



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

**March 23, 2023**



# CRDO

**January** YTD



## 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%		
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%		
Total Weight for all indicators	100%		

# CRDO SCORECARD METRICS

## CRDO - Chief Retail & Delivery Officer Controllable Income



## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	-0.18	4	13	DE-PA 2 District	-0.18	4	32	MN-ND District	-0.18	4
1	Atlantic	-0.18	4	14	Florida 1 District	-0.18	4	33	New Jersey District	-0.18	4
2	Central	-0.18	4	15	Florida 2 District	-0.18	4	34	New York 1 District	-0.18	4
3	Southern	-0.18	4	16	Florida 3 District	-0.18	4	35	New York 2 District	-0.18	4
4	Westpac	-0.18	4	17	Georgia District	-0.18	4	36	New York 3 District	-0.18	4
1	Alaska District	-0.18	4	18	Hawaii District	-0.18	4	37	North Carolina District	-0.18	4
2	AL-MS District	-0.18	4	19	IA-NE-SD District	-0.18	4	38	NV-UT District	-0.18	4
3	AR-OK District	-0.18	4	20	ID-MT-OR District	-0.18	4	39	Ohio 1 District	-0.18	4
4	AZ-NM District	-0.18	4	21	Illinois 1 District	-0.18	4	40	Ohio 2 District	-0.18	4
5	California 1 District	-0.18	4	22	Illinois 2 District	-0.18	4	41	Pennsylvania 1 District	-0.18	4
6	California 2 District	-0.18	4	23	Indiana District	-0.18	4	42	Puerto Rico District	-0.18	4
7	California 3 District	-0.18	4	24	KS-MO District	-0.18	4	43	South Carolina District	-0.18	4
8	California 4 District	-0.18	4	25	KY-WV District	-0.18	4	44	Tennessee District	-0.18	4
9	California 5 District	-0.18	4	26	Louisiana District	-0.18	4	45	Texas 1 District	-0.18	4
10	California 6 District	-0.18	4	27	MA-RI District	-0.18	4	46	Texas 2 District	-0.18	4
11	Connecticut District	-0.18	4	28	Maryland District	-0.18	4	47	Texas 3 District	-0.18	4
12	CO-WY District	-0.18	4	29	ME-NH-VT District	-0.18	4	48	Virginia District	-0.18	4
				30	Michigan 1 District	-0.18	4	49	Washington District	-0.18	4
				31	Michigan 2 District	-0.18	4	50	Wisconsin District	-0.18	4

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

7%

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	-0.06	4	13	DE-PA 2 District	-0.06	4	32	MN-ND District	-0.06	4
1	Atlantic	-0.06	4	14	Florida 1 District	-0.06	4	33	New Jersey District	-0.06	4
2	Central	-0.06	4	15	Florida 2 District	-0.06	4	34	New York 1 District	-0.06	4
3	Southern	-0.06	4	16	Florida 3 District	-0.06	4	35	New York 2 District	-0.06	4
4	Westpac	-0.06	4	17	Georgia District	-0.06	4	36	New York 3 District	-0.06	4
1	Alaska District	-0.06	4	18	Hawaii District	-0.06	4	37	North Carolina District	-0.06	4
2	AL-MS District	-0.06	4	19	IA-NE-SD District	-0.06	4	38	NV-UT District	-0.06	4
3	AR-OK District	-0.06	4	20	ID-MT-OR District	-0.06	4	39	Ohio 1 District	-0.06	4
4	AZ-NM District	-0.06	4	21	Illinois 1 District	-0.06	4	40	Ohio 2 District	-0.06	4
5	California 1 District	-0.06	4	22	Illinois 2 District	-0.06	4	41	Pennsylvania 1 District	-0.06	4
6	California 2 District	-0.06	4	23	Indiana District	-0.06	4	42	Puerto Rico District	-0.06	4
7	California 3 District	-0.06	4	24	KS-MO District	-0.06	4	43	South Carolina District	-0.06	4
8	California 4 District	-0.06	4	25	KY-WV District	-0.06	4	44	Tennessee District	-0.06	4
9	California 5 District	-0.06	4	26	Louisiana District	-0.06	4	45	Texas 1 District	-0.06	4
10	California 6 District	-0.06	4	27	MA-RI District	-0.06	4	46	Texas 2 District	-0.06	4
11	Connecticut District	-0.06	4	28	Maryland District	-0.06	4	47	Texas 3 District	-0.06	4
12	CO-WY District	-0.06	4	29	ME-NH-VT District	-0.06	4	48	Virginia District	-0.06	4
				30	Michigan 1 District	-0.06	4	49	Washington District	-0.06	4
				31	Michigan 2 District	-0.06	4	50	Wisconsin District	-0.06	4

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



## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	2.09	2	13	New York 1 District	0.51	4	32	DE-PA 2 District	2.17	2
1	Southern	1.09	3	14	AL-MS District	0.59	4	33	Hawaii District	2.18	2
2	Central	1.96	3	15	Ohio 1 District	0.72	4	34	KY-WV District	2.31	2
3	Atlantic	2.89	2	16	California 6 District	0.73	4	35	Texas 1 District	2.35	2
4	Westpac	4.02	1	17	Pennsylvania 1 District	0.73	4	36	IA-NE-SD District	2.42	2
1	Texas 2 District	-1.75	6	18	New York 3 District	0.91	4	37	MA-RI District	2.49	2
2	Florida 2 District	-1.42	6	19	Ohio 2 District	1.13	3	38	ME-NH-VT District	2.52	2
3	Florida 3 District	-0.95	5	20	New York 2 District	1.24	3	39	California 3 District	2.56	2
4	Texas 3 District	-0.46	5	21	NV-UT District	1.30	3	40	AZ-NM District	2.93	2
5	AR-OK District	-0.42	5	22	Indiana District	1.41	3	41	Illinois 1 District	3.14	1
6	California 1 District	-0.38	5	23	California 2 District	1.46	3	42	Georgia District	3.31	1
7	California 4 District	-0.38	5	24	Connecticut District	1.46	3	43	South Carolina District	3.31	1
8	Virginia District	-0.34	5	25	Florida 1 District	1.48	3	44	MN-ND District	3.37	1
9	Maryland District	0.12	4	26	Wisconsin District	1.49	3	45	California 5 District	3.51	1
10	Louisiana District	0.19	4	27	North Carolina District	1.53	3	46	Alaska District	4.30	0
11	Michigan 1 District	0.26	4	28	KS-MO District	1.69	3	47	Washington District	4.49	0
12	New Jersey District	0.49	4	29	Michigan 2 District	1.77	3	48	ID-MT-OR District	4.84	0
				30	Tennessee District	1.94	3	49	CO-WY District	5.26	0
				31	Illinois 2 District	1.99	3	50	Puerto Rico District	6.98	0



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



## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	92.66	4	13	Texas 3 District	93.74	6	32	New York 1 District	92.41	4
1	Westpac	94.08	7	14	California 5 District	93.66	6	33	AR-OK District	92.39	4
2	Atlantic	92.61	4	15	ID-MT-OR District	93.49	6	34	Florida 1 District	91.93	3
3	Central	92.24	4	16	North Carolina District	93.47	6	35	Florida 3 District	91.83	3
4	Southern	92.12	4	17	New Jersey District	93.46	6	36	Virginia District	91.67	3
1	California 4 District	96.24	10	18	IA-NE-SD District	93.41	6	37	AL-MS District	91.57	3
2	California 3 District	96.01	10	19	New York 2 District	93.40	6	38	South Carolina District	91.52	3
3	California 6 District	95.62	10	20	Alaska District	93.30	5	39	Illinois 1 District	91.28	3
4	California 1 District	95.50	10	21	Ohio 1 District	93.26	5	40	ME-NH-VT District	91.22	3
5	Hawaii District	94.81	9	22	Texas 1 District	93.15	5	41	Texas 2 District	91.21	3
6	Michigan 2 District	94.51	8	23	Indiana District	93.10	5	42	MA-RI District	91.09	3
7	Michigan 1 District	94.03	7	24	Louisiana District	93.08	5	43	Maryland District	90.80	2
8	AZ-NM District	93.91	7	25	New York 3 District	93.01	5	44	Ohio 2 District	90.69	2
9	Pennsylvania 1 District	93.90	7	26	KY-WV District	92.75	4	45	Tennessee District	90.60	2
10	Florida 2 District	93.87	7	27	Connecticut District	92.65	4	46	KS-MO District	90.50	2
11	California 2 District	93.80	7	28	Washington District	92.58	4	47	CO-WY District	90.43	2
12	NV-UT District	93.80	7	29	Puerto Rico District	92.55	4	48	Illinois 2 District	90.39	2
				30	Wisconsin District	92.54	4	49	Georgia District	90.12	2
				31	DE-PA 2 District	92.42	4	50	MN-ND District	89.88	1

