



**npa**  
2023

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

**March 31, 2023**

**CRDO**  
**FEBRUARY YTD**





## CRDO - Chief Retail & Delivery Officer NPA Composite Performance Summary

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	<b>CRDO - NATIONAL</b>	<b>4.31</b>	<b>4</b>
1	Westpac	4.56	5
2	Atlantic	4.38	4
3	Central	4.32	4
4	Southern	3.70	4
1	California 1 District	6.74	7
2	Hawaii District	6.01	6
3	California 6 District	5.78	6
4	California 2 District	5.49	5
5	Virginia District	5.41	5
6	California 4 District	5.34	5
7	New York 1 District	5.30	5
8	California 3 District	5.26	5
9	AZ-NM District	5.14	5
10	North Carolina District	4.96	5
11	NV-UT District	4.91	5
12	Pennsylvania 1 District	4.89	5

Rank	Operational Group	Score	Cell
13	New York 3 District	4.87	5
14	Ohio 1 District	4.81	5
15	Indiana District	4.71	5
16	Michigan 2 District	4.70	5
17	New Jersey District	4.67	5
18	Alaska District	4.62	5
19	Florida 2 District	4.62	5
20	MA-RI District	4.53	5
21	Washington District	4.47	4
22	Maryland District	4.41	4
23	Wisconsin District	4.40	4
24	Texas 3 District	4.39	4
25	CO-WY District	4.34	4
26	Ohio 2 District	4.31	4
27	Texas 2 District	4.30	4
28	Florida 3 District	4.22	4
29	IA-NE-SD District	4.21	4
30	California 5 District	4.20	4
31	Florida 1 District	4.15	4

Rank	Operational Group	Score	Cell
32	Connecticut District	4.13	4
33	New York 2 District	4.08	4
34	Michigan 1 District	4.05	4
35	ME-NH-VT District	4.00	4
36	KS-MO District	3.99	4
37	Puerto Rico District	3.90	4
38	AR-OK District	3.88	4
39	KY-WV District	3.85	4
40	Louisiana District	3.81	4
41	ID-MT-OR District	3.80	4
42	MN-ND District	3.76	4
43	Illinois 2 District	3.75	4
44	South Carolina District	3.70	4
45	DE-PA 2 District	3.69	4
46	Illinois 1 District	3.63	4
47	Tennessee District	3.54	4
48	AL-MS District	3.53	4
49	Texas 1 District	3.53	4
50	Georgia District	3.46	3

## CRDO - Chief Retail & Delivery Officer Controllable Income

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	-0.52	3
1	Atlantic	-0.52	3
2	Central	-0.52	3
3	Southern	-0.52	3
4	Westpac	-0.52	3
1	Alaska District	-0.52	3
2	AL-MS District	-0.52	3
3	AR-OK District	-0.52	3
4	AZ-NM District	-0.52	3
5	California 1 District	-0.52	3
6	California 2 District	-0.52	3
7	California 3 District	-0.52	3
8	California 4 District	-0.52	3
9	California 5 District	-0.52	3
10	California 6 District	-0.52	3
11	Connecticut District	-0.52	3
12	CO-WY District	-0.52	3

Rank	Operational Group	Score	Cell
13	DE-PA 2 District	-0.52	3
14	Florida 1 District	-0.52	3
15	Florida 2 District	-0.52	3
16	Florida 3 District	-0.52	3
17	Georgia District	-0.52	3
18	Hawaii District	-0.52	3
19	IA-NE-SD District	-0.52	3
20	ID-MT-OR District	-0.52	3
21	Illinois 1 District	-0.52	3
22	Illinois 2 District	-0.52	3
23	Indiana District	-0.52	3
24	KS-MO District	-0.52	3
25	KY-WV District	-0.52	3
26	Louisiana District	-0.52	3
27	MA-RI District	-0.52	3
28	Maryland District	-0.52	3
29	ME-NH-VT District	-0.52	3
30	Michigan 1 District	-0.52	3
31	Michigan 2 District	-0.52	3

Rank	Operational Group	Score	Cell
32	MN-ND District	-0.52	3
33	New Jersey District	-0.52	3
34	New York 1 District	-0.52	3
35	New York 2 District	-0.52	3
36	New York 3 District	-0.52	3
37	North Carolina District	-0.52	3
38	NV-UT District	-0.52	3
39	Ohio 1 District	-0.52	3
40	Ohio 2 District	-0.52	3
41	Pennsylvania 1 District	-0.52	3
42	Puerto Rico District	-0.52	3
43	South Carolina District	-0.52	3
44	Tennessee District	-0.52	3
45	Texas 1 District	-0.52	3
46	Texas 2 District	-0.52	3
47	Texas 3 District	-0.52	3
48	Virginia District	-0.52	3
49	Washington District	-0.52	3
50	Wisconsin District	-0.52	3



## CRDO - Chief Retail & Delivery Officer Total Revenue % to Plan

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	-0.39	4
1	Atlantic	-0.39	4
2	Central	-0.39	4
3	Southern	-0.39	4
4	Westpac	-0.39	4
1	Alaska District	-0.39	4
2	AL-MS District	-0.39	4
3	AR-OK District	-0.39	4
4	AZ-NM District	-0.39	4
5	California 1 District	-0.39	4
6	California 2 District	-0.39	4
7	California 3 District	-0.39	4
8	California 4 District	-0.39	4
9	California 5 District	-0.39	4
10	California 6 District	-0.39	4
11	Connecticut District	-0.39	4
12	CO-WY District	-0.39	4

Rank	Operational Group	Score	Cell
13	DE-PA 2 District	-0.39	4
14	Florida 1 District	-0.39	4
15	Florida 2 District	-0.39	4
16	Florida 3 District	-0.39	4
17	Georgia District	-0.39	4
18	Hawaii District	-0.39	4
19	IA-NE-SD District	-0.39	4
20	ID-MT-OR District	-0.39	4
21	Illinois 1 District	-0.39	4
22	Illinois 2 District	-0.39	4
23	Indiana District	-0.39	4
24	KS-MO District	-0.39	4
25	KY-WV District	-0.39	4
26	Louisiana District	-0.39	4
27	MA-RI District	-0.39	4
28	Maryland District	-0.39	4
29	ME-NH-VT District	-0.39	4
30	Michigan 1 District	-0.39	4
31	Michigan 2 District	-0.39	4

Rank	Operational Group	Score	Cell
32	MN-ND District	-0.39	4
33	New Jersey District	-0.39	4
34	New York 1 District	-0.39	4
35	New York 2 District	-0.39	4
36	New York 3 District	-0.39	4
37	North Carolina District	-0.39	4
38	NV-UT District	-0.39	4
39	Ohio 1 District	-0.39	4
40	Ohio 2 District	-0.39	4
41	Pennsylvania 1 District	-0.39	4
42	Puerto Rico District	-0.39	4
43	South Carolina District	-0.39	4
44	Tennessee District	-0.39	4
45	Texas 1 District	-0.39	4
46	Texas 2 District	-0.39	4
47	Texas 3 District	-0.39	4
48	Virginia District	-0.39	4
49	Washington District	-0.39	4
50	Wisconsin District	-0.39	4



