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Executive Director
Performance and Field Operations Support

May 26, 2023

CPDO
APRIL YTD



HQ Functional Group: HQ CPDO
NPA Composite Performance Summary

NPA PERFORMANCE
FY 2023 - APR YTD

National

Operational Group	Score	Cell
HQ CPDO	4.36	4
Western Processing	5.03	5
Eastern Processing	4.41	4
Pacific NW Processing	5.99	6
New York Metro Processing	5.55	6
Southern Cal Processing	5.22	5
Western Processing	5.17	5
Chesapeake Processing	5.04	5
Westshores Processing	4.81	5
New England Processing	4.70	5
Gulf Atlantic Processing	4.64	5
Lakeshores Processing	4.42	4
Midwest Processing	4.27	4
South Atlantic Processing	4.15	4
Southwest Processing	3.96	4
Southeast Processing	3.69	4

Top 20

Operational Group	Score	Cell
Sacramento P&DC	6.98	7
Seattle NDC	6.91	7
North Peninsula DDC	6.90	7
San Francisco P&DC	6.90	7
Santa Clarita P&DC	6.58	7
Van Nuys Fss Mail Processing A	6.58	7
San Jose P&DC	6.53	7
Morgan NY P&DC	6.45	6
Washington NDC	6.44	6
Altoona P&DC	6.43	6
Pittsburgh P&DC	6.35	6
Anchorage Ak P&DC	6.19	6
Anchorage AMF	6.19	6
Santa Ana P&DC	6.13	6
Great Falls P&DF	6.05	6
Missoula Mpf	6.03	6
Margaret Sellers P&DC	6.02	6
Los Angeles P&DC	5.97	6
Harrisburg P&DC	5.90	6
Seattle Wa P&DC	5.90	6

Opportunity 20

Operational Group	Score	Cell
Pasadena Mail Processing Anx	2.25	2
Jet Cove Anx	2.83	3
Memphis P&DC	2.83	3
Bismarck P&DF	2.89	3
Charleston P&DC	3.03	3
Macon P&DC	3.03	3
Memphis NDC	3.07	3
Peachtree P&DC	3.14	3
Greensboro NDC	3.23	3
South Suburban P&DC	3.29	3
Chattanooga P&DC	3.33	3
Kansas City KS NDC	3.33	3
Fort Worth P&DC	3.41	3
Atlanta NDC	3.46	3
Saint Louis NDC	3.48	3
Greenville P&DC	3.50	4
Springfield P&DC	3.51	4
Knoxville P&DC	3.52	4
Little Rock P&DC	3.60	4
Cincinnati NDC	3.64	4

HQ Functional Group: HQ CPDO
Controllable Income



NPA PERFORMANCE
FY 2023 - APR YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.91	3
Eastern Processing	-0.91	3
Western Processing	-0.91	3
Chesapeake Processing	-0.91	3
Gulf Atlantic Processing	-0.91	3
Lakeshores Processing	-0.91	3
Midwest Processing	-0.91	3
New England Processing	-0.91	3
New York Metro Processing	-0.91	3
Pacific NW Processing	-0.91	3
South Atlantic Processing	-0.91	3
Southeast Processing	-0.91	3
Southern Cal Processing	-0.91	3
Southwest Processing	-0.91	3
Western Processing	-0.91	3
Westshores Processing	-0.91	3

Top 20

Operational Group	Score	Cell
Abilene P&DF	-0.91	3
Akron P&DC	-0.91	3
Albany NY P&DC	-0.91	3
Albuquerque Nm P&DC	-0.91	3
Altoona P&DC	-0.91	3
Amarillo P&DC	-0.91	3
Anaheim P&DC	-0.91	3
Anchorage Ak P&DC	-0.91	3
Anchorage AMF	-0.91	3
Atlanta NDC	-0.91	3
Atlanta P&DC	-0.91	3
Augusta P&DC	-0.91	3
Austin P&DC	-0.91	3
Bakersfield P&DC	-0.91	3
Balt Inc Mail P&DC	-0.91	3
Baltimore P&DC	-0.91	3
Baton Rouge La P&DC	-0.91	3
Beaumont P&DF	-0.91	3
Bethpage NY P&DC	-0.91	3
Billings P&DC	-0.91	3

Opportunity 20

Operational Group	Score	Cell
Youngstown P&DF	-0.91	3
Ybor City P&DC	-0.91	3
Yakima Mpf	-0.91	3
Wichita P&DC	-0.91	3
White River Junction P&DC	-0.91	3
Westchester NY P&DC	-0.91	3
West Valley P&DC	-0.91	3
West Palm Beach P&DC	-0.91	3
West Nassau NY P&DC	-0.91	3
Wenatchee Mpf	-0.91	3
Waterloo P&DF	-0.91	3
Washington NDC	-0.91	3
Van Nuys Fss Mail Processing A	-0.91	3
Twin Cities L&DC	-0.91	3
Tulsa Ok P&DC	-0.91	3
Tucson P&DC	-0.91	3
Trenton P&DC	-0.91	3
Traverse City P&DC	-0.91	3
Toledo P&DC	-0.91	3
Tampa P&DC	-0.91	3

HQ Functional Group: HQ CPDO
Total Revenue % to Plan

NPA PERFORMANCE
FY 2023 - APR YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.67	4
Eastern Processing	-0.67	4
Western Processing	-0.67	4
Chesapeake Processing	-0.67	4
Gulf Atlantic Processing	-0.67	4
Lakeshores Processing	-0.67	4
Midwest Processing	-0.67	4
New England Processing	-0.67	4
New York Metro Processing	-0.67	4
Pacific NW Processing	-0.67	4
South Atlantic Processing	-0.67	4
Southeast Processing	-0.67	4
Southern Cal Processing	-0.67	4
Southwest Processing	-0.67	4
Western Processing	-0.67	4
Westshores Processing	-0.67	4

Top 20

Operational Group	Score	Cell
Abilene P&DF	-0.67	4
Akron P&DC	-0.67	4
Albany NY P&DC	-0.67	4
Albuquerque Nm P&DC	-0.67	4
Altoona P&DC	-0.67	4
Amarillo P&DC	-0.67	4
Anaheim P&DC	-0.67	4
Anchorage Ak P&DC	-0.67	4
Anchorage AMF	-0.67	4
Atlanta NDC	-0.67	4
Atlanta P&DC	-0.67	4
Augusta P&DC	-0.67	4
Austin P&DC	-0.67	4
Bakersfield P&DC	-0.67	4
Balt Inc Mail P&DC	-0.67	4
Baltimore P&DC	-0.67	4
Baton Rouge La P&DC	-0.67	4
Beaumont P&DF	-0.67	4
Bethpage NY P&DC	-0.67	4
Billings P&DC	-0.67	4

