

FY24 - F2DPH % SPLY

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Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
-4.50	-3.25	-2.00	-0.75	0.50	3.50	6.50	9.50	12.50	15.50

Description

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

For the purpose of this metric F2DPH is YTD cumulative city deliveries possible plus YTD cumulative rural boxes possible divided by all function 2 workhours excluding LDC 20 and including a parcel volume SPLY impact factor. Adjusted SPLY Packages: SPLY Package volume divided by the number of SPLY delivery days, multiplied by Current FY Delivery Days to have comparable volume for the same number of days to compensate for the change in parcel volume for DDU shippers over time. Examples would be offices that are new to Amazon/UPS/Walmart and parcel volumes are much greater to SPLY and therefore needing more hours for the same possible deliveries vs. those that lost DDU volume and would then greatly reduce hours compared to SPLY with the same possible deliveries.

F2DPH % SPLY is one portion (20%) of the Functional Effectiveness - Retail and Delivery indicator.

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

A F2DPH % SPLY year is based on the 52 or 53 full weeks (Saturday - Friday) beginning with the first week in October and ending with the last full week in September.

FY 2024 (Current) = September 30, 2023 to September 27, 2024
 FY 2023 (SPLY) = October 1, 2022 to September 29, 2023

Data Source and Calculation

Source - eFlash (Possible Deliveries and Workhours) and SQL code for F2 package volume using Qlik with data reflected on a Power BI dashboard (Package Volume)

Indicator Value - % of actual F2DPH to SPLY with calculated SPLY volume impact

Deliveries Per Hour (DPH) is the combined cumulative possible deliveries (CUPD for City and CURP for Rural in eFlash) divided by all F2 work hours (excluding LDC 20). The LDCs included are: 21, 22, 23, 24, 25, 26, 27, 28, 29 and 92. F2DPH % SPLY divides the YTD F2DPH by an adjusted SPLY F2DPH to account for package volume.

F2DPH % SPLY Formula:

$$\left(\frac{\text{YTD F2DPH}}{\text{Adjusted SPLY F2DPH}} \right) - 1 \times 100$$

Adjusted SPLY F2DPH Formula: (Bottom portion of the above formula)

Business Rule -
$$\left(\frac{(\text{SPLY CUPD} + \text{SPLY CURP})}{((\text{SPLY F2B} + \text{SPLY F2A}) + ((\text{YTD Packages} - (\text{SPLY Packages} + \text{Adj for Del Days})) \times 1 \text{ Minute}))} \right)$$

Notes:
 1 Minute = 1/60

Adjustment for Delivery Days applies the difference in delivery days between YTD and SPLY to SPLY packages.

Volume adjustment and delivery day example: If there were 1,000 packages SPLY with 200 delivery days but there are 201 delivery days YTD with 1,300 packages you would take the YTD packages minus SPLY packages (1,300 - 1,000 = 300) and add the adjustment for any delivery day changes. The adjustment for delivery days is SPLY packages divided by the SPLY YTD delivery days multiplied by the delivery day difference (1,000 / 200 x 1 = 5). Adding the 300 volume adjustment to the 5 for delivery day adjustment results in 305, this is divided by 60 which results in 5.08 additional hours.

Decimal Precision - Two Decimals

Data Validation

[Please click here for validation instructions.](#)

[Please click here for the F2DPH dashboard.](#)

[Please click here for the EDW Package Volume Source dashboard.](#)

EDW Package Volume Path: EDW > Shared Reports > Shared User Folder > *Headquarters > NPA Prompted Reports > NPA Parcels by Route Dashboard

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	FE Weight	Total Weight Towards Composite
HQ CRDO	Nation	20.0%	10.0%
Area Retail and Delivery	Area	20.0%	10.0%
District Retail and Delivery	District	20.0%	10.0%
MPOO	MPOO	20.0%	10.0%
Post Office 22 or above	LF	20.0%	10.0%
Post Office 21-20	LF	20.0%	10.0%
Post Office 18 or below	LF	20.0%	10.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	20.0%	10.0%