



Don Flak
Executive Director
Performance and Field Operations Support

May 25, 2023



CRDO
APRIL YTD



CRDO - Chief Retail & Delivery Officer NPA Composite Performance Summary

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	4.31	4
1	Westpac	4.88	5
2	Atlantic	4.46	4
3	Central	4.44	4
4	Southern	3.90	4
1	California 1 District	6.39	6
2	California 4 District	5.56	6
3	Hawaii District	5.53	6
4	California 6 District	5.49	5
5	New York 1 District	5.40	5
6	California 2 District	5.36	5
7	California 3 District	5.32	5
8	AZ-NM District	5.25	5
9	North Carolina District	5.11	5
10	Pennsylvania 1 District	5.05	5
11	Virginia District	5.01	5
12	Ohio 1 District	4.97	5

Rank	Operational Group	Score	Cell
13	NV-UT District	4.94	5
14	Michigan 2 District	4.83	5
15	Alaska District	4.80	5
16	New Jersey District	4.76	5
17	New York 3 District	4.73	5
18	Wisconsin District	4.73	5
19	Indiana District	4.72	5
20	IA-NE-SD District	4.64	5
21	MA-RI District	4.58	5
22	Ohio 2 District	4.50	5
23	Texas 3 District	4.50	5
24	Louisiana District	4.48	4
25	KY-WV District	4.47	4
26	Texas 2 District	4.40	4
27	Florida 1 District	4.39	4
28	Florida 2 District	4.33	4
29	Connecticut District	4.31	4
30	Washington District	4.29	4
31	ME-NH-VT District	4.25	4

Rank	Operational Group	Score	Cell
32	Michigan 1 District	4.25	4
33	Puerto Rico District	4.20	4
34	New York 2 District	4.17	4
35	Florida 3 District	4.16	4
36	AR-OK District	4.15	4
37	KS-MO District	4.12	4
38	Maryland District	4.11	4
39	MN-ND District	4.01	4
40	CO-WY District	3.99	4
41	South Carolina District	3.95	4
42	AL-MS District	3.91	4
43	DE-PA 2 District	3.90	4
44	ID-MT-OR District	3.87	4
45	Illinois 2 District	3.86	4
46	Tennessee District	3.78	4
47	California 5 District	3.77	4
48	Texas 1 District	3.66	4
49	Illinois 1 District	3.63	4
50	Georgia District	3.58	4

CRDO - Chief Retail & Delivery Officer Controllable Income

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	-0.91	3
1	Atlantic	-0.91	3
2	Central	-0.91	3
3	Southern	-0.91	3
4	Westpac	-0.91	3
1	Alaska District	-0.91	3
2	AL-MS District	-0.91	3
3	AR-OK District	-0.91	3
4	AZ-NM District	-0.91	3
5	California 1 District	-0.91	3
6	California 2 District	-0.91	3
7	California 3 District	-0.91	3
8	California 4 District	-0.91	3
9	California 5 District	-0.91	3
10	California 6 District	-0.91	3
11	Connecticut District	-0.91	3
12	CO-WY District	-0.91	3

Rank	Operational Group	Score	Cell
13	DE-PA 2 District	-0.91	3
14	Florida 1 District	-0.91	3
15	Florida 2 District	-0.91	3
16	Florida 3 District	-0.91	3
17	Georgia District	-0.91	3
18	Hawaii District	-0.91	3
19	IA-NE-SD District	-0.91	3
20	ID-MT-OR District	-0.91	3
21	Illinois 1 District	-0.91	3
22	Illinois 2 District	-0.91	3
23	Indiana District	-0.91	3
24	KS-MO District	-0.91	3
25	KY-WV District	-0.91	3
26	Louisiana District	-0.91	3
27	MA-RI District	-0.91	3
28	Maryland District	-0.91	3
29	ME-NH-VT District	-0.91	3
30	Michigan 1 District	-0.91	3
31	Michigan 2 District	-0.91	3

Rank	Operational Group	Score	Cell
32	MN-ND District	-0.91	3
33	New Jersey District	-0.91	3
34	New York 1 District	-0.91	3
35	New York 2 District	-0.91	3
36	New York 3 District	-0.91	3
37	North Carolina District	-0.91	3
38	NV-UT District	-0.91	3
39	Ohio 1 District	-0.91	3
40	Ohio 2 District	-0.91	3
41	Pennsylvania 1 District	-0.91	3
42	Puerto Rico District	-0.91	3
43	South Carolina District	-0.91	3
44	Tennessee District	-0.91	3
45	Texas 1 District	-0.91	3
46	Texas 2 District	-0.91	3
47	Texas 3 District	-0.91	3
48	Virginia District	-0.91	3
49	Washington District	-0.91	3
50	Wisconsin District	-0.91	3

NPA PERFORMANCE FY 2023 - APR YTD

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

**NPA PERFORMANCE
FY 2023 - APR YTD**

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	-0.67	4
1	Atlantic	-0.67	4
2	Central	-0.67	4
3	Southern	-0.67	4
4	Westpac	-0.67	4
1	Alaska District	-0.67	4
2	AL-MS District	-0.67	4
3	AR-OK District	-0.67	4
4	AZ-NM District	-0.67	4
5	California 1 District	-0.67	4
6	California 2 District	-0.67	4
7	California 3 District	-0.67	4
8	California 4 District	-0.67	4
9	California 5 District	-0.67	4
10	California 6 District	-0.67	4
11	Connecticut District	-0.67	4
12	CO-WY District	-0.67	4