Opportunity 20

Operational Group	Score	Cell
Youngstown P&DF	-0.67	4
Ybor City P&DC	-0.67	4
Yakima Mpf	-0.67	4
Wichita P&DC	-0.67	4
White River Junction P&DC	-0.67	4
Westchester NY P&DC	-0.67	4
West Valley P&DC	-0.67	4
West Palm Beach P&DC	-0.67	4
West Nassau NY P&DC	-0.67	4
Wenatchee Mpf	-0.67	4
Waterloo P&DF	-0.67	4
Washington NDC	-0.67	4
Van Nuys Fss Mail Processing A	-0.67	4
Twin Cities L&DC	-0.67	4
Tulsa Ok P&DC	-0.67	4
Tucson P&DC	-0.67	4
Trenton P&DC	-0.67	4
Traverse City P&DC	-0.67	4
Toledo P&DC	-0.67	4
Tampa P&DC	-0.67	4

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

NPA PERFORMANCE
FY 2023 - APR YTD

National

Operational Group	Score	Cell
HQ CPDO	1.73	3
Eastern Processing	-1.36	6
Western Processing	-0.57	5
New York Metro Processing	-3.39	7
Southeast Processing	-2.75	7
Midwest Processing	-1.69	6
Lakeshores Processing	-1.69	6
Southwest Processing	-1.27	6
Westshores Processing	-1.20	5
Pacific NW Processing	-1.11	5
Chesapeake Processing	-1.08	5
New England Processing	-0.63	5
Western Processing	-0.51	5
Gulf Atlantic Processing	-0.32	5
South Atlantic Processing	-0.10	5
Southern Cal Processing	2.51	2

Top 20

Operational Group	Score	Cell
Peachtree P&DC	-19.37	10
Memphis NDC	-14.03	10
Greater Newark P&DC	-11.50	10
New Jersey NDC	-10.93	10
Westchester NY P&DC	-9.18	10
West Nassau NY P&DC	-8.39	10
Reno P&DC	-7.52	10
Baton Rouge La P&DC	-7.28	10
Saint Louis P&DC	-7.25	10
Saint Louis Metro Anx	-7.25	10
Grand Rapids P&DF	-7.04	10
Grand Rapids P&DC	-7.04	10
Sioux Falls Sd P&DC	-7.02	10
Shreveport La P&DC	-6.87	10
Greensboro P&DC	-6.66	10
Pittsburgh P&DC	-6.47	10
Southern CT P&DC	-6.46	10
North Peninsula DDC	-6.42	10
San Francisco P&DC	-6.42	10
Washington NDC	-6.37	10

Opportunity 20

Operational Group	Score	Cell
Youngstown P&DF	15.45	0
Eau Claire P&DF	14.35	0
Provo P&DC	13.78	0
Rapid City Mpf	12.82	0
Jet Cove Anx	11.61	0
Memphis P&DC	11.61	0
Gainesville P&DF	11.33	0
Carol Stream P&DC	10.17	0
Los Angeles P&DC	9.86	0
Pocatello Mpf	9.80	0
Wenatchee Mpf	9.56	0
Greensboro NDC	9.28	0
Johnson City P&DC	9.27	0
Fort Wayne P&DC	9.06	0
Mid-Hudson NY P&DC	8.93	0
Yakima Mpf	8.75	0
Billings P&DC	8.75	0
Norfolk P&DC	8.51	0
Toledo P&DC	8.06	0
Lubbock P&DC	8.00	0

HQ Functional Group: HQ CPDO
Functional Effectiveness Processing & Maintenance

NPA PERFORMANCE
FY 2023 - APR YTD

National

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

Top 20

Operational Group	Score	Cell
Anchorage Ak P&DC	8.00	8
Anchorage AMF	8.00	8
Great Falls P&DF	8.00	8
Altoona P&DC	8.00	8
Seattle NDC	8.00	8
Tacoma Wa P&DC	8.00	8
Tucson P&DC	7.00	7
Bakersfield P&DC	7.00	7
North Peninsula DDC	7.00	7
North Bay P&DC	7.00	7
Oakland P&DC	7.00	7
Sacramento P&DC	7.00	7
San Bernardino P&DC	7.00	7
Margaret Sellers P&DC	7.00	7
San Francisco NDC	7.00	7
San Francisco P&DC	7.00	7
San Jose P&DC	7.00	7
Santa Ana P&DC	7.00	7
Santa Clarita P&DC	7.00	7
Van Nuys Fss Mail Processing A	7.00	7

Opportunity 20

Operational Group	Score	Cell
Pasadena Mail Processing Anx	0.00	0
Memphis NDC	1.00	1
Jet Cove Anx	2.00	2
Memphis P&DC	2.00	2
Bismarck P&DF	2.00	2
New Jersey NDC	2.00	2
Twin Cities L&DC	2.00	2
Saint Paul P&DC	2.00	2
Kansas City KS NDC	2.00	2
Peachtree P&DC	2.00	2
Atlanta NDC	2.00	2
Green Bay P&DC	3.00	3
Richmond P&DC	3.00	3
Fort Worth P&DC	3.00	3
Dallas P&DC	3.00	3
Dallas NDC	3.00	3
Austin P&DC	3.00	3
Nashville P&DC	3.00	3
Greenville P&DC	3.00	3
Charleston P&DC	3.00	3

HQ Functional Group: HQ CPDO
Operating Plan Precision

NPA PERFORMANCE
FY 2023 - APR YTD

National

Operational Group	Score	Cell
HQ CPDO	85.84	6
Eastern Processing	85.84	6
Western Processing	85.84	6
Chesapeake Processing	94.77	9
Pacific NW Processing	92.19	8
New England Processing	88.20	7
Southern Cal Processing	87.30	7
South Atlantic Processing	86.44	6
Southwest Processing	85.98	6
Westshores Processing	85.81	6
New York Metro Processing	85.44	6
Western Processing	83.70	6
Gulf Atlantic Processing	82.70	5
Lakeshores Processing	82.54	5
Midwest Processing	82.31	5
Southeast Processing	77.12	4

Top 20

Operational Group	Score	Cell
Peoria P&DC	99.69	10
Scranton P&DC	99.33	10
Corpus Christi P&DC	99.31	10
Pennwood Place P&DC	99.04	10
Seattle NDC	98.99	10
Pittsburgh P&DC	98.90	10
Quad Cities P&DC	98.84	10
Pittsburgh NDC	98.80	10
Amarillo P&DC	98.79	10
San Francisco NDC	98.66	10
Harrisburg P&DC	98.58	10
Great Falls P&DF	98.26	9
Washington NDC	98.09	9
Johnstown P&DC-Inshd	98.03	9
North Platte Mpf	98.02	9
Delaware P&DC	98.01	9
Midland P&DC	97.99	9
McAllen P&DC	97.73	9
Queens NY P&DC	97.62	9
Springfield P&DC	97.60	9

Opportunity 20

Operational Group	Score	Cell
Busse P&DC	34.29	0
Atlanta NDC	46.72	0
Memphis NDC	49.53	0
Kansas City KS NDC	54.88	0
New Jersey NDC	57.71	1
Peachtree P&DC	58.07	1
Chicago NDC	61.03	1
Kansas City MO P&DC	63.38	2
Springdale Anx	65.21	2
Cincinnati P&DC	65.21	2
Ybor City P&DC	65.95	2
Fort Worth P&DC	66.30	2
Cincinnati NDC	66.99	2
Little Rock P&DC	68.02	2
Twin Cities L&DC	68.81	3
Saint Paul P&DC	68.81	3
Minn-Saint Paul NDC	69.40	3
Minn-Saint Paul Psa	69.40	3
Orlando P&DC	70.10	3
North Metro P&DC	70.88	3

