



Don Flak
Executive Director
Performance and Field Operations Support

March 23, 2023



CPDO
January YTD



Pay For Performance

- Eligible EAS employees are measured under a 10-point performance evaluation system with numerical ratings.
- Different pay increases are established at each of the 10-point ratings.
- Below are the pay increases associated with the ten (10) performance ratings.

1	2	3	4	5	6	7	8	9	10
0.0%	0.0%	2.0%	2.5%	3.0%	4.0%	5.0%	6.0%	7.5%	9.0%

- NPA – “In the Money” Cells



32 Total Scorecards for FY 2023 – 19 Field / 13 HQ ELT Functional

Retail & Delivery Focused
Area Retail, Delivery, & Marketing
District Retail, Delivery, & Marketing
MPOO
Post Office EAS 22 and Above
Post Office EAS 21-20
Post Office EAS 18 and Below
Stations or Branches – PCES and EAS 26 PO's
Regional Fleet Management
Territory Fleet Management
Facility Fleet Management

Processing & Logistics Focused
Region Processing and Maintenance
Division Processing and Maintenance
Plant Processing and Maintenance
Region Logistics
Division Logistics
Plant Logistics
Plant STC
ISC (ALL)
REC

ELT Functional Scorecards						
CHRO	CCMO	CCBSO	CRDO	CRDO-FLEET	CPDO	CLO
CTO		CIO	GC	CFO	USPIS	PMG

CPDO Scorecard Composition

FY 2022			
Indicators	Weight	FOCUS	
Controllable Income	10.0%	Business: 40.0%	
Total Revenue FPR % Plan	7.5%	Employee: 22.5%	
Total Operating Expense (TOE) % Plan	7.5%	Customer: 37.5%	
Total Workhours % Plan		Operating Precision 15% Service 15%	
Market Dominant Composite	4.0%		
Competitive Composite	7.0%		
Scanning Visibility	4.0%		
Customer Experience Index	7.5%		
Total Accidents	7.5%		
Employee Utilization	15.0%		
Functional Effectiveness	30.0%	15%	15%
Total Weight for all indicators	100%		

FY 2023				
Indicators	Weight	FOCUS		
Controllable Income	9.0%	Business: 33.0%		
Total Revenue FPR % Plan	7.0%	Employee: 22.5%		
Total Operating Expense (TOE) % Plan	7.0%	Customer: 44.5%		
Total Workhours % Plan		Operating Precision 10.0% Service 29.0%		
Market Dominant Composite	4.0%			
Competitive Composite	5.0%			
Scanning Visibility	4.0%			
Customer Experience Index	5.5%			
Total Accidents	5.5%			
Employee Utilization	13.0%			
Functional Effectiveness	40.0%	10%	4%	26%
Total Weight for all indicators	100%			

CPDO SCORECARD METRICS

HQ Functional Group: HQ CPDO
Controllable Income



NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.18	4
Eastern Processing	-0.18	4
Western Processing	-0.18	4
Southern Cal Processing	-0.18	4
Western Processing	-0.18	4
Gulf Atlantic Processing	-0.18	4
Southeast Processing	-0.18	4
Westshores Processing	-0.18	4
Midwest Processing	-0.18	4
New England Processing	-0.18	4
New York Metro Processing	-0.18	4
Lakeshores Processing	-0.18	4
Chesapeake Processing	-0.18	4
Southwest Processing	-0.18	4
South Atlantic Processing	-0.18	4
Pacific NW Processing	-0.18	4

Top 20

Operational Group	Score	Cell
Birmingham Anx	-0.18	4
Mobile Anx	-0.18	4
Birmingham AI P&DC	-0.18	4
Huntsville P&DF	-0.18	4
Mobile AI P&DC	-0.18	4
Montgomery AI P&DC	-0.18	4
Anchorage Ak P&DC	-0.18	4
Anchorage AMF	-0.18	4
Phoenix P&DC	-0.18	4
West Valley P&DC	-0.18	4
Tucson P&DC	-0.18	4
Little Rock P&DC	-0.18	4
Northwest Arkansas P&DF	-0.18	4
Industry P&DC	-0.18	4
Anaheim P&DC	-0.18	4
Bakersfield P&DC	-0.18	4
North Peninsula DDC	-0.18	4
Fresno P&DC	-0.18	4
Los Angeles NDC	-0.18	4
Los Angeles P&DC	-0.18	4

Opportunity 20

Operational Group	Score	Cell
Cheyenne P&DC	-0.18	4
Casper Mpf	-0.18	4
Milwaukee Mpa	-0.18	4
Milwaukee P&DC	-0.18	4
Madison P&DC	-0.18	4
Green Bay P&DC	-0.18	4
Eau Claire P&DF	-0.18	4
Charleston P&DC	-0.18	4
Yakima Mpf	-0.18	4
Wenatchee Mpf	-0.18	4
Tacoma Wa P&DC	-0.18	4
Spokane Wa P&DC	-0.18	4
Seattle Priority Mail Anx	-0.18	4
Seattle Wa P&DC	-0.18	4
Seattle NDC	-0.18	4
Roanoke P&DC	-0.18	4
Richmond P&DC	-0.18	4
Northern VA P&DC	-0.18	4
Norfolk P&DC	-0.18	4
Dulles P&DC	-0.18	4

HQ Functional Group: HQ CPDO
Total Revenue % to Plan



NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.06	4
Eastern Processing	-0.06	4
Western Processing	-0.06	4
Southern Cal Processing	-0.06	4
Western Processing	-0.06	4
Gulf Atlantic Processing	-0.06	4
Southeast Processing	-0.06	4
Westshores Processing	-0.06	4
Midwest Processing	-0.06	4
New England Processing	-0.06	4
New York Metro Processing	-0.06	4
Lakeshores Processing	-0.06	4
Chesapeake Processing	-0.06	4
Southwest Processing	-0.06	4
South Atlantic Processing	-0.06	4
Pacific NW Processing	-0.06	4

Top 20

Operational Group	Score	Cell
Birmingham Anx	-0.06	4
Mobile Anx	-0.06	4
Birmingham AI P&DC	-0.06	4
Huntsville P&DF	-0.06	4
Mobile AI P&DC	-0.06	4
Montgomery AI P&DC	-0.06	4
Anchorage Ak P&DC	-0.06	4
Anchorage AMF	-0.06	4
Phoenix P&DC	-0.06	4
West Valley P&DC	-0.06	4
Tucson P&DC	-0.06	4
Little Rock P&DC	-0.06	4
Northwest Arkansas P&DF	-0.06	4
Industry P&DC	-0.06	4
Anaheim P&DC	-0.06	4
Bakersfield P&DC	-0.06	4
North Peninsula DDC	-0.06	4
Fresno P&DC	-0.06	4
Los Angeles NDC	-0.06	4
Los Angeles P&DC	-0.06	4

Opportunity 20

Operational Group	Score	Cell
Cheyenne P&DC	-0.06	4
Casper Mpf	-0.06	4
Milwaukee Mpa	-0.06	4
Milwaukee P&DC	-0.06	4
Madison P&DC	-0.06	4
Green Bay P&DC	-0.06	4
Eau Claire P&DF	-0.06	4
Charleston P&DC	-0.06	4
Yakima Mpf	-0.06	4
Wenatchee Mpf	-0.06	4
Tacoma Wa P&DC	-0.06	4
Spokane Wa P&DC	-0.06	4
Seattle Priority Mail Anx	-0.06	4
Seattle Wa P&DC	-0.06	4
Seattle NDC	-0.06	4
Roanoke P&DC	-0.06	4
Richmond P&DC	-0.06	4
Northern VA P&DC	-0.06	4
Norfolk P&DC	-0.06	4
Dulles P&DC	-0.06	4

