



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
ALEXANDRIA, VA 22314-2753
(703) 836-9660

November 16, 2020

Board Memo 080-2020: USPS FY2020 NPA: National Adjustments & Mitigation Process/Timeline & NPA Mitigation Calculator

Executive Board,

Attached is a USPS HQ memo from the CHRO to Postal Officers related to the Fiscal Year (FY) 2020 National Performance Assessment (NPA) Unit Mitigation Process. Also, attached is a PowerPoint on the FY20 NPA Mitigation Methodology and an NPA calculator for EAS to validate their COVID mitigation. This NPA calculator is also on the NPA site to help individuals identify how the ratings were adjusted.

NAPS consulted with USPS HQ regarding concerns as to how the COVID-19 pandemic was impacting the FY2020 NPA Corporate/Unit indicators. Per consultation, the Postal Service completed an impact analysis on the NPA indicators. As such, the NPA Composite Performance Summary on the End-of-Year Scorecards have been adjusted or mitigated on a national level by the USPS to reflect the identified impacts.

Please note the mitigation deadline and the fact that additional mitigation requests related to the COVID-19 pandemic will not be considered as they have already been made by USPS HQ. Share this NAPS Board Memo and the respective USPS attachments with your membership. This Board Memo and respective attachments will be posted on the NAPS website.

Thank you and be safe

National Performance Assessment (NPA) Mitigations FY20

FY20 NPA Mitigation Methodology

- Customer
 - Service: Add the cell difference between February and June to the EOY composite score; if improved, then 0
 - Scanning: Add the cell difference between February and June to the EOY composite score; if performance improved, then 0
- Employee
 - Availability: Add the cell difference between February and June to the EOY composite score; if performance improved, then 0
- Business
 - Total Revenue FPR % to Plan: Subtract the cell difference between February and EOY from the EOY composite score
 - TOE% to Plan: Add the cell difference between February and EOY to the EOY composite score; if performance improved, then 0

Note: Mitigation methodology will be applied at the scorecard level

FY20 NPA Mitigation Methodology – Corporate Indicators

Indicator	Action
Total Revenue FPR % to Plan	Take the cell difference between February and EOY * Allocated Corporate weight * 50%, and subtract from the EOY composite score.
Priority Mail Avg	Take the cell difference between February and June * Allocated Corporate weight * 50%, and add to the EOY composite score.
First-Class Parcels Avg	Take the cell difference between February and June * Allocated Corporate weight * 50%, and add to the EOY composite score.
First-Class Letters & Flats Avg	Take the cell difference between February and June * Allocated Corporate weight * 50%, and add to the EOY composite score.
Parcel Select	Take the cell difference between February and June * Allocated Corporate weight * 50%, and add to the EOY composite score.
Marketing Mail / Periodicals Avg	Take the cell difference between February and June * Allocated Corporate weight * 50%, and add to the EOY composite score.
Composite Scan Avg	Take the cell difference between February and June * Allocated Corporate weight * 50%, and add to the EOY composite score.

Notes:

Mitigation methodology will be applied at the scorecard level.

Excluding Total Revenue FPR % to Plan, if the indicator cell value improved, then there will be no impact for that indicator.

FY20 NPA Mitigation Methodology – Unit Indicators

Indicator	Action
TOE % Plan	Take the cell difference between February and EOY * Allocated Unit weight * 50%, and add to the EOY composite score.
Employee Availability Average	Take the cell difference between February and June * Allocated Unit weight * 50%, and add to the EOY composite score.
SV / BV Avg	Take the cell difference between February and June * Allocated Unit weight * 50%, and add to the EOY composite score.
Delivery Unit Bundle Visibility Avg	Take the cell difference between February and June * Allocated Unit weight * 50%, and add to the EOY composite score.
3-5 Day Surface Avg	Take the cell difference between February and June * Allocated Unit weight * 50%, and add to the EOY composite score.
AAU-ADE Scan Performance	Take the cell difference between February and June * Allocated Unit weight * 50%, and add to the EOY composite score.
OE-DE Scan Performance	Take the cell difference between February and June * Allocated Unit weight * 50%, and add to the EOY composite score.

Notes:

Mitigation methodology will be applied at the scorecard level.

If the indicator cell value improved, then there will be no impact for that indicator.