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

NPA PERFORMANCE
FY 2023 - APR YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.69	4
Western Processing	-0.52	4
Eastern Processing	-0.85	4
Southwest Processing	2.81	6
Westshores Processing	2.77	6
Lakeshores Processing	1.74	5
Gulf Atlantic Processing	1.11	5
Pacific NW Processing	-0.88	4
Southeast Processing	-1.67	4
Midwest Processing	-1.74	4
South Atlantic Processing	-1.78	4
Western Processing	-1.85	4
New York Metro Processing	-2.36	4
Chesapeake Processing	-2.57	4
New England Processing	-3.13	4
Southern Cal Processing	-3.43	4

Top 20

Operational Group	Score	Cell
Greater Newark P&DC	52.28	10
Mid-Hudson NY P&DC	26.59	10
Chicago NDC	23.96	10
Southern Capital Beltway Fac	23.54	10
Augusta P&DC	22.04	10
Busse P&DC	21.32	10
Missoula Mpf	18.22	10
Beaumont P&DF	15.82	10
Washington NDC	15.04	10
Gulfport P&DF	14.10	10
Corpus Christi P&DC	13.35	10
Eastern Shore P&DC	12.00	10
El Paso P&DC	11.63	10
Altoona P&DC	11.44	10
Pensacola P&DC	11.38	10
Tacoma Wa P&DC	10.62	10
Champaign P&DC	10.31	10
Grand Forks Mpf	9.92	10
Orlando P&DC	9.62	10
Evansville P&DC	9.50	10

Opportunity 20

Operational Group	Score	Cell
Southern CT P&DC	-89.04	0
Greensboro NDC	-42.53	0
Stamford P&DC	-37.58	0
Los Angeles NDC	-25.30	0
New Jersey NDC	-22.93	0
Gainesville P&DF	-16.71	0
Pasadena Mail Processing Anx	-15.81	1
Pennwood Place P&DC	-15.55	1
Middlesex-Essex P&DC	-15.10	1
Pocatello Mpf	-15.03	1
Bismarck P&DF	-14.41	1
Queens NY P&DC	-14.16	1
Curseen-Morris P&DC	-14.02	1
Lancaster P&DC	-13.84	1
Northwest Rochester NY P&DC	-13.77	1
Provo P&DC	-13.09	1
Memphis NDC	-12.98	1
Twin Cities L&DC	-12.34	1
Saint Paul P&DC	-12.34	1
Wenatchee Mpf	-12.12	2

HQ Functional Group: HQ CPDO
Four Walls Service

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	97.71	4
Western Processing	98.08	5
Eastern Processing	97.43	3
Southern Cal Processing	99.04	8
Pacific NW Processing	98.77	7
New York Metro Processing	98.25	5
Western Processing	98.11	5
Lakeshores Processing	97.97	4
Chesapeake Processing	97.92	4
South Atlantic Processing	97.52	4
Westshores Processing	97.47	4
Southwest Processing	97.27	3
Gulf Atlantic Processing	97.24	3
New England Processing	97.21	3
Midwest Processing	97.10	3
Southeast Processing	96.79	2

Top 20

Operational Group	Score	Cell
Medford Or P&DC	99.61	10
Kingsford Mpf	99.59	10
Grand Forks Mpf	99.55	10
Santa Clarita P&DC	99.52	10
Van Nuys Fss Mail Processing A	99.52	10
Anchorage Ak P&DC	99.50	10
Anchorage AMF	99.50	10
Santa Ana P&DC	99.45	9
North Platte Mpf	99.41	9
San Bernardino P&DC	99.33	9
McAllen P&DC	99.32	9
Midland P&DC	99.32	9
Margaret Sellers P&DC	99.30	9
Bakersfield P&DC	99.25	9
North Peninsula DDC	99.25	9
San Francisco P&DC	99.25	9
Altoona P&DC	99.19	8
San Jose P&DC	99.18	8
Honolulu Hi P&DC	99.18	8
Lafayette La P&DC	99.17	8

Opportunity 20

Operational Group	Score	Cell
Gainesville P&DF	85.11	0
Chicago NDC	90.98	0
Middlesex-Essex P&DC	93.46	0
Royal Palm P&DC	93.81	0
Richmond P&DC	94.31	0
Huntsville P&DF	94.51	0
Bismarck P&DF	94.55	0
Rocky Mount P&DF	94.66	0
Jet Cove Anx	94.69	0
Memphis P&DC	94.69	0
Nashua P&DC	94.70	0
Jacksonville P&DC	94.70	0
Duluth P&DC	94.72	0
Curseen-Morris P&DC	94.79	0
South Suburban P&DC	95.05	0
Jackson P&DC	95.31	0
Fort Worth P&DC	95.44	0
Tallahasse P&DC	95.68	0
North Metro P&DC	95.75	1
Springdale Anx	95.90	1

HQ Functional Group: HQ CPDO
Division Performance

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	96.57	5
Western Processing	96.92	6
Eastern Processing	96.28	4
Southern Cal Processing	98.38	10
Pacific NW Processing	97.83	8
Western Processing	97.53	7
Chesapeake Processing	96.76	5
Gulf Atlantic Processing	96.47	4
Midwest Processing	96.43	4
New England Processing	96.42	4
Lakeshores Processing	96.37	4
New York Metro Processing	96.26	4
South Atlantic Processing	96.15	3
Southwest Processing	95.89	3
Westshores Processing	95.71	2
Southeast Processing	95.69	2

Top 20

Operational Group	Score	Cell
Industry P&DC	98.38	10
Anaheim P&DC	98.38	10
Bakersfield P&DC	98.38	10
Fresno P&DC	98.38	10
Los Angeles NDC	98.38	10
Los Angeles P&DC	98.38	10
Moreno Valley P&DC	98.38	10
Pasadena Mail Processing Anx.	98.38	10
San Bernardino P&DC	98.38	10
Margaret Sellers P&DC	98.38	10
Santa Ana P&DC	98.38	10
Santa Barbara P&DC	98.38	10
Santa Clarita P&DC	98.38	10
Van Nuys Fss Mail Processing A	98.38	10
Honolulu Hi P&DC	98.38	10
Anchorage Ak P&DC	97.83	8
Anchorage AMF	97.83	8
North Peninsula DDC	97.83	8
North Bay P&DC	97.83	8
Oakland P&DC	97.83	8

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	95.69	2
Jet Cove Anx	95.69	2
Memphis P&DC	95.69	2
Memphis NDC	95.69	2
Knoxville P&DC	95.69	2
Johnson City P&DC	95.69	2
Chattanooga P&DC	95.69	2
Greenville P&DC	95.69	2
Columbia P&DC	95.69	2
Charleston P&DC	95.69	2
Macon P&DC	95.69	2
North Metro P&DC	95.69	2
Augusta P&DC	95.69	2
Peachtree P&DC	95.69	2
Atlanta P&DC	95.69	2
Atlanta NDC	95.69	2
Milwaukee Mpa	95.71	2
Milwaukee P&DC	95.71	2
Madison P&DC	95.71	2
Green Bay P&DC	95.71	2

