



Don Flak
Executive Director
Performance and Field Operations Support

August 9, 2023

CRDO
JUNE YTD



CRDO - Chief Retail & Delivery Officer

NPA Composite Performance Summary

NPA PERFORMANCE
FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	4.24	4
1	Westpac	4.84	5
2	Central	4.33	4
3	Atlantic	4.28	4
4	Southern	3.68	4
1	California 1 District	6.31	6
2	California 6 District	5.33	5
3	Hawaii District	5.31	5
4	California 4 District	5.27	5
5	New York 1 District	5.24	5
6	Virginia District	5.13	5
7	AZ-NM District	5.09	5
8	California 2 District	5.03	5
9	California 3 District	4.97	5
10	North Carolina District	4.95	5
11	NV-UT District	4.93	5
12	Florida 2 District	4.83	5

Rank	Operational Group	Score	Cell
13	Alaska District	4.78	5
14	New Jersey District	4.74	5
15	Indiana District	4.73	5
16	Michigan 2 District	4.72	5
17	New York 3 District	4.71	5
18	Wisconsin District	4.70	5
19	IA-NE-SD District	4.59	5
20	KY-WV District	4.53	5
21	Ohio 1 District	4.47	4
22	MA-RI District	4.46	4
23	Texas 3 District	4.43	4
24	Florida 3 District	4.40	4
25	Pennsylvania 1 District	4.40	4
26	Louisiana District	4.28	4
27	Connecticut District	4.19	4
28	Washington District	4.19	4
29	Ohio 2 District	4.18	4
30	Puerto Rico District	4.18	4
31	Michigan 1 District	4.14	4

Rank	Operational Group	Score	Cell
32	ME-NH-VT District	4.13	4
33	Texas 2 District	4.13	4
34	Florida 1 District	4.10	4
35	AR-OK District	4.04	4
36	KS-MO District	4.01	4
37	New York 2 District	3.99	4
38	CO-WY District	3.97	4
39	Maryland District	3.95	4
40	MN-ND District	3.94	4
41	South Carolina District	3.83	4
42	AL-MS District	3.82	4
43	Illinois 2 District	3.82	4
44	ID-MT-OR District	3.75	4
45	California 5 District	3.68	4
46	DE-PA 2 District	3.65	4
47	Tennessee District	3.60	4
48	Illinois 1 District	3.51	4
49	Texas 1 District	3.49	3
50	Georgia District	3.36	3

CRDO - Chief Retail & Delivery Officer Controllable Income

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	-1.56	2
1	Atlantic	-1.56	2
2	Central	-1.56	2
3	Southern	-1.56	2
4	Westpac	-1.56	2
1	Alaska District	-1.56	2
2	AL-MS District	-1.56	2
3	AR-OK District	-1.56	2
4	AZ-NM District	-1.56	2
5	California 1 District	-1.56	2
6	California 2 District	-1.56	2
7	California 3 District	-1.56	2
8	California 4 District	-1.56	2
9	California 5 District	-1.56	2
10	California 6 District	-1.56	2
11	Connecticut District	-1.56	2
12	CO-WY District	-1.56	2

Rank	Operational Group	Score	Cell
13	DE-PA 2 District	-1.56	2
14	Florida 1 District	-1.56	2
15	Florida 2 District	-1.56	2
16	Florida 3 District	-1.56	2
17	Georgia District	-1.56	2
18	Hawaii District	-1.56	2
19	IA-NE-SD District	-1.56	2
20	ID-MT-OR District	-1.56	2
21	Illinois 1 District	-1.56	2
22	Illinois 2 District	-1.56	2
23	Indiana District	-1.56	2
24	KS-MO District	-1.56	2
25	KY-WV District	-1.56	2
26	Louisiana District	-1.56	2
27	MA-RI District	-1.56	2
28	Maryland District	-1.56	2
29	ME-NH-VT District	-1.56	2
30	Michigan 1 District	-1.56	2
31	Michigan 2 District	-1.56	2

Rank	Operational Group	Score	Cell
32	MN-ND District	-1.56	2
33	New Jersey District	-1.56	2
34	New York 1 District	-1.56	2
35	New York 2 District	-1.56	2
36	New York 3 District	-1.56	2
37	North Carolina District	-1.56	2
38	NV-UT District	-1.56	2
39	Ohio 1 District	-1.56	2
40	Ohio 2 District	-1.56	2
41	Pennsylvania 1 District	-1.56	2
42	Puerto Rico District	-1.56	2
43	South Carolina District	-1.56	2
44	Tennessee District	-1.56	2
45	Texas 1 District	-1.56	2
46	Texas 2 District	-1.56	2
47	Texas 3 District	-1.56	2
48	Virginia District	-1.56	2
49	Washington District	-1.56	2
50	Wisconsin District	-1.56	2