## CRDO - Chief Retail & Delivery Officer Competitive Composite



## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	94.85	3	13	Ohio 1 District	95.59	4	32	North Carolina District	94.53	3
1	Westpac	95.42	4	14	AL-MS District	95.58	4	33	Michigan 1 District	94.51	3
2	Atlantic	95.25	4	15	South Carolina District	95.55	4	34	Florida 3 District	94.44	3
3	Southern	94.53	3	16	New Jersey District	95.50	4	35	ID-MT-OR District	94.42	3
4	Central	94.16	2	17	Wisconsin District	95.42	4	36	Indiana District	94.41	3
1	Hawaii District	97.87	10	18	New York 2 District	95.29	4	37	Georgia District	94.25	2
2	California 3 District	97.37	10	19	KY-WV District	95.28	4	38	Ohio 2 District	94.22	2
3	California 1 District	97.10	10	20	Texas 1 District	95.27	4	39	Michigan 2 District	94.08	2
4	California 6 District	96.86	9	21	DE-PA 2 District	95.17	4	40	NV-UT District	94.06	2
5	Pennsylvania 1 District	96.65	8	22	Tennessee District	95.15	4	41	Alaska District	94.02	2
6	California 4 District	96.47	7	23	New York 3 District	95.11	4	42	KS-MO District	93.29	1
7	California 2 District	96.14	6	24	Florida 1 District	95.07	4	43	Illinois 1 District	93.23	1
8	AZ-NM District	96.01	6	25	Texas 3 District	95.07	4	44	AR-OK District	93.10	1
9	Maryland District	95.99	5	26	Washington District	95.06	4	45	ME-NH-VT District	93.05	1
10	New York 1 District	95.98	5	27	California 5 District	94.80	3	46	IA-NE-SD District	92.91	0
11	Virginia District	95.75	5	28	MA-RI District	94.80	3	47	MN-ND District	92.72	0
12	Louisiana District	95.72	4	29	Illinois 2 District	94.77	3	48	Texas 2 District	91.35	0
				30	Connecticut District	94.72	3	49	CO-WY District	90.54	0
				31	Florida 2 District	94.53	3	50	Puerto Rico District	90.43	0

## CRDO - Chief Retail & Delivery Officer Scanning Visibility



## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	99.11	3	13	AR-OK District	99.28	4	32	Connecticut District	99.07	3
1	Central	99.22	4	14	Florida 1 District	99.28	4	33	South Carolina District	99.06	3
2	Westpac	99.16	3	15	KS-MO District	99.28	4	34	Texas 3 District	99.06	3
3	Atlantic	99.07	3	16	Michigan 1 District	99.27	4	35	Tennessee District	99.05	3
4	Southern	99.01	2	17	Ohio 1 District	99.26	4	36	Virginia District	99.05	3
1	Michigan 2 District	99.48	6	18	California 3 District	99.25	4	37	CO-WY District	99.03	2
2	MA-RI District	99.47	6	19	KY-WV District	99.24	4	38	Texas 2 District	99.03	2
3	IA-NE-SD District	99.43	6	20	ID-MT-OR District	99.20	4	39	Louisiana District	98.98	2
4	Hawaii District	99.42	6	21	MN-ND District	99.20	4	40	Ohio 2 District	98.97	2
5	California 6 District	99.40	5	22	ME-NH-VT District	99.19	4	41	New Jersey District	98.87	1
6	Illinois 2 District	99.36	5	23	NV-UT District	99.19	4	42	Alaska District	98.86	1
7	Wisconsin District	99.35	5	24	Puerto Rico District	99.17	3	43	Maryland District	98.86	1
8	California 1 District	99.32	5	25	New York 2 District	99.16	3	44	Georgia District	98.85	1
9	AZ-NM District	99.31	5	26	New York 3 District	99.16	3	45	AL-MS District	98.82	1
10	Indiana District	99.31	5	27	California 2 District	99.15	3	46	DE-PA 2 District	98.61	0
11	North Carolina District	99.30	5	28	Texas 1 District	99.13	3	47	Illinois 1 District	98.46	0
12	Pennsylvania 1 District	99.30	5	29	California 4 District	99.11	3	48	California 5 District	98.45	0
				30	Washington District	99.10	3	49	New York 1 District	98.44	0
				31	Florida 2 District	99.08	3	50	Florida 3 District	98.42	0

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

5.5%

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	6.10	6	13	MA-RI District	6.30	6	32	Ohio 2 District	5.80	6
1	Westpac	6.10	6	14	Michigan 1 District	6.20	6	33	California 2 District	5.70	6
2	Atlantic	5.90	6	15	Wisconsin District	6.20	6	34	California 5 District	5.70	6
3	Southern	5.70	6	16	AZ-NM District	6.10	6	35	CO-WY District	5.70	6
4	Central	5.60	6	17	Florida 2 District	6.10	6	36	Tennessee District	5.70	6
1	Michigan 2 District	8.20	8	18	Maryland District	6.10	6	37	Illinois 2 District	5.60	6
2	California 3 District	7.10	7	19	New Jersey District	6.10	6	38	Florida 1 District	5.50	6
3	California 4 District	7.10	7	20	North Carolina District	6.10	6	39	New York 2 District	5.50	6
4	California 6 District	7.10	7	21	Texas 1 District	6.10	6	40	Texas 2 District	5.50	6
5	AR-OK District	6.70	7	22	Texas 3 District	6.10	6	41	AL-MS District	5.30	5
6	Louisiana District	6.70	7	23	Ohio 1 District	6.00	6	42	Alaska District	5.10	5
7	Puerto Rico District	6.70	7	24	DE-PA 2 District	5.90	6	43	Florida 3 District	5.10	5
8	IA-NE-SD District	6.60	7	25	ID-MT-OR District	5.90	6	44	Virginia District	5.10	5
9	California 1 District	6.50	7	26	ME-NH-VT District	5.90	6	45	Washington District	5.10	5
10	Connecticut District	6.50	7	27	NV-UT District	5.90	6	46	KS-MO District	5.00	5
11	Hawaii District	6.50	7	28	Pennsylvania 1 District	5.90	6	47	MN-ND District	5.00	5
12	New York 3 District	6.50	7	29	South Carolina District	5.90	6	48	Georgia District	4.90	5
				30	Indiana District	5.80	6	49	New York 1 District	4.90	5
				31	KY-WV District	5.80	6	50	Illinois 1 District	3.60	4

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	97.09	10	13	Alaska District	97.32	10	32	Louisiana District	97.13	10
1	Atlantic	97.39	10	14	AZ-NM District	97.32	10	33	Puerto Rico District	97.13	10
2	Westpac	97.32	10	15	California 1 District	97.32	10	34	South Carolina District	97.13	10
3	Southern	97.13	10	16	California 2 District	97.32	10	35	Tennessee District	97.13	10
4	Central	96.31	5	17	California 3 District	97.32	10	36	Texas 1 District	97.13	10
1	Connecticut District	97.39	10	18	California 4 District	97.32	10	37	Texas 2 District	97.13	10
2	DE-PA 2 District	97.39	10	19	California 5 District	97.32	10	38	Texas 3 District	97.13	10
3	MA-RI District	97.39	10	20	California 6 District	97.32	10	39	IA-NE-SD District	96.31	5
4	Maryland District	97.39	10	21	CO-WY District	97.32	10	40	Illinois 1 District	96.31	5
5	ME-NH-VT District	97.39	10	22	Hawaii District	97.32	10	41	Illinois 2 District	96.31	5
6	New Jersey District	97.39	10	23	ID-MT-OR District	97.32	10	42	Indiana District	96.31	5
7	New York 1 District	97.39	10	24	NV-UT District	97.32	10	43	KS-MO District	96.31	5
8	New York 2 District	97.39	10	25	Washington District	97.32	10	44	KY-WV District	96.31	5
9	New York 3 District	97.39	10	26	AL-MS District	97.13	10	45	Michigan 1 District	96.31	5
10	North Carolina District	97.39	10	27	AR-OK District	97.13	10	46	Michigan 2 District	96.31	5
11	Pennsylvania 1 District	97.39	10	28	Florida 1 District	97.13	10	47	MN-ND District	96.31	5
12	Virginia District	97.39	10	29	Florida 2 District	97.13	10	48	Ohio 1 District	96.31	5
				30	Florida 3 District	97.13	10	49	Ohio 2 District	96.31	5
				31	Georgia District	97.13	10	50	Wisconsin District	96.31	5

