61	10
Cedar Rapids P&DC	2.61	10
Southern Capital Beltway Fac	2.73	10

Opportunity 20

Operational Group	Score	Cell
Rapid City Mpf	26.17	0
Wenatchee Mpf	26.02	0
Duluth P&DC	18.82	0
North Platte Mpf	18.75	0
Gary P&DC	17.81	0
Chattanooga P&DC	16.12	0
Provo P&DC	16.08	0
Traverse City P&DC	16.00	0
Reno P&DC	15.31	0
Kansas City KS NDC	14.44	0
Evansville P&DC	13.84	0
Gulfport P&DF	13.67	0
Medford Or P&DC	13.54	0
Middlesex-Essex P&DC	12.79	0
Syracuse NY P&DC	12.71	0
Busse P&DC	12.68	0
Mid-Hudson NY P&DC	12.26	0
Grand Junction Mpf	12.26	0
Quad Cities P&DC	12.12	0
Nashua P&DC	11.67	0

HQ Functional Group: HQ CPDO
Total Accidents Imp

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	-2.53	2
Western Processing	-3.01	2
Eastern Processing	-2.13	1
New England Processing	-19.63	7
Midwest Processing	-15.93	6
Chesapeake Processing	-15.58	6
Lakeshores Processing	-11.83	5
Southern Cal Processing	-11.04	5
New York Metro Processing	-8.91	4
Westshores Processing	0.00	1
Pacific NW Processing	1.94	0
Southeast Processing	6.56	0
Gulf Atlantic Processing	9.62	0
South Atlantic Processing	10.86	0
Southwest Processing	12.83	0
Western Processing	35.96	0

Top 20

Operational Group	Score	Cell
Mankato P&DC	-100.00	10
Altoona P&DC	-100.00	10
Central Dakota P&DF	-100.00	10
Suburban P&DC	-85.71	10
Cedar Rapids P&DC	-81.82	10
Southern CT P&DC	-75.00	10
Toledo P&DC	-75.00	10
Fresno P&DC	-72.73	10
Columbia P&DC	-71.43	10
Scranton P&DC	-71.43	10
Wichita P&DC	-68.75	10
Brockton P&DC	-66.67	10
Johnson City P&DC	-66.67	10
Lubbock P&DC	-66.67	10
Baton Rouge La P&DC	-63.64	10
Des Moines NDC	-61.54	10
Madison P&DC	-58.33	10
San Jose P&DC	-57.14	10
Lexington P&DC	-55.56	10
Detroit NDC	-55.26	10

Opportunity 20

Operational Group	Score	Cell
Rapid City Mpf	500.00	0
North Platte Mpf	400.00	0
Stamford P&DC	300.00	0
Pasadena Mail Processing Anx	300.00	0
Traverse City P&DC	233.33	0
Tulsa Ok P&DC	220.00	0
Provo P&DC	200.00	0
Buffalo NY P&DC	200.00	0
Lincoln P&DF	200.00	0
Amarillo P&DC	150.00	0
West Valley P&DC	143.75	0
Colorado Springs P&DC	133.33	0
Fort Worth P&DC	126.32	0
Cheyenne P&DC	100.00	0
Casper Mpf	100.00	0
Wenatchee Mpf	100.00	0
Burlington P&DC	100.00	0
Midland P&DC	100.00	0
McAllen P&DC	100.00	0
Johnstown P&DC-Inshd	100.00	0

HQ Functional Group: HQ CPDO
Total Accidents Avg

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	5.00	5
Eastern Processing	5.00	5
Western Processing	5.00	5
Chesapeake Processing	7.00	7
Pacific NW Processing	7.00	7
New England Processing	6.00	6
New York Metro Processing	6.00	6
Southern Cal Processing	5.00	5
Gulf Atlantic Processing	5.00	5
Midwest Processing	5.00	5
Lakeshores Processing	5.00	5
Southwest Processing	5.00	5
Southeast Processing	4.00	4
Westshores Processing	4.00	4
South Atlantic Processing	3.00	3
Western Processing	2.00	2