CRDO - Chief Retail & Delivery Officer

Total Revenue % to Plan

NPA PERFORMANCE

FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	-1.45	3
1	Atlantic	-1.45	3
2	Central	-1.45	3
3	Southern	-1.45	3
4	Westpac	-1.45	3
1	Alaska District	-1.45	3
2	AL-MS District	-1.45	3
3	AR-OK District	-1.45	3
4	AZ-NM District	-1.45	3
5	California 1 District	-1.45	3
6	California 2 District	-1.45	3
7	California 3 District	-1.45	3
8	California 4 District	-1.45	3
9	California 5 District	-1.45	3
10	California 6 District	-1.45	3
11	Connecticut District	-1.45	3
12	CO-WY District	-1.45	3

Rank	Operational Group	Score	Cell
13	DE-PA 2 District	-1.45	3
14	Florida 1 District	-1.45	3
15	Florida 2 District	-1.45	3
16	Florida 3 District	-1.45	3
17	Georgia District	-1.45	3
18	Hawaii District	-1.45	3
19	IA-NE-SD District	-1.45	3
20	ID-MT-OR District	-1.45	3
21	Illinois 1 District	-1.45	3
22	Illinois 2 District	-1.45	3
23	Indiana District	-1.45	3
24	KS-MO District	-1.45	3
25	KY-WV District	-1.45	3
26	Louisiana District	-1.45	3
27	MA-RI District	-1.45	3
28	Maryland District	-1.45	3
29	ME-NH-VT District	-1.45	3
30	Michigan 1 District	-1.45	3
31	Michigan 2 District	-1.45	3

Rank	Operational Group	Score	Cell
32	MN-ND District	-1.45	3
33	New Jersey District	-1.45	3
34	New York 1 District	-1.45	3
35	New York 2 District	-1.45	3
36	New York 3 District	-1.45	3
37	North Carolina District	-1.45	3
38	NV-UT District	-1.45	3
39	Ohio 1 District	-1.45	3
40	Ohio 2 District	-1.45	3
41	Pennsylvania 1 District	-1.45	3
42	Puerto Rico District	-1.45	3
43	South Carolina District	-1.45	3
44	Tennessee District	-1.45	3
45	Texas 1 District	-1.45	3
46	Texas 2 District	-1.45	3
47	Texas 3 District	-1.45	3
48	Virginia District	-1.45	3
49	Washington District	-1.45	3
50	Wisconsin District	-1.45	3

CRDO - Chief Retail & Delivery Officer

Total Operating Expense (TOE)

NPA PERFORMANCE

FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	1.38	3
1	Central	2.24	2
2	Southern	2.25	2
3	Atlantic	3.19	1
4	Westpac	3.80	1
1	California 4 District	0.08	4
2	Texas 2 District	0.11	4
3	California 1 District	0.19	4
4	AR-OK District	0.22	4
5	Florida 2 District	0.24	4
6	Virginia District	0.45	4
7	California 6 District	0.82	4
8	Louisiana District	0.87	4
9	Michigan 1 District	0.88	4
10	AL-MS District	1.00	4
11	Michigan 2 District	1.26	3
12	Texas 3 District	1.26	3

Rank	Operational Group	Score	Cell
13	North Carolina District	1.34	3
14	Pennsylvania 1 District	1.40	3
15	Maryland District	1.50	3
16	Illinois 2 District	1.57	3
17	New Jersey District	1.58	3
18	Ohio 1 District	1.62	3
19	Indiana District	1.65	3
20	Wisconsin District	1.66	3
21	Florida 3 District	1.71	3
22	New York 3 District	1.80	3
23	New York 1 District	1.92	3
24	KS-MO District	2.01	3
25	IA-NE-SD District	2.07	3
26	Alaska District	2.09	2
27	Florida 1 District	2.11	2
28	New York 2 District	2.13	2
29	Tennessee District	2.14	2
30	KY-WV District	2.17	2
31	Ohio 2 District	2.25	2