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	98.80	10	13	Texas 3 District	99.42	10	32	New Jersey District	98.73	10
1	Southern	99.42	10	14	Alaska District	98.82	10	33	New York 1 District	98.73	10
2	Westpac	98.82	10	15	AZ-NM District	98.82	10	34	New York 2 District	98.73	10
3	Atlantic	98.73	10	16	California 1 District	98.82	10	35	New York 3 District	98.73	10
4	Central	97.89	4	17	California 2 District	98.82	10	36	North Carolina District	98.73	10
1	AL-MS District	99.42	10	18	California 3 District	98.82	10	37	Pennsylvania 1 District	98.73	10
2	AR-OK District	99.42	10	19	California 4 District	98.82	10	38	Virginia District	98.73	10
3	Florida 1 District	99.42	10	20	California 5 District	98.82	10	39	IA-NE-SD District	97.89	4
4	Florida 2 District	99.42	10	21	California 6 District	98.82	10	40	Illinois 1 District	97.89	4
5	Florida 3 District	99.42	10	22	CO-WY District	98.82	10	41	Illinois 2 District	97.89	4
6	Georgia District	99.42	10	23	Hawaii District	98.82	10	42	Indiana District	97.89	4
7	Louisiana District	99.42	10	24	ID-MT-OR District	98.82	10	43	KS-MO District	97.89	4
8	Puerto Rico District	99.42	10	25	NV-UT District	98.82	10	44	KY-WV District	97.89	4
9	South Carolina District	99.42	10	26	Washington District	98.82	10	45	Michigan 1 District	97.89	4
10	Tennessee District	99.42	10	27	Connecticut District	98.73	10	46	Michigan 2 District	97.89	4
11	Texas 1 District	99.42	10	28	DE-PA 2 District	98.73	10	47	MN-ND District	97.89	4
12	Texas 2 District	99.42	10	29	MA-RI District	98.73	10	48	Ohio 1 District	97.89	4
				30	Maryland District	98.73	10	49	Ohio 2 District	97.89	4
				31	ME-NH-VT District	98.73	10	50	Wisconsin District	97.89	4

## CRDO - Chief Retail & Delivery Officer Customer Experience - C360 Rate

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	40.35	5	13	Connecticut District	45.65	6	32	California 2 District	39.70	4
1	Central	43.51	6	14	AZ-NM District	45.23	6	33	DE-PA 2 District	39.40	4
2	Westpac	41.93	5	15	New York 3 District	45.22	6	34	Pennsylvania 1 District	39.39	4
3	Atlantic	38.54	4	16	MA-RI District	44.67	6	35	North Carolina District	39.08	4
4	Southern	38.51	4	17	California 1 District	44.44	6	36	Texas 2 District	38.13	4
1	Michigan 2 District	53.76	9	18	Hawaii District	43.84	6	37	Florida 1 District	37.71	3
2	AR-OK District	49.85	8	19	ID-MT-OR District	42.83	5	38	Tennessee District	37.48	3
3	California 3 District	49.34	8	20	Indiana District	42.52	5	39	Texas 3 District	37.15	3
4	Michigan 1 District	48.75	7	21	KS-MO District	42.26	5	40	Maryland District	36.97	3
5	California 4 District	48.51	7	22	Ohio 2 District	42.16	5	41	California 5 District	36.58	3
6	IA-NE-SD District	48.04	7	23	NV-UT District	41.55	5	42	AL-MS District	36.50	3
7	Ohio 1 District	47.69	7	24	ME-NH-VT District	41.42	5	43	Alaska District	36.48	3
8	California 6 District	46.79	7	25	South Carolina District	41.27	5	44	Virginia District	35.33	2
9	Puerto Rico District	46.30	7	26	Louisiana District	40.76	5	45	New Jersey District	35.22	2
10	Wisconsin District	46.06	7	27	Florida 2 District	40.70	5	46	Washington District	34.97	2
11	Illinois 2 District	45.86	6	28	New York 2 District	40.61	5	47	Florida 3 District	34.64	2
12	KY-WV District	45.82	6	29	MN-ND District	40.56	5	48	Georgia District	34.51	2
				30	Texas 1 District	40.11	5	49	Illinois 1 District	33.41	2
				31	CO-WY District	39.87	4	50	New York 1 District	29.19	0

## CRDO - Chief Retail & Delivery Officer Customer Experience - C360 Imp

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	6.97	5	13	Illinois 2 District	11.28	7	32	KS-MO District	3.68	3
1	Southern	10.98	6	14	North Carolina District	11.02	7	33	AL-MS District	3.60	3
2	Atlantic	9.09	6	15	Michigan 1 District	10.72	6	34	AZ-NM District	2.75	3
3	Central	3.69	3	16	Florida 2 District	10.60	6	35	Michigan 2 District	2.73	3
4	Westpac	2.02	2	17	California 6 District	10.07	6	36	California 1 District	2.59	3
1	Louisiana District	22.85	10	18	Texas 1 District	10.07	6	37	Illinois 1 District	1.49	2
2	Maryland District	20.23	10	19	Tennessee District	9.98	6	38	ME-NH-VT District	0.83	1
3	South Carolina District	20.11	10	20	California 3 District	9.62	6	39	Virginia District	-0.81	0
4	New Jersey District	19.84	9	21	Ohio 1 District	9.58	6	40	Indiana District	-1.05	0
5	Ohio 2 District	17.24	9	22	NV-UT District	9.23	6	41	California 2 District	-1.54	0
6	Texas 2 District	16.82	8	23	California 5 District	8.67	6	42	Hawaii District	-1.77	0
7	New York 1 District	15.79	8	24	Florida 3 District	7.24	5	43	MA-RI District	-2.53	0
8	AR-OK District	15.39	8	25	Georgia District	6.41	5	44	Pennsylvania 1 District	-2.93	0
9	Connecticut District	14.81	8	26	Wisconsin District	5.74	5	45	IA-NE-SD District	-3.24	0
10	Texas 3 District	14.70	8	27	California 4 District	5.73	5	46	New York 2 District	-3.81	0
11	DE-PA 2 District	14.53	8	28	CO-WY District	5.62	5	47	Washington District	-6.80	0
12	KY-WV District	12.22	7	29	Florida 1 District	4.69	4	48	Alaska District	-7.65	0
				30	New York 3 District	4.60	4	49	ID-MT-OR District	-8.31	0
				31	Puerto Rico District	4.54	4	50	MN-ND District	-16.44	0



**CRDO - Chief Retail & Delivery Officer  
Customer Experience - CCC**

**NPA PERFORMANCE  
FY 2023 - JAN YTD**

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	84.29	10	13	DE-PA 2 District	84.29	10	32	MN-ND District	84.29	10
1	Atlantic	84.29	10	14	Florida 1 District	84.29	10	33	New Jersey District	84.29	10
2	Central	84.29	10	15	Florida 2 District	84.29	10	34	New York 1 District	84.29	10
3	Southern	84.29	10	16	Florida 3 District	84.29	10	35	New York 2 District	84.29	10
4	Westpac	84.29	10	17	Georgia District	84.29	10	36	New York 3 District	84.29	10
1	Alaska District	84.29	10	18	Hawaii District	84.29	10	37	North Carolina District	84.29	10
2	AL-MS District	84.29	10	19	IA-NE-SD District	84.29	10	38	NV-UT District	84.29	10
3	AR-OK District	84.29	10	20	ID-MT-OR District	84.29	10	39	Ohio 1 District	84.29	10
4	AZ-NM District	84.29	10	21	Illinois 1 District	84.29	10	40	Ohio 2 District	84.29	10
5	California 1 District	84.29	10	22	Illinois 2 District	84.29	10	41	Pennsylvania 1 District	84.29	10
6	California 2 District	84.29	10	23	Indiana District	84.29	10	42	Puerto Rico District	84.29	10
7	California 3 District	84.29	10	24	KS-MO District	84.29	10	43	South Carolina District	84.29	10
8	California 4 District	84.29	10	25	KY-WV District	84.29	10	44	Tennessee District	84.29	10
9	California 5 District	84.29	10	26	Louisiana District	84.29	10	45	Texas 1 District	84.29	10
10	California 6 District	84.29	10	27	MA-RI District	84.29	10	46	Texas 2 District	84.29	10
11	Connecticut District	84.29	10	28	Maryland District	84.29	10	47	Texas 3 District	84.29	10
12	CO-WY District	84.29	10	29	ME-NH-VT District	84.29	10	48	Virginia District	84.29	10
				30	Michigan 1 District	84.29	10	49	Washington District	84.29	10
				31	Michigan 2 District	84.29	10	50	Wisconsin District	84.29	10