Top 20

Operational Group	Score	Cell
North Peninsula DDC	10.00	10
San Francisco P&DC	10.00	10
San Jose P&DC	10.00	10
Augusta P&DC	10.00	10
Boise Id P&DC	10.00	10
Pocatello Mpf	10.00	10
Champaign P&DC	10.00	10
Springfield P&DC	10.00	10
Cedar Rapids P&DC	10.00	10
Waterloo P&DF	10.00	10
Baton Rouge La P&DC	10.00	10
Baltimore P&DC	10.00	10
Washington NDC	10.00	10
Southern Capital Beltway Fac	10.00	10
Suburban P&DC	10.00	10
Brockton P&DC	10.00	10
Mankato P&DC	10.00	10
Jackson P&DC	10.00	10
Missoula Mpf	10.00	10
Toledo P&DC	10.00	10

Opportunity 20

Operational Group	Score	Cell
Wenatchee Mpf	0.00	0
Provo P&DC	0.00	0
Knoxville P&DC	0.00	0
Chattanooga P&DC	0.00	0
Rapid City Mpf	0.00	0
Greenville P&DC	0.00	0
Medford Or P&DC	0.00	0
Greensboro NDC	0.00	0
Mid Carolina P&DC	0.00	0
Mid-Hudson NY P&DC	0.00	0
Nashua P&DC	0.00	0
Reno P&DC	0.00	0
Las Vegas P&DC	0.00	0
North Platte Mpf	0.00	0
Gulfport P&DF	0.00	0
Duluth P&DC	0.00	0
Traverse City P&DC	0.00	0
Middlesex-Essex P&DC	0.00	0
Kansas City KS NDC	0.00	0
Gary P&DC	0.00	0

HQ Functional Group: HQ CPDO
Employee Availability Rate

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	90.42	2
Western Processing	87.16	0
Eastern Processing	85.31	0
Pacific NW Processing	90.02	2
Western Processing	89.37	1
Midwest Processing	88.75	0
Southern Cal Processing	87.40	0
New England Processing	86.53	0
Southwest Processing	86.49	0
Gulf Atlantic Processing	86.43	0
South Atlantic Processing	85.18	0
Westshores Processing	84.86	0
Chesapeake Processing	84.66	0
New York Metro Processing	84.33	0
Lakeshores Processing	83.94	0
Southeast Processing	82.90	0

Top 20

Operational Group	Score	Cell
Mankato P&DC	95.99	9
Johnstown P&DC-Inshd	95.98	9
Pocatello Mpf	95.45	9
Cheyenne P&DC	94.88	8
Lincoln P&DF	94.79	8
Sioux Falls Sd P&DC	94.62	8
Lafayette La P&DC	94.52	7
Johnson City P&DC	94.40	7
Pittsburgh NDC	94.38	7
Central Dakota P&DF	94.22	7
Eau Claire P&DF	94.22	7
Peoria P&DC	94.13	7
McAllen P&DC	94.07	7
Casper Mpf	94.03	7
El Paso P&DC	93.99	7
Burlington P&DC	93.53	6
North Platte Mpf	93.52	6
Yakima Mpf	93.45	6
Minn-Saint Paul Psa	93.20	5
Minn-Saint Paul NDC	93.20	5

Opportunity 20

Operational Group	Score	Cell
Southern Capital Beltway Fac	72.49	0
Busse P&DC	72.70	0
Memphis NDC	73.69	0
Jet Cove Anx	74.08	0
Memphis P&DC	74.08	0
SO Maryland P&DC	76.60	0
Detroit P&DC	77.37	0
Baltimore P&DC	77.50	0
Cleveland P&DC	77.76	0
South Suburban P&DC	77.77	0
Royal Palm P&DC	78.21	0
Atlanta P&DC	78.22	0
New Orleans La P&DC	78.67	0
Saint Rose Anx	78.67	0
Los Angeles P&DC	79.06	0
Chicago P&DC	79.61	0
Detroit NDC	80.05	0
Philadelphia P&DC	80.20	0
Balt Inc Mail P&DC	80.42	0
Richmond P&DC	80.47	0