**CRDO - Chief Retail & Delivery Officer  
Total Operating Expense (TOE)**

**NPA PERFORMANCE  
FY 2023 - FEB YTD**

Rank	Operational Group	Score	Cell
	<b>CRDO - NATIONAL</b>	<b>1.92</b>	<b>3</b>
1	Central	3.69	1
2	Southern	3.77	1
3	Atlantic	4.48	0
4	Westpac	5.09	0
1	Texas 2 District	0.29	4
2	California 1 District	0.35	4
3	Florida 3 District	0.44	4
4	California 4 District	0.58	4
5	California 6 District	1.33	3
6	Michigan 1 District	1.37	3
7	New York 1 District	1.42	3
8	Florida 2 District	1.54	3
9	New Jersey District	1.57	3
10	New York 2 District	1.76	3
11	Louisiana District	1.80	3
12	Ohio 1 District	1.84	3

Rank	Operational Group	Score	Cell
13	AR-OK District	2.24	2
14	Maryland District	2.26	2
15	Texas 3 District	2.29	2
16	Virginia District	2.41	2
17	California 2 District	2.65	2
18	Hawaii District	2.69	2
19	New York 3 District	2.69	2
20	Pennsylvania 1 District	2.96	2
21	NV-UT District	2.99	2
22	Connecticut District	3.08	2
23	California 5 District	3.23	1
24	Ohio 2 District	3.28	1
25	Indiana District	3.35	1
26	Illinois 2 District	3.36	1
27	DE-PA 2 District	3.50	1
28	Wisconsin District	3.51	1
29	MA-RI District	3.53	1
30	KS-MO District	3.85	1
31	AL-MS District	3.88	1

Rank	Operational Group	Score	Cell
32	California 3 District	4.05	1
33	North Carolina District	4.06	1
34	KY-WV District	4.08	1
35	Illinois 1 District	4.11	1
36	Michigan 2 District	4.11	1
37	Florida 1 District	4.20	0
38	IA-NE-SD District	4.22	0
39	AZ-NM District	4.24	0
40	Alaska District	4.57	0
41	Texas 1 District	4.58	0
42	ME-NH-VT District	4.83	0
43	MN-ND District	5.07	0
44	Tennessee District	5.07	0
45	Georgia District	5.91	0
46	Washington District	6.09	0
47	South Carolina District	6.49	0
48	ID-MT-OR District	6.80	0
49	CO-WY District	6.86	0
50	Puerto Rico District	7.12	0



**CRDO - Chief Retail & Delivery Officer**  
**Functional Effectiveness Retail and Delivery**

**NPA PERFORMANCE**  
**FY 2023 - FEB YTD**

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	5.00	5
1	Atlantic	5.00	5
2	Central	5.00	5
3	Westpac	5.00	5
4	Southern	4.00	4
1	California 1 District	8.00	8
2	California 2 District	7.00	7
3	Hawaii District	7.00	7
4	Virginia District	7.00	7
5	Alaska District	6.00	6
6	AZ-NM District	6.00	6
7	California 6 District	6.00	6
8	CO-WY District	6.00	6
9	New York 3 District	6.00	6
10	North Carolina District	6.00	6
11	NV-UT District	6.00	6
12	Washington District	6.00	6

Rank	Operational Group	Score	Cell
13	California 3 District	5.00	5
14	California 4 District	5.00	5
15	California 5 District	5.00	5
16	Florida 2 District	5.00	5
17	IA-NE-SD District	5.00	5
18	Illinois 1 District	5.00	5
19	Indiana District	5.00	5
20	KS-MO District	5.00	5
21	MA-RI District	5.00	5
22	Maryland District	5.00	5
23	ME-NH-VT District	5.00	5
24	Michigan 2 District	5.00	5
25	MN-ND District	5.00	5
26	New Jersey District	5.00	5
27	New York 1 District	5.00	5
28	Ohio 1 District	5.00	5
29	Ohio 2 District	5.00	5
30	Pennsylvania 1 District	5.00	5
31	Texas 2 District	5.00	5

Rank	Operational Group	Score	Cell
32	Texas 3 District	5.00	5
33	Wisconsin District	5.00	5
34	AL-MS District	4.00	4
35	AR-OK District	4.00	4
36	Connecticut District	4.00	4
37	DE-PA 2 District	4.00	4
38	Florida 1 District	4.00	4
39	Florida 3 District	4.00	4
40	Georgia District	4.00	4
41	ID-MT-OR District	4.00	4
42	Illinois 2 District	4.00	4
43	KY-WV District	4.00	4
44	Louisiana District	4.00	4
45	Michigan 1 District	4.00	4
46	New York 2 District	4.00	4
47	Puerto Rico District	4.00	4
48	South Carolina District	4.00	4
49	Tennessee District	4.00	4
50	Texas 1 District	4.00	4



**CRDO - Chief Retail & Delivery Officer  
F2DPH % SPLY**

**NPA PERFORMANCE  
FY 2023 - FEB YTD**

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	2.74	5
1	Atlantic	3.26	6
2	Westpac	3.16	5
3	Southern	2.31	5
4	Central	2.17	5
1	Hawaii District	10.33	8
2	New York 1 District	8.51	7
3	Washington District	6.97	7
4	Texas 2 District	5.95	6
5	California 1 District	5.67	6
6	Maryland District	5.65	6
7	Texas 3 District	5.57	6
8	Virginia District	5.56	6
9	Florida 2 District	4.76	6
10	California 4 District	4.66	6
11	California 6 District	4.61	6
12	North Carolina District	4.29	6

Rank	Operational Group	Score	Cell
13	KS-MO District	4.18	6
14	Indiana District	3.97	6
15	New York 3 District	3.96	6
16	California 2 District	3.52	6
17	Ohio 2 District	3.43	6
18	Michigan 2 District	2.90	5
19	Ohio 1 District	2.80	5
20	Connecticut District	2.74	5
21	Florida 1 District	2.67	5
22	New Jersey District	2.55	5
23	Pennsylvania 1 District	2.26	5
24	Florida 3 District	2.24	5
25	California 3 District	2.08	5
26	KY-WV District	1.98	5
27	NV-UT District	1.94	5
28	New York 2 District	1.93	5
29	Michigan 1 District	1.75	5
30	South Carolina District	1.62	5
31	Puerto Rico District	1.61	5

Rank	Operational Group	Score	Cell
32	Tennessee District	1.59	5
33	Illinois 1 District	1.58	5
34	Wisconsin District	1.40	5
35	Georgia District	1.33	5
36	AR-OK District	1.21	5
37	ME-NH-VT District	1.16	5
38	AL-MS District	1.12	5
39	ID-MT-OR District	1.06	5
40	AZ-NM District	0.99	5
41	CO-WY District	0.94	5
42	MA-RI District	0.68	5
43	IA-NE-SD District	0.65	5
44	California 5 District	0.64	5
45	Illinois 2 District	0.48	5
46	MN-ND District	0.41	5
47	Alaska District	0.34	5
48	Louisiana District	-0.30	4
49	Texas 1 District	-0.65	4
50	DE-PA 2 District	-0.89	4