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

**NPA PERFORMANCE
FY 2023 - APR YTD**

National

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

Top 20

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

Opportunity 20

Operational Group	Score	Cell
Jet Cove Anx	1.00	1
Memphis P&DC	1.00	1
South Suburban P&DC	1.00	1
Chicago NDC	1.00	1
Green Bay P&DC	2.00	2
Richmond P&DC	2.00	2
Fort Worth P&DC	2.00	2
Memphis NDC	2.00	2
Greenville P&DC	2.00	2
Bismarck P&DF	2.00	2
Rocky Mount P&DF	2.00	2
Nashua P&DC	2.00	2
Jackson P&DC	2.00	2
Duluth P&DC	2.00	2
Middlesex-Essex P&DC	2.00	2
Carol Stream P&DC	2.00	2
North Metro P&DC	2.00	2
Peachtree P&DC	2.00	2
Atlanta P&DC	2.00	2
Atlanta NDC	2.00	2

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

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	10.37	2
Western Processing	0.00	4
Eastern Processing	11.08	2
Western Processing	-16.22	6
Gulf Atlantic Processing	-9.49	5
Pacific NW Processing	-7.31	5
Westshores Processing	-5.65	4
Chesapeake Processing	9.48	2
New York Metro Processing	10.24	2
New England Processing	10.27	2
South Atlantic Processing	16.48	1
Lakeshores Processing	16.68	1
Midwest Processing	17.53	1
Southern Cal Processing	22.87	0
Southwest Processing	29.53	0
Southeast Processing	54.96	0

Top 20

Operational Group	Score	Cell
Phoenix P&DC	-16.22	6
West Valley P&DC	-16.22	6
Tucson P&DC	-16.22	6
Colorado Springs P&DC	-16.22	6
Denver NDC	-16.22	6
Denver P&DC	-16.22	6
Grand Junction Mpf	-16.22	6
Las Vegas P&DC	-16.22	6
Reno P&DC	-16.22	6
Albuquerque Nm P&DC	-16.22	6
Provo P&DC	-16.22	6
Salt Lake City P&DC	-16.22	6
Salt Lake City Asf	-16.22	6
Casper Mpf	-16.22	6
Cheyenne P&DC	-16.22	6
Birmingham Anx	-9.49	5
Mobile Anx	-9.49	5
Birmingham AI P&DC	-9.49	5
Huntsville P&DF	-9.49	5
Mobile AI P&DC	-9.49	5

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	54.96	0
Jet Cove Anx	54.96	0
Memphis P&DC	54.96	0
Memphis NDC	54.96	0
Knoxville P&DC	54.96	0
Johnson City P&DC	54.96	0
Chattanooga P&DC	54.96	0
Greenville P&DC	54.96	0
Columbia P&DC	54.96	0
Charleston P&DC	54.96	0
Macon P&DC	54.96	0
North Metro P&DC	54.96	0
Augusta P&DC	54.96	0
Peachtree P&DC	54.96	0
Atlanta P&DC	54.96	0
Atlanta NDC	54.96	0
San Antonio P&DC	29.53	0
Midland P&DC	29.53	0
McAllen P&DC	29.53	0
Lubbock P&DC	29.53	0

HQ Functional Group: HQ CPDO
Market Dominant Composite

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	92.82	4
Western Processing	93.08	5
Eastern Processing	92.58	4
Southern Cal Processing	95.17	10
New York Metro Processing	93.58	6
Pacific NW Processing	93.40	6
Lakeshores Processing	93.29	5
Chesapeake Processing	93.19	5
Western Processing	92.90	4
South Atlantic Processing	92.85	4
Gulf Atlantic Processing	92.83	4
New England Processing	92.62	4
Southwest Processing	92.45	4
Westshores Processing	92.13	4
Midwest Processing	91.81	3
Southeast Processing	90.93	2

Top 20

Operational Group	Score	Cell
Industry P&DC	95.17	10
Anaheim P&DC	95.17	10
Bakersfield P&DC	95.17	10
Fresno P&DC	95.17	10
Los Angeles NDC	95.17	10
Los Angeles P&DC	95.17	10
Moreno Valley P&DC	95.17	10
Pasadena Mail Processing Anx	95.17	10
San Bernardino P&DC	95.17	10
Margaret Sellers P&DC	95.17	10
Santa Ana P&DC	95.17	10
Santa Barbara P&DC	95.17	10
Santa Clarita P&DC	95.17	10
Van Nuys Fss Mail Processing A	95.17	10
Honolulu Hi P&DC	95.17	10
New Jersey NDC	93.58	6
Northrn Metro P&DC	93.58	6
Greater Newark P&DC	93.58	6
Dvd Bldg P&DC	93.58	6
SO Jersey P&DC	93.58	6

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	90.93	2
Jet Cove Anx	90.93	2
Memphis P&DC	90.93	2
Memphis NDC	90.93	2
Knoxville P&DC	90.93	2
Johnson City P&DC	90.93	2
Chattanooga P&DC	90.93	2
Greenville P&DC	90.93	2
Columbia P&DC	90.93	2
Charleston P&DC	90.93	2
Macon P&DC	90.93	2
North Metro P&DC	90.93	2
Augusta P&DC	90.93	2
Peachtree P&DC	90.93	2
Atlanta P&DC	90.93	2
Atlanta NDC	90.93	2
Sioux Falls Sd P&DC	91.81	3
Rapid City Mpf	91.81	3
Central Dakota P&DF	91.81	3
Grand Forks Mpf	91.81	3

HQ Functional Group: HQ CPDO
Competitive Composite

NPA PERFORMANCE
FY 2023 - APR YTD

National

Operational Group	Score	Cell
HQ CPDO	90.52	3
Western Processing	91.17	4
Eastern Processing	89.91	3
Southern Cal Processing	94.59	9
Pacific NW Processing	92.79	6
New York Metro Processing	92.42	6
Chesapeake Processing	91.94	5
Lakeshores Processing	90.75	4
Western Processing	90.24	3
South Atlantic Processing	90.23	3
New England Processing	89.85	3
Gulf Atlantic Processing	89.84	3
Westshores Processing	89.46	2
Southeast Processing	88.89	2
Southwest Processing	87.57	0
Midwest Processing	86.93	0

Top 20

Operational Group	Score	Cell
Industry P&DC	94.59	9
Anaheim P&DC	94.59	9
Bakersfield P&DC	94.59	9
Fresno P&DC	94.59	9
Los Angeles NDC	94.59	9
Los Angeles P&DC	94.59	9
Moreno Valley P&DC	94.59	9
Pasadena Mail Processing Anx	94.59	9
San Bernardino P&DC	94.59	9
Margaret Sellers P&DC	94.59	9
Santa Ana P&DC	94.59	9
Santa Barbara P&DC	94.59	9
Santa Clarita P&DC	94.59	9
Van Nuys Fss Mail Processing A	94.59	9
Honolulu Hi P&DC	94.59	9
Anchorage Ak P&DC	92.79	6
Anchorage AMF	92.79	6
North Peninsula DDC	92.79	6
North Bay P&DC	92.79	6
Oakland P&DC	92.79	6

