

DEC 01 2022

LABOR RELATIONS



November 29, 2022

Mr. Ivan D. Butts  
President  
National Association of Postal  
Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Mr. Butts:

This is in reference to my November 23 correspondence on establishment of the National Performance Assessment (NPA) indicators for fiscal year (FY) 2023.

We have identified the following errors in the FY23 NPA indicators and definitions, targets, thresholds and scorecards.

- There was a misprint on tab 1 CHRO FE indicators. It should state Employee Utilization rather than Employee Separation Rate. Tab 2 has it listed correctly.
- The FY23 Functional Effectiveness – Fleet Management indicator definition was not included.
- The weights of the indicator Functional Effectiveness – Fleet Management on the final proposal was inaccurate. This was discussed among the Planning Team and the intent was to establish the weights of those indicators as follows.

<b>Fleet Management</b>	<b>100%</b>
<b>Percent PMs Delinquent</b>	<b>40%</b>
<b>Vehicle Availability</b>	<b>40%</b>
<b>Employee Separation Rate</b>	<b>20%</b>

We have adjusted those weights accordingly.

Attached are the files with the corrected information.

Please contact me if you have questions or concerns.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson", written over the word "Sincerely,".

Bruce A. Nicholson  
Manager  
Labor Relations Policy Administration

Enclosures

# FY23 - Functional Effectiveness - Fleet Management

## Functional Effectiveness - Fleet Management

## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

### Description

The Functional Effectiveness indicator for Fleet Management scorecards is made up of three other NPA Indicators, Percent PM's Delinquent, Vehicle Availability and Employee Separation Rate. Each of those indicators is calculated to a final cell and combined as shown below.

### Measurement Period

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

### Data Source and Calculation

- Source** – See individual Indicator Information pages to see the source for each part  
The Functional Effectiveness - ISC indicator is calculated from the final cells of the four parts as noted:  
Percent PMs Delinquent - 40%  
Vehicle Availability - 40%
- Business Rule** – Employee Separation Rate - 20%  
The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.  
Final achieved Cell for:
- Example** –
- |                              |       |   |        |   |                    |
|------------------------------|-------|---|--------|---|--------------------|
| Percent PMs Delinquent - 4   | x 40% | = | 1.60 + | = | 4.60               |
| Vehicle Availability - 7     | x 40% |   | 2.80 + |   |                    |
| Employee Separation Rate - 2 | x 20% |   | 0.20   |   | (Rounds to Cell 5) |
- Decimal Precision** – 0 Decimals

### Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - Fleet Management indicator within their various source systems.

### Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ Fleet Management	Nation	100.0%	40.0%
Region Fleet Management	Region	100.0%	40.0%
Territory Fleet Management	Territory	100.0%	40.0%
Facility Fleet Management	LF	100.0%	40.0%