## CRDO - Chief Retail & Delivery Officer CSV/SOV Variance

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	93.89	4
1	Westpac	96.33	5
2	Southern	94.49	4
3	Central	93.94	4
4	Atlantic	91.51	4
1	AZ-NM District	100.64	5
2	Alaska District	100.62	5
3	Hawaii District	99.77	5
4	California 1 District	98.65	5
5	Louisiana District	98.58	5
6	Virginia District	98.48	5
7	California 6 District	97.90	5
8	NV-UT District	97.88	5
9	Texas 3 District	97.51	5
10	North Carolina District	97.29	5
11	California 2 District	97.22	5
12	Ohio 2 District	97.10	5

Rank	Operational Group	Score	Cell
13	Florida 2 District	96.42	5
14	California 4 District	96.41	5
15	California 3 District	96.28	5
16	AR-OK District	96.16	5
17	Texas 1 District	96.15	5
18	Texas 2 District	96.01	5
19	CO-WY District	95.43	5
20	Pennsylvania 1 District	94.99	4
21	KS-MO District	94.93	4
22	Florida 1 District	94.81	4
23	Wisconsin District	94.57	4
24	KY-WV District	94.45	4
25	ID-MT-OR District	94.30	4
26	Tennessee District	94.13	4
27	IA-NE-SD District	94.12	4
28	Michigan 1 District	94.07	4
29	Illinois 2 District	93.58	4
30	DE-PA 2 District	93.48	4
31	Indiana District	93.34	4

Rank	Operational Group	Score	Cell
32	Puerto Rico District	93.32	4
33	Michigan 2 District	93.20	4
34	Ohio 1 District	92.80	4
35	South Carolina District	92.50	4
36	MN-ND District	92.46	4
37	New Jersey District	92.46	4
38	Illinois 1 District	92.23	4
39	California 5 District	92.22	4
40	AL-MS District	91.82	4
41	Georgia District	91.54	4
42	New York 3 District	91.46	4
43	ME-NH-VT District	90.77	4
44	Washington District	90.46	3
45	Florida 3 District	90.18	3
46	MA-RI District	88.98	3
47	Maryland District	88.58	3
48	Connecticut District	88.25	3
49	New York 2 District	87.70	3
50	New York 1 District	80.55	1



**CRDO - Chief Retail & Delivery Officer**  
**CSV/SOV Opportunity % SPLY**

**NPA PERFORMANCE**  
**FY 2023 - FEB YTD**

Rank	Operational Group	Score	Cell
	<b>CRDO - NATIONAL</b>	<b>41.62</b>	<b>6</b>
1	Westpac	66.53	7
2	Atlantic	42.44	6
3	Central	28.15	5
4	Southern	19.74	4
1	Alaska District	99.99	10
2	AZ-NM District	99.99	10
3	Hawaii District	97.85	9
4	California 1 District	88.90	9
5	Virginia District	84.14	9
6	California 6 District	80.46	8
7	Louisiana District	79.82	8
8	California 4 District	75.20	8
9	NV-UT District	74.77	8
10	California 2 District	71.96	8
11	CO-WY District	68.29	8
12	North Carolina District	67.48	7

Rank	Operational Group	Score	Cell
13	Texas 3 District	66.57	7
14	California 3 District	64.98	7
15	Ohio 2 District	64.75	7
16	DE-PA 2 District	55.11	7
17	Illinois 1 District	53.35	7
18	California 5 District	52.99	7
19	Puerto Rico District	50.77	6
20	Pennsylvania 1 District	46.80	6
21	ID-MT-OR District	46.62	6
22	MA-RI District	44.19	6
23	Texas 2 District	43.08	6
24	Maryland District	37.91	6
25	KS-MO District	37.65	6
26	ME-NH-VT District	36.92	6
27	Connecticut District	36.14	6
28	New Jersey District	35.92	5
29	New York 2 District	33.67	5
30	New York 3 District	32.59	5
31	Wisconsin District	31.06	5

Rank	Operational Group	Score	Cell
32	New York 1 District	25.65	5
33	Michigan 1 District	23.09	5
34	Texas 1 District	22.28	5
35	IA-NE-SD District	21.10	5
36	Ohio 1 District	20.54	5
37	KY-WV District	19.41	4
38	Illinois 2 District	19.12	4
39	MN-ND District	17.53	4
40	Washington District	14.84	4
41	Florida 3 District	9.96	4
42	AR-OK District	5.85	4
43	Georgia District	5.53	4
44	Tennessee District	1.18	4
45	Indiana District	-1.42	4
46	Michigan 2 District	-3.72	4
47	South Carolina District	-4.21	4
48	Florida 1 District	-7.91	4
49	AL-MS District	-10.48	3
50	Florida 2 District	-11.57	3



## CRDO - Chief Retail & Delivery Officer CSV/SOV

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	6.00	6
1	Westpac	7.00	7
2	Atlantic	6.00	6
3	Central	5.00	5
4	Southern	4.00	4
1	Alaska District	10.00	10
2	AZ-NM District	10.00	10
3	California 1 District	9.00	9
4	Hawaii District	9.00	9
5	Virginia District	9.00	9
6	California 2 District	8.00	8
7	California 4 District	8.00	8
8	California 6 District	8.00	8
9	CO-WY District	8.00	8
10	Louisiana District	8.00	8
11	NV-UT District	8.00	8
12	California 3 District	7.00	7

Rank	Operational Group	Score	Cell
13	California 5 District	7.00	7
14	DE-PA 2 District	7.00	7
15	Illinois 1 District	7.00	7
16	North Carolina District	7.00	7
17	Ohio 2 District	7.00	7
18	Texas 3 District	7.00	7
19	Connecticut District	6.00	6
20	ID-MT-OR District	6.00	6
21	KS-MO District	6.00	6
22	MA-RI District	6.00	6
23	Maryland District	6.00	6
24	ME-NH-VT District	6.00	6
25	Pennsylvania 1 District	6.00	6
26	Puerto Rico District	6.00	6
27	Texas 2 District	6.00	6
28	AR-OK District	5.00	5
29	Florida 2 District	5.00	5
30	IA-NE-SD District	5.00	5
31	Michigan 1 District	5.00	5

Rank	Operational Group	Score	Cell
32	New Jersey District	5.00	5
33	New York 1 District	5.00	5
34	New York 2 District	5.00	5
35	New York 3 District	5.00	5
36	Ohio 1 District	5.00	5
37	Texas 1 District	5.00	5
38	Wisconsin District	5.00	5
39	AL-MS District	4.00	4
40	Florida 1 District	4.00	4
41	Florida 3 District	4.00	4
42	Georgia District	4.00	4
43	Illinois 2 District	4.00	4
44	Indiana District	4.00	4
45	KY-WV District	4.00	4
46	Michigan 2 District	4.00	4
47	MN-ND District	4.00	4
48	South Carolina District	4.00	4
49	Tennessee District	4.00	4
50	Washington District	4.00	4



## CRDO - Chief Retail & Delivery Officer Employee Separation Rate - R&D

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	9.96	2
1	Westpac	1.69	3
2	Central	2.44	3
3	Atlantic	11.93	2
4	Southern	26.03	0
1	California 1 District	-46.13	9
2	NV-UT District	-21.73	6
3	Indiana District	-21.69	6
4	California 2 District	-21.09	6
5	IA-NE-SD District	-15.48	6
6	Wisconsin District	-14.79	6
7	Washington District	-14.64	6
8	MN-ND District	-11.99	5
9	New York 3 District	-8.20	5
10	CO-WY District	-4.57	4
11	Virginia District	-4.53	4
12	Michigan 2 District	-0.71	4