Opportunity 20

Operational Group	Score	Cell
Sioux Falls Sd P&DC	86.93	0
Rapid City Mpf	86.93	0
Central Dakota P&DF	86.93	0
Grand Forks Mpf	86.93	0
Fargo P&DF	86.93	0
Bismarck P&DF	86.93	0
Omaha Ne P&DC	86.93	0
North Platte Mpf	86.93	0
Lincoln P&DF	86.93	0
Springfield P&DC	86.93	0
Saint Louis Metro Anx	86.93	0
Saint Louis P&DC	86.93	0
Saint Louis NDC	86.93	0
Kansas City MO P&DC	86.93	0
Columbia P&DC	86.93	0
Twin Cities L&DC	86.93	0
Saint Paul P&DC	86.93	0
Saint Cloud P&DC	86.93	0
Minneapolis P&DC	86.93	0
Minn-Saint Paul NDC	86.93	0

HQ Functional Group: HQ CPDO
Scanning Visibility

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	93.04	4
Western Processing	93.38	5
Eastern Processing	92.71	4
Pacific NW Processing	95.03	6
Western Processing	93.71	5
Midwest Processing	93.66	5
Southwest Processing	93.40	5
Lakeshores Processing	93.21	4
New England Processing	93.16	4
New York Metro Processing	92.88	4
Westshores Processing	92.87	4
South Atlantic Processing	92.70	4
Southeast Processing	92.63	4
Gulf Atlantic Processing	92.12	3
Chesapeake Processing	91.95	3
Southern Cal Processing	91.90	3

Top 20

Operational Group	Score	Cell
Pocatello Mpf	99.93	10
Central Dakota P&DF	99.32	10
Lincoln P&DF	99.16	10
Colorado Springs P&DC	99.04	10
Mid Florida P&DC	98.96	10
Altoona P&DC	98.48	9
Rapid City Mpf	98.43	9
Burlington P&DC	98.40	9
Beaumont P&DF	98.37	9
Sioux Falls Sd P&DC	98.31	9
Johnson City P&DC	98.25	9
Gainesville P&DF	98.08	9
Saint Cloud P&DC	98.04	9
Lansing P&DC	97.91	9
Kingsford Mpf	97.90	9
Fargo P&DF	97.76	9
Moreno Valley P&DC	97.65	8
Midland P&DC	97.51	8
Redding Mpf	97.38	8
Tucson P&DC	97.37	8

Opportunity 20

Operational Group	Score	Cell
Norfolk P&DC	82.84	0
Industry P&DC	83.92	0
New Jersey NDC	85.85	0
South Suburban P&DC	87.05	0
Baltimore P&DC	88.60	0
Jacksonville NDC	88.62	0
Jacksonville P&DC	89.06	0
Philadelphia NDC	89.15	0
Southern CT P&DC	89.53	0
Greater Newark P&DC	89.54	0
Busse P&DC	89.56	0
Springfield NDC	89.71	0
Memphis NDC	89.85	0
Atlanta P&DC	89.86	0
Atlanta NDC	90.01	0
Dallas NDC	90.18	0
Bismarck P&DF	90.22	0
Chicago NDC	90.24	0
Tampa P&DC	90.37	1
Cincinnati NDC	90.46	1

HQ Functional Group: HQ CPDO
Customer Experience Index

NPA PERFORMANCE
FY 2023 - APR YTD



National

Top 20

Opportunity 20

Operational Group	Score	Cell
HQ CPDO	6.20	6
Eastern Processing	6.20	6
Western Processing	6.20	6
Chesapeake Processing	6.20	6
Gulf Atlantic Processing	6.20	6
Lakeshores Processing	6.20	6
Midwest Processing	6.20	6
New England Processing	6.20	6
New York Metro Processing	6.20	6
Pacific NW Processing	6.20	6
South Atlantic Processing	6.20	6
Southeast Processing	6.20	6
Southern Cal Processing	6.20	6
Southwest Processing	6.20	6
Western Processing	6.20	6
Westshores Processing	6.20	6

Operational Group	Score	Cell
Abilene P&DF	6.20	6
Akron P&DC	6.20	6
Albany NY P&DC	6.20	6
Albuquerque Nm P&DC	6.20	6
Altoona P&DC	6.20	6
Amarillo P&DC	6.20	6
Anaheim P&DC	6.20	6
Anchorage Ak P&DC	6.20	6
Anchorage AMF	6.20	6
Atlanta NDC	6.20	6
Atlanta P&DC	6.20	6
Augusta P&DC	6.20	6
Austin P&DC	6.20	6
Bakersfield P&DC	6.20	6
Balt Inc Mail P&DC	6.20	6
Baltimore P&DC	6.20	6
Baton Rouge La P&DC	6.20	6
Beaumont P&DF	6.20	6
Bethpage NY P&DC	6.20	6
Billings P&DC	6.20	6

Operational Group	Score	Cell
Youngstown P&DF	6.20	6
Ybor City P&DC	6.20	6
Yakima Mpf	6.20	6
Wichita P&DC	6.20	6
White River Junction P&DC	6.20	6
Westchester NY P&DC	6.20	6
West Valley P&DC	6.20	6
West Palm Beach P&DC	6.20	6
West Nassau NY P&DC	6.20	6
Wenatchee Mpf	6.20	6
Waterloo P&DF	6.20	6
Washington NDC	6.20	6
Van Nuys Fss Mail Processing A	6.20	6
Twin Cities L&DC	6.20	6
Tulsa Ok P&DC	6.20	6
Tucson P&DC	6.20	6
Trenton P&DC	6.20	6
Traverse City P&DC	6.20	6
Toledo P&DC	6.20	6
Tampa P&DC	6.20	6

HQ Functional Group: HQ CPDO
Total Accidents Rate

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	7.32	5
Eastern Processing	7.21	5
Western Processing	7.47	5
Chesapeake Processing	5.54	7
Pacific NW Processing	6.00	6
New York Metro Processing	6.25	6
Southern Cal Processing	6.62	5
Midwest Processing	7.25	5
Gulf Atlantic Processing	7.43	5
New England Processing	7.65	4
Southwest Processing	7.68	4
Lakeshores Processing	7.79	4
Westshores Processing	8.10	4
Southeast Processing	8.23	4
South Atlantic Processing	8.30	4
Western Processing	9.38	2

Top 20

Operational Group	Score	Cell
Pocatello Mpf	0.00	10
Mankato P&DC	0.00	10
Altoona P&DC	0.00	10
Central Dakota P&DF	0.00	10
Suburban P&DC	1.10	10
North Peninsula DDC	1.66	10
San Francisco P&DC	1.66	10
Springfield P&DC	1.83	10
Johnson City P&DC	2.18	10
San Jose P&DC	2.36	10
Washington NDC	2.79	10
Jackson P&DC	2.80	10
Fresno P&DC	3.01	9
Northwest Rochester NY P&DC	3.01	9
Green Bay P&DC	3.03	9
Waterloo P&DF	3.09	9
Brockton P&DC	3.09	9
Boise Id P&DC	3.12	9
Wichita P&DC	3.15	9
Midland P&DC	3.17	9