Rank	Operational Group	Score	Cell
13	DE-PA 2 District	-0.67	4
14	Florida 1 District	-0.67	4
15	Florida 2 District	-0.67	4
16	Florida 3 District	-0.67	4
17	Georgia District	-0.67	4
18	Hawaii District	-0.67	4
19	IA-NE-SD District	-0.67	4
20	ID-MT-OR District	-0.67	4
21	Illinois 1 District	-0.67	4
22	Illinois 2 District	-0.67	4
23	Indiana District	-0.67	4
24	KS-MO District	-0.67	4
25	KY-WV District	-0.67	4
26	Louisiana District	-0.67	4
27	MA-RI District	-0.67	4
28	Maryland District	-0.67	4
29	ME-NH-VT District	-0.67	4
30	Michigan 1 District	-0.67	4
31	Michigan 2 District	-0.67	4

Rank	Operational Group	Score	Cell
32	MN-ND District	-0.67	4
33	New Jersey District	-0.67	4
34	New York 1 District	-0.67	4
35	New York 2 District	-0.67	4
36	New York 3 District	-0.67	4
37	North Carolina District	-0.67	4
38	NV-UT District	-0.67	4
39	Ohio 1 District	-0.67	4
40	Ohio 2 District	-0.67	4
41	Pennsylvania 1 District	-0.67	4
42	Puerto Rico District	-0.67	4
43	South Carolina District	-0.67	4
44	Tennessee District	-0.67	4
45	Texas 1 District	-0.67	4
46	Texas 2 District	-0.67	4
47	Texas 3 District	-0.67	4
48	Virginia District	-0.67	4
49	Washington District	-0.67	4
50	Wisconsin District	-0.67	4

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

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	1.73	3	13	AL-MS District	1.32	3	32	KS-MO District	2.45	2
1	Central	2.34	2	14	NV-UT District	1.33	3	33	IA-NE-SD District	2.52	2
2	Southern	2.37	2	15	California 2 District	1.34	3	34	AZ-NM District	2.75	2
3	Atlantic	3.19	1	16	Pennsylvania 1 District	1.36	3	35	Hawaii District	2.75	2
4	Westpac	4.29	0	17	Texas 3 District	1.44	3	36	DE-PA 2 District	2.76	2
1	Texas 2 District	-0.15	5	18	Maryland District	1.47	3	37	Texas 1 District	2.76	2
2	Florida 2 District	0.23	4	19	North Carolina District	1.49	3	38	California 3 District	2.89	2
3	California 4 District	0.37	4	20	New York 3 District	1.55	3	39	ME-NH-VT District	2.91	2
4	AR-OK District	0.44	4	21	New York 2 District	1.64	3	40	Georgia District	3.12	1
5	Virginia District	0.46	4	22	New York 1 District	1.71	3	41	California 5 District	3.35	1
6	California 1 District	0.56	4	23	Illinois 2 District	1.76	3	42	MN-ND District	3.46	1
7	Michigan 1 District	0.61	4	24	Michigan 2 District	1.76	3	43	Alaska District	3.47	1
8	Louisiana District	0.66	4	25	Indiana District	1.81	3	44	MA-RI District	3.47	1
9	California 6 District	0.92	4	26	Wisconsin District	1.93	3	45	South Carolina District	3.74	1
10	Ohio 1 District	1.04	4	27	Ohio 2 District	1.97	3	46	Illinois 1 District	3.78	1
11	Florida 3 District	1.21	3	28	Florida 1 District	2.18	2	47	Washington District	4.89	0
12	New Jersey District	1.21	3	29	Connecticut District	2.27	2	48	ID-MT-OR District	5.56	0
				30	Tennessee District	2.32	2	49	CO-WY District	6.37	0
				31	KY-WV District	2.42	2	50	Puerto Rico District	8.42	0

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

NPA PERFORMANCE
FY 2023 - APR YTD

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

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

**NPA PERFORMANCE
FY 2023 - APR YTD**

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	1.45	5
1	Southern	1.95	5
2	Atlantic	1.68	5
3	Central	1.12	5
4	Westpac	0.86	5
1	Hawaii District	5.36	6
2	New York 1 District	4.85	6
3	Florida 3 District	3.16	5
4	Alaska District	3.06	5
5	Maryland District	3.06	5
6	South Carolina District	3.00	5
7	Florida 2 District	2.94	5
8	Texas 3 District	2.90	5
9	Virginia District	2.76	5
10	Texas 2 District	2.65	5
11	North Carolina District	2.43	5
12	KS-MO District	2.17	5

Rank	Operational Group	Score	Cell
13	California 6 District	2.11	5
14	Puerto Rico District	2.04	5
15	Illinois 1 District	1.76	5
16	California 1 District	1.75	5
17	AL-MS District	1.72	5
18	Florida 1 District	1.62	5
19	Tennessee District	1.62	5
20	New York 3 District	1.61	5
21	ID-MT-OR District	1.52	5
22	Louisiana District	1.52	5
23	NV-UT District	1.51	5
24	New Jersey District	1.47	5
25	IA-NE-SD District	1.44	5
26	California 4 District	1.38	5
27	KY-WV District	1.37	5
28	Georgia District	1.21	5
29	Indiana District	1.18	5
30	MA-RI District	1.17	5
31	Ohio 1 District	1.07	5

Rank	Operational Group	Score	Cell
32	AR-OK District	1.04	5
33	Connecticut District	1.03	5
34	Washington District	0.97	5
35	Wisconsin District	0.97	5
36	Michigan 1 District	0.92	5
37	MN-ND District	0.66	5
38	Michigan 2 District	0.62	5
39	California 2 District	0.60	5
40	Texas 1 District	0.58	5
41	New York 2 District	0.48	5
42	ME-NH-VT District	0.44	5
43	Ohio 2 District	0.40	5
44	California 3 District	0.36	5
45	AZ-NM District	0.30	5
46	Pennsylvania 1 District	0.26	5
47	Illinois 2 District	0.02	4
48	DE-PA 2 District	-0.25	4
49	CO-WY District	-0.86	4
50	California 5 District	-1.23	3