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



NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	2.09	2
Western Processing	-0.34	5
Eastern Processing	-0.29	5
New York Metro Processing	-3.38	7
Westshores Processing	-1.40	6
Midwest Processing	-1.31	6
Pacific NW Processing	-1.19	5
Lakeshores Processing	-1.07	5
Southeast Processing	-0.99	5
Chesapeake Processing	-0.49	5
Western Processing	-0.41	5
Southwest Processing	-0.29	5
New England Processing	0.62	4
South Atlantic Processing	2.20	2
Gulf Atlantic Processing	2.25	2
Southern Cal Processing	3.29	1

Top 20

Operational Group	Score	Cell
Memphis NDC	-12.81	10
Peachtree P&DC	-12.00	10
Grand Rapids P&DF	-11.35	10
Grand Rapids P&DC	-11.35	10
Greater Newark P&DC	-11.30	10
West Nassau NY P&DC	-8.38	10
New Jersey NDC	-8.09	10
Westchester NY P&DC	-8.02	10
Los Angeles NDC	-7.89	10
Chicago NDC	-7.85	10
North Peninsula DDC	-7.78	10
San Francisco P&DC	-7.78	10
Des Moines NDC	-7.14	10
Detroit P&DC	-7.14	10
Pittsburgh P&DC	-7.14	10
Washington NDC	-6.39	10
Minn-Saint Paul Psa	-6.21	9
Minn-Saint Paul NDC	-6.21	9
Baton Rouge La P&DC	-6.15	9
Brooklyn NY P&DC	-6.08	9

Opportunity 20

Operational Group	Score	Cell
Bakersfield P&DC	29.03	0
North Bay P&DC	22.14	0
Anchorage AMF	21.25	0
Anchorage Ak P&DC	21.25	0
Gainesville P&DF	20.00	0
Manchester P&DC	19.98	0
Bismarck P&DF	15.94	0
White River Junction P&DC	15.07	0
Mid Florida P&DC	15.06	0
Charleston P&DC	13.76	0
Kingsford Mpf	13.40	0
Lansing P&DC	13.21	0
Johnson City P&DC	13.14	0
Rapid City Mpf	12.60	0
Norfolk P&DC	12.57	0
Mid-Hudson NY P&DC	12.16	0
Greenville P&DC	11.92	0
Eastern Shore P&DC	11.81	0
Central Dakota P&DF	11.25	0
Greensboro NDC	10.89	0

HQ Functional Group: HQ CPDO
Market Dominant Composite



NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	92.66	4
Western Processing	93.04	5
Eastern Processing	92.31	4
Southern Cal Processing	95.33	10
Pacific NW Processing	93.73	6
New York Metro Processing	93.23	5
Western Processing	93.00	5
Lakeshores Processing	92.94	4
South Atlantic Processing	92.74	4
Southwest Processing	92.73	4
Chesapeake Processing	92.59	4
Gulf Atlantic Processing	92.46	4
New England Processing	92.05	4
Westshores Processing	91.88	3
Midwest Processing	91.60	3
Southeast Processing	90.59	2

Top 20

Operational Group	Score	Cell
Industry P&DC	95.33	10
Anaheim P&DC	95.33	10
Bakersfield P&DC	95.33	10
Fresno P&DC	95.33	10
Los Angeles NDC	95.33	10
Los Angeles P&DC	95.33	10
Moreno Valley P&DC	95.33	10
Pasadena Mail Processing Anx	95.33	10
San Bernardino P&DC	95.33	10
Margaret Sellers P&DC	95.33	10
Santa Ana P&DC	95.33	10
Santa Barbara P&DC	95.33	10
Santa Clarita P&DC	95.33	10
Van Nuys Fss Mail Processing A	95.33	10
Honolulu Hi P&DC	95.33	10
Anchorage Ak P&DC	93.73	6
Anchorage AMF	93.73	6
North Peninsula DDC	93.73	6
North Bay P&DC	93.73	6
Oakland P&DC	93.73	6

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	90.59	2
Jet Cove Anx	90.59	2
Memphis P&DC	90.59	2
Memphis NDC	90.59	2
Knoxville P&DC	90.59	2
Johnson City P&DC	90.59	2
Chattanooga P&DC	90.59	2
Greenville P&DC	90.59	2
Columbia P&DC	90.59	2
Charleston P&DC	90.59	2
Macon P&DC	90.59	2
North Metro P&DC	90.59	2
Augusta P&DC	90.59	2
Peachtree P&DC	90.59	2
Atlanta P&DC	90.59	2
Atlanta NDC	90.59	2
Sioux Falls Sd P&DC	91.60	3
Rapid City Mpf	91.60	3
Central Dakota P&DF	91.60	3
Grand Forks Mpf	91.60	3

HQ Functional Group: HQ CPDO
Competitive Composite



NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	88.94	2
Western Processing	89.71	2
Eastern Processing	88.21	1
Southern Cal Processing	94.06	8
Pacific NW Processing	91.50	5
New York Metro Processing	91.26	4
Chesapeake Processing	90.27	3
Lakeshores Processing	88.87	1
Western Processing	88.70	1
Gulf Atlantic Processing	88.31	1
South Atlantic Processing	88.24	1
New England Processing	87.91	0
Westshores Processing	87.79	0
Southeast Processing	87.16	0
Southwest Processing	85.65	0
Midwest Processing	84.69	0

Top 20

Operational Group	Score	Cell
Industry P&DC	94.06	8
Anaheim P&DC	94.06	8
Bakersfield P&DC	94.06	8
Fresno P&DC	94.06	8
Los Angeles NDC	94.06	8
Los Angeles P&DC	94.06	8
Moreno Valley P&DC	94.06	8
Pasadena Mail Processing Anx	94.06	8
San Bernardino P&DC	94.06	8
Margaret Sellers P&DC	94.06	8
Santa Ana P&DC	94.06	8
Santa Barbara P&DC	94.06	8
Santa Clarita P&DC	94.06	8
Van Nuys Fss Mail Processing A	94.06	8
Honolulu Hi P&DC	94.06	8
Anchorage Ak P&DC	91.50	5
Anchorage AMF	91.50	5
North Peninsula DDC	91.50	5
North Bay P&DC	91.50	5
Oakland P&DC	91.50	5

Opportunity 20

Operational Group	Score	Cell
Sioux Falls Sd P&DC	84.69	0
Rapid City Mpf	84.69	0
Central Dakota P&DF	84.69	0
Grand Forks Mpf	84.69	0
Fargo P&DF	84.69	0
Bismarck P&DF	84.69	0
Omaha Ne P&DC	84.69	0
North Platte Mpf	84.69	0
Lincoln P&DF	84.69	0
Springfield P&DC	84.69	0
Saint Louis Metro Anx	84.69	0
Saint Louis P&DC	84.69	0
Saint Louis NDC	84.69	0
Kansas City MO P&DC	84.69	0
Columbia P&DC	84.69	0
Twin Cities L&DC	84.69	0
Saint Paul P&DC	84.69	0
Saint Cloud P&DC	84.69	0
Minneapolis P&DC	84.69	0
Minn-Saint Paul NDC	84.69	0