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	75.08	3	13	MA-RI District	78.99	4	32	California 2 District	73.79	3
1	Central	76.67	3	14	Indiana District	77.84	4	33	KS-MO District	73.15	2
2	Atlantic	74.96	3	15	ID-MT-OR District	76.84	3	34	DE-PA 2 District	72.58	2
3	Westpac	74.69	3	16	California 3 District	76.62	3	35	ME-NH-VT District	72.36	2
4	Southern	73.51	3	17	AR-OK District	76.59	3	36	Ohio 2 District	72.00	2
1	Michigan 2 District	83.13	10	18	Illinois 2 District	76.20	3	37	Pennsylvania 1 District	71.81	2
2	Puerto Rico District	81.40	6	19	North Carolina District	76.13	3	38	Tennessee District	71.74	2
3	IA-NE-SD District	81.31	6	20	Michigan 1 District	75.98	3	39	New York 1 District	71.55	2
4	Wisconsin District	80.74	4	21	NV-UT District	75.91	3	40	Virginia District	71.43	2
5	Hawaii District	80.51	4	22	New York 2 District	75.84	3	41	Texas 1 District	71.23	2
6	Connecticut District	80.26	4	23	Louisiana District	75.09	3	42	Washington District	71.10	2
7	New York 3 District	80.17	4	24	AZ-NM District	75.03	3	43	MN-ND District	70.08	2
8	Florida 2 District	80.10	4	25	California 4 District	75.00	3	44	South Carolina District	69.31	1
9	California 6 District	79.91	4	26	New Jersey District	74.23	3	45	Alaska District	69.03	1
10	Ohio 1 District	79.65	4	27	Florida 3 District	74.20	3	46	CO-WY District	68.23	1
11	California 1 District	79.42	4	28	AL-MS District	74.15	3	47	Illinois 1 District	67.48	1
12	KY-WV District	79.33	4	29	Florida 1 District	74.09	3	48	Georgia District	67.45	1
				30	Maryland District	74.04	3	49	California 5 District	66.56	1
				31	Texas 3 District	73.81	3	50	Texas 2 District	65.78	1

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	86.15	4	13	Illinois 2 District	88.07	5	32	Virginia District	85.30	3
1	Central	88.96	6	14	MN-ND District	87.89	5	33	Washington District	85.15	3
2	Westpac	87.20	4	15	Pennsylvania 1 District	87.77	5	34	Texas 3 District	84.86	3
3	Atlantic	84.76	3	16	California 1 District	87.43	4	35	Tennessee District	84.85	3
4	Southern	83.79	2	17	New York 3 District	87.29	4	36	MA-RI District	84.78	3
1	Michigan 2 District	91.87	9	18	ME-NH-VT District	87.28	4	37	Alaska District	84.49	3
2	Michigan 1 District	90.97	8	19	AR-OK District	87.16	4	38	Florida 1 District	84.27	2
3	California 4 District	90.34	7	20	California 5 District	86.82	4	39	Illinois 1 District	84.08	2
4	Wisconsin District	90.15	7	21	Hawaii District	86.43	4	40	Maryland District	83.93	2
5	Ohio 2 District	89.86	7	22	Louisiana District	86.34	4	41	NV-UT District	83.80	2
6	Indiana District	89.77	7	23	Texas 1 District	86.09	4	42	AL-MS District	83.62	2
7	IA-NE-SD District	89.69	7	24	CO-WY District	85.98	4	43	South Carolina District	83.61	2
8	California 3 District	89.45	6	25	California 2 District	85.89	3	44	Puerto Rico District	83.58	2
9	Ohio 1 District	89.36	6	26	Connecticut District	85.88	3	45	Florida 2 District	83.35	2
10	California 6 District	89.06	6	27	North Carolina District	85.85	3	46	Texas 2 District	83.09	2
11	KY-WV District	88.47	5	28	AZ-NM District	85.69	3	47	New York 2 District	82.86	1
12	KS-MO District	88.25	5	29	New Jersey District	85.42	3	48	Georgia District	82.16	1
				30	DE-PA 2 District	85.34	3	49	Florida 3 District	79.14	0
				31	ID-MT-OR District	85.31	3	50	New York 1 District	78.04	0

## CRDO - Chief Retail & Delivery Officer Customer Experience - USPS.com

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	73.16	4	13	DE-PA 2 District	73.16	4	32	MN-ND District	73.16	4
1	Atlantic	73.16	4	14	Florida 1 District	73.16	4	33	New Jersey District	73.16	4
2	Central	73.16	4	15	Florida 2 District	73.16	4	34	New York 1 District	73.16	4
3	Southern	73.16	4	16	Florida 3 District	73.16	4	35	New York 2 District	73.16	4
4	Westpac	73.16	4	17	Georgia District	73.16	4	36	New York 3 District	73.16	4
1	Alaska District	73.16	4	18	Hawaii District	73.16	4	37	North Carolina District	73.16	4
2	AL-MS District	73.16	4	19	IA-NE-SD District	73.16	4	38	NV-UT District	73.16	4
3	AR-OK District	73.16	4	20	ID-MT-OR District	73.16	4	39	Ohio 1 District	73.16	4
4	AZ-NM District	73.16	4	21	Illinois 1 District	73.16	4	40	Ohio 2 District	73.16	4
5	California 1 District	73.16	4	22	Illinois 2 District	73.16	4	41	Pennsylvania 1 District	73.16	4
6	California 2 District	73.16	4	23	Indiana District	73.16	4	42	Puerto Rico District	73.16	4
7	California 3 District	73.16	4	24	KS-MO District	73.16	4	43	South Carolina District	73.16	4
8	California 4 District	73.16	4	25	KY-WV District	73.16	4	44	Tennessee District	73.16	4
9	California 5 District	73.16	4	26	Louisiana District	73.16	4	45	Texas 1 District	73.16	4
10	California 6 District	73.16	4	27	MA-RI District	73.16	4	46	Texas 2 District	73.16	4
11	Connecticut District	73.16	4	28	Maryland District	73.16	4	47	Texas 3 District	73.16	4
12	CO-WY District	73.16	4	29	ME-NH-VT District	73.16	4	48	Virginia District	73.16	4
				30	Michigan 1 District	73.16	4	49	Washington District	73.16	4
				31	Michigan 2 District	73.16	4	50	Wisconsin District	73.16	4

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

5.5%

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	4.00	4	13	California 6 District	5.00	5	32	Tennessee District	4.00	4
1	Atlantic	5.00	5	14	Florida 2 District	5.00	5	33	Texas 1 District	4.00	4
2	Southern	5.00	5	15	Florida 3 District	5.00	5	34	Wisconsin District	4.00	4
3	Westpac	4.00	4	16	Hawaii District	5.00	5	35	CO-WY District	3.00	3
4	Central	3.00	3	17	ID-MT-OR District	5.00	5	36	DE-PA 2 District	3.00	3
1	New York 1 District	7.00	7	18	Indiana District	5.00	5	37	Georgia District	3.00	3
2	Virginia District	7.00	7	19	MA-RI District	5.00	5	38	Illinois 1 District	3.00	3
3	AR-OK District	6.00	6	20	Maryland District	5.00	5	39	KS-MO District	3.00	3
4	California 1 District	6.00	6	21	New Jersey District	5.00	5	40	KY-WV District	3.00	3
5	California 3 District	6.00	6	22	North Carolina District	5.00	5	41	ME-NH-VT District	3.00	3
6	Florida 1 District	6.00	6	23	Ohio 2 District	5.00	5	42	New York 3 District	3.00	3
7	Michigan 1 District	6.00	6	24	South Carolina District	5.00	5	43	Ohio 1 District	3.00	3
8	Puerto Rico District	6.00	6	25	Texas 2 District	5.00	5	44	Washington District	3.00	3
9	Texas 3 District	6.00	6	26	Alaska District	4.00	4	45	California 2 District	2.00	2
10	AL-MS District	5.00	5	27	Connecticut District	4.00	4	46	IA-NE-SD District	2.00	2
11	AZ-NM District	5.00	5	28	Louisiana District	4.00	4	47	Illinois 2 District	2.00	2
12	California 4 District	5.00	5	29	Michigan 2 District	4.00	4	48	MN-ND District	2.00	2
				30	New York 2 District	4.00	4	49	Pennsylvania 1 District	1.00	1
				31	NV-UT District	4.00	4	50	California 5 District	0.00	0

