

NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
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Board Memo 037-2021: USPS Releases Final FY2021 NPA Targets, Weights, Depths and Scorecards

Executive Board,

Attached, please find the USPS final decision letter regarding the FY2021 National Performance Assessment (NPA). Also attached are the NPA indicators (ZIP file) that includes respective descriptions, measurement period, data source and calculation, and data validation process. The FY2021 Scorecard Final EXCEL spreadsheet contains the FY21 NPA targets, weights and depths. NAPS did provide input and recommendations prior to the USPS issuing its final FY2021 NPA decision.

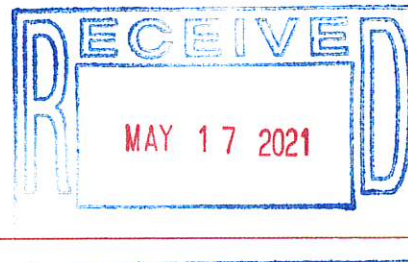
While NAPS does not dispute the Postal Service's ability to set agency targets. NAPS does dispute when those targets become the determinant of EAS pay under PFP. During USPS/NAPS pay consultation, NAPS will discuss if or how the NPA system may be used in formulating a final EAS pay decision.

Please share the attached with your membership. This memo and attachments will be posted on the NAPS website.

Thank you and be safe.

NAPS Headquarters

LABOR RELATIONS



May 14, 2021

Mr. Brian J. Wagner
President
National Association of Postal
Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

This is in reference to our ongoing consultation concerning development of FY2021 National Performance Assessment (NPA) indicators and related material and consideration of your April 16 recommendations to our proposal. As discussed with you on May 4, the NPA collects performance-related metrics from across the organization. These metrics are translated into scorecards that monitor the performance of the entire enterprise and individual units. NPA is a standalone program that supports the Pay-for-Performance (PFP) program but the PFP program itself is the mechanism that is related to pay for non-bargaining employees.

Therefore, any recommendations regarding pay for non-bargaining employees is better suited for pay consultation pursuant to Title 39 § 1004 (e). The Postal Service remains committed to our ongoing discussions in pay consultation on the PFP program including the pay matrix and its relation to pay for non-bargaining employees.

The Postal Service has given full and fair consideration to your recommendations and including the analysis you provided in response to the Postal Service's proposal. The NPA targets and thresholds have been revised following consideration of your analysis and input.

The enclosed FY2021 NPA indicators and related information constitute the Postal Service's decision. Thank you for your participation.

Sincerely,

A handwritten signature in blue ink that reads "Bruce A. Nicholson".

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosures

FY2021 INDICATORS - TARGETS

FY2021 NPA INDICATORS		FY2021 Target									
		1	2	3	4	5	6	7	8	9	10
1	Controllable Income	-8.95	-8.12	-7.30	-6.47	-5.65	-4.18	-2.72	-1.26	0.21	1.67
2	Total Revenue % to Plan	-2.500	-1.875	-1.250	-0.625	0.000	1.200	2.400	3.600	4.800	6.000
3	TOE % to Plan	2.00	1.50	1.00	0.50	0.00	-0.80	-1.60	-2.40	-3.20	-4.00
	Total Workhours % to Plan*	2.00	1.50	1.00	0.50	0.00	-1.20	-2.40	-3.60	-4.80	-6.00
4	Functional Effectiveness	see below	see below	see below	see below	see below	see below	see below	see below	see below	see below
5	Market Dominant Composite	82.36	83.24	84.11	84.99	85.86	86.44	87.02	87.61	88.19	88.77
6	Competitive - Processing & Logistics	78.41	79.15	79.89	80.62	81.36	82.15	82.94	83.73	84.52	85.31
	Competitive - National & Retail and Delivery	88.72	89.22	89.72	90.22	90.72	91.31	91.90	92.49	93.08	93.67
7	Scanning Visibility - Logistics	93.00	93.63	94.25	94.88	95.50	96.16	96.82	97.48	98.14	98.80
	Scanning Visibility - Processing	95.60	96.01	96.43	96.84	97.25	97.60	97.95	98.30	98.65	99.00
	Scanning Visibility - Retail & Delivery	98.90	99.00	99.10	99.20	99.30	99.38	99.46	99.54	99.62	99.70
	Scanning Visibility - National	96.60	96.94	97.28	97.61	97.95	98.21	98.47	98.73	98.99	99.25
	CX - Delivery	76.22	78.75	81.28	83.80	86.33	86.47	86.61	86.76	86.90	87.04
	CX - C360 Rate	34.59	39.69	44.80	49.90	55.00	55.72	56.43	57.15	57.86	58.58
	CX - C360 Improvement	-3.84	-0.38	3.08	6.54	10.00	15.99	21.98	27.98	33.97	39.96
	CX - BSN	96.27	96.50	96.74	96.97	97.20	97.40	97.60	97.80	98.00	98.20
8	CX - BMEU	95.77	96.01	96.25	96.49	96.73	96.85	96.97	97.09	97.22	97.34
	CX - POS	84.18	85.74	87.30	88.86	90.42	91.01	91.60	92.18	92.77	93.36
	CX - CCC	45.00	48.76	52.52	56.27	60.03	63.02	66.02	69.01	72.01	75.00
	CX - USPS.com	56.00	60.35	64.71	69.06	73.41	75.93	78.45	80.96	83.48	86.00
	Customer Experience Index	1	2	3	4	5	6	7	8	9	10
	Total Accident Rate - Processing & Logistics	12.00	11.00	10.00	9.00	8.00	6.80	5.60	4.40	3.20	2.00
9	Total Accident Rate - Retail & Delivery	17.50	16.88	16.25	15.63	15.00	14.00	13.00	12.00	11.00	10.00
	Total Accidents Rate - National	17.00	16.19	15.38	14.56	13.75	11.66	9.56	7.47	5.37	3.28
	Total Accidents Rate Improvement	0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00
	Employee Availability Rate	90.74	91.76	92.78	93.80	94.82	95.63	96.44	97.26	98.07	98.88
	Employee Availability Improvement	0.00	0.21	0.46	0.75	1.12	1.60	1.77	2.00	2.30	2.70
	Employee Retention	36.79	40.21	43.64	47.06	50.48	54.63	58.78	62.93	67.08	71.23
10	Grievance Backlog & Cost Reduction	1	2	3	4	5	6	7	8	9	10
	Grievance 2A	26.69	20.13	13.57	7.01	0.45	0.36	0.27	0.18	0.09	0.00