HQ Functional Group: HQ CPDO
Scanning Visibility



NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	92.50	4
Western Processing	92.88	4
Eastern Processing	92.14	3
Pacific NW Processing	94.57	6
Western Processing	93.41	5
Midwest Processing	93.32	5
Westshores Processing	92.80	4
New England Processing	92.73	4
Lakeshores Processing	92.72	4
South Atlantic Processing	92.58	4
Southwest Processing	92.53	4
New York Metro Processing	92.34	3
Southeast Processing	91.99	3
Gulf Atlantic Processing	91.55	2
Chesapeake Processing	91.52	2
Southern Cal Processing	90.60	1

Top 20

Operational Group	Score	Cell
Pocatello Mpf	99.91	10
Central Dakota P&DF	99.23	10
Lincoln P&DF	99.07	10
Mid Florida P&DC	98.85	10
Colorado Springs P&DC	98.83	9
Burlington P&DC	98.78	9
Altoona P&DC	98.36	9
Rapid City Mpf	98.35	9
Johnson City P&DC	98.22	9
Beaumont P&DF	98.17	9
Sioux Falls Sd P&DC	98.16	9
Gainesville P&DF	98.04	9
Saint Cloud P&DC	97.93	9
Lansing P&DC	97.87	9
Kingsford Mpf	97.61	8
Moreno Valley P&DC	97.52	8
Fargo P&DF	97.51	8
Midland P&DC	97.47	8
Redding Mpf	97.38	8
Tucson P&DC	97.36	8

Opportunity 20

Operational Group	Score	Cell
Industry P&DC	78.57	0
Norfolk P&DC	84.89	0
New Jersey NDC	84.91	0
Bismarck P&DF	86.53	0
South Suburban P&DC	86.64	0
Baltimore P&DC	87.19	0
Jacksonville NDC	87.81	0
Harrisburg P&DC	88.12	0
Philadelphia NDC	88.14	0
Jacksonville P&DC	88.19	0
Greater Newark P&DC	88.25	0
Great Falls P&DF	88.66	0
Atlanta P&DC	88.98	0
Mid-Hudson NY P&DC	89.00	0
Tampa P&DC	89.00	0
Atlanta NDC	89.24	0
Memphis NDC	89.42	0
Busse P&DC	89.43	0
Charleston P&DC	89.44	0
Springfield NDC	89.49	0

HQ Functional Group: HQ CPDO
Customer Experience Index



NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	6.10	6
Eastern Processing	6.10	6
Western Processing	6.10	6
Southern Cal Processing	6.10	6
Western Processing	6.10	6
Gulf Atlantic Processing	6.10	6
Southeast Processing	6.10	6
Westshores Processing	6.10	6
Midwest Processing	6.10	6
New England Processing	6.10	6
New York Metro Processing	6.10	6
Lakeshores Processing	6.10	6
Chesapeake Processing	6.10	6
Southwest Processing	6.10	6
South Atlantic Processing	6.10	6
Pacific NW Processing	6.10	6

Top 20

Operational Group	Score	Cell
Birmingham Anx	6.10	6
Mobile Anx	6.10	6
Birmingham AI P&DC	6.10	6
Huntsville P&DF	6.10	6
Mobile AI P&DC	6.10	6
Montgomery AI P&DC	6.10	6
Anchorage Ak P&DC	6.10	6
Anchorage AMF	6.10	6
Phoenix P&DC	6.10	6
West Valley P&DC	6.10	6
Tucson P&DC	6.10	6
Little Rock P&DC	6.10	6
Northwest Arkansas P&DF	6.10	6
Industry P&DC	6.10	6
Anaheim P&DC	6.10	6
Bakersfield P&DC	6.10	6
North Peninsula DDC	6.10	6
Fresno P&DC	6.10	6
Los Angeles NDC	6.10	6
Los Angeles P&DC	6.10	6

Opportunity 20

Operational Group	Score	Cell
Cheyenne P&DC	6.10	6
Casper Mpf	6.10	6
Milwaukee Mpa	6.10	6
Milwaukee P&DC	6.10	6
Madison P&DC	6.10	6
Green Bay P&DC	6.10	6
Eau Claire P&DF	6.10	6
Charleston P&DC	6.10	6
Yakima Mpf	6.10	6
Wenatchee Mpf	6.10	6
Tacoma Wa P&DC	6.10	6
Spokane Wa P&DC	6.10	6
Seattle Priority Mail Anx	6.10	6
Seattle Wa P&DC	6.10	6
Seattle NDC	6.10	6
Roanoke P&DC	6.10	6
Richmond P&DC	6.10	6
Northern VA P&DC	6.10	6
Norfolk P&DC	6.10	6
Dulles P&DC	6.10	6

HQ Functional Group: HQ CPDO
Total Accidents Avg



NPA PERFORMANCE
FY 2023 - JAN 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
Pacific NW Processing	7.00	7
Midwest Processing	6.00	6
New England Processing	6.00	6
New York Metro Processing	6.00	6
Southern Cal Processing	5.00	5
Gulf Atlantic Processing	5.00	5
Lakeshores Processing	5.00	5
Southwest Processing	5.00	5
Southeast Processing	4.00	4
Westshores Processing	4.00	4
South Atlantic Processing	3.00	3
Western Processing	2.00	2

Top 20

Operational Group	Score	Cell
Anchorage Ak P&DC	10.00	10
Anchorage AMF	10.00	10
Northwest Arkansas P&DF	10.00	10
North Peninsula DDC	10.00	10
Fresno P&DC	10.00	10
San Francisco P&DC	10.00	10
San Jose P&DC	10.00	10
Augusta P&DC	10.00	10
Boise Id P&DC	10.00	10
Pocatello Mpf	10.00	10
Springfield P&DC	10.00	10
Cedar Rapids P&DC	10.00	10
Waterloo P&DF	10.00	10
Baltimore P&DC	10.00	10
Washington NDC	10.00	10
Suburban P&DC	10.00	10
Brockton P&DC	10.00	10
Mankato P&DC	10.00	10
Albany NY P&DC	10.00	10
Northwest Rochester NY P&DC	10.00	10

Opportunity 20

Operational Group	Score	Cell
Wenatchee Mpf	0.00	0
Provo P&DC	0.00	0
Chattanooga P&DC	0.00	0
Rapid City Mpf	0.00	0
Medford Or 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
Reno P&DC	0.00	0
Las Vegas P&DC	0.00	0
North Platte Mpf	0.00	0
Duluth P&DC	0.00	0
Traverse City P&DC	0.00	0
Louisville P&DC	0.00	0
Kansas City KS NDC	0.00	0
Gary P&DC	0.00	0
Evansville P&DC	0.00	0
Quad Cities P&DC	0.00	0
Peachtree P&DC	0.00	0
Pasadena Mail Processing Anx	0.00	0

HQ Functional Group: HQ CPDO
Total Accidents Rate

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	6.93	5
Eastern Processing	6.81	5
Western Processing	7.08	5
Chesapeake Processing	4.97	7
Pacific NW Processing	5.03	7
New York Metro Processing	5.85	6
Midwest Processing	6.51	6
Gulf Atlantic Processing	6.76	5
Southern Cal Processing	6.78	5
Southwest Processing	7.18	5
New England Processing	7.24	5
Lakeshores Processing	7.30	5
Westshores Processing	7.83	4
Southeast Processing	8.06	4
South Atlantic Processing	8.57	3
Western Processing	9.41	2