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	14.42	4	13	Indiana District	12.89	5	32	Tennessee District	15.15	4
				14	Florida 2 District	12.93	5	33	NV-UT District	15.19	4
1	Southern	13.57	5	15	California 4 District	12.96	5	34	Wisconsin District	15.20	4
2	Atlantic	14.12	5	16	Texas 2 District	13.14	5	35	Georgia District	15.29	3
3	Westpac	14.63	4	17	California 6 District	13.57	5	36	KS-MO District	15.40	3
4	Central	15.49	3	18	Michigan 1 District	13.63	5	37	New York 3 District	15.42	3
				19	AZ-NM District	13.65	5	38	DE-PA 2 District	15.56	3
1	New York 1 District	10.15	7	20	North Carolina District	13.70	5	39	CO-WY District	15.78	3
2	Puerto Rico District	10.56	6	21	Ohio 2 District	13.78	5	40	KY-WV District	16.06	3
3	California 1 District	10.63	6	22	Florida 3 District	13.86	5	41	MN-ND District	16.26	2
4	Florida 1 District	11.92	6	23	South Carolina District	14.11	5	42	IA-NE-SD District	16.33	2
5	Virginia District	12.01	6	24	New Jersey District	14.12	5	43	Ohio 1 District	16.35	2
6	AR-OK District	12.07	6	25	ID-MT-OR District	14.16	5	44	Illinois 2 District	16.36	2
7	Texas 3 District	12.20	6	26	Texas 1 District	14.78	4	45	ME-NH-VT District	16.52	2
8	California 3 District	12.27	6	27	New York 2 District	15.03	4	46	Washington District	16.92	2
9	Hawaii District	12.52	5	28	Alaska District	15.08	4	47	California 2 District	17.11	2
10	MA-RI District	12.53	5	29	Louisiana District	15.08	4	48	Pennsylvania 1 District	17.86	1
11	Maryland District	12.61	5	30	Michigan 2 District	15.08	4	49	Illinois 1 District	17.90	1
12	AL-MS District	12.69	5	31	Connecticut District	15.13	4	50	California 5 District	19.23	0

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	-0.37	1	13	Michigan 2 District	-9.30	4	32	Wisconsin District	6.25	0
1	Central	-5.02	3	14	ME-NH-VT District	-8.03	4	33	South Carolina District	6.71	0
2	Southern	-0.17	1	15	Florida 2 District	-7.06	3	34	California 2 District	6.86	0
3	Atlantic	1.19	0	16	Louisiana District	-6.50	3	35	ID-MT-OR District	6.95	0
4	Westpac	3.79	0	17	Illinois 2 District	-6.16	3	36	DE-PA 2 District	7.24	0
1	Virginia District	-22.96	8	18	Texas 3 District	-5.68	3	37	Texas 1 District	9.32	0
2	Michigan 1 District	-22.22	8	19	Florida 3 District	-5.31	3	38	California 6 District	10.14	0
3	California 1 District	-16.88	6	20	Ohio 2 District	-4.29	2	39	NV-UT District	11.00	0
4	Hawaii District	-15.38	6	21	MA-RI District	-4.07	2	40	Georgia District	12.48	0
5	Illinois 1 District	-13.55	5	22	AR-OK District	-3.15	2	41	AL-MS District	12.50	0
6	Indiana District	-13.23	5	23	KY-WV District	-2.46	1	42	Connecticut District	13.64	0
7	Ohio 1 District	-12.43	5	24	KS-MO District	-1.96	1	43	New York 2 District	14.37	0
8	Florida 1 District	-12.31	5	25	Puerto Rico District	-1.27	1	44	California 3 District	15.52	0
9	Washington District	-11.83	5	26	New York 1 District	0.69	0	45	New York 3 District	16.81	0
10	North Carolina District	-11.37	5	27	MN-ND District	0.96	0	46	AZ-NM District	17.63	0
11	Texas 2 District	-11.32	5	28	Tennessee District	2.03	0	47	Alaska District	20.83	0
12	California 4 District	-10.16	5	29	Pennsylvania 1 District	2.20	0	48	California 5 District	21.80	0
				30	CO-WY District	2.90	0	49	Maryland District	23.51	0
				31	New Jersey District	3.66	0	50	IA-NE-SD District	24.76	0

## CRDO - Chief Retail & Delivery Officer Employee Utilization

13%

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	4.00	4	13	New Jersey District	5.00	5	32	Michigan 2 District	4.00	4
1	Atlantic	5.00	5	14	New York 3 District	5.00	5	33	MN-ND District	4.00	4
2	Central	5.00	5	15	North Carolina District	5.00	5	34	New York 1 District	4.00	4
3	Westpac	5.00	5	16	NV-UT District	5.00	5	35	Ohio 2 District	4.00	4
4	Southern	3.00	3	17	Ohio 1 District	5.00	5	36	Puerto Rico District	4.00	4
1	California 1 District	6.00	6	18	Virginia District	5.00	5	37	South Carolina District	4.00	4
2	Indiana District	6.00	6	19	Wisconsin District	5.00	5	38	Texas 2 District	4.00	4
3	Pennsylvania 1 District	6.00	6	20	AR-OK District	4.00	4	39	Texas 3 District	4.00	4
4	Alaska District	5.00	5	21	AZ-NM District	4.00	4	40	Washington District	4.00	4
5	California 2 District	5.00	5	22	California 3 District	4.00	4	41	Florida 2 District	3.00	3
6	California 6 District	5.00	5	23	California 4 District	4.00	4	42	Illinois 2 District	3.00	3
7	Connecticut District	5.00	5	24	California 5 District	4.00	4	43	Michigan 1 District	3.00	3
8	CO-WY District	5.00	5	25	DE-PA 2 District	4.00	4	44	New York 2 District	3.00	3
9	Florida 1 District	5.00	5	26	Florida 3 District	4.00	4	45	Tennessee District	3.00	3
10	IA-NE-SD District	5.00	5	27	Hawaii District	4.00	4	46	AL-MS District	2.00	2
11	KY-WV District	5.00	5	28	ID-MT-OR District	4.00	4	47	Georgia District	2.00	2
12	MA-RI District	5.00	5	29	KS-MO District	4.00	4	48	Illinois 1 District	2.00	2
				30	Maryland District	4.00	4	49	Louisiana District	2.00	2
				31	ME-NH-VT District	4.00	4	50	Texas 1 District	2.00	2



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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	4.00	4	13	Indiana District	6.00	6	32	Michigan 2 District	5.00	5
1	Atlantic	6.00	6	14	KS-MO District	6.00	6	33	MN-ND District	5.00	5
2	Central	6.00	6	15	KY-WV District	6.00	6	34	New York 3 District	5.00	5
3	Westpac	5.00	5	16	MA-RI District	6.00	6	35	NV-UT District	5.00	5
4	Southern	4.00	4	17	Maryland District	6.00	6	36	Texas 3 District	5.00	5
1	Connecticut District	7.00	7	18	Michigan 1 District	6.00	6	37	Virginia District	5.00	5
2	New Jersey District	7.00	7	19	North Carolina District	6.00	6	38	Washington District	5.00	5
3	Ohio 1 District	7.00	7	20	Ohio 2 District	6.00	6	39	AL-MS District	4.00	4
4	Pennsylvania 1 District	7.00	7	21	Wisconsin District	6.00	6	40	California 1 District	4.00	4
5	Puerto Rico District	7.00	7	22	AR-OK District	5.00	5	41	California 2 District	4.00	4
6	Alaska District	6.00	6	23	AZ-NM District	5.00	5	42	Florida 2 District	4.00	4
7	California 6 District	6.00	6	24	California 3 District	5.00	5	43	New York 1 District	4.00	4
8	Florida 1 District	6.00	6	25	California 4 District	5.00	5	44	New York 2 District	4.00	4
9	Florida 3 District	6.00	6	26	California 5 District	5.00	5	45	South Carolina District	4.00	4
10	Hawaii District	6.00	6	27	CO-WY District	5.00	5	46	Tennessee District	4.00	4
11	IA-NE-SD District	6.00	6	28	DE-PA 2 District	5.00	5	47	Texas 1 District	4.00	4
12	Illinois 2 District	6.00	6	29	ID-MT-OR District	5.00	5	48	Georgia District	3.00	3
				30	Illinois 1 District	5.00	5	49	Louisiana District	3.00	3
				31	ME-NH-VT District	5.00	5	50	Texas 2 District	3.00	3

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	90.08	2	13	Florida 1 District	92.56	5	32	Texas 3 District	91.85	4
1	Westpac	92.16	4	14	New Jersey District	92.56	5	33	Washington District	91.81	4
2	Central	92.05	4	15	Indiana District	92.55	5	34	New York 2 District	91.44	3
3	Atlantic	91.62	4	16	MA-RI District	92.54	5	35	Puerto Rico District	91.34	3
4	Southern	90.61	2	17	Michigan 2 District	92.51	4	36	California 2 District	91.14	3
1	IA-NE-SD District	93.76	6	18	AZ-NM District	92.49	4	37	Texas 1 District	91.01	3
2	Hawaii District	93.69	6	19	California 3 District	92.49	4	38	South Carolina District	90.58	2
3	Wisconsin District	93.56	6	20	KS-MO District	92.47	4	39	Florida 3 District	90.52	2
4	Pennsylvania 1 District	93.44	6	21	California 1 District	92.46	4	40	AL-MS District	90.28	2
5	California 6 District	92.97	5	22	ME-NH-VT District	92.46	4	41	DE-PA 2 District	90.02	2
6	MN-ND District	92.91	5	23	Alaska District	92.41	4	42	Tennessee District	89.93	2
7	Ohio 1 District	92.76	5	24	AR-OK District	92.37	4	43	Maryland District	89.58	1
8	ID-MT-OR District	92.70	5	25	North Carolina District	92.30	4	44	California 5 District	89.56	1
9	KY-WV District	92.69	5	26	Connecticut District	92.17	4	45	Texas 2 District	89.11	1
10	New York 3 District	92.62	5	27	California 4 District	92.07	4	46	Michigan 1 District	89.06	1
11	CO-WY District	92.61	5	28	Ohio 2 District	91.98	4	47	Georgia District	89.02	1
12	NV-UT District	92.59	5	29	Illinois 2 District	91.97	4	48	Illinois 1 District	88.27	0
				30	Florida 2 District	91.89	4	49	Louisiana District	88.11	0
				31	Virginia District	91.88	4	50	New York 1 District	87.48	0