CRDO - Chief Retail & Delivery Officer CSV/SOV Variance

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	94.85	4	13	California 4 District	97.55	5	32	Michigan 2 District	94.44	4
1	Westpac	96.97	5	14	Ohio 2 District	97.40	5	33	ID-MT-OR District	94.15	4
2	Southern	95.65	5	15	California 3 District	97.36	5	34	New Jersey District	93.88	4
3	Central	94.85	4	16	Florida 2 District	97.32	5	35	Georgia District	93.86	4
4	Atlantic	92.59	4	17	Texas 1 District	96.93	5	36	South Carolina District	93.79	4
1	AZ-NM District	101.31	5	18	AR-OK District	96.57	5	37	Ohio 1 District	93.78	4
2	Alaska District	101.06	5	19	Florida 1 District	95.80	5	38	Indiana District	93.73	4
3	Hawaii District	100.59	5	20	KS-MO District	95.71	5	39	California 5 District	93.55	4
4	Virginia District	99.41	5	21	Pennsylvania 1 District	95.60	5	40	MN-ND District	93.30	4
5	California 6 District	99.28	5	22	KY-WV District	95.40	5	41	AL-MS District	92.60	4
6	NV-UT District	99.07	5	23	Illinois 1 District	95.30	5	42	Florida 3 District	92.31	4
7	Louisiana District	98.88	5	24	CO-WY District	95.15	5	43	New York 3 District	92.31	4
8	California 1 District	98.79	5	25	Michigan 1 District	95.14	5	44	ME-NH-VT District	91.78	4
9	Texas 3 District	98.61	5	26	Wisconsin District	95.10	5	45	Washington District	91.17	4
10	North Carolina District	98.03	5	27	Tennessee District	94.77	4	46	Maryland District	89.81	3
11	California 2 District	98.01	5	28	Puerto Rico District	94.71	4	47	MA-RI District	89.68	3
12	Texas 2 District	97.77	5	29	IA-NE-SD District	94.51	4	48	New York 2 District	88.84	3
				30	DE-PA 2 District	94.50	4	49	Connecticut District	88.60	3
				31	Illinois 2 District	94.46	4	50	New York 1 District	83.34	2

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

**NPA PERFORMANCE
FY 2023 - APR YTD**

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	45.06	6
1	Westpac	69.70	8
2	Atlantic	43.83	6
3	Central	31.48	5
4	Southern	28.17	5
1	Alaska District	99.99	10
2	AZ-NM District	99.99	10
3	Hawaii District	99.99	10
4	California 6 District	92.55	9
5	Virginia District	92.35	9
6	California 1 District	89.04	9
7	NV-UT District	88.49	9
8	Louisiana District	82.73	8
9	California 4 District	79.25	8
10	Texas 3 District	78.74	8
11	California 2 District	75.60	8
12	North Carolina District	73.01	8

Rank	Operational Group	Score	Cell
13	California 3 District	71.51	8
14	Illinois 1 District	67.68	7
15	Ohio 2 District	65.84	7
16	CO-WY District	64.36	7
17	Texas 2 District	61.13	7
18	California 5 District	59.67	7
19	DE-PA 2 District	57.69	7
20	Puerto Rico District	55.54	7
21	Pennsylvania 1 District	49.05	6
22	ID-MT-OR District	43.24	6
23	KS-MO District	42.72	6
24	MA-RI District	41.34	6
25	ME-NH-VT District	40.49	6
26	Maryland District	39.69	6
27	New Jersey District	38.78	6
28	New York 2 District	35.45	5
29	New York 3 District	35.12	5
30	Connecticut District	33.41	5
31	Texas 1 District	29.09	5

Rank	Operational Group	Score	Cell
32	Wisconsin District	27.95	5
33	New York 1 District	27.34	5
34	Ohio 1 District	25.75	5
35	KY-WV District	25.69	5
36	Illinois 2 District	22.67	5
37	Georgia District	22.40	5
38	IA-NE-SD District	21.38	5
39	Michigan 1 District	20.71	5
40	MN-ND District	19.98	5
41	Washington District	19.56	4
42	AR-OK District	15.18	4
43	Florida 3 District	14.92	4
44	South Carolina District	6.26	4
45	Tennessee District	4.70	4
46	Michigan 2 District	1.82	4
47	Florida 1 District	-0.91	4
48	AL-MS District	-5.49	4
49	Indiana District	-15.42	3
50	Florida 2 District	-16.33	3

CRDO - Chief Retail & Delivery Officer CSV/SOV

NPA PERFORMANCE FY 2023 - APR YTD

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

Rank	Operational Group	Score	Cell
13	Texas 3 District	8.00	8
14	California 5 District	7.00	7
15	CO-WY District	7.00	7
16	DE-PA 2 District	7.00	7
17	Illinois 1 District	7.00	7
18	Ohio 2 District	7.00	7
19	Puerto Rico District	7.00	7
20	Texas 2 District	7.00	7
21	ID-MT-OR District	6.00	6
22	KS-MO District	6.00	6
23	MA-RI District	6.00	6
24	Maryland District	6.00	6
25	ME-NH-VT District	6.00	6
26	New Jersey District	6.00	6
27	Pennsylvania 1 District	6.00	6
28	AR-OK District	5.00	5
29	Connecticut District	5.00	5
30	Florida 1 District	5.00	5
31	Florida 2 District	5.00	5

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

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

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	10.37	2
1	Westpac	2.49	3
2	Central	3.21	3
3	Atlantic	13.32	2
4	Southern	25.80	0
1	California 1 District	-46.63	9
2	NV-UT District	-20.85	6
3	California 2 District	-19.66	6
4	Indiana District	-19.20	6
5	Wisconsin District	-18.46	6
6	MN-ND District	-16.58	6
7	Washington District	-15.78	6
8	IA-NE-SD District	-14.11	5
9	New York 3 District	-6.47	5
10	CO-WY District	-4.23	4
11	ME-NH-VT District	-2.10	4
12	Michigan 2 District	-1.26	4