Top 20

Operational Group	Score	Cell
Pocatello Mpf	0.00	10
Springfield P&DC	0.00	10
Mankato P&DC	0.00	10
Grand Forks Mpf	0.00	10
Toledo P&DC	0.00	10
Altoona P&DC	0.00	10
Central Dakota P&DF	0.00	10
Suburban P&DC	0.92	10
Washington NDC	1.00	10
Anchorage Ak P&DC	1.04	10
Anchorage AMF	1.04	10
Boise Id P&DC	1.31	10
North Peninsula DDC	1.38	10
San Francisco P&DC	1.38	10
San Jose P&DC	1.42	10
Cedar Rapids P&DC	1.58	10
Northwest Arkansas P&DF	1.76	10
Fresno P&DC	2.38	10
Waterloo P&DF	2.56	10
Brockton P&DC	2.58	10

Opportunity 20

Operational Group	Score	Cell
Rapid City Mpf	31.85	0
Wenatchee Mpf	31.43	0
Gary P&DC	19.58	0
Duluth P&DC	18.39	0
Reno P&DC	17.23	0
Chattanooga P&DC	17.17	0
Provo P&DC	17.15	0
Mid-Hudson NY P&DC	14.60	0
North Platte Mpf	13.87	0
Traverse City P&DC	13.66	0
Medford Or P&DC	13.10	0
Kansas City KS NDC	13.06	0
Tucson P&DC	12.76	0
Mid Carolina P&DC	12.72	0
Evansville P&DC	12.62	0
Quad Cities P&DC	12.62	0
Peachtree P&DC	12.43	0
Louisville P&DC	12.35	0
Nashua P&DC	11.94	0
Pasadena Mail Processing Anx	11.93	0

HQ Functional Group: HQ CPDO
Total Accidents Imp

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	-3.49	2
Eastern Processing	-4.04	2
Western Processing	-2.82	2
New England Processing	-23.51	8
Midwest Processing	-20.50	7
Chesapeake Processing	-16.82	6
Lakeshores Processing	-9.76	4
New York Metro Processing	-8.84	4
Southern Cal Processing	-5.42	3
Pacific NW Processing	-3.14	2
Westshores Processing	1.76	0
Southeast Processing	5.19	0
Gulf Atlantic Processing	6.45	0
South Atlantic Processing	11.23	0
Southwest Processing	11.29	0
Western Processing	34.32	0

Top 20

Operational Group	Score	Cell
Mankato P&DC	-100.00	10
Grand Forks Mpf	-100.00	10
Toledo P&DC	-100.00	10
Altoona P&DC	-100.00	10
Central Dakota P&DF	-100.00	10
Cedar Rapids P&DC	-87.50	10
Lubbock P&DC	-83.33	10
Southern CT P&DC	-75.00	10
Suburban P&DC	-75.00	10
Des Moines NDC	-73.91	10
Wichita P&DC	-73.33	10
Brockton P&DC	-72.73	10
Fresno P&DC	-71.43	10
Columbia P&DC	-70.00	10
Boise Id P&DC	-66.67	10
Johnson City P&DC	-66.67	10
Austin P&DC	-63.33	10
Cleveland P&DC	-60.61	10
Washington NDC	-60.00	10
Scranton P&DC	-60.00	10

Opportunity 20

Operational Group	Score	Cell
Traverse City P&DC	600.00	0
Rapid City Mpf	500.00	0
Provo P&DC	300.00	0
Stamford P&DC	300.00	0
Pasadena Mail Processing Anx	300.00	0
Buffalo NY P&DC	266.67	0
Tulsa Ok P&DC	250.00	0
Dayton P&DC	250.00	0
Greater Newark P&DC	250.00	0
Johnstown P&DC-Inshd	200.00	0
Bismarck P&DF	200.00	0
North Platte Mpf	200.00	0
SO Maryland P&DC	200.00	0
Champaign P&DC	200.00	0
Greensboro P&DC	118.18	0
West Valley P&DC	114.29	0
Greensboro NDC	111.11	0
Chicago NDC	111.11	0
Jacksonville P&DC	111.11	0
Cheyenne P&DC	100.00	0

**HQ Functional Group: HQ CPDO
Employee Utilization**



**NPA PERFORMANCE
FY 2023 - JAN YTD**

National

Operational Group	Score	Cell
HQ CPDO	4.00	4
Western Processing	6.00	6
Eastern Processing	4.00	4
Western 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
Pacific NW Processing	5.00	5
Southern Cal Processing	4.00	4
Midwest Processing	4.00	4
Lakeshores Processing	4.00	4
South Atlantic Processing	4.00	4
Gulf Atlantic Processing	3.00	3
Southeast Processing	2.00	2
Southwest Processing	2.00	2

Top 20

Operational Group	Score	Cell
Southern CT P&DC	7.00	7
Pocatello Mpf	7.00	7
Altoona P&DC	7.00	7
Johnstown P&DC-Inshd	7.00	7
Pittsburgh NDC	7.00	7
Burlington P&DC	7.00	7
Yakima Mpf	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
Anaheim P&DC	6.00	6
San Francisco NDC	6.00	6
San Jose P&DC	6.00	6
Santa Ana P&DC	6.00	6
Denver NDC	6.00	6
Peoria P&DC	6.00	6
Quad Cities P&DC	6.00	6

Opportunity 20

Operational Group	Score	Cell
San Antonio P&DC	1.00	1
North Houston P&DC	1.00	1
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
Little Rock P&DC	1.00	1
Lubbock P&DC	2.00	2
Fort Worth P&DC	2.00	2
Dallas P&DC	2.00	2
North Texas P&DC	2.00	2
Knoxville P&DC	2.00	2
Greenville P&DC	2.00	2
Charleston P&DC	2.00	2
New Orleans La P&DC	2.00	2
Saint Rose Anx	2.00	2
North Metro P&DC	2.00	2
Peachtree P&DC	2.00	2
Atlanta P&DC	2.00	2

HQ Functional Group: HQ CPDO
Employee Availability Avg

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	4.00	4
Western Processing	4.00	4
Eastern Processing	3.00	3
Westshores Processing	5.00	5
New York Metro Processing	5.00	5
Chesapeake Processing	5.00	5
Western 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
Midwest 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
Pocatello Mpf	10.00	10
Johnstown P&DC-Inshd	10.00	10
Lafayette La P&DC	9.00	9
Mankato P&DC	9.00	9
Lincoln P&DF	9.00	9
McAllen P&DC	9.00	9
Eau Claire P&DF	9.00	9
Casper Mpf	9.00	9
Huntsville P&DF	8.00	8
Southern CT P&DC	8.00	8
Peoria P&DC	8.00	8
North Platte Mpf	8.00	8
Altoona P&DC	8.00	8
Pittsburgh NDC	8.00	8
Johnson City P&DC	8.00	8
Burlington P&DC	8.00	8
Yakima Mpf	8.00	8
Cheyenne P&DC	8.00	8
Anaheim P&DC	7.00	7
San Francisco NDC	7.00	7

Opportunity 20

Operational Group	Score	Cell
North Houston P&DC	0.00	0
Jet Cove Anx	0.00	0
Memphis P&DC	0.00	0
Memphis NDC	0.00	0
Augusta P&DC	0.00	0
Redding Mpf	0.00	0
White River Junction P&DC	1.00	1
San Antonio P&DC	1.00	1
Rapid City Mpf	1.00	1
Toledo P&DC	1.00	1
Greensboro P&DC	1.00	1
SO Maryland P&DC	1.00	1
South Bend P&DC	1.00	1
South Suburban P&DC	1.00	1
Macon P&DC	1.00	1
Royal Palm P&DC	1.00	1
Jacksonville P&DC	1.00	1
Fort Myers P&DC	1.00	1
Oakland P&DC	1.00	1
North Bay P&DC	1.00	1