Rank	Operational Group	Score	Cell
13	North Carolina District	-0.10	4
14	ME-NH-VT District	0.49	4
15	KS-MO District	1.27	3
16	New Jersey District	2.55	3
17	KY-WV District	3.78	3
18	Ohio 1 District	6.38	3
19	Pennsylvania 1 District	8.02	3
20	Texas 2 District	8.64	2
21	AR-OK District	13.18	2
22	Georgia District	13.95	2
23	Hawaii District	14.29	2
24	Alaska District	15.31	2
25	MA-RI District	15.52	1
26	AZ-NM District	16.50	1
27	South Carolina District	16.95	1
28	California 3 District	17.61	1
29	Ohio 2 District	18.05	1
30	California 6 District	18.77	1
31	Illinois 2 District	21.82	1

Rank	Operational Group	Score	Cell
32	DE-PA 2 District	22.40	1
33	ID-MT-OR District	23.66	0
34	Florida 2 District	26.07	0
35	Tennessee District	27.40	0
36	AL-MS District	27.69	0
37	Texas 3 District	30.00	0
38	Maryland District	31.55	0
39	Louisiana District	31.97	0
40	Illinois 1 District	32.15	0
41	Florida 1 District	34.55	0
42	Texas 1 District	40.17	0
43	Connecticut District	49.74	0
44	California 4 District	52.16	0
45	New York 2 District	53.26	0
46	New York 1 District	66.49	0
47	Florida 3 District	68.76	0
48	Michigan 1 District	75.95	0
49	California 5 District	77.97	0
50	Puerto Rico District	108.00	0

## NPA PERFORMANCE FY 2023 - FEB YTD



## CRDO - Chief Retail & Delivery Officer Market Dominant Composite

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	92.66	4
1	Westpac	94.00	7
2	Atlantic	92.78	4
3	Central	92.36	4
4	Southern	91.89	3
1	California 4 District	96.22	10
2	California 3 District	96.01	10
3	California 6 District	95.64	10
4	California 1 District	95.47	10
5	Michigan 2 District	94.58	8
6	Hawaii District	94.28	8
7	Florida 2 District	94.13	7
8	Pennsylvania 1 District	94.08	7
9	Michigan 1 District	93.95	7
10	AZ-NM District	93.82	7
11	New Jersey District	93.68	6
12	California 2 District	93.66	6

Rank	Operational Group	Score	Cell
13	North Carolina District	93.61	6
14	California 5 District	93.59	6
15	NV-UT District	93.48	6
16	IA-NE-SD District	93.46	6
17	Ohio 1 District	93.46	6
18	New York 2 District	93.35	5
19	New York 3 District	93.27	5
20	Alaska District	93.26	5
21	Indiana District	93.25	5
22	ID-MT-OR District	93.08	5
23	KY-WV District	93.07	5
24	Connecticut District	92.86	4
25	Louisiana District	92.83	4
26	DE-PA 2 District	92.70	4
27	Washington District	92.70	4
28	Texas 3 District	92.68	4
29	Puerto Rico District	92.63	4
30	New York 1 District	92.47	4
31	Wisconsin District	92.41	4

Rank	Operational Group	Score	Cell
32	Florida 1 District	92.24	4
33	Florida 3 District	92.07	4
34	AR-OK District	91.90	3
35	Texas 1 District	91.80	3
36	South Carolina District	91.78	3
37	Virginia District	91.60	3
38	AL-MS District	91.57	3
39	Illinois 1 District	91.56	3
40	ME-NH-VT District	91.41	3
41	MA-RI District	91.39	3
42	Texas 2 District	91.14	3
43	Ohio 2 District	91.08	3
44	Maryland District	91.00	2
45	Illinois 2 District	90.72	2
46	KS-MO District	90.71	2
47	CO-WY District	90.51	2
48	Tennessee District	90.45	2
49	Georgia District	90.40	2
50	MN-ND District	89.98	1



## CRDO - Chief Retail & Delivery Officer Competitive Composite

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	<b>CRDO - NATIONAL</b>	<b>95.25</b>	<b>4</b>
1	Westpac	95.80	5
2	Atlantic	95.66	4
3	Southern	94.87	3
4	Central	94.64	3
1	Hawaii District	98.05	10
2	California 3 District	97.51	10
3	California 1 District	97.30	10
4	California 6 District	97.16	10
5	Pennsylvania 1 District	96.99	9
6	California 4 District	96.68	8
7	California 2 District	96.47	7
8	AZ-NM District	96.39	7
9	Maryland District	96.33	7
10	New York 1 District	96.24	6
11	Virginia District	96.11	6
12	Ohio 1 District	96.08	6

Rank	Operational Group	Score	Cell
13	South Carolina District	95.93	5
14	Louisiana District	95.89	5
15	AL-MS District	95.86	5
16	New Jersey District	95.81	5
17	Wisconsin District	95.74	4
18	Washington District	95.73	4
19	KY-WV District	95.72	4
20	New York 2 District	95.62	4
21	DE-PA 2 District	95.58	4
22	New York 3 District	95.58	4
23	Tennessee District	95.51	4
24	Florida 1 District	95.45	4
25	Connecticut District	95.26	4
26	MA-RI District	95.24	4
27	Texas 3 District	95.21	4
28	Texas 1 District	95.19	4
29	Florida 2 District	95.07	4
30	Illinois 2 District	95.05	3
31	California 5 District	95.03	3

Rank	Operational Group	Score	Cell
32	North Carolina District	95.03	3
33	Indiana District	94.96	3
34	Florida 3 District	94.92	3
35	Michigan 1 District	94.90	3
36	Alaska District	94.86	3
37	ID-MT-OR District	94.85	3
38	Ohio 2 District	94.75	3
39	Georgia District	94.65	3
40	Michigan 2 District	94.63	3
41	NV-UT District	94.54	3
42	Illinois 1 District	93.75	2
43	KS-MO District	93.71	2
44	IA-NE-SD District	93.60	1
45	ME-NH-VT District	93.56	1
46	AR-OK District	93.49	1
47	MN-ND District	93.38	1
48	Texas 2 District	91.96	0
49	CO-WY District	91.18	0
50	Puerto Rico District	91.05	0



## CRDO - Chief Retail & Delivery Officer Scanning Visibility

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	99.12	3
1	Central	99.23	4
2	Westpac	99.18	4
3	Atlantic	99.07	3
4	Southern	99.03	2
1	Michigan 2 District	99.48	6
2	MA-RI District	99.46	6
3	IA-NE-SD District	99.44	6
4	Hawaii District	99.43	6
5	California 6 District	99.40	5
6	Illinois 2 District	99.38	5
7	Wisconsin District	99.37	5
8	AZ-NM District	99.33	5
9	Indiana District	99.33	5
10	California 1 District	99.32	5
11	Pennsylvania 1 District	99.32	5
12	North Carolina District	99.31	5