Rank	Operational Group	Score	Cell
13	New Jersey District	2.16	3
14	KY-WV District	3.09	3
15	Virginia District	4.04	3
16	North Carolina District	5.61	3
17	KS-MO District	6.11	3
18	Ohio 1 District	6.19	3
19	Pennsylvania 1 District	7.54	3
20	AR-OK District	9.41	2
21	Georgia District	10.61	2
22	MA-RI District	11.85	2
23	Texas 2 District	13.11	2
24	California 3 District	17.41	1
25	South Carolina District	18.39	1
26	AZ-NM District	18.69	1
27	DE-PA 2 District	18.86	1
28	Ohio 2 District	19.97	1
29	Alaska District	20.67	1
30	ID-MT-OR District	23.80	0
31	Louisiana District	24.65	0

Rank	Operational Group	Score	Cell
32	Florida 2 District	25.17	0
33	Illinois 2 District	25.54	0
34	Hawaii District	27.21	0
35	AL-MS District	28.33	0
36	California 6 District	30.65	0
37	Tennessee District	32.61	0
38	Florida 1 District	33.27	0
39	Maryland District	33.92	0
40	Illinois 1 District	35.05	0
41	Texas 3 District	37.50	0
42	Texas 1 District	37.71	0
43	Connecticut District	52.71	0
44	California 4 District	54.63	0
45	New York 2 District	56.70	0
46	New York 1 District	62.26	0
47	Florida 3 District	64.26	0
48	California 5 District	64.40	0
49	Michigan 1 District	78.47	0
50	Puerto Rico District	102.86	0

CRDO - Chief Retail & Delivery Officer Market Dominant Composite

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	92.82	4
1	Westpac	93.87	7
2	Atlantic	93.04	5
3	Central	92.49	4
4	Southern	92.22	4
1	California 4 District	96.19	10
2	California 3 District	95.87	10
3	California 6 District	95.45	10
4	California 1 District	95.20	10
5	Michigan 2 District	94.72	9
6	Pennsylvania 1 District	94.51	8
7	Florida 2 District	94.38	8
8	New Jersey District	94.02	7
9	Michigan 1 District	93.92	7
10	AZ-NM District	93.88	7
11	Hawaii District	93.77	6
12	Alaska District	93.72	6

Rank	Operational Group	Score	Cell
13	New York 3 District	93.69	6
14	North Carolina District	93.67	6
15	IA-NE-SD District	93.60	6
16	Ohio 1 District	93.53	6
17	California 5 District	93.47	6
18	New York 2 District	93.34	5
19	KY-WV District	93.27	5
20	Indiana District	93.21	5
21	California 2 District	93.20	5
22	DE-PA 2 District	93.17	5
23	NV-UT District	93.16	5
24	Louisiana District	93.07	5
25	Texas 3 District	93.05	5
26	Connecticut District	92.95	4
27	Washington District	92.93	4
28	ID-MT-OR District	92.91	4
29	Puerto Rico District	92.77	4
30	New York 1 District	92.60	4
31	Wisconsin District	92.55	4

Rank	Operational Group	Score	Cell
32	Florida 1 District	92.41	4
33	AR-OK District	92.28	4
34	Texas 1 District	92.28	4
35	AL-MS District	92.02	4
36	Illinois 1 District	91.96	3
37	Texas 2 District	91.93	3
38	Florida 3 District	91.88	3
39	ME-NH-VT District	91.82	3
40	MA-RI District	91.75	3
41	Virginia District	91.63	3
42	South Carolina District	91.58	3
43	Ohio 2 District	91.50	3
44	Maryland District	91.23	3
45	CO-WY District	91.00	2
46	Illinois 2 District	90.96	2
47	Tennessee District	90.79	2
48	KS-MO District	90.75	2
49	Georgia District	90.64	2
50	MN-ND District	89.85	1

CRDO - Chief Retail & Delivery Officer Competitive Composite

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	95.68	4
1	Westpac	96.16	6
2	Atlantic	96.04	6
3	Southern	95.42	4
4	Central	95.04	3
1	Hawaii District	98.01	10
2	California 3 District	97.64	10
3	California 1 District	97.42	10
4	California 6 District	97.34	10
5	Pennsylvania 1 District	97.29	10
6	California 4 District	96.84	9
7	AZ-NM District	96.80	9
8	California 2 District	96.70	8
9	Maryland District	96.67	8
10	New York 1 District	96.52	8
11	Virginia District	96.48	7
12	Ohio 1 District	96.42	7

Rank	Operational Group	Score	Cell
13	South Carolina District	96.30	7
14	Washington District	96.30	7
15	AL-MS District	96.28	7
16	Louisiana District	96.20	6
17	New Jersey District	96.14	6
18	KY-WV District	96.09	6
19	Tennessee District	96.07	6
20	Wisconsin District	96.06	6
21	DE-PA 2 District	96.02	6
22	New York 2 District	95.96	5
23	New York 3 District	95.94	5
24	Florida 1 District	95.84	5
25	Connecticut District	95.75	5
26	Texas 1 District	95.71	4
27	Texas 3 District	95.68	4
28	North Carolina District	95.62	4
29	Florida 2 District	95.61	4
30	MA-RI District	95.56	4
31	Alaska District	95.46	4