HQ Functional Group: HQ CPDO
Employee Availability Rate

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	90.08	2
Western Processing	86.74	0
Eastern Processing	84.79	0
Pacific NW Processing	89.72	2
Western Processing	88.89	1
Midwest Processing	88.32	0
Southern Cal Processing	86.95	0
Southwest Processing	86.05	0
New England Processing	85.97	0
Gulf Atlantic Processing	85.96	0
South Atlantic Processing	84.63	0
Westshores Processing	84.43	0
Chesapeake Processing	84.04	0
New York Metro Processing	83.81	0
Lakeshores Processing	83.55	0
Southeast Processing	82.37	0

Top 20

Operational Group	Score	Cell
Johnstown P&DC-Inshd	95.91	9
Pocatello Mpf	95.84	9
Mankato P&DC	95.55	9
Cheyenne P&DC	95.16	8
Lincoln P&DF	94.81	8
Sioux Falls Sd P&DC	94.44	7
Lafayette La P&DC	94.41	7
Eau Claire P&DF	94.22	7
Johnson City P&DC	94.11	7
McAllen P&DC	94.07	7
Pittsburgh NDC	93.97	7
Casper Mpf	93.94	7
Central Dakota P&DF	93.91	6
Peoria P&DC	93.84	6
El Paso P&DC	93.72	6
Burlington P&DC	93.36	6
Minn-Saint Paul Psa	93.17	5
Minn-Saint Paul NDC	93.17	5
Yakima Mpf	93.07	5
Huntsville P&DF	93.03	5

Opportunity 20

Operational Group	Score	Cell
Southern Capital Beltway Fac	71.79	0
Busse P&DC	72.54	0
Memphis NDC	72.90	0
Jet Cove Anx	73.59	0
Memphis P&DC	73.59	0
SO Maryland P&DC	75.65	0
Baltimore P&DC	76.94	0
Detroit P&DC	76.96	0
Cleveland P&DC	77.17	0
South Suburban P&DC	77.36	0
Atlanta P&DC	77.63	0
Royal Palm P&DC	77.87	0
Los Angeles P&DC	78.33	0
New Orleans La P&DC	78.52	0
Saint Rose Anx	78.52	0
Chicago P&DC	78.95	0
Philadelphia P&DC	79.37	0
Balt Inc Mail P&DC	79.67	0
Mid Carolina P&DC	79.84	0
Detroit NDC	79.89	0

HQ Functional Group: HQ CPDO
Employee Availability Imp

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	1.26	6
Western Processing	1.42	7
Eastern Processing	1.12	6
New York Metro Processing	2.55	10
Chesapeake Processing	2.34	9
Westshores Processing	2.22	9
Lakeshores Processing	1.75	8
New England Processing	1.37	7
Midwest Processing	1.28	6
Western Processing	1.12	6
Southern Cal Processing	1.09	6
South Atlantic Processing	1.09	6
Pacific NW Processing	1.02	6
Southwest Processing	0.36	4
Gulf Atlantic Processing	-0.15	4
Southeast Processing	-0.34	3

Top 20

Operational Group	Score	Cell
Eastern Me P&DC	7.90	10
Southern Capital Beltway Fac	7.87	10
Corpus Christi P&DC	6.63	10
McAllen P&DC	5.87	10
Eau Claire P&DF	5.83	10
Springfield P&DC	5.70	10
Northwest Rochester NY P&DC	5.37	10
Mid Carolina P&DC	5.26	10
North Platte Mpf	5.19	10
Queens NY P&DC	4.74	10
Palatine P&DC	4.59	10
Greater Newark P&DC	4.48	10
Scranton P&DC	4.39	10
Chattanooga P&DC	4.26	10
Northrn Metro P&DC	4.21	10
Burlington P&DC	4.07	10
Johnstown P&DC-Inshd	4.00	10
Southern CT P&DC	3.99	10
Harrisburg P&DC	3.98	10
Delaware P&DC	3.93	10

Opportunity 20

Operational Group	Score	Cell
Redding Mpf	-8.97	0
Augusta P&DC	-4.77	0
Jet Cove Anx	-4.61	0
Memphis P&DC	-4.61	0
Rapid City Mpf	-3.06	0
Memphis NDC	-2.56	0
North Houston P&DC	-2.53	0
Toledo P&DC	-2.48	1
Mobile Al P&DC	-2.31	1
Mobile Anx	-2.31	1
Macon P&DC	-2.29	1
Reno P&DC	-2.21	1
Royal Palm P&DC	-2.08	1
Little Rock P&DC	-2.06	1
Oakland P&DC	-2.03	1
Fresno P&DC	-2.02	1
White River Junction P&DC	-1.85	1
South Bend P&DC	-1.83	1
Spokane Wa P&DC	-1.82	1
San Antonio P&DC	-1.70	2

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

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	11.12	2
Western Processing	-6.96	5
Eastern Processing	11.95	2
Western Processing	-23.27	7
Westshores Processing	-18.65	6
Pacific NW Processing	-10.37	5
South Atlantic Processing	-6.09	5
Gulf Atlantic Processing	-4.01	4
New England Processing	-4.00	4
Lakeshores Processing	-2.65	4
Chesapeake Processing	0.00	4
Midwest Processing	6.53	3
New York Metro Processing	6.95	3
Southern Cal Processing	10.24	2
Southwest Processing	47.45	0
Southeast Processing	52.04	0

Top 20

Operational Group	Score	Cell
Phoenix P&DC	-23.27	7
West Valley P&DC	-23.27	7
Tucson P&DC	-23.27	7
Colorado Springs P&DC	-23.27	7
Denver NDC	-23.27	7
Denver P&DC	-23.27	7
Grand Junction Mpf	-23.27	7
Las Vegas P&DC	-23.27	7
Reno P&DC	-23.27	7
Albuquerque Nm P&DC	-23.27	7
Provo P&DC	-23.27	7
Salt Lake City P&DC	-23.27	7
Salt Lake City Asf	-23.27	7
Casper Mpf	-23.27	7
Cheyenne P&DC	-23.27	7
Busse P&DC	-18.65	6
Carol Stream P&DC	-18.65	6
Champaign P&DC	-18.65	6
Chicago NDC	-18.65	6
South Suburban P&DC	-18.65	6

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	52.04	0
Jet Cove Anx	52.04	0
Memphis P&DC	52.04	0
Memphis NDC	52.04	0
Knoxville P&DC	52.04	0
Johnson City P&DC	52.04	0
Chattanooga P&DC	52.04	0
Greenville P&DC	52.04	0
Columbia P&DC	52.04	0
Charleston P&DC	52.04	0
Macon P&DC	52.04	0
North Metro P&DC	52.04	0
Augusta P&DC	52.04	0
Peachtree P&DC	52.04	0
Atlanta P&DC	52.04	0
Atlanta NDC	52.04	0
San Antonio P&DC	47.45	0
Midland P&DC	47.45	0
McAllen P&DC	47.45	0
Lubbock P&DC	47.45	0