Rank	Operational Group	Score	Cell
32	California 3 District	2.26	2
33	California 2 District	2.34	2
34	AZ-NM District	2.38	2
35	Georgia District	2.48	2
36	Texas 1 District	2.63	2
37	Hawaii District	2.81	2
38	California 5 District	2.82	2
39	ME-NH-VT District	2.92	2
40	Connecticut District	2.96	2
41	DE-PA 2 District	3.13	1
42	MN-ND District	3.29	1
43	South Carolina District	3.47	1
44	MA-RI District	3.58	1
45	Illinois 1 District	3.67	1
46	NV-UT District	4.26	0
47	Washington District	4.49	0
48	ID-MT-OR District	5.62	0
49	CO-WY District	5.79	0
50	Puerto Rico District	8.02	0

CRDO - Chief Retail & Delivery Officer

Functional Effectiveness Retail and Delivery

NPA PERFORMANCE
FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	5.00	5
1	Westpac	6.00	6
2	Atlantic	5.00	5
3	Central	5.00	5
4	Southern	4.00	4
1	California 1 District	7.00	7
2	NV-UT District	7.00	7
3	Alaska District	6.00	6
4	AZ-NM District	6.00	6
5	California 2 District	6.00	6
6	Hawaii District	6.00	6
7	North Carolina District	6.00	6
8	Virginia District	6.00	6
9	California 3 District	5.00	5
10	California 4 District	5.00	5
11	California 6 District	5.00	5
12	CO-WY District	5.00	5

Rank	Operational Group	Score	Cell
13	Florida 2 District	5.00	5
14	Florida 3 District	5.00	5
15	IA-NE-SD District	5.00	5
16	Illinois 1 District	5.00	5
17	Indiana District	5.00	5
18	KS-MO District	5.00	5
19	KY-WV District	5.00	5
20	Louisiana District	5.00	5
21	MA-RI District	5.00	5
22	ME-NH-VT District	5.00	5
23	Michigan 2 District	5.00	5
24	MN-ND District	5.00	5
25	New Jersey District	5.00	5
26	New York 1 District	5.00	5
27	New York 3 District	5.00	5
28	Ohio 2 District	5.00	5
29	Puerto Rico District	5.00	5
30	Texas 2 District	5.00	5
31	Texas 3 District	5.00	5

Rank	Operational Group	Score	Cell
32	Washington District	5.00	5
33	Wisconsin District	5.00	5
34	AL-MS District	4.00	4
35	AR-OK District	4.00	4
36	California 5 District	4.00	4
37	Connecticut District	4.00	4
38	DE-PA 2 District	4.00	4
39	Florida 1 District	4.00	4
40	Georgia District	4.00	4
41	ID-MT-OR District	4.00	4
42	Illinois 2 District	4.00	4
43	Maryland District	4.00	4
44	Michigan 1 District	4.00	4
45	New York 2 District	4.00	4
46	Ohio 1 District	4.00	4
47	Pennsylvania 1 District	4.00	4
48	South Carolina District	4.00	4
49	Tennessee District	4.00	4
50	Texas 1 District	4.00	4

CRDO - Chief Retail & Delivery Officer F2DPH % SPLY

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	1.74	5
1	Southern	2.56	5
2	Atlantic	1.71	5
3	Central	1.31	5
4	Westpac	1.17	5
1	Hawaii District	5.08	6
2	New York 1 District	5.03	6
3	Alaska District	4.17	6
4	Florida 2 District	3.57	6
5	South Carolina District	3.38	6
6	Florida 3 District	3.32	6
7	Texas 3 District	3.29	6
8	Maryland District	3.16	5
9	Texas 2 District	3.13	5
10	North Carolina District	2.86	5
11	Virginia District	2.86	5
12	KS-MO District	2.46	5

Rank	Operational Group	Score	Cell
13	Florida 1 District	2.29	5
14	AL-MS District	2.28	5
15	AR-OK District	2.22	5
16	Louisiana District	2.14	5
17	IA-NE-SD District	2.13	5
18	California 6 District	2.08	5
19	NV-UT District	1.99	5
20	California 4 District	1.97	5
21	California 1 District	1.95	5
22	Georgia District	1.95	5
23	Tennessee District	1.86	5
24	Illinois 1 District	1.85	5
25	Texas 1 District	1.70	5
26	Puerto Rico District	1.66	5
27	KY-WV District	1.45	5
28	New York 3 District	1.44	5
29	ID-MT-OR District	1.31	5
30	Connecticut District	1.25	5
31	New Jersey District	1.25	5