HQ Functional Group: HQ CPDO
Employee Availability Imp

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	1.17	6
Western Processing	1.37	7
Eastern Processing	1.14	6
New York Metro Processing	2.42	9
Chesapeake Processing	2.35	9
Westshores Processing	2.06	8
Lakeshores Processing	1.57	7
New England Processing	1.39	7
Midwest Processing	1.38	7
Southern Cal Processing	1.13	6
Western Processing	1.10	6
South Atlantic Processing	1.09	6
Pacific NW Processing	0.93	6
Southwest Processing	0.48	4
Gulf Atlantic Processing	-0.07	4
Southeast Processing	-0.31	3

Top 20

Operational Group	Score	Cell
Southern Capital Beltway Fac	7.21	10
Eastern Me P&DC	7.14	10
Corpus Christi P&DC	6.11	10
McAllen P&DC	5.75	10
North Platte Mpf	5.51	10
Mid Carolina P&DC	5.29	10
Northwest Rochester NY P&DC	5.27	10
Eau Claire P&DF	5.18	10
Springfield P&DC	5.11	10
Palatine P&DC	4.82	10
Queens NY P&DC	4.80	10
Greater Newark P&DC	4.32	10
Kansas City KS NDC	4.12	10
Delaware P&DC	4.04	10
Northrn Metro P&DC	4.01	10
Harrisburg P&DC	3.99	10
Philadelphia NDC	3.95	10
Burlington P&DC	3.84	10
Chattanooga P&DC	3.78	10
Southern CT P&DC	3.61	10

Opportunity 20

Operational Group	Score	Cell
Redding Mpf	-7.89	0
Augusta P&DC	-5.28	0
Jet Cove Anx	-4.36	0
Memphis P&DC	-4.36	0
Rapid City Mpf	-3.30	0
North Houston P&DC	-2.66	0
Royal Palm P&DC	-2.36	1
Macon P&DC	-2.34	1
Memphis NDC	-2.28	1
Mobile Al P&DC	-2.05	1
Mobile Anx	-2.05	1
North Bay P&DC	-2.01	1
Kingsford Mpf	-1.94	1
Oakland P&DC	-1.94	1
White River Junction P&DC	-1.93	1
Great Falls P&DF	-1.91	1
South Bend P&DC	-1.79	1
Reno P&DC	-1.75	2
Spokane Wa P&DC	-1.63	2
Fresno P&DC	-1.61	2

HQ Functional Group: HQ CPDO
Employee Availability Avg

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	4.00	4
Western Processing	4.00	4
Eastern Processing	3.00	3
New York Metro Processing	5.00	5
Chesapeake Processing	5.00	5
Western Processing	4.00	4
Westshores Processing	4.00	4
Midwest Processing	4.00	4
New England Processing	4.00	4
Lakeshores Processing	4.00	4
Pacific NW Processing	4.00	4
Southern Cal Processing	3.00	3
South Atlantic Processing	3.00	3
Gulf Atlantic Processing	2.00	2
Southeast Processing	2.00	2
Southwest Processing	2.00	2

Top 20

Operational Group	Score	Cell
Pocatello Mpf	10.00	10
Johnstown P&DC-Inshd	10.00	10
Lafayette La P&DC	9.00	9
Mankato P&DC	9.00	9
Johnson City P&DC	9.00	9
McAllen P&DC	9.00	9
Eau Claire P&DF	9.00	9
Casper Mpf	9.00	9
Huntsville P&DF	8.00	8
Santa Ana P&DC	8.00	8
Southern CT P&DC	8.00	8
Peoria P&DC	8.00	8
Lincoln P&DF	8.00	8
North Platte Mpf	8.00	8
Pittsburgh NDC	8.00	8
Central Dakota P&DF	8.00	8
Sioux Falls Sd P&DC	8.00	8
Burlington P&DC	8.00	8
Yakima Mpf	8.00	8
Cheyenne P&DC	8.00	8

Opportunity 20

Operational Group	Score	Cell
North Houston P&DC	0.00	0
Jet Cove Anx	0.00	0
Memphis P&DC	0.00	0
Augusta P&DC	0.00	0
Redding Mpf	0.00	0
White River Junction P&DC	1.00	1
San Antonio P&DC	1.00	1
Memphis NDC	1.00	1
Rapid City Mpf	1.00	1
Toledo P&DC	1.00	1
Cincinnati NDC	1.00	1
Bismarck P&DF	1.00	1
SO Maryland P&DC	1.00	1
South Bend P&DC	1.00	1
South Suburban P&DC	1.00	1
Busse P&DC	1.00	1
Macon P&DC	1.00	1
Royal Palm P&DC	1.00	1
Jacksonville P&DC	1.00	1
Fort Myers P&DC	1.00	1