HQ Functional Group: HQ CPDO Grievance Avg

NPA PERFORMANCE
FY 2023 - JAN YTD

National

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

Top 20

Operational Group	Score	Cell
Industry P&DC	7.00	7
Anaheim P&DC	7.00	7
Bakersfield P&DC	7.00	7
Fresno P&DC	7.00	7
Los Angeles NDC	7.00	7
Los Angeles P&DC	7.00	7
Moreno Valley P&DC	7.00	7
Pasadena Mail Processing Anx	7.00	7
San Bernardino P&DC	7.00	7
Margaret Sellers P&DC	7.00	7
Santa Ana P&DC	7.00	7
Santa Barbara P&DC	7.00	7
Santa Clarita P&DC	7.00	7
Van Nuys Fss Mail Processing A	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

Opportunity 20

Operational Group	Score	Cell
Milwaukee Mpa	3.00	3
Milwaukee P&DC	3.00	3
Madison P&DC	3.00	3
Green Bay P&DC	3.00	3
Eau Claire P&DF	3.00	3
San Antonio P&DC	3.00	3
Midland P&DC	3.00	3
McAllen P&DC	3.00	3
Lubbock P&DC	3.00	3
North Houston P&DC	3.00	3
Fort Worth P&DC	3.00	3
El Paso P&DC	3.00	3
Dallas P&DC	3.00	3
North Texas P&DC	3.00	3
Dallas NDC	3.00	3
Corpus Christi P&DC	3.00	3
Beaumont P&DF	3.00	3
Austin P&DC	3.00	3
Amarillo P&DC	3.00	3
Abilene P&DF	3.00	3

HQ Functional Group: HQ CPDO
Grievance - Case Pending

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	17.13	3
Eastern Processing	10.16	4
Western Processing	11.18	4
Midwest Processing	-3.03	5
Lakeshores Processing	-2.14	5
Westshores Processing	-1.37	5
Southwest Processing	-0.09	5
South Atlantic Processing	1.85	4
New England Processing	3.19	4
Pacific NW Processing	9.84	4
Chesapeake Processing	13.20	3
Southeast Processing	15.18	3
Gulf Atlantic Processing	16.52	3
New York Metro Processing	20.94	3
Southern Cal Processing	26.99	2
Western Processing	50.82	0

Top 20

Operational Group	Score	Cell
Cedar Rapids P&DC	-3.03	5
Des Moines NDC	-3.03	5
Des Moines P&DC	-3.03	5
Waterloo P&DF	-3.03	5
Kansas City KS NDC	-3.03	5
Wichita P&DC	-3.03	5
Duluth P&DC	-3.03	5
Mankato P&DC	-3.03	5
Minn-Saint Paul Psa	-3.03	5
Minn-Saint Paul NDC	-3.03	5
Minneapolis P&DC	-3.03	5
Saint Cloud P&DC	-3.03	5
Saint Paul P&DC	-3.03	5
Twin Cities L&DC	-3.03	5
Columbia P&DC	-3.03	5
Kansas City MO P&DC	-3.03	5
Saint Louis NDC	-3.03	5
Saint Louis P&DC	-3.03	5
Saint Louis Metro Anx	-3.03	5
Springfield P&DC	-3.03	5

Opportunity 20

Operational Group	Score	Cell
Cheyenne P&DC	50.82	0
Casper Mpf	50.82	0
Salt Lake City Asf	50.82	0
Salt Lake City P&DC	50.82	0
Provo P&DC	50.82	0
Albuquerque Nm P&DC	50.82	0
Reno P&DC	50.82	0
Las Vegas P&DC	50.82	0
Grand Junction Mpf	50.82	0
Denver P&DC	50.82	0
Denver NDC	50.82	0
Colorado Springs P&DC	50.82	0
Tucson P&DC	50.82	0
West Valley P&DC	50.82	0
Phoenix P&DC	50.82	0
Honolulu Hi P&DC	26.99	2
Van Nuys Fss Mail Processing A	26.99	2
Santa Clarita P&DC	26.99	2
Santa Barbara P&DC	26.99	2
Santa Ana P&DC	26.99	2

HQ Functional Group: HQ CPDO
Grievance - Step

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	0.00	10
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	0.15	9
Pacific NW Processing	0.36	8
Gulf Atlantic Processing	0.52	8
Southern Cal Processing	0.59	8
Southeast Processing	1.29	5
Midwest Processing	31.94	1
Southwest Processing	33.28	1
Westshores Processing	36.84	0
Lakeshores Processing	42.51	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	42.51	0
Youngstown P&DF	42.51	0
Toledo P&DC	42.51	0
Dayton P&DC	42.51	0
Columbus P&DC	42.51	0
Cleveland P&DC	42.51	0
Springdale Anx	42.51	0
Cincinnati P&DC	42.51	0
Cincinnati NDC	42.51	0
Akron P&DC	42.51	0
Traverse City P&DC	42.51	0
Michigan Metroplex P&DC	42.51	0
Lansing P&DC	42.51	0
Kingsford Mpf	42.51	0
Grand Rapids P&DC	42.51	0
Grand Rapids P&DF	42.51	0
Detroit P&DC	42.51	0
Detroit NDC	42.51	0
Louisville P&DC	42.51	0
Lexington P&DC	42.51	0

HQ Functional Group: HQ CPDO
Grievance - Cost Reduction

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	-2.78	5
Western Processing	-45.35	9
Eastern Processing	3.55	4
Lakeshores Processing	-80.01	10
Midwest Processing	-63.99	10
Southern Cal Processing	-58.69	10
New England Processing	-36.75	8
Pacific NW Processing	-24.42	7
Chesapeake Processing	-22.65	7
New York Metro Processing	-14.64	6
Westshores Processing	-9.62	5
Western Processing	-4.22	5
Southeast Processing	32.85	2
Southwest Processing	37.97	2
Gulf Atlantic Processing	52.86	1
South Atlantic Processing	137.41	0

Top 20

Operational Group	Score	Cell
Lexington P&DC	-80.01	10
Louisville P&DC	-80.01	10
Detroit NDC	-80.01	10
Detroit P&DC	-80.01	10
Grand Rapids P&DF	-80.01	10
Grand Rapids P&DC	-80.01	10
Kingsford Mpf	-80.01	10
Lansing P&DC	-80.01	10
Michigan Metroplex P&DC	-80.01	10
Traverse City P&DC	-80.01	10
Akron P&DC	-80.01	10
Cincinnati NDC	-80.01	10
Cincinnati P&DC	-80.01	10
Springdale Anx	-80.01	10
Cleveland P&DC	-80.01	10
Columbus P&DC	-80.01	10
Dayton P&DC	-80.01	10
Toledo P&DC	-80.01	10
Youngstown P&DF	-80.01	10
Charleston P&DC	-80.01	10

Opportunity 20

Operational Group	Score	Cell
Roanoke P&DC	137.41	0
Richmond P&DC	137.41	0
Northern VA P&DC	137.41	0
Norfolk P&DC	137.41	0
Dulles P&DC	137.41	0
Rocky Mount P&DF	137.41	0
Raleigh P&DC	137.41	0
Greensboro P&DC	137.41	0
Greensboro NDC	137.41	0
Fayetteville Downing Road Anx	137.41	0
Fayetteville P&DC	137.41	0
Mid Carolina P&DC	137.41	0
Charlotte P&DC	137.41	0
San Juan Pr P&DC	52.86	1
Dmdu Cantano Anx	52.86	1
Jackson P&DC	52.86	1
Gulfport P&DF	52.86	1
West Palm Beach P&DC	52.86	1
Tampa P&DC	52.86	1
Ybor City P&DC	52.86	1