Sample Mitigation 1 – Post Office PCES or 26 / MCSO

Scorecard Type for Example		Post Office PCES or 26 / MCSO						
Indicator	Allocated Weight	Towards Composite	Weight			Mitigation amount	Notes on Math Used	
			February Cell Value	June Cell Value	September Cell Value			
Corporate Indicators	Priority Mail Composite Avg	10%	5.0%	4	0		0.200	Drop of 4 cells from Feb to June times 5% towards NPA Composite
	First-Class Parcels Avg	10%	5.0%	5	3		0.100	Drop of 2 cells from Feb to June times 5% towards NPA Composite
	First-Class Letters & Flats Composite Avg	5%	2.5%	5	1		0.100	Drop of 4 cells from Feb to June times 2.5% towards NPA Composite
	Parcel Select	5%	2.5%	12	11		0.025	Drop of 1 cell from Feb to June times 2.5% towards NPA Composite
	Marketing Mail / Periodicals Composite Avg	5%	2.5%	6	1		0.125	Drop of 5 cells from Feb to June times 2.5% towards NPA Composite
	Composite Scan Performance Avg	5%	2.5%	8	7		0.025	Drop of 1 cell from Feb to June times 2.5% towards NPA Composite
	Total Revenue FPR % Plan	10%	5.0%	5		9	-0.200	Improvement of 4 cells from Feb to Sep times 5%, taken from NPA Composite
Unit Indicators	TOE % Plan	30%	15.0%	5		7	0.000	Improvement from Feb to Sep, so no mitigation for TOE
	Employee Availability Avg	15%	7.5%	6	4		0.150	Drop of 2 cells from Feb to June times 7.5% towards NPA Composite
	Delivery Unit Bundle Visibility Scan Performance	10%	5.0%	14	15		0.000	Improvement from Feb to Jun, so no mitigation for DUBV
	SV / BV Scan Performance Avg	NA	NA				0.000	Does not apply to this scorecard type
	3-5 Day Surface Avg	NA	NA				0.000	Does not apply to this scorecard type
	AAU / ADE Scan Performance	15%	7.5%	3	3		0.000	No change from Feb to June, so no mitigation for AAU/ADE
	OE / DE Scan Performance	NA	NA				0.000	Does not apply to this scorecard type
Results	Sep NPA Composite Performance Summary					5.81		
	Total Covid Mitigation Amount for this scorecard						0.53	rounded to two digits
	EOY NPA Composite Performance Summary (mitigated)						6.34	

Sample Mitigation 2 – Area HR

Scorecard Type for Example			Area HR					
Indicator	Weight		February Cell Value	June Cell Value	September Cell Value	Mitigation amount	Notes on Math Used	
	Allocated Weight	Towards Composite						
Corporate Indicators	Priority Mail Composite Avg	10%	6	0		0.300	Drop of 6 cells from Feb to June times 5% towards NPA Composite	
	First-Class Parcels Avg	10%	6	2		0.200	Drop of 4 cells from Feb to June times 5% towards NPA Composite	
	First-Class Letters & Flats Composite Avg	5%	4	0		0.100	Drop of 4 cells from Feb to June times 2.5% towards NPA Composite	
	Parcel Select	5%	5	0		0.125	Drop of 5 cells from Feb to June times 2.5% towards NPA Composite	
	Marketing Mail / Periodicals Composite Avg	5%	5	0		0.125	Drop of 5 cells from Feb to June times 2.5% towards NPA Composite	
	Composite Scan Performance Avg	5%	6	4		0.050	Drop of 2 cells from Feb to June times 2.5% towards NPA Composite	
	Total Revenue FPR % Plan	10%	5		9	-0.200	Improvement of 4 cells from Feb to Sep times 5%, taken from NPA Composite	
Unit Indicators	TOE % Plan	30%	6		5	0.150	Drop of 1 cell from Feb to Sep times 15% towards NPA Composite	
	Employee Availability Avg	20%	3	2		0.100	Drop of 2 cells from Feb to June times 7.5% towards NPA Composite	
	Delivery Unit Bundle Visibility Scan Performance	NA	NA			0.000	Does not apply to this scorecard type	
	SV / BV Scan Performance Avg	NA	NA			0.000	Does not apply to this scorecard type	
	3-5 Day Surface Avg	NA	NA			0.000	Does not apply to this scorecard type	
	AAU / ADE Scan Performance	NA	NA			0.000	Does not apply to this scorecard type	
Results	OE / DE Scan Performance	NA	NA			0.000	Does not apply to this scorecard type	
	Sep NPA Composite Performance Summary				5.10			
	Total Covid Mitigation Amount for this scorecard					0.95	rounded to two digits	
	EOY NPA Composite Performance Summary (mitigated)					6.05		