Grievance 3B	1.30	1.10	0.90	0.70	0.50	0.40	0.30	0.20	0.10	0.00
Grievance Case Pending	3.00	2.25	1.50	0.75	0.00	-11.13	-22.27	-33.40	-44.54	-55.67
Grievance Cost Reduction	3.00	2.25	1.50	0.75	0.00	-13.12	-26.25	-39.37	-52.50	-65.62
Employee Utilization Index	1	2	3	4	5	6	7	8	9	10

*total workhours to plan used for PO 18s and below

Logistics										
Total Surface Transportation Efficiency % to SPLY	0.00	2.50	5.00	7.50	10.00	14.00	18.00	22.00	26.00	30.00
Air Network Utilization	86.00	88.00	90.00	92.00	94.00	96.40	98.80	101.20	103.60	106.00
Trips on Time	75.79	78.71	81.63	84.55	87.48	89.37	91.26	93.15	95.05	96.94
Overtime Hours % Plan	75.00	56.25	37.50	18.75	0.00	-10.00	-20.00	-30.00	-40.00	-50.00

Processing and Maintenance										
MPV Opportunity Improvement to SPLY	0.01	4.39	8.76	13.14	17.51	25.82	34.14	42.45	50.77	59.08
Machine At Risk - AFCS	8.50	7.58	6.65	5.73	4.80	4.28	3.76	3.24	2.72	2.20
Machine At Risk - AFCS200	10.10	9.49	8.88	8.26	7.65	7.00	6.35	5.70	5.05	4.40
Machine At Risk - AFSM	3.12	2.77	2.42	2.07	1.72	1.56	1.39	1.23	1.06	0.90
Machine At Risk - DBCS	2.94	2.67	2.40	2.12	1.85	1.75	1.65	1.55	1.45	1.35
Machine At Risk - FSS	5.40	5.12	4.84	4.57	4.29	4.11	3.93	3.76	3.58	3.40
Machine At Risk - APBS Parcels	11.90	10.85	9.80	8.75	7.70	6.92	6.14	5.36	4.58	3.80
Machine At Risk - APBS Bundles	14.80	13.28	11.75	10.23	8.70	7.56	6.42	5.28	4.14	3.00
Machine At Risk - APBS Intl	20.20	17.16	14.12	11.08	8.04	7.37	6.70	6.04	5.37	4.70
Machine At Risk - APPS Parcels	10.60	9.85	9.10	8.35	7.60	7.16	6.72	6.28	5.84	5.40
Machine At Risk - APPS Bundles	14.00	12.38	10.75	9.13	7.50	6.90	6.30	5.70	5.10	4.50
Machine At Risk - APPS Intl	24.00	20.05	16.09	12.14	8.18	7.24	6.31	5.37	4.44	3.50
Machine At Risk - SPSS Parcels	7.18	6.64	6.09	5.55	5.00	4.68	4.36	4.04	3.72	3.40
Machine At Risk - SPSS Bundles	20.00	16.63	13.25	9.88	6.50	6.16	5.82	5.48	5.14	4.80
Machine At Risk - SPSS Intl	16.00	14.40	12.80	11.20	9.60	8.88	8.16	7.44	6.72	6.00
Machine At Risk - PSM	6.75	5.60	4.45	3.29	2.14	1.83	1.52	1.22	0.91	0.60
Machine at Risk Index	1	2	3	4	5	6	7	8	9	10
Overtime Hours % Plan	75.00	56.25	37.50	18.75	0.00	-10.00	-20.00	-30.00	-40.00	-50.00
DPS Performance	95.50	96.04	96.58	97.12	97.66	98.13	98.59	99.06	99.52	99.99

Retail and Delivery										
TEI Improvement to SPLY	0.01	0.43	0.85	1.28	1.70	2.39	3.08	3.78	4.47	5.16
CSV/SOV Opportunity Improvement to SPLY	1.13	5.84	10.56	15.27	19.98	33.15	46.33	59.50	72.68	85.85
Employee Retention	36.79	40.21	43.64	47.06	50.48	54.63	58.78	62.93	67.08	71.23
ISC										
CBP ISC Intercept	85.65	87.99	90.33	92.66	95.00	95.60	96.20	96.80	97.40	98.00