Rank	Operational Group	Score	Cell
13	Florida 1 District	99.30	5
14	AR-OK District	99.29	4
15	California 3 District	99.28	4
16	Ohio 1 District	99.28	4
17	KS-MO District	99.27	4
18	Michigan 1 District	99.27	4
19	KY-WV District	99.26	4
20	ID-MT-OR District	99.22	4
21	ME-NH-VT District	99.21	4
22	MN-ND District	99.21	4
23	NV-UT District	99.21	4
24	New York 3 District	99.16	3
25	California 2 District	99.15	3
26	New York 2 District	99.15	3
27	Texas 1 District	99.14	3
28	Washington District	99.13	3
29	Florida 2 District	99.12	3
30	California 4 District	99.11	3
31	Puerto Rico District	99.10	3

Rank	Operational Group	Score	Cell
32	South Carolina District	99.09	3
33	Connecticut District	99.08	3
34	Texas 3 District	99.07	3
35	Virginia District	99.07	3
36	Tennessee District	99.06	3
37	Texas 2 District	99.04	2
38	CO-WY District	99.03	2
39	Louisiana District	99.01	2
40	Ohio 2 District	98.98	2
41	Alaska District	98.91	1
42	AL-MS District	98.88	1
43	Georgia District	98.87	1
44	Maryland District	98.85	1
45	New Jersey District	98.85	1
46	DE-PA 2 District	98.66	0
47	Florida 3 District	98.51	0
48	California 5 District	98.50	0
49	New York 1 District	98.50	0
50	Illinois 1 District	98.42	0



## CRDO - Chief Retail & Delivery Officer Customer Experience Index

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	6.10	6
1	Westpac	6.10	6
2	Atlantic	5.90	6
3	Southern	5.90	6
4	Central	5.50	6
1	Michigan 2 District	8.10	8
2	California 3 District	7.50	8
3	Puerto Rico District	7.50	8
4	California 4 District	7.10	7
5	California 6 District	7.10	7
6	AR-OK District	6.90	7
7	California 1 District	6.70	7
8	Louisiana District	6.70	7
9	Connecticut District	6.50	7
10	Hawaii District	6.50	7
11	New York 3 District	6.50	7
12	MA-RI District	6.30	6

Rank	Operational Group	Score	Cell
13	New Jersey District	6.30	6
14	North Carolina District	6.30	6
15	AZ-NM District	6.10	6
16	DE-PA 2 District	6.10	6
17	Florida 2 District	6.10	6
18	ID-MT-OR District	6.10	6
19	Maryland District	6.10	6
20	Michigan 1 District	6.10	6
21	Texas 3 District	6.10	6
22	IA-NE-SD District	5.90	6
23	KY-WV District	5.90	6
24	ME-NH-VT District	5.90	6
25	NV-UT District	5.90	6
26	Ohio 1 District	5.90	6
27	Ohio 2 District	5.90	6
28	Pennsylvania 1 District	5.90	6
29	South Carolina District	5.90	6
30	Tennessee District	5.90	6
31	Texas 1 District	5.90	6

Rank	Operational Group	Score	Cell
32	Wisconsin District	5.90	6
33	California 2 District	5.70	6
34	Indiana District	5.70	6
35	CO-WY District	5.50	6
36	New York 2 District	5.50	6
37	Texas 2 District	5.50	6
38	Washington District	5.50	6
39	AL-MS District	5.30	5
40	California 5 District	5.30	5
41	Illinois 2 District	5.30	5
42	Alaska District	5.10	5
43	Florida 1 District	5.10	5
44	Florida 3 District	5.10	5
45	KS-MO District	5.10	5
46	Virginia District	5.10	5
47	Georgia District	4.90	5
48	MN-ND District	4.90	5
49	New York 1 District	4.90	5
50	Illinois 1 District	3.30	3



## CRDO - Chief Retail & Delivery Officer Total Accidents Rate

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	14.54	4
1	Southern	13.70	5
2	Atlantic	14.06	5
3	Westpac	14.78	4
4	Central	15.78	3
1	Puerto Rico District	10.11	7
2	California 1 District	10.71	6
3	New York 1 District	10.73	6
4	Florida 1 District	11.89	6
5	Virginia District	12.10	6
6	California 3 District	12.16	6
7	Hawaii District	12.26	6
8	MA-RI District	12.39	5
9	Texas 3 District	12.49	5
10	AR-OK District	12.50	5
11	AL-MS District	12.60	5
12	Maryland District	12.90	5

Rank	Operational Group	Score	Cell
13	Texas 2 District	12.94	5
14	Indiana District	13.12	5
15	California 4 District	13.16	5
16	Florida 2 District	13.21	5
17	Ohio 2 District	13.26	5
18	AZ-NM District	13.32	5
19	California 6 District	13.43	5
20	New Jersey District	13.53	5
21	North Carolina District	13.77	5
22	Florida 3 District	13.81	5
23	ID-MT-OR District	14.39	4
24	New York 2 District	14.60	4
25	Michigan 1 District	14.69	4
26	Georgia District	15.02	4
27	Louisiana District	15.14	4
28	Texas 1 District	15.17	4
29	South Carolina District	15.21	4
30	Connecticut District	15.23	4
31	Alaska District	15.28	3

Rank	Operational Group	Score	Cell
32	Tennessee District	15.32	3
33	New York 3 District	15.53	3
34	DE-PA 2 District	15.56	3
35	KS-MO District	15.71	3
36	KY-WV District	15.75	3
37	CO-WY District	15.84	3
38	Ohio 1 District	15.85	3
39	NV-UT District	15.96	3
40	Wisconsin District	16.08	3
41	Michigan 2 District	16.22	3
42	Illinois 2 District	16.43	2
43	IA-NE-SD District	16.70	2
44	Pennsylvania 1 District	16.94	2
45	California 2 District	17.04	2
46	MN-ND District	17.06	2
47	ME-NH-VT District	17.13	2
48	Illinois 1 District	18.13	1
49	Washington District	18.14	1
50	California 5 District	19.10	0

## NPA PERFORMANCE FY 2023 - FEB YTD



## CRDO - Chief Retail & Delivery Officer Total Accidents Imp

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	-1.96	1
1	Central	-9.62	4
2	Southern	-0.78	1
3	Atlantic	-0.76	1
4	Westpac	6.54	0
1	Michigan 1 District	-24.06	8
2	Ohio 1 District	-22.07	8
3	Indiana District	-21.28	7
4	Virginia District	-19.35	7
5	Ohio 2 District	-14.63	6
6	Illinois 2 District	-14.31	6
7	Illinois 1 District	-13.78	5
8	Hawaii District	-13.22	5
9	Michigan 2 District	-12.58	5
10	California 1 District	-11.86	5
11	MA-RI District	-11.06	5
12	Florida 1 District	-11.03	5

Rank	Operational Group	Score	Cell
13	North Carolina District	-10.00	5
14	Texas 2 District	-9.86	4
15	AR-OK District	-9.63	4
16	Texas 3 District	-8.94	4
17	KS-MO District	-7.43	3
18	California 4 District	-6.67	3
19	Pennsylvania 1 District	-6.54	3
20	ME-NH-VT District	-6.24	3
21	Florida 3 District	-5.54	3
22	Florida 2 District	-4.15	2
23	KY-WV District	-3.39	2
24	Puerto Rico District	-3.19	2
25	New Jersey District	-3.07	2
26	Texas 1 District	-2.68	2
27	Washington District	-2.68	2
28	Louisiana District	-1.33	1
29	MN-ND District	-0.45	1
30	CO-WY District	2.35	0
31	Wisconsin District	3.08	0