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	1.26	6	13	MA-RI District	1.67	7	32	Tennessee District	0.87	5
				14	DE-PA 2 District	1.59	7	33	CO-WY District	0.86	5
1	Atlantic	1.68	7	15	North Carolina District	1.53	7	34	Louisiana District	0.86	5
2	Central	1.49	7	16	Indiana District	1.45	7	35	Michigan 2 District	0.85	5
3	Westpac	0.97	6	17	KS-MO District	1.42	7	36	New York 3 District	0.85	5
4	Southern	0.83	5	18	Illinois 2 District	1.41	7	37	New York 2 District	0.82	5
				19	KY-WV District	1.41	7	38	Hawaii District	0.77	5
1	Puerto Rico District	3.47	10	20	Ohio 2 District	1.38	7	39	Texas 3 District	0.75	5
2	Maryland District	2.95	10	21	Alaska District	1.30	7	40	California 2 District	0.74	5
3	Michigan 1 District	2.73	10	22	California 3 District	1.25	6	41	IA-NE-SD District	0.73	5
4	Connecticut District	2.41	9	23	California 4 District	1.24	6	42	MN-ND District	0.71	5
5	Florida 3 District	2.37	9	24	California 6 District	1.16	6	43	Washington District	0.71	5
6	Illinois 1 District	2.35	9	25	Wisconsin District	1.09	6	44	ID-MT-OR District	0.70	5
7	New Jersey District	2.30	9	26	Virginia District	1.07	6	45	AL-MS District	0.67	5
8	Ohio 1 District	2.09	8	27	AZ-NM District	1.05	6	46	Texas 1 District	0.50	5
9	Pennsylvania 1 District	1.99	8	28	ME-NH-VT District	1.03	6	47	California 1 District	0.44	4
10	New York 1 District	1.95	8	29	South Carolina District	0.94	6	48	Florida 2 District	0.29	4
11	California 5 District	1.75	8	30	AR-OK District	0.90	6	49	Texas 2 District	0.22	4
12	Florida 1 District	1.68	7	31	NV-UT District	0.87	5	50	Georgia District	0.19	4

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	11.12	2	13	North Carolina District	0.16	4	32	ID-MT-OR District	25.02	0
1	Westpac	1.83	3	14	Michigan 2 District	1.49	3	33	Alaska District	25.70	0
2	Central	2.64	3	15	Ohio 1 District	3.00	3	34	Tennessee District	30.76	0
3	Atlantic	13.41	2	16	KS-MO District	4.44	3	35	AL-MS District	31.43	0
4	Southern	30.07	0	17	ME-NH-VT District	5.25	3	36	Louisiana District	32.13	0
1	California 1 District	-44.75	9	18	Pennsylvania 1 District	6.52	3	37	Illinois 1 District	34.81	0
2	California 2 District	-22.11	6	19	New Jersey District	7.73	3	38	Florida 2 District	34.82	0
3	Indiana District	-21.29	6	20	Texas 2 District	9.29	2	39	Texas 3 District	35.51	0
4	NV-UT District	-19.88	6	21	California 6 District	15.09	2	40	Maryland District	35.80	0
5	Wisconsin District	-18.51	6	22	AR-OK District	15.67	1	41	Texas 1 District	41.53	0
6	IA-NE-SD District	-16.68	6	23	California 3 District	16.42	1	42	Florida 1 District	41.96	0
7	Washington District	-13.56	5	24	AZ-NM District	16.67	1	43	California 4 District	49.77	0
8	MN-ND District	-11.79	5	25	South Carolina District	18.01	1	44	Connecticut District	50.26	0
9	CO-WY District	-9.15	5	26	Ohio 2 District	19.57	1	45	New York 2 District	52.67	0
10	Virginia District	-6.93	5	27	MA-RI District	20.42	1	46	New York 1 District	67.71	0
11	New York 3 District	-4.50	4	28	DE-PA 2 District	20.60	1	47	Florida 3 District	67.93	0
12	KY-WV District	-0.23	4	29	Georgia District	22.68	0	48	Michigan 1 District	81.23	0
				30	Illinois 2 District	24.75	0	49	California 5 District	83.42	0
				31	Hawaii District	25.00	0	50	Puerto Rico District	115.00	0

## CRDO - Chief Retail & Delivery Officer Grievance Avg

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	6.00	6	13	Florida 3 District	6.00	6	32	AR-OK District	4.00	4
				14	Hawaii District	6.00	6	33	California 1 District	4.00	4
1	Atlantic	6.00	6	15	MA-RI District	6.00	6	34	Louisiana District	4.00	4
2	Central	6.00	6	16	Maryland District	6.00	6	35	NV-UT District	4.00	4
3	Westpac	6.00	6	17	New York 2 District	6.00	6	36	Ohio 1 District	4.00	4
4	Southern	5.00	5	18	North Carolina District	6.00	6	37	Ohio 2 District	4.00	4
				19	Pennsylvania 1 District	6.00	6	38	Tennessee District	4.00	4
1	Alaska District	9.00	9	20	California 5 District	5.00	5	39	Georgia District	3.00	3
2	California 6 District	8.00	8	21	CO-WY District	5.00	5	40	IA-NE-SD District	3.00	3
3	New York 1 District	8.00	8	22	DE-PA 2 District	5.00	5	41	Illinois 2 District	3.00	3
4	Connecticut District	7.00	7	23	Florida 2 District	5.00	5	42	KY-WV District	3.00	3
5	Florida 1 District	7.00	7	24	Indiana District	5.00	5	43	MN-ND District	3.00	3
6	ID-MT-OR District	7.00	7	25	ME-NH-VT District	5.00	5	44	Wisconsin District	3.00	3
7	South Carolina District	7.00	7	26	Michigan 2 District	5.00	5	45	AL-MS District	2.00	2
8	Texas 2 District	7.00	7	27	New Jersey District	5.00	5	46	Texas 1 District	2.00	2
9	AZ-NM District	6.00	6	28	New York 3 District	5.00	5	47	Washington District	2.00	2
10	California 2 District	6.00	6	29	Puerto Rico District	5.00	5	48	Illinois 1 District	1.00	1
11	California 3 District	6.00	6	30	Texas 3 District	5.00	5	49	KS-MO District	1.00	1
12	California 4 District	6.00	6	31	Virginia District	5.00	5	50	Michigan 1 District	1.00	1

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	17.13	3	13	Connecticut District	0.00	5	32	Texas 3 District	21.63	3
1	Atlantic	19.33	3	14	Florida 3 District	0.00	5	33	Ohio 2 District	23.01	3
2	Central	19.85	3	15	Indiana District	0.00	5	34	Ohio 1 District	23.08	3
3	Westpac	21.34	3	16	New York 1 District	2.34	4	35	MA-RI District	23.67	3
4	Southern	26.05	2	17	KS-MO District	3.20	4	36	California 2 District	24.14	3
1	Alaska District	-45.61	9	18	Pennsylvania 1 District	4.59	4	37	California 1 District	24.84	3
2	South Carolina District	-40.00	9	19	Florida 1 District	6.49	4	38	California 5 District	28.07	2
3	California 3 District	-31.40	8	20	ME-NH-VT District	7.69	4	39	Michigan 1 District	32.96	2
4	ID-MT-OR District	-18.78	6	21	Florida 2 District	8.22	4	40	New Jersey District	33.57	2
5	AR-OK District	-18.08	6	22	NV-UT District	8.54	4	41	Illinois 1 District	40.25	1
6	Texas 2 District	-17.33	6	23	Michigan 2 District	8.77	4	42	MN-ND District	63.33	0
7	IA-NE-SD District	-7.97	5	24	Texas 1 District	9.86	4	43	New York 3 District	64.81	0
8	California 6 District	-6.06	5	25	Georgia District	10.10	4	44	Illinois 2 District	71.09	0
9	CO-WY District	-5.56	5	26	Wisconsin District	12.50	4	45	California 4 District	75.61	0
10	AL-MS District	-4.38	5	27	KY-WV District	14.29	3	46	Maryland District	89.78	0
11	North Carolina District	-3.70	5	28	Tennessee District	15.38	3	47	AZ-NM District	98.79	0
12	New York 2 District	-1.49	5	29	DE-PA 2 District	16.79	3	48	Hawaii District	100.00	0
				30	Virginia District	18.60	3	49	Louisiana District	215.79	0
				31	Washington District	21.08	3	50	Puerto Rico District	236.33	0