Rank	Operational Group	Score	Cell
32	ID-MT-OR District	95.43	4
33	Ohio 2 District	95.36	4
34	California 5 District	95.32	4
35	Florida 3 District	95.32	4
36	Illinois 2 District	95.28	4
37	Indiana District	95.28	4
38	Michigan 1 District	95.27	4
39	Georgia District	95.19	4
40	Michigan 2 District	94.95	3
41	NV-UT District	94.92	3
42	AR-OK District	94.16	2
43	IA-NE-SD District	94.12	2
44	KS-MO District	94.12	2
45	Illinois 1 District	94.09	2
46	ME-NH-VT District	94.01	2
47	MN-ND District	93.93	2
48	Texas 2 District	93.31	1
49	CO-WY District	92.12	0
50	Puerto Rico District	91.10	0

CRDO - Chief Retail & Delivery Officer Scanning Visibility

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	99.14	3	13	AR-OK District	99.31	5	32	Connecticut District	99.10	3
1	Central	99.23	4	14	California 3 District	99.30	5	33	Tennessee District	99.10	3
2	Westpac	99.21	4	15	Ohio 1 District	99.30	5	34	Texas 3 District	99.10	3
3	Atlantic	99.09	3	16	Michigan 1 District	99.29	4	35	Virginia District	99.08	3
4	Southern	99.05	3	17	North Carolina District	99.29	4	36	Texas 2 District	99.07	3
1	Michigan 2 District	99.49	6	18	KY-WV District	99.28	4	37	Louisiana District	99.05	3
2	Hawaii District	99.45	6	19	KS-MO District	99.27	4	38	CO-WY District	99.04	2
3	IA-NE-SD District	99.44	6	20	ID-MT-OR District	99.25	4	39	Puerto Rico District	99.03	2
4	MA-RI District	99.43	6	21	NV-UT District	99.24	4	40	Ohio 2 District	98.99	2
5	California 6 District	99.42	6	22	ME-NH-VT District	99.23	4	41	Alaska District	98.96	2
6	Wisconsin District	99.41	6	23	MN-ND District	99.23	4	42	AL-MS District	98.94	2
7	Illinois 2 District	99.39	5	24	California 4 District	99.18	4	43	Georgia District	98.90	1
8	AZ-NM District	99.37	5	25	New York 2 District	99.18	4	44	Maryland District	98.89	1
9	California 1 District	99.34	5	26	New York 3 District	99.18	4	45	New Jersey District	98.82	1
10	Indiana District	99.34	5	27	Florida 2 District	99.16	3	46	DE-PA 2 District	98.73	0
11	Pennsylvania 1 District	99.34	5	28	Texas 1 District	99.16	3	47	New York 1 District	98.55	0
12	Florida 1 District	99.32	5	29	Washington District	99.16	3	48	California 5 District	98.52	0
				30	California 2 District	99.15	3	49	Florida 3 District	98.50	0
				31	South Carolina District	99.12	3	50	Illinois 1 District	98.33	0

CRDO - Chief Retail & Delivery Officer Customer Experience Index

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	6.20	6	13	MA-RI District	6.30	6	32	New York 2 District	5.90	6
1	Westpac	6.20	6	14	ME-NH-VT District	6.30	6	33	South Carolina District	5.90	6
2	Atlantic	6.10	6	15	New Jersey District	6.30	6	34	Tennessee District	5.90	6
3	Southern	5.90	6	16	North Carolina District	6.30	6	35	CO-WY District	5.80	6
4	Central	5.60	6	17	Pennsylvania 1 District	6.30	6	36	NV-UT District	5.80	6
1	Michigan 2 District	8.20	8	18	Texas 3 District	6.30	6	37	AL-MS District	5.70	6
2	California 3 District	7.20	7	19	AZ-NM District	6.20	6	38	Alaska District	5.60	6
3	California 4 District	7.20	7	20	KY-WV District	6.20	6	39	California 5 District	5.60	6
4	AR-OK District	7.10	7	21	Michigan 1 District	6.20	6	40	Illinois 2 District	5.60	6
5	California 6 District	7.00	7	22	Ohio 1 District	6.20	6	41	Florida 1 District	5.50	6
6	Louisiana District	6.90	7	23	DE-PA 2 District	6.10	6	42	Washington District	5.40	5
7	Puerto Rico District	6.70	7	24	Maryland District	6.10	6	43	Texas 2 District	5.30	5
8	California 1 District	6.60	7	25	Texas 1 District	6.10	6	44	Virginia District	5.30	5
9	Hawaii District	6.60	7	26	California 2 District	6.00	6	45	KS-MO District	5.20	5
10	Connecticut District	6.50	7	27	IA-NE-SD District	6.00	6	46	Florida 3 District	5.10	5
11	New York 3 District	6.50	7	28	ID-MT-OR District	6.00	6	47	Georgia District	5.10	5
12	Florida 2 District	6.30	6	29	Indiana District	6.00	6	48	New York 1 District	5.10	5
				30	Ohio 2 District	6.00	6	49	MN-ND District	5.00	5
				31	Wisconsin District	6.00	6	50	Illinois 1 District	3.60	4

CRDO - Chief Retail & Delivery Officer Total Accidents Rate

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	14.38	4
1	Southern	13.88	5
2	Atlantic	14.14	5
3	Westpac	14.42	4
4	Central	15.14	4
1	Puerto Rico District	9.14	7
2	California 1 District	10.33	7
3	New York 1 District	11.02	6
4	Hawaii District	11.89	6
5	Florida 1 District	12.04	6
6	California 3 District	12.12	6
7	MA-RI District	12.29	6
8	AL-MS District	12.47	5
9	Virginia District	12.56	5
10	AR-OK District	12.60	5
11	Texas 3 District	12.61	5
12	California 6 District	12.92	5