FY2023 INDICATORS - TARGETS & THRESHOLDS

FY2023 NPA INDICATORS		1	2	3	4	FY2023 Target	6	7	8	9	10
1	Controllable Income	-3.01	-2.13	-1.26	-0.38	0.50	1.57	2.64	3.70	4.77	5.84
2	Total Revenue PPR % Plan	-4.35	-3.26	-2.18	-1.09	0.00	1.32	2.64	3.96	5.28	6.60
3	Total Operating Expense (TOE) % Plan	4.15	3.11	2.08	1.04	0.00	-1.26	-2.52	-3.78	-5.04	-6.30
3 *	Total Workhours % Plan	10.00	7.50	5.00	2.50	0.00	-3.90	-7.80	-11.70	-15.60	-19.50
4	Market Dominant Composite	89.05	90.04	91.03	92.01	93.00	93.40	93.80	94.20	94.60	95.00
5	Competitive Composite - National & Retail and Delivery	93.00	93.69	94.38	95.06	95.75	96.00	96.25	96.50	96.75	97.00
	Competitive Composite - Processing & Logistics	88.00	88.88	89.75	90.63	91.50	92.20	92.90	93.60	94.30	95.00
	Scanning Visibility - National	96.00	96.29	96.58	96.87	97.16	97.37	97.58	97.78	97.99	98.20
	Scanning Visibility - Retail and Delivery	98.80	98.93	99.05	99.18	99.30	99.41	99.52	99.63	99.74	99.85
6	Scanning Visibility - Processing and Maintenance	90.25	91.00	91.75	92.50	93.25	94.37	95.49	96.61	97.73	98.85
	Scanning Visibility - Logistics	87.00	88.25	89.50	90.75	92.00	93.40	94.80	96.20	97.60	99.00
	Customer Experience - Delivery	65.52	69.38	73.23	77.09	80.94	81.24	81.53	81.83	82.12	82.42
	Customer Experience - C360 Rate	31.00	33.26	35.53	37.79	40.05	43.04	46.03	49.02	52.01	55.00
	Customer Experience - C360 Imp	0.00	1.25	2.50	3.75	5.00	8.00	11.00	14.00	17.00	20.00
	Customer Experience - BSN	97.25	97.44	97.63	97.81	98.00	98.14	98.29	98.43	98.58	98.72
7	Customer Experience - BMEU	95.72	95.86	96.01	96.15	96.29	96.43	96.57	96.71	96.85	96.99
	Customer Experience - POS	81.37	82.89	84.42	85.94	87.46	88.50	89.54	90.57	91.61	92.65
	Customer Experience - CCC	50.00	54.97	59.94	64.91	69.88	70.90	71.93	72.95	73.98	75.00
	Customer Experience - USPS.com	60.00	63.35	66.71	70.06	73.41	74.73	76.05	77.36	78.68	80.00
	Total Accidents Rate - National	16.75	15.88	15.00	14.13	13.25	12.80	12.35	11.90	11.45	11.00
8	Total Accidents Rate - Retail & Delivery and Logistics	18.25	17.25	16.25	15.25	14.25	12.30	10.35	8.40	6.45	4.50
	Total Accidents Rate - Processing & Maintenance	11.00	10.13	9.25	8.38	7.50	6.60	5.70	4.80	3.90	3.00
	Total Accidents Imp	0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00
<b>Employee Utilization</b>											
	Employee Availability Rate	88.78	89.72	90.65	91.59	92.52	93.22	93.92	94.62	95.32	96.02
	Employee Availability Imp	-2.50	-1.75	-1.00	-0.25	0.50	0.90	1.30	1.70	2.10	2.50
	Employee Separation Rate	22.50	15.38	8.25	1.13	-6.00	-14.40	-22.80	-31.20	-39.60	-48.00
9	Grievance - Step 2 + A	35.00	26.63	18.25	9.88	1.50	1.20	0.90	0.60	0.30	0.00
	Grievance - Step 3 + B	2.00	1.88	1.75	1.63	1.50	1.20	0.90	0.60	0.30	0.00
	Grievance - Case Pending	50.00	37.50	25.00	12.50	0.00	-10.00	-20.00	-30.00	-40.00	-50.00
	Grievance - Cost Reduction	55.00	41.25	27.50	13.75	0.00	-11.00	-22.00	-33.00	-44.00	-55.00
10	Functional Effectiveness										
<i>Total Workhours % plan used for Post Office 18 and below</i>											
		<i>Targets &amp; Thresholds Vary - See below</i>									



FY2023 INDICATORS - TARGETS & THRESHOLDS

FY2023 NPA INDICATORS		FY2023																		
		1	2	3	4	5 Target	6	7	8	9	10									
<b>Functional Effectiveness - Logistics</b>																				
	Surface Transportation Trip Utilization	43.00	45.06	47.13	49.19	51.25	55.00	58.75	62.50	66.25	70.00									
	Air Network Matrix Utilization	88.80	90.39	91.98	93.56	95.15	96.12	97.09	98.06	99.03	100.00									
10a	Bypass Utilization	39.27	45.95	52.64	59.32	66.00	72.80	79.60	86.40	93.20	100.00									
	Trips on Time	66.20	70.90	75.60	80.30	85.00	87.40	89.80	92.20	94.60	97.00									
	Employee Separation Rate																			
<b>Functional Effectiveness - Plant STC</b>																				
10b	Surface Transportation Trip Utilization																			
	Trips on Time																			
<b>Functional Effectiveness - Processing and Maintenance</b>																				
	Operating Plan Precision	57.50	62.88	68.25	73.63	79.00	82.90	86.80	90.70	94.60	98.50									
	Efficiency Index % SPLY	-16.24	-12.18	-8.12	-4.06	0.00	1.90	3.80	5.70	7.60	9.50									
10c	Four Walls Service	95.75	96.31	96.88	97.44	98.00	98.30	98.60	98.90	99.20	99.50									
	Division Performance	95.25	95.56	95.88	96.19	96.50	96.85	97.20	97.55	97.90	98.25									
	Employee Separation Rate																			
<b>Functional Effectiveness - Retail and Delivery</b>																				
	FZDPH % SPLY	-5.00	-3.69	-2.38	-1.06	0.25	3.20	6.15	9.10	12.05	15.00									
10d	CSV/SOV Variance	77.50	81.88	86.25	90.63	95.00	103.00	111.00	119.00	127.00	135.00									
	CSV/SOV Opportunity % SPLY	-99.99	-70.00	-40.01	-10.01	19.98	35.98	51.98	67.99	83.99	99.99									
	Employee Separation Rate																			
<b>Functional Effectiveness - Fleet Management</b>																				
	Percent PMS Delinquent	22.50	17.88	13.25	8.63	4.00	3.20	2.40	1.60	0.80	0.00									
10e	Vehicle Availability	93.50	94.38	95.25	96.13	97.00	97.55	98.10	98.65	99.20	99.75									
	Employee Separation Rate																			
		Targets are all the same as #9 above																		
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