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	0.00	10	13	Hawaii District	0.00	10	32	Tennessee District	0.00	10
1	Atlantic	0.00	10	14	ID-MT-OR District	0.00	10	33	Texas 2 District	0.00	10
2	Central	0.00	10	15	Illinois 2 District	0.00	10	34	Texas 3 District	0.00	10
3	Southern	0.00	10	16	Indiana District	0.00	10	35	Virginia District	0.00	10
4	Westpac	0.00	10	17	MA-RI District	0.00	10	36	Louisiana District	0.60	8
1	Alaska District	0.00	10	18	Maryland District	0.00	10	37	CO-WY District	0.62	7
2	AZ-NM District	0.00	10	19	ME-NH-VT District	0.00	10	38	AR-OK District	0.86	7
3	California 1 District	0.00	10	20	Michigan 2 District	0.00	10	39	KY-WV District	1.39	5
4	California 2 District	0.00	10	21	MN-ND District	0.00	10	40	Wisconsin District	2.25	4
5	California 3 District	0.00	10	22	New Jersey District	0.00	10	41	NV-UT District	2.37	4
6	California 4 District	0.00	10	23	New York 1 District	0.00	10	42	IA-NE-SD District	3.86	4
7	California 6 District	0.00	10	24	New York 2 District	0.00	10	43	Georgia District	6.09	4
8	Connecticut District	0.00	10	25	New York 3 District	0.00	10	44	California 5 District	6.25	4
9	DE-PA 2 District	0.00	10	26	North Carolina District	0.00	10	45	Washington District	6.90	4
10	Florida 1 District	0.00	10	27	Ohio 1 District	0.00	10	46	Illinois 1 District	28.39	1
11	Florida 2 District	0.00	10	28	Ohio 2 District	0.00	10	47	KS-MO District	43.39	0
12	Florida 3 District	0.00	10	29	Pennsylvania 1 District	0.00	10	48	AL-MS District	43.41	0
				30	Puerto Rico District	0.00	10	49	Texas 1 District	67.69	0
				31	South Carolina District	0.00	10	50	Michigan 1 District	77.42	0

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	-2.78	5	13	MA-RI District	-8.70	5	32	California 3 District	59.00	0
1	Atlantic	-4.15	5	14	Connecticut District	-5.06	5	33	California 1 District	62.33	0
2	Westpac	5.62	4	15	California 2 District	-3.25	5	34	Ohio 1 District	64.19	0
3	Central	12.12	4	16	ID-MT-OR District	6.09	4	35	Georgia District	86.52	0
4	Southern	30.60	2	17	Texas 2 District	10.73	4	36	Michigan 1 District	89.26	0
1	California 5 District	-70.41	10	18	New York 2 District	12.67	4	37	Tennessee District	91.72	0
2	New York 1 District	-63.35	10	19	CO-WY District	13.39	4	38	Ohio 2 District	93.33	0
3	California 6 District	-61.50	10	20	Pennsylvania 1 District	14.02	3	39	IA-NE-SD District	98.43	0
4	Maryland District	-44.10	9	21	Florida 3 District	14.21	3	40	Wisconsin District	98.79	0
5	Hawaii District	-37.88	8	22	DE-PA 2 District	19.18	3	41	KY-WV District	102.91	0
6	AZ-NM District	-35.18	8	23	New Jersey District	25.95	3	42	Illinois 2 District	103.16	0
7	California 4 District	-34.40	8	24	NV-UT District	26.75	3	43	Washington District	115.85	0
8	Florida 1 District	-33.89	8	25	Texas 3 District	29.27	2	44	MN-ND District	115.86	0
9	Alaska District	-29.18	7	26	ME-NH-VT District	31.11	2	45	Indiana District	117.43	0
10	Puerto Rico District	-21.35	6	27	North Carolina District	32.23	2	46	AL-MS District	139.85	0
11	New York 3 District	-20.25	6	28	Virginia District	34.09	2	47	KS-MO District	140.81	0
12	Louisiana District	-9.93	5	29	South Carolina District	34.70	2	48	AR-OK District	141.05	0
				30	Florida 2 District	44.16	1	49	Michigan 2 District	157.51	0
				31	Texas 1 District	53.87	1	50	Illinois 1 District	178.46	0



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



## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	4.00	4	13	Texas 2 District	5.00	5	32	New York 3 District	4.00	4
1	Atlantic	4.00	4	14	Washington District	5.00	5	33	Ohio 1 District	4.00	4
2	Central	4.00	4	15	Alaska District	4.00	4	34	Pennsylvania 1 District	4.00	4
3	Westpac	4.00	4	16	AZ-NM District	4.00	4	35	Puerto Rico District	4.00	4
4	Southern	3.00	3	17	California 3 District	4.00	4	36	South Carolina District	4.00	4
1	California 1 District	7.00	7	18	Connecticut District	4.00	4	37	Texas 3 District	4.00	4
2	Hawaii District	6.00	6	19	Florida 2 District	4.00	4	38	Wisconsin District	4.00	4
3	Virginia District	6.00	6	20	Florida 3 District	4.00	4	39	AL-MS District	3.00	3
4	California 2 District	5.00	5	21	IA-NE-SD District	4.00	4	40	AR-OK District	3.00	3
5	California 4 District	5.00	5	22	Illinois 1 District	4.00	4	41	California 5 District	3.00	3
6	California 6 District	5.00	5	23	KS-MO District	4.00	4	42	DE-PA 2 District	3.00	3
7	CO-WY District	5.00	5	24	KY-WV District	4.00	4	43	Florida 1 District	3.00	3
8	Indiana District	5.00	5	25	MA-RI District	4.00	4	44	Georgia District	3.00	3
9	New York 1 District	5.00	5	26	Maryland District	4.00	4	45	ID-MT-OR District	3.00	3
10	North Carolina District	5.00	5	27	ME-NH-VT District	4.00	4	46	Louisiana District	3.00	3
11	NV-UT District	5.00	5	28	Michigan 2 District	4.00	4	47	Michigan 1 District	3.00	3
12	Ohio 2 District	5.00	5	29	MN-ND District	4.00	4	48	Tennessee District	3.00	3
				30	New Jersey District	4.00	4	49	Illinois 2 District	2.00	2
				31	New York 2 District	4.00	4	50	Texas 1 District	2.00	2

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

**NPA PERFORMANCE  
FY 2023 - JAN YTD**

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	0.10	4	13	Connecticut District	0.70	5	32	AR-OK District	-0.71	4
				14	South Carolina District	0.52	5	33	California 2 District	-0.78	4
1	Atlantic	0.71	5	15	Ohio 1 District	0.51	5	34	Wisconsin District	-0.89	4
2	Southern	-0.02	4	16	California 1 District	0.48	5	35	Georgia District	-0.92	4
3	Central	-0.21	4	17	New Jersey District	0.46	5	36	Pennsylvania 1 District	-0.94	4
4	Westpac	-0.32	4	18	Ohio 2 District	0.46	5	37	Michigan 1 District	-0.95	4
				19	California 4 District	0.26	5	38	California 3 District	-1.03	4
1	New York 1 District	6.33	7	20	Illinois 1 District	0.12	4	39	Tennessee District	-1.06	4
2	Hawaii District	5.76	6	21	Puerto Rico District	0.07	4	40	MN-ND District	-1.28	3
3	Texas 2 District	4.28	6	22	MA-RI District	-0.08	4	41	ID-MT-OR District	-1.55	3
4	Virginia District	2.83	5	23	ME-NH-VT District	-0.10	4	42	AZ-NM District	-1.73	3
5	Florida 2 District	2.35	5	24	AL-MS District	-0.14	4	43	California 5 District	-1.77	3
6	Maryland District	2.14	5	25	KY-WV District	-0.18	4	44	CO-WY District	-1.82	3
7	California 6 District	1.99	5	26	New York 2 District	-0.26	4	45	Louisiana District	-1.88	3
8	Florida 3 District	1.98	5	27	New York 3 District	-0.30	4	46	Florida 1 District	-2.10	3
9	Washington District	1.70	5	28	NV-UT District	-0.47	4	47	Alaska District	-2.14	3
10	KS-MO District	1.57	5	29	Michigan 2 District	-0.48	4	48	Illinois 2 District	-2.53	2
11	North Carolina District	1.38	5	30	IA-NE-SD District	-0.50	4	49	Texas 1 District	-2.84	2
12	Indiana District	0.71	5	31	Texas 3 District	-0.68	4	50	DE-PA 2 District	-3.38	2