HQ Functional Group: HQ CPDO
Grievance - Case Pending

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	15.96	3
Eastern Processing	6.86	4
Western Processing	13.74	3
Midwest Processing	-2.46	5
Southwest Processing	-2.39	5
New England Processing	0.00	5
Southeast Processing	0.45	4
Lakeshores Processing	0.64	4
Westshores Processing	1.25	4
Chesapeake Processing	1.45	4
South Atlantic Processing	3.70	4
Pacific NW Processing	6.74	4
Gulf Atlantic Processing	17.16	3
New York Metro Processing	24.78	3
Western Processing	39.40	1
Southern Cal Processing	42.93	1

Top 20

Operational Group	Score	Cell
Cedar Rapids P&DC	-2.46	5
Des Moines NDC	-2.46	5
Des Moines P&DC	-2.46	5
Waterloo P&DF	-2.46	5
Kansas City KS NDC	-2.46	5
Wichita P&DC	-2.46	5
Duluth P&DC	-2.46	5
Mankato P&DC	-2.46	5
Minn-Saint Paul Psa	-2.46	5
Minn-Saint Paul NDC	-2.46	5
Minneapolis P&DC	-2.46	5
Saint Cloud P&DC	-2.46	5
Saint Paul P&DC	-2.46	5
Twin Cities L&DC	-2.46	5
Columbia P&DC	-2.46	5
Kansas City MO P&DC	-2.46	5
Saint Louis NDC	-2.46	5
Saint Louis P&DC	-2.46	5
Saint Louis Metro Anx	-2.46	5
Springfield P&DC	-2.46	5

Opportunity 20

Operational Group	Score	Cell
Honolulu Hi P&DC	42.93	1
Van Nuys Fss Mail Processing A	42.93	1
Santa Clarita P&DC	42.93	1
Santa Barbara P&DC	42.93	1
Santa Ana P&DC	42.93	1
Margaret Sellers P&DC	42.93	1
San Bernardino P&DC	42.93	1
Pasadena Mail Processing Anx	42.93	1
Moreno Valley P&DC	42.93	1
Los Angeles P&DC	42.93	1
Los Angeles NDC	42.93	1
Fresno P&DC	42.93	1
Bakersfield P&DC	42.93	1
Anaheim P&DC	42.93	1
Industry P&DC	42.93	1
Cheyenne P&DC	39.40	1
Casper Mpf	39.40	1
Salt Lake City Asf	39.40	1
Salt Lake City P&DC	39.40	1
Provo P&DC	39.40	1

HQ Functional Group: HQ CPDO
Grievance - Step

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	0.00	10
Eastern Processing	0.00	10
Western Processing	0.00	10
New England Processing	0.00	10
New York Metro Processing	0.00	10
Chesapeake Processing	0.00	10
South Atlantic Processing	0.00	10
Western Processing	0.12	9
Pacific NW Processing	0.42	8
Gulf Atlantic Processing	0.62	7
Southern Cal Processing	0.81	7
Southeast Processing	4.79	4
Midwest Processing	30.06	1
Westshores Processing	32.36	1
Southwest Processing	33.74	1
Lakeshores Processing	42.78	0

Top 20

Operational Group	Score	Cell
Bradley AMF	0.00	10
Hartford P&DC	0.00	10
Southern CT P&DC	0.00	10
Stamford P&DC	0.00	10
Delaware P&DC	0.00	10
Curseen-Morris P&DC	0.00	10
Eastern Me P&DC	0.00	10
Southern Me P&DC	0.00	10
Baltimore P&DC	0.00	10
Balt Inc Mail P&DC	0.00	10
Eastern Shore P&DC	0.00	10
SO Maryland P&DC	0.00	10
Washington NDC	0.00	10
Southern Capital Beltway Fac	0.00	10
Suburban P&DC	0.00	10
Boston P&DC	0.00	10
Brockton P&DC	0.00	10
Middlesex-Essex P&DC	0.00	10
Springfield NDC	0.00	10
Central P&DC	0.00	10