Opportunity 20

Operational Group	Score	Cell
Rapid City Mpf	22.20	0
North Platte Mpf	18.91	0
Wenatchee Mpf	18.62	0
Duluth P&DC	16.12	0
Gary P&DC	15.46	0
Reno P&DC	14.57	0
Chattanooga P&DC	14.47	0
Evansville P&DC	14.28	0
Traverse City P&DC	13.82	0
Mid-Hudson NY P&DC	13.49	0
Provo P&DC	13.18	0
Busse P&DC	13.01	0
Albuquerque Nm P&DC	12.92	0
Grand Junction Mpf	12.76	0
Eastern Me P&DC	12.39	0
Fort Worth P&DC	12.31	0
Gulfport P&DF	12.01	0
Yakima Mpf	12.00	0
Greensboro NDC	11.72	0
Syracuse NY P&DC	11.72	0

HQ Functional Group: HQ CPDO
Total Accidents Imp

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	-3.28	2
Eastern Processing	-3.50	2
Western Processing	-3.00	2
Chesapeake Processing	-15.11	6
New England Processing	-15.03	6
Southern Cal Processing	-11.74	5
New York Metro Processing	-11.70	5
Midwest Processing	-11.14	5
Lakeshores Processing	-11.00	5
Pacific NW Processing	0.33	0
Westshores Processing	1.44	0
Southeast Processing	1.91	0
Gulf Atlantic Processing	5.59	0
Southwest Processing	7.69	0
South Atlantic Processing	9.30	0
Western Processing	24.41	0

Top 20

Operational Group	Score	Cell
Mankato P&DC	-100.00	10
Altoona P&DC	-100.00	10
Central Dakota P&DF	-100.00	10
Suburban P&DC	-77.78	10
Fresno P&DC	-75.00	10
Johnson City P&DC	-66.67	10
Beaumont P&DF	-66.67	10
Lubbock P&DC	-66.67	10
Wichita P&DC	-64.71	10
Columbia P&DC	-64.29	10
Cedar Rapids P&DC	-61.11	10
Brockton P&DC	-60.00	10
Oklahoma City Ok P&DC	-59.38	10
Montgomery Al P&DC	-55.00	10
Northwest Rochester NY P&DC	-54.55	10
Harrisburg P&DC	-52.00	10
Southern CT P&DC	-50.00	10
Macon P&DC	-50.00	10
Waterloo P&DF	-50.00	10
Grand Forks Mpf	-50.00	10

Opportunity 20

Operational Group	Score	Cell
North Platte Mpf	600.00	0
McAllen P&DC	400.00	0
Lincoln P&DF	300.00	0
Traverse City P&DC	200.00	0
SO Maryland P&DC	160.00	0
Stamford P&DC	133.33	0
Anchorage AMF	133.33	0
Anchorage Ak P&DC	133.33	0
Fort Worth P&DC	122.58	0
Tulsa Ok P&DC	108.33	0
Casper Mpf	100.00	0
Wenatchee Mpf	100.00	0
Burlington P&DC	100.00	0
Midland P&DC	100.00	0
Buffalo NY P&DC	100.00	0
Great Falls P&DF	100.00	0
Gulfport P&DF	100.00	0
Southern Capital Beltway Fac	100.00	0
Springfield P&DC	100.00	0
Pensacola P&DC	100.00	0

HQ Functional Group: HQ CPDO
Total Accidents Avg

NPA PERFORMANCE
FY 2023 - APR YTD



National

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

Top 20

Operational Group	Score	Cell
North Peninsula DDC	10.00	10
San Francisco P&DC	10.00	10
San Jose P&DC	10.00	10
Pocatello Mpf	10.00	10
Springfield P&DC	10.00	10
Washington NDC	10.00	10
Suburban P&DC	10.00	10
Mankato P&DC	10.00	10
Jackson P&DC	10.00	10
Altoona P&DC	10.00	10
Central Dakota P&DC	10.00	10
Johnson City P&DC	10.00	10
Fresno P&DC	9.00	9
Santa Clarita P&DC	9.00	9
Van Nuys Fss Mail Processing A	9.00	9
Augusta P&DC	9.00	9
Boise Id P&DC	9.00	9
Peoria P&DC	9.00	9
Waterloo P&DF	9.00	9
Wichita P&DC	9.00	9

Opportunity 20

Operational Group	Score	Cell
Eau Claire P&DF	0.00	0
Yakima Mpf	0.00	0
Wenatchee Mpf	0.00	0
Spokane Wa P&DC	0.00	0
Provo P&DC	0.00	0
Fort Worth P&DC	0.00	0
Chattanooga P&DC	0.00	0
Rapid City Mpf	0.00	0
Tulsa Ok P&DC	0.00	0
Greensboro NDC	0.00	0
Mid Carolina P&DC	0.00	0
Mid-Hudson NY P&DC	0.00	0
Albuquerque Nm P&DC	0.00	0
Reno P&DC	0.00	0
North Platte Mpf	0.00	0
Gulfport P&DF	0.00	0
Traverse City P&DC	0.00	0
Eastern Me P&DC	0.00	0
Kansas City KS NDC	0.00	0
Gary P&DC	0.00	0

HQ Functional Group: HQ CPDO
Employee Availability Rate

NPA PERFORMANCE
FY 2023 - APR YTD

National

Operational Group	Score	Cell
HQ CPDO	90.85	3
Western Processing	87.56	0
Eastern Processing	85.71	0
Pacific NW Processing	90.46	2
Western Processing	89.83	2
Midwest Processing	89.13	1
Southern Cal Processing	87.89	0
New England Processing	87.06	0
Southwest Processing	86.87	0
Gulf Atlantic Processing	86.55	0
South Atlantic Processing	85.42	0
Westshores Processing	85.22	0
Chesapeake Processing	85.16	0
New York Metro Processing	84.80	0
Lakeshores Processing	84.26	0
Southeast Processing	83.41	0

Top 20

Operational Group	Score	Cell
Mankato P&DC	96.28	10
Johnstown P&DC-Inshd	95.83	9
Pocatello Mpf	95.27	8
Lincoln P&DF	95.09	8
Sioux Falls Sd P&DC	94.90	8
Cheyenne P&DC	94.87	8
Peoria P&DC	94.78	8
Pittsburgh NDC	94.72	8
Lafayette La P&DC	94.67	8
Central Dakota P&DF	94.62	8
Johnson City P&DC	94.45	7
Casper Mpf	94.38	7
El Paso P&DC	94.30	7
Eau Claire P&DF	94.24	7
North Platte Mpf	94.16	7
McAllen P&DC	94.10	7
Yakima Mpf	94.00	7
Wenatchee Mpf	93.80	6
Burlington P&DC	93.60	6
Great Falls P&DF	93.27	6

Opportunity 20

Operational Group	Score	Cell
Southern Capital Beltway Fac	72.30	0
Busse P&DC	72.70	0
Memphis NDC	74.02	0
Jet Cove Anx	75.00	0
Memphis P&DC	75.00	0
SO Maryland P&DC	77.28	0
Royal Palm P&DC	77.59	0
Baltimore P&DC	77.63	0
Detroit P&DC	77.83	0
New Orleans La P&DC	78.53	0
Saint Rose Anx	78.53	0
South Suburban P&DC	78.58	0
Cleveland P&DC	78.67	0
Atlanta P&DC	78.73	0
Chicago P&DC	80.01	0
Los Angeles P&DC	80.04	0
Detroit NDC	80.34	0
Balt Inc Mail P&DC	80.48	0
Richmond P&DC	80.73	0
Philadelphia P&DC	80.96	0