HQ Functional Group: HQ CPDO
 Functional Effectiveness Processing & Maintenance



NPA PERFORMANCE
 FY 2023 - JAN YTD

National

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

Top 20

Operational Group	Score	Cell
San Francisco NDC	8.00	8
Eastern Shore P&DC	8.00	8
Great Falls P&DF	8.00	8
Altoona P&DC	8.00	8
Johnstown P&DC-Inshd	8.00	8
Seattle NDC	8.00	8
Anchorage Ak P&DC	7.00	7
Anchorage AMF	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
Margaret Sellers P&DC	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
Grand Junction Mpf	7.00	7

Opportunity 20

Operational Group	Score	Cell
Pasadena Mail Processing Anx	0.00	0
Memphis NDC	1.00	1
New Jersey NDC	1.00	1
Peachtree P&DC	1.00	1
Atlanta NDC	1.00	1
Jet Cove Anx	2.00	2
Memphis P&DC	2.00	2
Greenville P&DC	2.00	2
Cincinnati NDC	2.00	2
Bismarck P&DF	2.00	2
Greensboro NDC	2.00	2
Nashua P&DC	2.00	2
Macon P&DC	2.00	2
North Metro P&DC	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
Austin P&DC	3.00	3
Nashville P&DC	3.00	3

HQ Functional Group: HQ CPDO
Operating Plan Precision

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	85.07	85
Eastern Processing	82.47	82
Western Processing	82.28	82
Chesapeake Processing	92.34	92
Pacific NW Processing	89.04	89
New England Processing	85.45	85
Southern Cal Processing	83.93	84
New York Metro Processing	83.07	83
Southwest Processing	82.90	83
Westshores Processing	82.58	83
South Atlantic Processing	81.84	82
Midwest Processing	79.65	80
Western Processing	79.06	79
Gulf Atlantic Processing	78.94	79
Lakeshores Processing	77.62	78
Southeast Processing	72.03	72

Top 20

Operational Group	Score	Cell
Peoria P&DC	99.48	10
Pittsburgh NDC	99.20	10
Scranton P&DC	98.87	10
Corpus Christi P&DC	98.85	10
Seattle NDC	98.61	10
Amarillo P&DC	98.54	10
Pennwood Place P&DC	98.44	9
Quad Cities P&DC	98.33	9
Pittsburgh P&DC	98.26	9
San Francisco NDC	98.24	9
Harrisburg P&DC	97.75	9
Great Falls P&DF	97.35	9
Springfield P&DC	97.29	9
Midland P&DC	97.18	9
Fort Wayne P&DC	97.11	9
North Platte Mpf	97.01	9
Johnstown P&DC-Inshd	97.01	9
Washington NDC	96.89	9
Delaware P&DC	96.77	9
McAllen P&DC	96.68	9

Opportunity 20

Operational Group	Score	Cell
Atlanta NDC	34.53	0
Busse P&DC	38.10	0
Kansas City KS NDC	44.17	0
Memphis NDC	44.83	0
New Jersey NDC	52.73	0
Chicago NDC	54.69	0
Peachtree P&DC	54.95	0
Orlando P&DC	58.38	1
Springdale Anx	58.88	1
Cincinnati P&DC	58.88	1
Kansas City MO P&DC	61.13	1
Ybor City P&DC	61.22	1
Phoenix P&DC	62.26	1
Greensboro NDC	62.46	1
Fort Worth P&DC	62.74	1
Jet Cove Anx	62.97	2
Memphis P&DC	62.97	2
Cincinnati NDC	63.19	2
Saint Louis NDC	64.79	2
North Metro P&DC	65.15	2

HQ Functional Group: HQ CPDO
Processing Index

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	4.00	4
Western Processing	5.00	5
Eastern Processing	3.00	3
Southern Cal Processing	9.00	9
Pacific NW Processing	8.00	8
Western Processing	6.00	6
Chesapeake Processing	5.00	5
Midwest Processing	4.00	4
New York Metro Processing	4.00	4
Lakeshores Processing	4.00	4
Gulf Atlantic Processing	3.00	3
New England Processing	3.00	3
Southwest Processing	3.00	3
South Atlantic Processing	3.00	3
Westshores Processing	2.00	2
Southeast Processing	1.00	1

Top 20

Operational Group	Score	Cell
Bakersfield P&DC	10.00	10
Fresno 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
Honolulu Hi P&DC	10.00	10
Anchorage Ak P&DC	9.00	9
Anchorage AMF	9.00	9
Los Angeles NDC	9.00	9
Pasadena Mail Processing Anx	9.00	9
Great Falls P&DF	9.00	9
Medford Or P&DC	9.00	9
Wenatchee Mpf	9.00	9
Industry P&DC	8.00	8
Anaheim P&DC	8.00	8
North Peninsula DDC	8.00	8
Los Angeles P&DC	8.00	8
Moreno Valley P&DC	8.00	8

Opportunity 20

Operational Group	Score	Cell
Jet Cove Anx	0.00	0
Memphis P&DC	0.00	0
North Metro P&DC	0.00	0
Richmond P&DC	1.00	1
Memphis NDC	1.00	1
Chattanooga P&DC	1.00	1
Greenville P&DC	1.00	1
Columbia P&DC	1.00	1
Rocky Mount P&DF	1.00	1
South Suburban P&DC	1.00	1
Chicago NDC	1.00	1
Carol Stream P&DC	1.00	1
Macon P&DC	1.00	1
Peachtree P&DC	1.00	1
Atlanta P&DC	1.00	1
Atlanta NDC	1.00	1
Milwaukee Mpa	2.00	2
Milwaukee P&DC	2.00	2
Green Bay P&DC	2.00	2
Fort Worth P&DC	2.00	2

HQ Functional Group: HQ CPDO
Four Walls Service

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	97.43	3
Western Processing	97.88	4
Eastern Processing	97.07	3
Southern Cal Processing	98.93	8
Pacific NW Processing	98.66	7
New York Metro Processing	97.98	4
Western Processing	97.90	4
Lakeshores Processing	97.75	4
Chesapeake Processing	97.59	4
Southwest Processing	97.30	3
South Atlantic Processing	97.28	3
Westshores Processing	97.11	3
Midwest Processing	96.93	3
New England Processing	96.71	2
Gulf Atlantic Processing	96.63	2
Southeast Processing	96.13	1

Top 20

Operational Group	Score	Cell
Medford Or P&DC	99.65	10
Kingsford Mpf	99.62	10
Grand Forks Mpf	99.53	10
Santa Clarita P&DC	99.46	9
Van Nuys Fss Mail Processing A	99.46	9
Santa Ana P&DC	99.41	9
North Platte Mpf	99.41	9
Wenatchee Mpf	99.41	9
Great Falls P&DF	99.39	9
McAllen P&DC	99.37	9
Midland P&DC	99.33	9
Anchorage Ak P&DC	99.31	9
Anchorage AMF	99.31	9
Honolulu Hi P&DC	99.31	9
Margaret Sellers P&DC	99.28	9
San Bernardino P&DC	99.26	9
Fresno P&DC	99.24	9
Bakersfield P&DC	99.21	9
Lafayette La P&DC	99.21	9
Traverse City P&DC	99.21	9

Opportunity 20

Operational Group	Score	Cell
Gainesville P&DF	83.98	0
Chicago NDC	90.58	0
Middlesex-Essex P&DC	92.67	0
Jacksonville P&DC	92.91	0
Curseen-Morris P&DC	93.15	0
Royal Palm P&DC	93.36	0
South Suburban P&DC	93.51	0
Jet Cove Anx	93.64	0
Memphis P&DC	93.64	0
Duluth P&DC	93.65	0
Nashua P&DC	94.10	0
Jackson P&DC	94.25	0
Huntsville P&DF	94.26	0
Rocky Mount P&DF	94.29	0
North Metro P&DC	94.41	0
Bismarck P&DF	94.49	0
Springdale Anx	94.71	0
Cincinnati P&DC	94.71	0
Richmond P&DC	94.74	0
Southern Me P&DC	95.14	0