Opportunity 20

Operational Group	Score	Cell
Charleston P&DC	42.78	0
Youngstown P&DF	42.78	0
Toledo P&DC	42.78	0
Dayton P&DC	42.78	0
Columbus P&DC	42.78	0
Cleveland P&DC	42.78	0
Springdale Anx	42.78	0
Cincinnati P&DC	42.78	0
Cincinnati NDC	42.78	0
Akron P&DC	42.78	0
Traverse City P&DC	42.78	0
Michigan Metroplex P&DC	42.78	0
Lansing P&DC	42.78	0
Kingsford Mpf	42.78	0
Grand Rapids P&DC	42.78	0
Grand Rapids P&DF	42.78	0
Detroit P&DC	42.78	0
Detroit NDC	42.78	0
Louisville P&DC	42.78	0
Lexington P&DC	42.78	0

HQ Functional Group: HQ CPDO
Grievance - Cost Reduction

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	-2.29	5
Western Processing	-48.31	9
Eastern Processing	15.78	3
Midwest Processing	-79.18	10
Lakeshores Processing	-78.31	10
New York Metro Processing	-27.10	7
Chesapeake Processing	-23.74	7
New England Processing	-17.30	6
Westshores Processing	-14.88	6
Pacific NW Processing	-13.42	6
Southern Cal Processing	-9.68	5
Western Processing	27.36	3
Southwest Processing	31.20	2
Southeast Processing	37.79	2
Gulf Atlantic Processing	45.76	1
South Atlantic Processing	333.11	0

Top 20

Operational Group	Score	Cell
Cedar Rapids P&DC	-79.18	10
Des Moines NDC	-79.18	10
Des Moines P&DC	-79.18	10
Waterloo P&DF	-79.18	10
Kansas City KS NDC	-79.18	10
Wichita P&DC	-79.18	10
Duluth P&DC	-79.18	10
Mankato P&DC	-79.18	10
Minn-Saint Paul Psa	-79.18	10
Minn-Saint Paul NDC	-79.18	10
Minneapolis P&DC	-79.18	10
Saint Cloud P&DC	-79.18	10
Saint Paul P&DC	-79.18	10
Twin Cities L&DC	-79.18	10
Columbia P&DC	-79.18	10
Kansas City MO P&DC	-79.18	10
Saint Louis NDC	-79.18	10
Saint Louis P&DC	-79.18	10
Saint Louis Metro Anx	-79.18	10
Springfield P&DC	-79.18	10

Opportunity 20

Operational Group	Score	Cell
Roanoke P&DC	333.11	0
Richmond P&DC	333.11	0
Northern VA P&DC	333.11	0
Norfolk P&DC	333.11	0
Dulles P&DC	333.11	0
Rocky Mount P&DF	333.11	0
Raleigh P&DC	333.11	0
Greensboro P&DC	333.11	0
Greensboro NDC	333.11	0
Fayetteville Downing Road Anx	333.11	0
Fayetteville P&DC	333.11	0
Mid Carolina P&DC	333.11	0
Charlotte P&DC	333.11	0
San Juan Pr P&DC	45.76	1
Dmdu Cantano Anx	45.76	1
Jackson P&DC	45.76	1
Gulfport P&DF	45.76	1
West Palm Beach P&DC	45.76	1
Tampa P&DC	45.76	1
Ybor City P&DC	45.76	1

**HQ Functional Group: HQ CPDO
Grievance Avg**

**NPA PERFORMANCE
FY 2023 - FEB YTD**

National

Operational Group	Score	Cell
HQ CPDO	6.00	6
Western Processing	7.00	7
Eastern Processing	6.00	6
New England Processing	7.00	7
New York Metro Processing	7.00	7
Chesapeake Processing	7.00	7
Pacific NW Processing	6.00	6
Midwest Processing	5.00	5
Lakeshores Processing	5.00	5
South Atlantic Processing	5.00	5
Southern Cal Processing	4.00	4
Western Processing	4.00	4
Gulf Atlantic Processing	4.00	4
Westshores Processing	4.00	4
Southeast Processing	3.00	3
Southwest Processing	3.00	3