HQ Functional Group: HQ CPDO
Employee Availability Imp

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	1.05	6
Western Processing	1.31	7
Eastern Processing	1.12	6
Chesapeake Processing	2.41	9
New York Metro Processing	2.26	9
Westshores Processing	1.82	8
New England Processing	1.58	7
Midwest Processing	1.37	7
Lakeshores Processing	1.36	7
Southern Cal Processing	1.26	6
Pacific NW Processing	1.03	6
Western Processing	1.01	6
South Atlantic Processing	0.93	6
Southwest Processing	0.40	4
Southeast Processing	-0.12	4
Gulf Atlantic Processing	-0.16	4

Top 20

Operational Group	Score	Cell
Eastern Me P&DC	6.20	10
Southern Capital Beltway Fac	6.13	10
Northwest Rochester NY P&DC	5.86	10
Mid Carolina P&DC	5.17	10
Palatine P&DC	4.95	10
North Platte Mpf	4.90	10
Philadelphia NDC	4.74	10
Kansas City KS NDC	4.73	10
McAllen P&DC	4.72	10
Queens NY P&DC	4.45	10
Harrisburg P&DC	4.33	10
Corpus Christi P&DC	4.26	10
Eau Claire P&DF	4.08	10
Delaware P&DC	3.97	10
Greater Newark P&DC	3.89	10
Springfield P&DC	3.77	10
Northrn Metro P&DC	3.75	10
Yakima Mpf	3.72	10
Medford Or P&DC	3.69	10
Burlington P&DC	3.39	10

Opportunity 20

Operational Group	Score	Cell
Redding Mpf	-6.63	0
Rapid City Mpf	-4.19	0
Augusta P&DC	-3.94	0
Jet Cove Anx	-3.18	0
Memphis P&DC	-3.18	0
South Bend P&DC	-2.82	0
Royal Palm P&DC	-2.67	0
North Bay P&DC	-2.51	0
North Houston P&DC	-2.41	1
Grand Junction Mpf	-2.37	1
Macon P&DC	-2.36	1
Busse P&DC	-2.11	1
Memphis NDC	-2.00	1
Kingsford Mpf	-1.89	1
Reno P&DC	-1.63	2
White River Junction P&DC	-1.62	2
Oakland P&DC	-1.61	2
Mobile AI P&DC	-1.57	2
Mobile Anx	-1.57	2
Great Falls P&DF	-1.54	2

HQ Functional Group: HQ CPDO
Employee Availability Avg

NPA PERFORMANCE
FY 2023 - APR YTD

National

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

Top 20

Operational Group	Score	Cell
Mankato P&DC	10.00	10
Johnstown P&DC-Inshd	10.00	10
Peoria P&DC	9.00	9
Lafayette La P&DC	9.00	9
North Platte Mpf	9.00	9
McAllen P&DC	9.00	9
Yakima Mpf	9.00	9
Eau Claire P&DF	9.00	9
Casper Mpf	9.00	9
Santa Ana P&DC	8.00	8
Southern CT P&DC	8.00	8
Pocatello Mpf	8.00	8
Lincoln P&DF	8.00	8
Pittsburgh NDC	8.00	8
Central Dakota P&DF	8.00	8
Sioux Falls Sd P&DC	8.00	8
Johnson City P&DC	8.00	8
Burlington P&DC	8.00	8
Cheyenne P&DC	8.00	8
Huntsville P&DF	7.00	7

Opportunity 20

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

HQ Functional Group: HQ CPDO
Grievance - Case Pending

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	11.83	4
Western Processing	-0.25	5
Eastern Processing	5.90	4
Westshores Processing	-19.20	6
Midwest Processing	-6.63	5
Southwest Processing	-3.71	5
New York Metro Processing	-3.14	5
Lakeshores Processing	0.00	5
Southeast Processing	3.13	4
New England Processing	4.47	4
Chesapeake Processing	6.30	4
Southern Cal Processing	9.59	4
Pacific NW Processing	9.59	4
Gulf Atlantic Processing	20.79	3
Western Processing	23.10	3
South Atlantic Processing	34.26	2

Top 20

Operational Group	Score	Cell
Busse P&DC	-19.20	6
Carol Stream P&DC	-19.20	6
Champaign P&DC	-19.20	6
Chicago NDC	-19.20	6
South Suburban P&DC	-19.20	6
Chicago P&DC	-19.20	6
Fox Valley P&DC	-19.20	6
Palatine P&DC	-19.20	6
Peoria P&DC	-19.20	6
Quad Cities P&DC	-19.20	6
Springfield P&DC	-19.20	6
Evansville P&DC	-19.20	6
Fort Wayne P&DC	-19.20	6
Gary P&DC	-19.20	6
Indianapolis Mpa	-19.20	6
Indianapolis P&DC	-19.20	6
South Bend P&DC	-19.20	6
Eau Claire P&DF	-19.20	6
Green Bay P&DC	-19.20	6
Madison P&DC	-19.20	6

Opportunity 20

Operational Group	Score	Cell
Roanoke P&DC	34.26	2
Richmond P&DC	34.26	2
Northern VA P&DC	34.26	2
Norfolk P&DC	34.26	2
Dulles P&DC	34.26	2
Rocky Mount P&DF	34.26	2
Raleigh P&DC	34.26	2
Greensboro P&DC	34.26	2
Greensboro NDC	34.26	2
Fayetteville Downing Road Anx	34.26	2
Fayetteville P&DC	34.26	2
Mid Carolina P&DC	34.26	2
Charlotte P&DC	34.26	2
Cheyenne P&DC	23.10	3
Casper Mpf	23.10	3
Salt Lake City Asf	23.10	3
Salt Lake City P&DC	23.10	3
Provo P&DC	23.10	3
Albuquerque Nm P&DC	23.10	3
Reno P&DC	23.10	3

HQ Functional Group: HQ CPDO
Grievance - Step

NPA PERFORMANCE
FY 2023 - APR YTD



National

Operational Group	Score	Cell
HQ CPDO	0.16	9
Eastern Processing	0.00	10
Western Processing	0.00	10
New England Processing	0.00	10
New York Metro Processing	0.00	10
Chesapeake Processing	0.00	10
South Atlantic Processing	0.00	10
Western Processing	0.09	9
Pacific NW Processing	0.26	9
Southern Cal Processing	0.42	8
Gulf Atlantic Processing	0.56	8
Southeast Processing	3.55	4
Westshores Processing	26.03	2
Midwest Processing	26.21	2
Southwest Processing	28.05	1
Lakeshores Processing	41.62	0