Sample Mitigation 3 – Plant MIPS

Scorecard Type for Example			Plant MIPS					
Indicator	Allocated Weight	Towards Composite	February	June	September	Mitigation amount	Notes on Math Used	
			Cell Value	Cell Value	Cell Value			
Corporate Indicators	Priority Mail Composite Avg	10%	5.0%	6	0		0.300	Drop of 6 cells from Feb to June times 5% towards NPA Composite
	First-Class Parcels Avg	10%	5.0%	5	3		0.100	Drop of 2 cells from Feb to June times 5% towards NPA Composite
	First-Class Letters & Flats Composite Avg	5%	2.5%	4	0		0.100	Drop of 4 cells from Feb to June times 2.5% towards NPA Composite
	Parcel Select	5%	2.5%	3	5		0.000	Improvement from Feb to June, so no mitigation for Parcel Select
	Marketing Mail / Periodicals Composite Avg	5%	2.5%	5	3		0.050	Drop of 2 cells from Feb to June times 2.5% towards NPA Composite
	Composite Scan Performance Avg	5%	2.5%	11	10		0.025	Drop of 1 cell from Feb to June times 2.5% towards NPA Composite
	Total Revenue FPR % Plan	10%	5.0%	5		9	-0.200	Improvement of 4 cells from Feb to Sep times 5%, taken from NPA Composite
Unit Indicators	TOE % Plan	30%	15.0%	6		0	0.900	Drop of 6 cells from Feb to Sep times 15% towards NPA Composite
	Employee Availability Avg	NA	NA				0.000	Does not apply to this scorecard type
	Delivery Unit Bundle Visibility Scan Performance	NA	NA				0.000	Does not apply to this scorecard type
	SV / BV Scan Performance Avg	10%	5.0%	3	3		0.000	No change from Feb to June, so no mitigation for SV/BV
	3-5 Day Surface Avg	NA	NA				0.000	Does not apply to this scorecard type
	AAU / ADE Scan Performance	NA	NA				0.000	Does not apply to this scorecard type
Results	OE / DE Scan Performance	10%	5.0%	10	8		0.100	Drop of 2 cells from Feb to Sep times 5% towards NPA Composite
	Sep NPA Composite Performance Summary					5.06		
	Total Covid Mitigation Amount for this scorecard						1.38	rounded to two digits
	EOY NPA Composite Performance Summary (mitigated)						6.44	

Support

- Any questions relating to PES system or PFP, contact perform3 mailbox at perform3@usps.gov
- Any questions relating to NPA scores, please contact the NPA mailbox at npa@usps.gov



November 16, 2020

OFFICERS

SUBJECT: Fiscal Year (FY) 2020 National Performance Assessment (NPA) Unit Mitigation Process

The FY2020 NPA End-of-Year (EOY) scorecards will be published today. The Performance Evaluation System (PES) will open on November 17 to start the process for requesting and reviewing consideration for a unit level mitigating factor.

In advance of publishing the EOY scorecards with Corporate and Unit results, an impact analysis was completed of the COVID-19 pandemic and its impact on the NPA Corporate and Unit Indicators. The NPA Composite Performance Summary on the EOY Scorecards have been adjusted to reflect the identified impacts for the following indicators:

CORPORATE INDICATORS

- Priority Mail Composite
- First Class Parcels
- First Class Letters and Flats
- Parcel Select
- Marketing Mail/Periodicals Composite
- Composite Scan Performance
- Total Revenue FPR % Plan

UNIT INDICATORS

- Total Operating Expense % Plan
- Employee Availability
- SV/BV-Scan Performance
- Delivery Unit Bundle Visibility Scan Performance
- 3-5 Day Surface
- AAU/ADE Scan Performance
- OE/DE Scan Performance

The attached document explains the methodology used in determining adjustments to each indicator. Additional mitigation requests related to the COVID-19 pandemic will not be considered. The FY2020 mitigation timeline is as follows:

EVENT	START DATE	END DATE	# DAYS
New Scorecard Posted	Monday, November 16, 2020		
Unit Installation Head - Submissions in PES	Tuesday, November 17, 2020	Sunday, November 22, 2020	6
Lead PCES District Executive - Review, approve / disapprove	Monday, November 23, 2020	Friday, November 27, 2020	5
Unit Installation Head - If disapproved opportunity to resubmit	Saturday, November 28, 2020	Tuesday, December 1, 2020	4
Area HR Manager & Area MOS - Review, make recommendation	Wednesday, December 2, 2020	Friday, December 4, 2020	3
Area VP - Approve / Disapprove	Saturday, December 5, 2020	Monday, December 7, 2020	3
21 Days			
HQ Stakeholder / NPA Team Validation & Response	Tuesday, December 8, 2020	Friday, December 11, 2020	4
Mitigation NPA Posting Date	Monday, December 14, 2020		

The mitigated FY2020 NPA scorecards are scheduled to publish on December 14. It is imperative to review and submit all requests and required responses in a timely manner.

For additional questions, please contact Kellie Calderon, Manager, Classification and Compensation, at 202-487-5019.

Isaac S. Cronkhite

Attachment

cc: Regional Human Resources Directors
 Steve Darragh
 Kellie Calderon