Top 20

Operational Group	Score	Cell
Bradley AMF	7.00	7
Hartford P&DC	7.00	7
Southern CT P&DC	7.00	7
Stamford P&DC	7.00	7
Delaware P&DC	7.00	7
Curseen-Morris P&DC	7.00	7
Eastern Me P&DC	7.00	7
Southern Me P&DC	7.00	7
Baltimore P&DC	7.00	7
Balt Inc Mail P&DC	7.00	7
Eastern Shore P&DC	7.00	7
SO Maryland P&DC	7.00	7
Washington NDC	7.00	7
Southern Capital Beltway Fac	7.00	7
Suburban P&DC	7.00	7
Boston P&DC	7.00	7
Brockton P&DC	7.00	7
Middlesex-Essex P&DC	7.00	7
Springfield NDC	7.00	7
Central P&DC	7.00	7

Opportunity 20

Operational Group	Score	Cell
San Antonio P&DC	3.00	3
Midland P&DC	3.00	3
McAllen P&DC	3.00	3
Lubbock P&DC	3.00	3
North Houston P&DC	3.00	3
Fort Worth P&DC	3.00	3
El Paso P&DC	3.00	3
Dallas P&DC	3.00	3
North Texas P&DC	3.00	3
Dallas NDC	3.00	3
Corpus Christi P&DC	3.00	3
Beaumont P&DF	3.00	3
Austin P&DC	3.00	3
Amarillo P&DC	3.00	3
Abilene P&DF	3.00	3
Nashville P&DC	3.00	3
Jet Cove Anx	3.00	3
Memphis P&DC	3.00	3
Memphis NDC	3.00	3
Knoxville P&DC	3.00	3

HQ Functional Group: HQ CPDO
Employee Utilization

NPA PERFORMANCE
FY 2023 - FEB YTD

National

Operational Group	Score	Cell
HQ CPDO	4.00	4
Western Processing	5.00	5
Eastern Processing	4.00	4
Western Processing	5.00	5
New England Processing	5.00	5
New York Metro Processing	5.00	5
Chesapeake Processing	5.00	5
Pacific NW Processing	5.00	5
Westshores Processing	4.00	4
Midwest Processing	4.00	4
Gulf Atlantic Processing	3.00	3
Lakeshores Processing	3.00	3
South Atlantic Processing	3.00	3
Southern Cal Processing	2.00	2
Southeast Processing	2.00	2
Southwest Processing	2.00	2

Top 20

Operational Group	Score	Cell
Southern CT P&DC	7.00	7
Pocatello Mpf	7.00	7
Johnstown P&DC-Inshd	7.00	7
Burlington P&DC	7.00	7
Casper Mpf	7.00	7
Huntsville P&DF	6.00	6
San Francisco NDC	6.00	6
Peoria P&DC	6.00	6
Eastern Me P&DC	6.00	6
Mankato P&DC	6.00	6
Billings P&DC	6.00	6
Las Vegas P&DC	6.00	6
Medford Or P&DC	6.00	6
Altoona P&DC	6.00	6
Pennwood Place P&DC	6.00	6
Pittsburgh NDC	6.00	6
Scranton P&DC	6.00	6
Yakima Mpf	6.00	6
Eau Claire P&DF	6.00	6
Cheyenne P&DC	6.00	6

Opportunity 20

Operational Group	Score	Cell
San Antonio P&DC	1.00	1
North Houston P&DC	1.00	1
Jet Cove Anx	1.00	1
Memphis P&DC	1.00	1
Memphis NDC	1.00	1
Macon P&DC	1.00	1
Augusta P&DC	1.00	1
Little Rock P&DC	1.00	1
Lubbock P&DC	2.00	2
Fort Worth P&DC	2.00	2
Dallas P&DC	2.00	2
Knoxville P&DC	2.00	2
Charleston P&DC	2.00	2
Toledo P&DC	2.00	2
Cincinnati NDC	2.00	2
New Orleans La P&DC	2.00	2
Saint Rose Anx	2.00	2
North Metro P&DC	2.00	2
Peachtree P&DC	2.00	2
Atlanta P&DC	2.00	2

Any
Questions?

Contact Info: Donald.L.Flak@USPS.GOV
(202) 268-4518 or (412) 737-1625