Rank	Operational Group	Score	Cell
13	Florida 2 District	12.96	5
14	California 4 District	13.07	5
15	Indiana District	13.21	5
16	Ohio 2 District	13.21	5
17	New Jersey District	13.52	5
18	AZ-NM District	13.58	5
19	Texas 2 District	13.80	5
20	North Carolina District	13.88	5
21	Florida 3 District	13.90	5
22	ID-MT-OR District	14.14	5
23	Alaska District	14.40	4
24	Michigan 1 District	14.51	4
25	Maryland District	14.53	4
26	New York 2 District	14.59	4
27	CO-WY District	14.74	4
28	New York 3 District	14.80	4
29	IA-NE-SD District	14.94	4
30	Ohio 1 District	14.96	4
31	Wisconsin District	15.05	4

Rank	Operational Group	Score	Cell
32	Connecticut District	15.10	4
33	KS-MO District	15.16	4
34	KY-WV District	15.17	4
35	Georgia District	15.24	4
36	Texas 1 District	15.28	3
37	Illinois 2 District	15.45	3
38	Louisiana District	15.61	3
39	Michigan 2 District	15.65	3
40	ME-NH-VT District	15.77	3
41	Tennessee District	15.78	3
42	South Carolina District	15.89	3
43	NV-UT District	15.99	3
44	DE-PA 2 District	16.07	3
45	California 2 District	16.25	3
46	MN-ND District	16.30	2
47	Pennsylvania 1 District	16.86	2
48	Washington District	17.78	1
49	Illinois 1 District	17.88	1
50	California 5 District	18.59	0

CRDO - Chief Retail & Delivery Officer Total Accidents Imp

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	0.72	0	13	North Carolina District	-7.39	3	32	Wisconsin District	5.67	0
1	Central	-5.86	3	14	MA-RI District	-7.16	3	33	MN-ND District	5.88	0
2	Southern	0.09	0	15	Florida 3 District	-6.52	3	34	New York 2 District	6.52	0
3	Atlantic	4.18	0	16	Michigan 2 District	-6.09	3	35	Alaska District	8.24	0
4	Westpac	6.34	0	17	KS-MO District	-5.81	3	36	Tennessee District	8.70	0
1	Michigan 1 District	-17.18	6	18	Florida 2 District	-5.69	3	37	Connecticut District	10.32	0
2	Ohio 1 District	-15.75	6	19	Texas 3 District	-5.56	3	38	California 5 District	10.94	0
3	Indiana District	-15.61	6	20	ME-NH-VT District	-5.55	3	39	California 6 District	11.55	0
4	Virginia District	-12.42	5	21	Texas 2 District	-4.99	2	40	AL-MS District	12.75	0
5	Illinois 2 District	-12.35	5	22	AR-OK District	-4.02	2	41	DE-PA 2 District	13.73	0
6	California 1 District	-11.42	5	23	KY-WV District	-2.16	1	42	New York 3 District	14.32	0
7	Puerto Rico District	-10.85	5	24	Texas 1 District	-0.37	1	43	IA-NE-SD District	14.37	0
8	Hawaii District	-10.76	5	25	New Jersey District	0.20	0	44	California 3 District	14.96	0
9	California 4 District	-8.97	4	26	Louisiana District	0.75	0	45	AZ-NM District	15.50	0
10	Florida 1 District	-8.63	4	27	Pennsylvania 1 District	1.14	0	46	NV-UT District	15.63	0
11	Ohio 2 District	-7.82	4	28	CO-WY District	1.79	0	47	New York 1 District	15.91	0
12	Illinois 1 District	-7.80	4	29	Washington District	2.94	0	48	South Carolina District	16.32	0
				30	California 2 District	3.21	0	49	ID-MT-OR District	17.70	0
				31	Georgia District	3.43	0	50	Maryland District	48.28	0

CRDO - Chief Retail & Delivery Officer Total Accidents Avg

NPA PERFORMANCE FY 2023 - APR YTD

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

Rank	Operational Group	Score	Cell
13	Florida 2 District	5.00	5
14	Florida 3 District	5.00	5
15	ID-MT-OR District	5.00	5
16	Indiana District	5.00	5
17	Michigan 1 District	5.00	5
18	New Jersey District	5.00	5
19	North Carolina District	5.00	5
20	Ohio 1 District	5.00	5
21	Ohio 2 District	5.00	5
22	Texas 2 District	5.00	5
23	Texas 3 District	5.00	5
24	Virginia District	5.00	5
25	Alaska District	4.00	4
26	Connecticut District	4.00	4
27	CO-WY District	4.00	4
28	Georgia District	4.00	4
29	IA-NE-SD District	4.00	4
30	Illinois 2 District	4.00	4
31	KS-MO District	4.00	4

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

CRDO - Chief Retail & Delivery Officer Employee Availability Rate

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	90.85	3	13	California 1 District	93.17	5	32	Florida 2 District	92.51	4
1	Westpac	92.89	5	14	MN-ND District	93.15	5	33	Washington District	92.50	4
2	Central	92.61	5	15	MA-RI District	93.12	5	34	Puerto Rico District	92.34	4
3	Atlantic	92.29	4	16	New Jersey District	93.09	5	35	New York 2 District	92.26	4
4	Southern	91.45	3	17	New York 3 District	93.08	5	36	California 2 District	91.98	4
1	Hawaii District	94.16	7	18	KS-MO District	93.07	5	37	Texas 1 District	91.87	4
2	IA-NE-SD District	94.07	7	19	Michigan 2 District	93.06	5	38	South Carolina District	91.31	3
3	Pennsylvania 1 District	93.91	6	20	Indiana District	93.03	5	39	Florida 3 District	91.23	3
4	Wisconsin District	93.88	6	21	NV-UT District	93.03	5	40	AL-MS District	91.01	3
5	California 6 District	93.65	6	22	AR-OK District	93.00	5	41	DE-PA 2 District	90.82	3
6	KY-WV District	93.35	6	23	ME-NH-VT District	92.98	5	42	Tennessee District	90.74	3
7	AZ-NM District	93.29	6	24	California 4 District	92.88	5	43	California 5 District	90.69	3
8	CO-WY District	93.27	6	25	North Carolina District	92.84	5	44	Maryland District	90.48	2
9	ID-MT-OR District	93.23	6	26	Ohio 2 District	92.82	5	45	Texas 2 District	90.14	2
10	California 3 District	93.22	6	27	Connecticut District	92.78	5	46	Georgia District	90.12	2
11	Florida 1 District	93.21	5	28	Alaska District	92.66	5	47	Michigan 1 District	89.98	2
12	Ohio 1 District	93.19	5	29	Virginia District	92.63	5	48	Louisiana District	89.14	1
				30	Illinois 2 District	92.62	5	49	Illinois 1 District	88.94	1
				31	Texas 3 District	92.60	5	50	New York 1 District	88.49	0