Rank	Operational Group	Score	Cell
32	Tennessee District	5.86	0
33	DE-PA 2 District	7.36	0
34	California 2 District	7.52	0
35	New York 2 District	7.79	0
36	Connecticut District	8.85	0
37	New York 1 District	9.62	0
38	New York 3 District	9.72	0
39	AL-MS District	10.93	0
40	Georgia District	11.78	0
41	AZ-NM District	12.00	0
42	California 6 District	12.09	0
43	ID-MT-OR District	12.90	0
44	NV-UT District	16.45	0
45	South Carolina District	18.08	0
46	California 3 District	18.82	0
47	California 5 District	19.78	0
48	Alaska District	20.34	0
49	IA-NE-SD District	23.11	0
50	Maryland District	32.14	0



## CRDO - Chief Retail & Delivery Officer Total Accidents Avg

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	4.00	4
1	Atlantic	5.00	5
2	Southern	5.00	5
3	Westpac	4.00	4
4	Central	3.00	3
1	Puerto Rico District	7.00	7
2	California 1 District	6.00	6
3	California 3 District	6.00	6
4	Florida 1 District	6.00	6
5	Hawaii District	6.00	6
6	Indiana District	6.00	6
7	Michigan 1 District	6.00	6
8	New York 1 District	6.00	6
9	Virginia District	6.00	6
10	AL-MS District	5.00	5
11	AR-OK District	5.00	5
12	AZ-NM District	5.00	5

Rank	Operational Group	Score	Cell
13	California 4 District	5.00	5
14	California 6 District	5.00	5
15	Florida 2 District	5.00	5
16	Florida 3 District	5.00	5
17	MA-RI District	5.00	5
18	Maryland District	5.00	5
19	New Jersey District	5.00	5
20	North Carolina District	5.00	5
21	Ohio 1 District	5.00	5
22	Ohio 2 District	5.00	5
23	Texas 2 District	5.00	5
24	Texas 3 District	5.00	5
25	Connecticut District	4.00	4
26	Georgia District	4.00	4
27	ID-MT-OR District	4.00	4
28	Illinois 2 District	4.00	4
29	Louisiana District	4.00	4
30	Michigan 2 District	4.00	4
31	New York 2 District	4.00	4

Rank	Operational Group	Score	Cell
32	South Carolina District	4.00	4
33	Texas 1 District	4.00	4
34	Alaska District	3.00	3
35	CO-WY District	3.00	3
36	DE-PA 2 District	3.00	3
37	Illinois 1 District	3.00	3
38	KS-MO District	3.00	3
39	KY-WV District	3.00	3
40	New York 3 District	3.00	3
41	NV-UT District	3.00	3
42	Tennessee District	3.00	3
43	Wisconsin District	3.00	3
44	California 2 District	2.00	2
45	IA-NE-SD District	2.00	2
46	ME-NH-VT District	2.00	2
47	MN-ND District	2.00	2
48	Pennsylvania 1 District	2.00	2
49	Washington District	1.00	1
50	California 5 District	0.00	0



## CRDO - Chief Retail & Delivery Officer Employee Availability Rate

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	90.42	2
1	Westpac	92.44	4
2	Central	92.27	4
3	Atlantic	91.90	4
4	Southern	90.98	3
1	Hawaii District	94.01	7
2	IA-NE-SD District	93.85	6
3	Wisconsin District	93.67	6
4	Pennsylvania 1 District	93.61	6
5	California 6 District	93.23	6
6	MN-ND District	93.00	5
7	KY-WV District	92.97	5
8	Ohio 1 District	92.90	5
9	Florida 1 District	92.88	5
10	CO-WY District	92.87	5
11	AZ-NM District	92.85	5
12	ID-MT-OR District	92.81	5

Rank	Operational Group	Score	Cell
13	Indiana District	92.78	5
14	New York 3 District	92.78	5
15	MA-RI District	92.76	5
16	Michigan 2 District	92.76	5
17	New Jersey District	92.76	5
18	NV-UT District	92.76	5
19	California 3 District	92.75	5
20	KS-MO District	92.72	5
21	California 1 District	92.70	5
22	AR-OK District	92.57	5
23	North Carolina District	92.57	5
24	Alaska District	92.56	5
25	ME-NH-VT District	92.56	5
26	Connecticut District	92.40	4
27	California 4 District	92.39	4
28	Ohio 2 District	92.29	4
29	Illinois 2 District	92.23	4
30	Florida 2 District	92.19	4
31	Virginia District	92.18	4

Rank	Operational Group	Score	Cell
32	Texas 3 District	92.17	4
33	Washington District	92.08	4
34	New York 2 District	91.78	4
35	Puerto Rico District	91.76	4
36	California 2 District	91.54	3
37	Texas 1 District	91.37	3
38	Florida 3 District	90.92	3
39	South Carolina District	90.85	3
40	AL-MS District	90.61	2
41	DE-PA 2 District	90.37	2
42	Tennessee District	90.25	2
43	Maryland District	90.04	2
44	California 5 District	90.03	2
45	Texas 2 District	89.64	1
46	Georgia District	89.51	1
47	Michigan 1 District	89.37	1
48	Louisiana District	88.52	0
49	Illinois 1 District	88.51	0
50	New York 1 District	87.95	0



## CRDO - Chief Retail & Delivery Officer Employee Availability Imp

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	1.17	6
1	Atlantic	1.51	7
2	Central	1.36	7
3	Westpac	0.87	5
4	Southern	0.80	5
1	Puerto Rico District	3.26	10
2	Maryland District	2.77	10
3	Michigan 1 District	2.51	10
4	Florida 3 District	2.23	9
5	Illinois 1 District	2.15	9
6	Connecticut District	2.14	9
7	New Jersey District	2.02	8
8	Ohio 1 District	1.90	8
9	Pennsylvania 1 District	1.77	8
10	New York 1 District	1.72	8
11	California 5 District	1.64	7
12	Florida 1 District	1.61	7

Rank	Operational Group	Score	Cell
13	MA-RI District	1.51	7
14	DE-PA 2 District	1.46	7
15	Ohio 2 District	1.43	7
16	KY-WV District	1.37	7
17	North Carolina District	1.37	7
18	Illinois 2 District	1.34	7
19	KS-MO District	1.32	7
20	Indiana District	1.27	6
21	California 6 District	1.12	6
22	California 3 District	1.10	6
23	Alaska District	1.09	6
24	California 4 District	1.03	6
25	AZ-NM District	0.98	6
26	Virginia District	0.95	6
27	Wisconsin District	0.88	5
28	ME-NH-VT District	0.87	5
29	Louisiana District	0.86	5
30	South Carolina District	0.85	5
31	Hawaii District	0.84	5