HQ Functional Group: HQ CPDO
Division Performance

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	96.31	4
Western Processing	96.68	5
Eastern Processing	95.99	3
Southern Cal Processing	98.32	10
Pacific NW Processing	97.57	8
Western Processing	97.46	7
Chesapeake Processing	96.58	5
Midwest Processing	96.31	4
Gulf Atlantic Processing	96.14	3
Lakeshores Processing	96.01	3
New England Processing	95.97	3
New York Metro Processing	95.97	3
Southwest Processing	95.90	3
South Atlantic Processing	95.78	2
Westshores Processing	95.26	1
Southeast Processing	95.21	0

Top 20

Operational Group	Score	Cell
Industry P&DC	98.32	10
Anaheim P&DC	98.32	10
Bakersfield P&DC	98.32	10
Fresno P&DC	98.32	10
Los Angeles NDC	98.32	10
Los Angeles P&DC	98.32	10
Moreno Valley P&DC	98.32	10
Pasadena Mail Processing Anx	98.32	10
San Bernardino P&DC	98.32	10
Margaret Sellers P&DC	98.32	10
Santa Ana P&DC	98.32	10
Santa Barbara P&DC	98.32	10
Santa Clarita P&DC	98.32	10
Van Nuys Fss Mail Processing A	98.32	10
Honolulu Hi P&DC	98.32	10
Anchorage Ak P&DC	97.57	8
Anchorage AMF	97.57	8
North Peninsula DDC	97.57	8
North Bay P&DC	97.57	8
Oakland P&DC	97.57	8

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	95.21	0
Jet Cove Anx	95.21	0
Memphis P&DC	95.21	0
Memphis NDC	95.21	0
Knoxville P&DC	95.21	0
Johnson City P&DC	95.21	0
Chattanooga P&DC	95.21	0
Greenville P&DC	95.21	0
Columbia P&DC	95.21	0
Charleston P&DC	95.21	0
Macon P&DC	95.21	0
North Metro P&DC	95.21	0
Augusta P&DC	95.21	0
Peachtree P&DC	95.21	0
Atlanta P&DC	95.21	0
Atlanta NDC	95.21	0
Milwaukee Mpa	95.26	1
Milwaukee P&DC	95.26	1
Madison P&DC	95.26	1
Green Bay P&DC	95.26	1

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

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.09	4
Eastern Processing	0.12	5
Western Processing	-0.39	4
Southwest Processing	3.82	7
Lakeshores Processing	3.19	6
Gulf Atlantic Processing	3.17	6
Westshores Processing	1.31	5
South Atlantic Processing	0.30	5
Pacific NW Processing	-0.31	4
Western Processing	-0.68	4
New York Metro Processing	-1.64	4
Southeast Processing	-1.68	4
Midwest Processing	-1.73	4
Chesapeake Processing	-1.94	4
New England Processing	-2.53	4
Southern Cal Processing	-3.99	4

Top 20

Operational Group	Score	Cell
Greater Newark P&DC	75.44	10
Southern Capital Beltway Fac	29.12	10
Augusta P&DC	24.52	10
Beaumont P&DF	22.77	10
Mid-Hudson NY P&DC	22.51	10
Altoona P&DC	19.15	10
Eastern Shore P&DC	17.82	10
Gulfport P&DF	17.47	10
Pensacola P&DC	16.43	10
Missoula Mpf	16.15	10
Akron P&DC	14.74	10
Corpus Christi P&DC	14.55	10
Chicago NDC	14.26	10
Grand Forks Mpf	14.03	10
Northwest Arkansas P&DF	13.90	10
Washington NDC	13.53	10
Traverse City P&DC	13.05	10
Evansville P&DC	12.95	10
Mid Florida P&DC	12.83	10
Tacoma Wa P&DC	12.26	10

Opportunity 20

Operational Group	Score	Cell
Southern CT P&DC	-90.24	0
Greensboro NDC	-36.32	0
Stamford P&DC	-36.09	0
Los Angeles NDC	-32.97	0
Lancaster P&DC	-20.25	0
Pasadena Mail Processing Anx	-17.63	0
Northwest Rochester NY P&DC	-17.19	0
Provo P&DC	-16.64	0
Bismarck P&DF	-16.12	1
New Jersey NDC	-15.42	1
Pocatello Mpf	-15.34	1
Queens NY P&DC	-14.92	1
Pennwood Place P&DC	-12.82	1
Pittsburgh NDC	-12.72	1
Twin Cities L&DC	-11.88	2
Saint Paul P&DC	-11.88	2
Memphis NDC	-11.87	2
Lehigh Valley P&DC	-11.15	2
Mid-Island NY P&DC	-10.72	2
Wenatchee Mpf	-10.34	2

HQ Functional Group: HQ CPDO
NPA Composite Performance Summary

NPA PERFORMANCE
FY 2023 - JAN YTD

National

Operational Group	Score	Cell
HQ CPDO	3.93	4
Western Processing	5.11	5
Eastern Processing	4.29	4
Pacific NW Processing	5.69	6
Southern Cal Processing	5.37	5
New York Metro Processing	5.06	5
Chesapeake Processing	4.95	5
Lakeshores Processing	4.84	5
Western Processing	4.80	5
Westshores Processing	4.43	4
Midwest Processing	4.41	4
New England Processing	4.35	4
South Atlantic Processing	4.01	4
Southwest Processing	4.00	4
Gulf Atlantic Processing	3.85	4
Southeast Processing	3.10	3

Top 20

Operational Group	Score	Cell
Sacramento P&DC	7.03	7
North Peninsula DDC	6.90	7
San Francisco P&DC	6.90	7
Seattle NDC	6.67	7
Altoona P&DC	6.65	7
Santa Ana P&DC	6.51	7
San Jose P&DC	6.50	7
Washington NDC	6.39	6
Margaret Sellers P&DC	6.38	6
Santa Clarita P&DC	6.37	6
Van Nuys Fss Mail Processing A	6.37	6
San Francisco NDC	6.31	6
Seattle Wa P&DC	6.31	6
Seattle Priority Mail Anx	6.31	6
Los Angeles P&DC	6.10	6
Portland Or P&DC	6.10	6
Missoula Mpf	6.08	6
Johnstown P&DC-Inshd	6.05	6
Pittsburgh P&DC	6.03	6
Cleveland P&DC	5.98	6

Opportunity 20

Operational Group	Score	Cell
Peachtree P&DC	2.45	2
Bismarck P&DF	2.50	3
Pasadena Mail Processing Anx	2.64	3
Macon P&DC	2.72	3
Jet Cove Anx	2.89	3
Memphis P&DC	2.89	3
Memphis NDC	2.89	3
Knoxville P&DC	2.92	3
Chattanooga P&DC	2.92	3
Greenville P&DC	2.96	3
Charleston P&DC	3.00	3
Greensboro NDC	3.08	3
Nashua P&DC	3.10	3
Atlanta NDC	3.23	3
South Suburban P&DC	3.29	3
South Bend P&DC	3.34	3
Cincinnati NDC	3.35	3
Gainesville P&DF	3.37	3
North Metro P&DC	3.39	3
Fort Worth P&DC	3.42	3

Any
Questions?

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