CRDO - Chief Retail & Delivery Officer Employee Availability Imp

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell	Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	1.05	6	13	Ohio 2 District	1.36	7	32	Hawaii District	0.69	5
1	Atlantic	1.29	6	14	MA-RI District	1.24	6	33	CO-WY District	0.68	5
2	Central	1.12	6	15	DE-PA 2 District	1.18	6	34	Texas 3 District	0.61	5
3	Westpac	0.76	5	16	Illinois 2 District	1.17	6	35	Wisconsin District	0.61	5
4	Southern	0.73	5	17	KY-WV District	1.13	6	36	New York 2 District	0.60	5
1	Puerto Rico District	3.07	10	18	KS-MO District	1.07	6	37	Washington District	0.60	5
2	Maryland District	2.38	9	19	North Carolina District	1.04	6	38	California 2 District	0.54	5
3	Michigan 1 District	2.34	9	20	California 6 District	1.01	6	39	ID-MT-OR District	0.53	5
4	Florida 3 District	1.97	8	21	Louisiana District	0.92	6	40	Michigan 2 District	0.51	5
5	Illinois 1 District	1.86	8	22	California 4 District	0.90	6	41	Tennessee District	0.51	5
6	Connecticut District	1.84	8	23	ME-NH-VT District	0.90	6	42	California 1 District	0.50	5
7	New Jersey District	1.69	7	24	Indiana District	0.89	5	43	Texas 1 District	0.46	4
8	Ohio 1 District	1.56	7	25	South Carolina District	0.85	5	44	IA-NE-SD District	0.43	4
9	New York 1 District	1.51	7	26	California 3 District	0.84	5	45	AL-MS District	0.40	4
10	California 5 District	1.47	7	27	Virginia District	0.84	5	46	NV-UT District	0.39	4
11	Pennsylvania 1 District	1.45	7	28	AZ-NM District	0.79	5	47	Georgia District	0.35	4
12	Florida 1 District	1.39	7	29	New York 3 District	0.72	5	48	Texas 2 District	0.33	4
				30	Alaska District	0.69	5	49	MN-ND District	0.29	4
				31	AR-OK District	0.69	5	50	Florida 2 District	0.16	4

CRDO - Chief Retail & Delivery Officer Employee Availability Avg

NPA PERFORMANCE FY 2023 - APR YTD

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

CRDO - Chief Retail & Delivery Officer Grievance - Case Pending

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	11.83	4
1	Central	11.68	4
2	Southern	20.84	3
3	Atlantic	23.61	3
4	Westpac	24.41	3
1	Alaska District	-64.91	10
2	Connecticut District	-49.33	9
3	Ohio 2 District	-38.05	8
4	South Carolina District	-38.00	8
5	California 3 District	-27.91	7
6	IA-NE-SD District	-26.09	7
7	Texas 2 District	-23.38	7
8	AR-OK District	-20.41	7
9	Ohio 1 District	-19.87	6
10	ID-MT-OR District	-14.92	6
11	California 4 District	-14.63	6
12	Texas 3 District	-10.10	6

Rank	Operational Group	Score	Cell
13	MA-RI District	-10.06	6
14	California 6 District	-8.08	5
15	KS-MO District	-7.32	5
16	Michigan 2 District	-7.02	5
17	Georgia District	-3.03	5
18	AL-MS District	-2.99	5
19	CO-WY District	-2.78	5
20	New York 2 District	-2.24	5
21	New York 1 District	0.78	4
22	NV-UT District	4.88	4
23	Pennsylvania 1 District	5.65	4
24	Florida 3 District	6.21	4
25	DE-PA 2 District	6.33	4
26	Florida 1 District	6.49	4
27	Wisconsin District	12.50	4
28	California 1 District	13.29	3
29	Tennessee District	13.85	3
30	Florida 2 District	19.18	3
31	Virginia District	20.93	3

Rank	Operational Group	Score	Cell
32	Washington District	21.08	3
33	Indiana District	22.52	3
34	California 2 District	23.82	3
35	Texas 1 District	28.13	2
36	Hawaii District	28.57	2
37	New Jersey District	30.00	2
38	KY-WV District	32.14	2
39	Michigan 1 District	34.64	2
40	Louisiana District	38.60	1
41	Illinois 1 District	52.54	0
42	ME-NH-VT District	57.69	0
43	Illinois 2 District	70.31	0
44	California 5 District	72.81	0
45	New York 3 District	74.07	0
46	MN-ND District	83.33	0
47	AZ-NM District	127.53	0
48	Maryland District	189.78	0
49	Puerto Rico District	225.61	0
50	North Carolina District	233.33	0

CRDO - Chief Retail & Delivery Officer Grievance - Step

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	0.16	9
1	Atlantic	0.00	10
2	Central	0.00	10
3	Southern	0.00	10
4	Westpac	0.72	7
1	Alaska District	0.00	10
2	California 1 District	0.00	10
3	California 2 District	0.00	10
4	California 3 District	0.00	10
5	California 4 District	0.00	10
6	California 6 District	0.00	10
7	Connecticut District	0.00	10
8	DE-PA 2 District	0.00	10
9	Florida 1 District	0.00	10
10	Florida 3 District	0.00	10
11	Hawaii District	0.00	10
12	ID-MT-OR District	0.00	10