Rank	Operational Group	Score	Cell
32	AR-OK District	0.81	5
33	CO-WY District	0.81	5
34	Michigan 2 District	0.77	5
35	New York 3 District	0.75	5
36	Tennessee District	0.73	5
37	Texas 3 District	0.72	5
38	NV-UT District	0.71	5
39	California 2 District	0.70	5
40	New York 2 District	0.68	5
41	Washington District	0.66	5
42	IA-NE-SD District	0.63	5
43	MN-ND District	0.55	5
44	AL-MS District	0.54	5
45	Texas 1 District	0.53	5
46	ID-MT-OR District	0.52	5
47	California 1 District	0.41	4
48	Texas 2 District	0.32	4
49	Florida 2 District	0.28	4
50	Georgia District	0.25	4



## CRDO - Chief Retail & Delivery Officer Employee Availability Avg

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	4.00	4
1	Atlantic	6.00	6
2	Central	6.00	6
3	Westpac	5.00	5
4	Southern	4.00	4
1	Connecticut District	7.00	7
2	Hawaii District	7.00	7
3	New Jersey District	7.00	7
4	Ohio 1 District	7.00	7
5	Pennsylvania 1 District	7.00	7
6	Puerto Rico District	7.00	7
7	Alaska District	6.00	6
8	AZ-NM District	6.00	6
9	California 3 District	6.00	6
10	California 6 District	6.00	6
11	Florida 1 District	6.00	6
12	Florida 3 District	6.00	6

Rank	Operational Group	Score	Cell
13	IA-NE-SD District	6.00	6
14	Illinois 2 District	6.00	6
15	Indiana District	6.00	6
16	KS-MO District	6.00	6
17	KY-WV District	6.00	6
18	MA-RI District	6.00	6
19	Maryland District	6.00	6
20	Michigan 1 District	6.00	6
21	North Carolina District	6.00	6
22	Ohio 2 District	6.00	6
23	Wisconsin District	6.00	6
24	AR-OK District	5.00	5
25	California 1 District	5.00	5
26	California 4 District	5.00	5
27	California 5 District	5.00	5
28	CO-WY District	5.00	5
29	DE-PA 2 District	5.00	5
30	ID-MT-OR District	5.00	5
31	Illinois 1 District	5.00	5

Rank	Operational Group	Score	Cell
32	ME-NH-VT District	5.00	5
33	Michigan 2 District	5.00	5
34	MN-ND District	5.00	5
35	New York 2 District	5.00	5
36	New York 3 District	5.00	5
37	NV-UT District	5.00	5
38	Texas 3 District	5.00	5
39	Virginia District	5.00	5
40	Washington District	5.00	5
41	AL-MS District	4.00	4
42	California 2 District	4.00	4
43	Florida 2 District	4.00	4
44	New York 1 District	4.00	4
45	South Carolina District	4.00	4
46	Tennessee District	4.00	4
47	Texas 1 District	4.00	4
48	Georgia District	3.00	3
49	Louisiana District	3.00	3
50	Texas 2 District	3.00	3

## NPA PERFORMANCE FY 2023 - FEB YTD



## CRDO - Chief Retail & Delivery Officer Grievance - Case Pending

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	<b>CRDO - NATIONAL</b>	<b>15.96</b>	<b>3</b>
1	Atlantic	17.00	3
2	Westpac	21.29	3
3	Central	22.40	3
4	Southern	26.26	2
1	Alaska District	-50.88	10
2	Ohio 2 District	-32.74	8
3	California 3 District	-32.56	8
4	Connecticut District	-28.00	7
5	Texas 2 District	-25.89	7
6	AR-OK District	-18.08	6
7	California 6 District	-12.79	6
8	ID-MT-OR District	-12.15	6
9	IA-NE-SD District	-11.59	6
10	New York 1 District	-5.86	5
11	Virginia District	-5.81	5
12	New York 2 District	-2.99	5

Rank	Operational Group	Score	Cell
13	AL-MS District	-1.99	5
14	Indiana District	0.00	5
15	Florida 3 District	1.86	4
16	Florida 1 District	2.60	4
17	CO-WY District	2.78	4
18	KS-MO District	4.81	4
19	Texas 3 District	4.81	4
20	Pennsylvania 1 District	4.95	4
21	Ohio 1 District	5.13	4
22	Georgia District	6.06	4
23	NV-UT District	7.32	4
24	Michigan 2 District	11.40	4
25	Florida 2 District	12.33	4
26	MA-RI District	13.02	3
27	Texas 1 District	15.87	3
28	DE-PA 2 District	16.06	3
29	KY-WV District	19.64	3
30	Tennessee District	20.00	3
31	California 1 District	22.88	3

Rank	Operational Group	Score	Cell
32	California 2 District	26.02	2
33	ME-NH-VT District	26.92	2
34	Washington District	28.31	2
35	Wisconsin District	29.17	2
36	South Carolina District	30.00	2
37	California 5 District	36.84	2
38	New Jersey District	46.43	1
39	Michigan 1 District	55.87	0
40	California 4 District	60.98	0
41	Illinois 1 District	61.02	0
42	New York 3 District	62.96	0
43	North Carolina District	62.96	0
44	Hawaii District	71.43	0
45	MN-ND District	80.00	0
46	Maryland District	91.97	0
47	Illinois 2 District	93.75	0
48	AZ-NM District	93.93	0
49	Louisiana District	229.82	0
50	Puerto Rico District	236.33	0



## CRDO - Chief Retail & Delivery Officer Grievance - Step

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	0.00	10
1	Atlantic	0.00	10
2	Central	0.00	10
3	Southern	0.00	10
4	Westpac	0.00	10
1	Alaska District	0.00	10
2	AZ-NM District	0.00	10
3	California 1 District	0.00	10
4	California 2 District	0.00	10
5	California 3 District	0.00	10
6	California 4 District	0.00	10
7	California 6 District	0.00	10
8	Connecticut District	0.00	10
9	DE-PA 2 District	0.00	10
10	Florida 1 District	0.00	10
11	Florida 2 District	0.00	10
12	Florida 3 District	0.00	10

Rank	Operational Group	Score	Cell
13	Hawaii District	0.00	10
14	ID-MT-OR District	0.00	10
15	Illinois 2 District	0.00	10
16	Indiana District	0.00	10
17	MA-RI District	0.00	10
18	Maryland District	0.00	10
19	ME-NH-VT District	0.00	10
20	Michigan 2 District	0.00	10
21	MN-ND District	0.00	10
22	New Jersey District	0.00	10
23	New York 1 District	0.00	10
24	New York 2 District	0.00	10
25	New York 3 District	0.00	10
26	North Carolina District	0.00	10
27	Ohio 1 District	0.00	10
28	Ohio 2 District	0.00	10
29	Pennsylvania 1 District	0.00	10
30	Puerto Rico District	0.00	10
31	South Carolina District	0.00	10

Rank	Operational Group	Score	Cell
32	Tennessee District	0.00	10
33	Texas 2 District	0.00	10
34	Texas 3 District	0.00	10
35	Virginia District	0.00	10
36	Louisiana District	0.41	8
37	CO-WY District	0.47	8
38	KY-WV District	1.04	6
39	Wisconsin District	1.71	4
40	NV-UT District	1.82	4
41	AR-OK District	1.95	4
42	IA-NE-SD District	3.99	4
43	California 5 District	4.62	4
44	Washington District	6.39	4
45	Georgia District	7.71	4
46	Illinois 1 District	26.28	2
47	AL-MS District	38.62	0
48	KS-MO District	41.88	0
49	Texas 1 District	68.25	0
50	Michigan 1 District	79.92	0