Top 20

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

Opportunity 20

Operational Group	Score	Cell
Charleston P&DC	41.62	0
Youngstown P&DF	41.62	0
Toledo P&DC	41.62	0
Dayton P&DC	41.62	0
Columbus P&DC	41.62	0
Cleveland P&DC	41.62	0
Springdale Anx	41.62	0
Cincinnati P&DC	41.62	0
Cincinnati NDC	41.62	0
Akron P&DC	41.62	0
Traverse City P&DC	41.62	0
Michigan Metroplex P&DC	41.62	0
Lansing P&DC	41.62	0
Kingsford Mpf	41.62	0
Grand Rapids P&DC	41.62	0
Grand Rapids P&DF	41.62	0
Detroit P&DC	41.62	0
Detroit NDC	41.62	0
Louisville P&DC	41.62	0
Lexington P&DC	41.62	0

HQ Functional Group: HQ CPDO
Grievance - Cost Reduction

NPA PERFORMANCE
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National

Operational Group	Score	Cell
HQ CPDO	5.72	4
Western Processing	-43.79	8
Eastern Processing	-1.74	5
Midwest Processing	-65.68	10
Lakeshores Processing	-61.16	10
Westshores Processing	-45.51	9
Chesapeake Processing	-35.34	8
Pacific NW Processing	-31.43	7
New England Processing	-30.41	7
New York Metro Processing	-20.27	6
Southwest Processing	-18.11	6
Western Processing	-1.98	5
Southeast Processing	30.95	2
Gulf Atlantic Processing	69.92	0
Southern Cal Processing	160.15	0
South Atlantic Processing	162.18	0

Top 20

Operational Group	Score	Cell
Cedar Rapids P&DC	-65.68	10
Des Moines NDC	-65.68	10
Des Moines P&DC	-65.68	10
Waterloo P&DF	-65.68	10
Kansas City KS NDC	-65.68	10
Wichita P&DC	-65.68	10
Duluth P&DC	-65.68	10
Mankato P&DC	-65.68	10
Minn-Saint Paul Psa	-65.68	10
Minn-Saint Paul NDC	-65.68	10
Minneapolis P&DC	-65.68	10
Saint Cloud P&DC	-65.68	10
Saint Paul P&DC	-65.68	10
Twin Cities L&DC	-65.68	10
Columbia P&DC	-65.68	10
Kansas City MO P&DC	-65.68	10
Saint Louis NDC	-65.68	10
Saint Louis P&DC	-65.68	10
Saint Louis Metro Anx	-65.68	10
Springfield P&DC	-65.68	10

Opportunity 20

Operational Group	Score	Cell
Roanoke P&DC	162.18	0
Richmond P&DC	162.18	0
Northern VA P&DC	162.18	0
Norfolk P&DC	162.18	0
Dulles P&DC	162.18	0
Rocky Mount P&DF	162.18	0
Raleigh P&DC	162.18	0
Greensboro P&DC	162.18	0
Greensboro NDC	162.18	0
Fayetteville Downing Road Anx	162.18	0
Fayetteville P&DC	162.18	0
Mid Carolina P&DC	162.18	0
Charlotte P&DC	162.18	0
Honolulu Hi P&DC	160.15	0
Van Nuys Fss Mail Processing A	160.15	0
Santa Clarita P&DC	160.15	0
Santa Barbara P&DC	160.15	0
Santa Ana P&DC	160.15	0
Margaret Sellers P&DC	160.15	0
San Bernardino P&DC	160.15	0

HQ Functional Group: HQ CPDO
Grievance Avg

NPA PERFORMANCE
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National

Operational Group	Score	Cell
HQ CPDO	6.00	6
Western Processing	8.00	8
Eastern Processing	6.00	6
New England Processing	7.00	7
New York Metro Processing	7.00	7
Chesapeake Processing	7.00	7
Pacific NW Processing	7.00	7
Western Processing	6.00	6
Westshores Processing	6.00	6
Midwest Processing	6.00	6
Lakeshores Processing	5.00	5
Southern Cal Processing	4.00	4
Gulf Atlantic Processing	4.00	4
Southwest Processing	4.00	4
South Atlantic Processing	4.00	4
Southeast Processing	3.00	3

Top 20

Operational Group	Score	Cell
Anchorage Ak P&DC	7.00	7
Anchorage AMF	7.00	7
North Peninsula DDC	7.00	7
North Bay P&DC	7.00	7
Oakland P&DC	7.00	7
Redding Mpf	7.00	7
Sacramento P&DC	7.00	7
San Francisco NDC	7.00	7
San Francisco P&DC	7.00	7
San Jose P&DC	7.00	7
Bradley AMF	7.00	7
Hartford P&DC	7.00	7
Southern CT P&DC	7.00	7
Stamford P&DC	7.00	7
Delaware P&DC	7.00	7
Curseen-Morris P&DC	7.00	7
Boise Id P&DC	7.00	7
Pocatello Mpf	7.00	7
Eastern Me P&DC	7.00	7
Southern Me P&DC	7.00	7

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	3.00	3
Jet Cove Anx	3.00	3
Memphis P&DC	3.00	3
Memphis NDC	3.00	3
Knoxville P&DC	3.00	3
Johnson City P&DC	3.00	3
Chattanooga P&DC	3.00	3
Greenville P&DC	3.00	3
Columbia P&DC	3.00	3
Charleston P&DC	3.00	3
Macon P&DC	3.00	3
North Metro P&DC	3.00	3
Augusta P&DC	3.00	3
Peachtree P&DC	3.00	3
Atlanta P&DC	3.00	3
Atlanta NDC	3.00	3
Roanoke P&DC	4.00	4
Richmond P&DC	4.00	4
Northern VA P&DC	4.00	4
Norfolk P&DC	4.00	4

HQ Functional Group: HQ CPDO
Employee Utilization

NPA PERFORMANCE
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National

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

Top 20

Operational Group	Score	Cell
Pocatello Mpf	7.00	7
Peoria P&DC	7.00	7
Johnstown P&DC-Inshd	7.00	7
Yakima Mpf	7.00	7
Eau Claire P&DF	7.00	7
Casper Mpf	7.00	7
Cheyenne P&DC	7.00	7
Huntsville P&DF	6.00	6
Phoenix P&DC	6.00	6
West Valley P&DC	6.00	6
Tucson P&DC	6.00	6
Sacramento P&DC	6.00	6
San Francisco NDC	6.00	6
San Jose P&DC	6.00	6
Denver NDC	6.00	6
Southern CT P&DC	6.00	6
Boise Id P&DC	6.00	6
Mankato P&DC	6.00	6
Billings P&DC	6.00	6
Great Falls P&DF	6.00	6

Opportunity 20

Operational Group	Score	Cell
Jet Cove Anx	1.00	1
Memphis P&DC	1.00	1
Memphis NDC	1.00	1
Macon P&DC	1.00	1
Augusta P&DC	1.00	1
San Antonio P&DC	2.00	2
Lubbock P&DC	2.00	2
North Houston P&DC	2.00	2
Fort Worth P&DC	2.00	2
Dallas P&DC	2.00	2
Abilene P&DF	2.00	2
Knoxville P&DC	2.00	2
Charleston P&DC	2.00	2
Youngstown P&DF	2.00	2
Toledo P&DC	2.00	2
Cincinnati NDC	2.00	2
Raleigh P&DC	2.00	2
Greensboro P&DC	2.00	2
Greensboro NDC	2.00	2
New Orleans La P&DC	2.00	2

Any
Questions?

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