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

Rank	Operational Group	Score	Cell
32	AZ-NM District	0.07	9
33	Puerto Rico District	0.19	9
34	Louisiana District	0.21	9
35	Florida 2 District	0.24	9
36	CO-WY District	0.33	8
37	Texas 3 District	0.38	8
38	KY-WV District	0.71	7
39	NV-UT District	1.20	6
40	Wisconsin District	1.29	5
41	AR-OK District	2.86	4
42	California 5 District	3.25	4
43	IA-NE-SD District	4.30	4
44	Georgia District	5.11	4
45	Washington District	5.93	4
46	Illinois 1 District	21.58	2
47	AL-MS District	32.85	1
48	KS-MO District	40.37	0
49	Texas 1 District	64.82	0
50	Michigan 1 District	83.48	0

CRDO - Chief Retail & Delivery Officer Grievance - Cost Reduction

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	5.72	4
1	Atlantic	-9.37	5
2	Central	7.23	4
3	Westpac	13.89	3
4	Southern	20.83	3
1	New York 1 District	-61.97	10
2	California 6 District	-47.35	9
3	Alaska District	-36.90	8
4	Maryland District	-35.24	8
5	Hawaii District	-35.05	8
6	Connecticut District	-32.76	7
7	AZ-NM District	-29.74	7
8	California 4 District	-27.28	7
9	Puerto Rico District	-25.77	7
10	Florida 1 District	-23.44	7
11	California 5 District	-21.42	6
12	New York 2 District	-21.22	6

Rank	Operational Group	Score	Cell
13	California 2 District	-20.25	6
14	MA-RI District	-19.73	6
15	ME-NH-VT District	-14.77	6
16	New York 3 District	-14.09	6
17	Pennsylvania 1 District	-3.84	5
18	Texas 2 District	4.06	4
19	Florida 2 District	4.30	4
20	Texas 3 District	10.74	4
21	South Carolina District	14.14	3
22	ID-MT-OR District	17.59	3
23	Florida 3 District	18.43	3
24	DE-PA 2 District	21.38	3
25	New Jersey District	26.63	3
26	Louisiana District	27.06	3
27	North Carolina District	28.75	2
28	Washington District	36.87	2
29	Virginia District	38.86	2
30	Texas 1 District	48.17	1
31	California 1 District	48.25	1

Rank	Operational Group	Score	Cell
32	Tennessee District	48.81	1
33	CO-WY District	49.73	1
34	Georgia District	52.14	1
35	NV-UT District	53.97	1
36	Indiana District	74.95	0
37	Michigan 1 District	76.72	0
38	KS-MO District	79.10	0
39	California 3 District	89.89	0
40	Wisconsin District	93.11	0
41	IA-NE-SD District	96.21	0
42	Ohio 2 District	96.67	0
43	KY-WV District	98.47	0
44	Ohio 1 District	104.93	0
45	Michigan 2 District	108.77	0
46	Illinois 2 District	110.21	0
47	AL-MS District	113.60	0
48	AR-OK District	122.92	0
49	MN-ND District	144.94	0
50	Illinois 1 District	172.78	0

NPA PERFORMANCE FY 2023 - APR YTD

CRDO - Chief Retail & Delivery Officer Grievance Avg

NPA PERFORMANCE FY 2023 - APR YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	6.00	6
1	Atlantic	6.00	6
2	Central	6.00	6
3	Southern	5.00	5
4	Westpac	4.00	4
1	Alaska District	9.00	9
2	Connecticut District	9.00	9
3	California 4 District	8.00	8
4	California 6 District	8.00	8
5	New York 1 District	8.00	8
6	Florida 1 District	7.00	7
7	Hawaii District	7.00	7
8	MA-RI District	7.00	7
9	New York 2 District	7.00	7
10	South Carolina District	7.00	7
11	Texas 2 District	7.00	7
12	California 2 District	6.00	6

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

Rank	Operational Group	Score	Cell
32	Virginia District	5.00	5
33	AR-OK District	4.00	4
34	IA-NE-SD District	4.00	4
35	Indiana District	4.00	4
36	Louisiana District	4.00	4
37	North Carolina District	4.00	4
38	NV-UT District	4.00	4
39	California 5 District	3.00	3
40	Georgia District	3.00	3
41	Illinois 2 District	3.00	3
42	KY-WV District	3.00	3
43	MN-ND District	3.00	3
44	Washington District	3.00	3
45	Wisconsin District	3.00	3
46	AL-MS District	2.00	2
47	KS-MO District	2.00	2
48	Illinois 1 District	1.00	1
49	Michigan 1 District	1.00	1
50	Texas 1 District	1.00	1

CRDO - Chief Retail & Delivery Officer Employee Utilization

NPA PERFORMANCE FY 2023 - APR YTD

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

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

Rank	Operational Group	Score	Cell
32	KY-WV District	4.00	4
33	Maryland District	4.00	4
34	New York 1 District	4.00	4
35	New York 2 District	4.00	4
36	Puerto Rico District	4.00	4
37	South Carolina District	4.00	4
38	Texas 2 District	4.00	4
39	Texas 3 District	4.00	4
40	Virginia District	4.00	4
41	California 5 District	3.00	3
42	Florida 2 District	3.00	3
43	Georgia District	3.00	3
44	Illinois 2 District	3.00	3
45	Louisiana District	3.00	3
46	Michigan 1 District	3.00	3
47	Tennessee District	3.00	3
48	AL-MS District	2.00	2
49	Illinois 1 District	2.00	2
50	Texas 1 District	2.00	2

Any
Questions?

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