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	5.00	5	13	ID-MT-OR District	6.00	6	32	IA-NE-SD District	4.00	4
1	Westpac	6.00	6	14	Illinois 1 District	6.00	6	33	Illinois 2 District	4.00	4
2	Atlantic	5.00	5	15	Louisiana District	6.00	6	34	Indiana District	4.00	4
3	Central	4.00	4	16	North Carolina District	6.00	6	35	KS-MO District	4.00	4
4	Southern	4.00	4	17	NV-UT District	6.00	6	36	KY-WV District	4.00	4
1	Alaska District	9.00	9	18	Ohio 2 District	6.00	6	37	Michigan 1 District	4.00	4
2	Hawaii District	9.00	9	19	Puerto Rico District	6.00	6	38	Michigan 2 District	4.00	4
3	AZ-NM District	8.00	8	20	Texas 3 District	6.00	6	39	MN-ND District	4.00	4
4	California 1 District	8.00	8	21	Connecticut District	5.00	5	40	New Jersey District	4.00	4
5	California 4 District	7.00	7	22	MA-RI District	5.00	5	41	New York 3 District	4.00	4
6	CO-WY District	7.00	7	23	Maryland District	5.00	5	42	Ohio 1 District	4.00	4
7	Virginia District	7.00	7	24	ME-NH-VT District	5.00	5	43	Tennessee District	4.00	4
8	California 2 District	6.00	6	25	New York 1 District	5.00	5	44	Texas 1 District	4.00	4
9	California 3 District	6.00	6	26	New York 2 District	5.00	5	45	Texas 2 District	4.00	4
10	California 5 District	6.00	6	27	Pennsylvania 1 District	5.00	5	46	Washington District	4.00	4
11	California 6 District	6.00	6	28	AR-OK District	4.00	4	47	Wisconsin District	4.00	4
12	DE-PA 2 District	6.00	6	29	Florida 1 District	4.00	4	48	AL-MS District	3.00	3
				30	Florida 2 District	4.00	4	49	Georgia District	3.00	3
				31	Florida 3 District	4.00	4	50	South Carolina District	3.00	3

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	24.24	5	13	Louisiana District	44.58	6	32	Wisconsin District	6.99	4
1	Westpac	50.60	6	14	Texas 3 District	41.91	6	33	IA-NE-SD District	6.61	4
2	Atlantic	29.35	5	15	ID-MT-OR District	40.71	6	34	MN-ND District	3.84	4
3	Central	7.87	4	16	Ohio 2 District	40.71	6	35	Washington District	1.19	4
4	Southern	-6.64	4	17	California 5 District	40.53	6	36	Ohio 1 District	0.92	4
1	Alaska District	97.01	9	18	DE-PA 2 District	40.26	6	37	Michigan 1 District	0.67	4
2	Hawaii District	85.35	9	19	Illinois 1 District	39.22	6	38	KY-WV District	-2.71	4
3	California 1 District	74.05	8	20	Puerto Rico District	36.57	6	39	Florida 3 District	-3.44	4
4	AZ-NM District	71.11	8	21	MA-RI District	34.84	5	40	Illinois 2 District	-3.85	4
5	Virginia District	63.99	7	22	ME-NH-VT District	28.25	5	41	Texas 1 District	-16.05	3
6	California 4 District	62.92	7	23	Maryland District	27.70	5	42	Georgia District	-17.20	3
7	CO-WY District	58.78	7	24	Connecticut District	25.97	5	43	Tennessee District	-28.47	3
8	NV-UT District	50.09	6	25	Pennsylvania 1 District	25.27	5	44	South Carolina District	-29.06	3
9	California 2 District	49.65	6	26	New York 1 District	20.91	5	45	Indiana District	-30.89	3
10	California 6 District	49.17	6	27	New York 2 District	20.48	5	46	Michigan 2 District	-34.77	3
11	North Carolina District	48.18	6	28	Texas 2 District	18.47	4	47	AL-MS District	-36.13	3
12	California 3 District	45.65	6	29	KS-MO District	16.29	4	48	Florida 1 District	-37.40	3
				30	New York 3 District	15.62	4	49	AR-OK District	-38.56	3
				31	New Jersey District	11.83	4	50	Florida 2 District	-55.98	2

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

## NPA PERFORMANCE FY 2023 - JAN YTD

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	91.81	4	13	California 6 District	94.27	4	32	Indiana District	91.10	4
1	Westpac	94.41	4	14	California 4 District	94.21	4	33	Ohio 1 District	90.95	4
2	Southern	92.26	4	15	CO-WY District	94.13	4	34	Michigan 2 District	90.90	4
3	Central	91.99	4	16	Florida 2 District	94.01	4	35	Puerto Rico District	90.78	4
4	Atlantic	89.32	3	17	Texas 2 District	94.01	4	36	South Carolina District	90.18	3
1	Alaska District	99.68	5	18	California 3 District	93.92	4	37	California 5 District	90.02	3
2	AZ-NM District	98.53	5	19	Texas 1 District	93.89	4	38	AL-MS District	89.81	3
3	Hawaii District	98.29	5	20	ID-MT-OR District	93.64	4	39	ME-NH-VT District	89.54	3
4	California 1 District	96.72	5	21	KS-MO District	93.01	4	40	Illinois 1 District	89.40	3
5	Virginia District	96.36	5	22	IA-NE-SD District	92.95	4	41	New Jersey District	89.36	3
6	Louisiana District	96.02	5	23	Pennsylvania 1 District	92.91	4	42	New York 3 District	89.19	3
7	NV-UT District	95.84	5	24	Florida 1 District	92.68	4	43	Georgia District	89.12	3
8	North Carolina District	95.55	5	25	KY-WV District	92.48	4	44	Washington District	88.76	3
9	Texas 3 District	95.43	5	26	Wisconsin District	92.37	4	45	Florida 3 District	87.56	3
10	Ohio 2 District	95.02	5	27	Tennessee District	91.86	4	46	MA-RI District	86.70	3
11	California 2 District	94.69	4	28	Michigan 1 District	91.68	4	47	Maryland District	86.39	3
12	AR-OK District	94.38	4	29	Illinois 2 District	91.56	4	48	Connecticut District	86.16	2
				30	MN-ND District	91.24	4	49	New York 2 District	84.93	2
				31	DE-PA 2 District	91.22	4	50	New York 1 District	78.42	1

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

**NPA PERFORMANCE**  
**FY 2023 - JAN YTD**

Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell	Rank	Unit_Name	Score	Cell
	CRDO - NATIONAL	3.88	4	13	Texas 2 District	4.53	5	32	Florida 1 District	4.02	4
				14	Florida 2 District	4.47	4	33	South Carolina District	4.00	4
1	Westpac	4.23	4	15	Texas 3 District	4.42	4	34	Michigan 1 District	3.94	4
2	Atlantic	4.21	4	16	AZ-NM District	4.39	4	35	AR-OK District	3.88	4
3	Central	4.10	4	17	New Jersey District	4.38	4	36	Puerto Rico District	3.88	4
4	Southern	3.57	4	18	Michigan 2 District	4.35	4	37	Alaska District	3.79	4
				19	Florida 3 District	4.34	4	38	KS-MO District	3.77	4
1	California 1 District	6.50	7	20	Ohio 1 District	4.32	4	39	ME-NH-VT District	3.76	4
2	Hawaii District	5.55	6	21	Ohio 2 District	4.32	4	40	ID-MT-OR District	3.59	4
3	California 6 District	5.49	5	22	New York 3 District	4.30	4	41	Louisiana District	3.56	4
4	New York 1 District	5.46	5	23	Wisconsin District	4.28	4	42	California 5 District	3.54	4
5	California 4 District	5.45	5	24	Connecticut District	4.24	4	43	Tennessee District	3.49	3
6	Virginia District	5.31	5	25	MA-RI District	4.24	4	44	MN-ND District	3.47	3
7	Indiana District	4.89	5	26	Washington District	4.21	4	45	DE-PA 2 District	3.45	3
8	California 2 District	4.84	5	27	Maryland District	4.14	4	46	AL-MS District	3.38	3
9	California 3 District	4.84	5	28	KY-WV District	4.10	4	47	Illinois 1 District	3.33	3
10	North Carolina District	4.79	5	29	New York 2 District	4.08	4	48	Texas 1 District	3.04	3
11	NV-UT District	4.71	5	30	IA-NE-SD District	4.05	4	49	Illinois 2 District	2.99	3
12	Pennsylvania 1 District	4.62	5	31	CO-WY District	4.03	4	50	Georgia District	2.98	3

Any  
Questions?

Contact Info: [Donald.L.Flak@USPS.GOV](mailto:Donald.L.Flak@USPS.GOV)  
(803) 926-6531 or (412) 737-1625