**CRDO - Chief Retail & Delivery Officer  
Grievance - Cost Reduction**

**NPA PERFORMANCE  
FY 2023 - FEB YTD**

Rank	Operational Group	Score	Cell
	<b>CRDO - NATIONAL</b>	<b>-2.29</b>	<b>5</b>
1	Atlantic	-2.24	5
2	Central	11.56	4
3	Westpac	12.65	4
4	Southern	28.79	2
1	California 5 District	-67.85	10
2	New York 1 District	-67.32	10
3	California 6 District	-58.93	10
4	Hawaii District	-46.00	9
5	Maryland District	-40.86	8
6	California 4 District	-40.82	8
7	AZ-NM District	-37.11	8
8	Florida 1 District	-32.63	7
9	New York 3 District	-18.89	6
10	Alaska District	-17.93	6
11	Puerto Rico District	-8.90	5
12	Connecticut District	-7.64	5

Rank	Operational Group	Score	Cell
13	MA-RI District	-6.07	5
14	California 2 District	-1.59	5
15	Louisiana District	3.54	4
16	Pennsylvania 1 District	6.87	4
17	ME-NH-VT District	7.96	4
18	CO-WY District	11.00	4
19	Florida 2 District	11.77	4
20	Texas 2 District	13.20	4
21	ID-MT-OR District	13.77	3
22	Florida 3 District	18.81	3
23	South Carolina District	19.39	3
24	New York 2 District	24.33	3
25	Texas 3 District	26.88	3
26	DE-PA 2 District	30.43	2
27	North Carolina District	40.98	2
28	New Jersey District	44.68	1
29	Georgia District	51.71	1
30	Texas 1 District	53.58	1
31	NV-UT District	54.43	1

Rank	Operational Group	Score	Cell
32	Ohio 1 District	64.62	0
33	Virginia District	66.17	0
34	California 1 District	67.21	0
35	Michigan 1 District	76.09	0
36	Tennessee District	91.71	0
37	Washington District	93.27	0
38	Wisconsin District	94.53	0
39	Ohio 2 District	96.20	0
40	IA-NE-SD District	104.40	0
41	Indiana District	106.01	0
42	KY-WV District	109.30	0
43	Illinois 2 District	112.40	0
44	KS-MO District	123.28	0
45	AR-OK District	128.91	0
46	MN-ND District	132.12	0
47	Michigan 2 District	136.11	0
48	California 3 District	138.24	0
49	AL-MS District	144.12	0
50	Illinois 1 District	179.76	0

## CRDO - Chief Retail & Delivery Officer Grievance Avg

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	6.00	6
1	Atlantic	6.00	6
2	Central	6.00	6
3	Westpac	6.00	6
4	Southern	5.00	5
1	Alaska District	9.00	9
2	California 6 District	9.00	9
3	New York 1 District	8.00	8
4	Connecticut District	7.00	7
5	Florida 1 District	7.00	7
6	Texas 2 District	7.00	7
7	AZ-NM District	6.00	6
8	California 2 District	6.00	6
9	California 3 District	6.00	6
10	California 4 District	6.00	6
11	Florida 2 District	6.00	6
12	Florida 3 District	6.00	6

Rank	Operational Group	Score	Cell
13	Hawaii District	6.00	6
14	ID-MT-OR District	6.00	6
15	MA-RI District	6.00	6
16	Maryland District	6.00	6
17	New York 2 District	6.00	6
18	Ohio 2 District	6.00	6
19	Pennsylvania 1 District	6.00	6
20	Texas 3 District	6.00	6
21	California 5 District	5.00	5
22	CO-WY District	5.00	5
23	DE-PA 2 District	5.00	5
24	Indiana District	5.00	5
25	ME-NH-VT District	5.00	5
26	Michigan 2 District	5.00	5
27	New York 3 District	5.00	5
28	Ohio 1 District	5.00	5
29	Puerto Rico District	5.00	5
30	South Carolina District	5.00	5
31	Virginia District	5.00	5

Rank	Operational Group	Score	Cell
32	California 1 District	4.00	4
33	Louisiana District	4.00	4
34	New Jersey District	4.00	4
35	North Carolina District	4.00	4
36	Tennessee District	4.00	4
37	AR-OK District	3.00	3
38	Georgia District	3.00	3
39	IA-NE-SD District	3.00	3
40	Illinois 2 District	3.00	3
41	KY-WV District	3.00	3
42	MN-ND District	3.00	3
43	NV-UT District	3.00	3
44	AL-MS District	2.00	2
45	Washington District	2.00	2
46	Wisconsin District	2.00	2
47	Illinois 1 District	1.00	1
48	KS-MO District	1.00	1
49	Texas 1 District	1.00	1
50	Michigan 1 District	0.00	0



## CRDO - Chief Retail & Delivery Officer Employee Utilization

## NPA PERFORMANCE FY 2023 - FEB YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	4.00	4
1	Atlantic	5.00	5
2	Central	5.00	5
3	Westpac	5.00	5
4	Southern	3.00	3
1	Alaska District	6.00	6
2	California 1 District	6.00	6
3	Indiana District	6.00	6
4	Pennsylvania 1 District	6.00	6
5	AZ-NM District	5.00	5
6	California 2 District	5.00	5
7	California 3 District	5.00	5
8	California 6 District	5.00	5
9	Connecticut District	5.00	5
10	CO-WY District	5.00	5
11	Florida 1 District	5.00	5
12	Hawaii District	5.00	5

Rank	Operational Group	Score	Cell
13	IA-NE-SD District	5.00	5
14	MA-RI District	5.00	5
15	ME-NH-VT District	5.00	5
16	Michigan 2 District	5.00	5
17	New Jersey District	5.00	5
18	New York 3 District	5.00	5
19	North Carolina District	5.00	5
20	NV-UT District	5.00	5
21	Ohio 1 District	5.00	5
22	Ohio 2 District	5.00	5
23	Virginia District	5.00	5
24	Wisconsin District	5.00	5
25	AR-OK District	4.00	4
26	California 4 District	4.00	4
27	California 5 District	4.00	4
28	DE-PA 2 District	4.00	4
29	Florida 3 District	4.00	4
30	ID-MT-OR District	4.00	4
31	Illinois 2 District	4.00	4

Rank	Operational Group	Score	Cell
32	KS-MO District	4.00	4
33	KY-WV District	4.00	4
34	Maryland District	4.00	4
35	MN-ND District	4.00	4
36	New York 1 District	4.00	4
37	New York 2 District	4.00	4
38	Puerto Rico District	4.00	4
39	Texas 2 District	4.00	4
40	Texas 3 District	4.00	4
41	Washington District	4.00	4
42	Florida 2 District	3.00	3
43	Georgia District	3.00	3
44	South Carolina District	3.00	3
45	Tennessee District	3.00	3
46	AL-MS District	2.00	2
47	Illinois 1 District	2.00	2
48	Louisiana District	2.00	2
49	Michigan 1 District	2.00	2
50	Texas 1 District	2.00	2



Any  
Questions?

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