Rank	Operational Group	Score	Cell
32	Michigan 2 District	1.23	5
33	Michigan 1 District	1.18	5
34	California 3 District	1.16	5
35	Indiana District	1.10	5
36	MA-RI District	1.01	5
37	Ohio 1 District	0.98	5
38	AZ-NM District	0.95	5
39	Wisconsin District	0.92	5
40	California 2 District	0.83	5
41	MN-ND District	0.82	5
42	Illinois 2 District	0.56	5
43	Washington District	0.49	5
44	New York 2 District	0.48	5
45	Ohio 2 District	0.37	5
46	ME-NH-VT District	0.33	5
47	Pennsylvania 1 District	0.14	4
48	California 5 District	0.03	4
49	DE-PA 2 District	-0.16	4
50	CO-WY District	-0.67	4

CRDO - Chief Retail & Delivery Officer CSV/SOV Variance

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	95.17	5
1	Westpac	97.16	5
2	Southern	96.02	5
3	Central	95.06	5
4	Atlantic	93.03	4
1	Alaska District	101.80	5
2	AZ-NM District	101.33	5
3	Hawaii District	100.64	5
4	NV-UT District	100.24	5
5	Virginia District	99.71	5
6	California 6 District	99.31	5
7	California 1 District	99.26	5
8	Texas 3 District	98.97	5
9	Louisiana District	98.86	5
10	Texas 2 District	98.32	5
11	North Carolina District	98.03	5
12	California 2 District	97.67	5

Rank	Operational Group	Score	Cell
13	California 4 District	97.64	5
14	Florida 2 District	97.35	5
15	California 3 District	97.24	5
16	Texas 1 District	96.71	5
17	AR-OK District	96.60	5
18	Ohio 2 District	96.54	5
19	Illinois 1 District	96.12	5
20	KY-WV District	96.06	5
21	Florida 1 District	96.03	5
22	Pennsylvania 1 District	95.76	5
23	Michigan 1 District	95.61	5
24	KS-MO District	95.56	5
25	Puerto Rico District	95.52	5
26	Wisconsin District	95.43	5
27	Tennessee District	94.99	4
28	Illinois 2 District	94.90	4
29	Michigan 2 District	94.89	4
30	DE-PA 2 District	94.87	4
31	Georgia District	94.72	4

Rank	Operational Group	Score	Cell
32	IA-NE-SD District	94.64	4
33	New Jersey District	94.54	4
34	South Carolina District	94.39	4
35	Indiana District	94.34	4
36	ID-MT-OR District	94.22	4
37	CO-WY District	94.21	4
38	California 5 District	93.76	4
39	Ohio 1 District	93.50	4
40	MN-ND District	93.35	4
41	Florida 3 District	93.30	4
42	AL-MS District	93.10	4
43	New York 3 District	92.74	4
44	ME-NH-VT District	92.40	4
45	Washington District	91.22	4
46	New York 2 District	90.21	3
47	Maryland District	89.90	3
48	MA-RI District	89.75	3
49	Connecticut District	89.14	3
50	New York 1 District	84.53	2

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

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	46.18	6
1	Westpac	70.09	8
2	Atlantic	44.80	6
3	Southern	33.78	5
4	Central	30.85	5
1	Alaska District	99.99	10
2	AZ-NM District	99.99	10
3	Hawaii District	99.99	10
4	NV-UT District	99.99	10
5	Virginia District	95.75	9
6	California 1 District	92.91	9
7	California 6 District	92.42	9
8	Texas 3 District	83.23	8
9	Louisiana District	82.48	8
10	California 4 District	78.08	8
11	North Carolina District	72.17	8
12	Illinois 1 District	71.13	8

Rank	Operational Group	Score	Cell
13	Texas 2 District	69.55	8
14	California 3 District	68.53	8
15	California 2 District	67.63	7
16	Puerto Rico District	61.41	7
17	California 5 District	58.56	7
18	DE-PA 2 District	58.09	7
19	CO-WY District	55.47	7
20	Ohio 2 District	52.71	7
21	Pennsylvania 1 District	48.63	6
22	ME-NH-VT District	44.00	6
23	New Jersey District	43.00	6
24	ID-MT-OR District	42.42	6
25	New York 2 District	41.89	6
26	KS-MO District	39.33	6
27	Maryland District	39.04	6
28	MA-RI District	38.83	6
29	New York 3 District	37.33	6
30	Connecticut District	35.49	5
31	KY-WV District	35.09	5

Rank	Operational Group	Score	Cell
32	Georgia District	29.68	5
33	Wisconsin District	29.18	5
34	New York 1 District	27.33	5
35	Illinois 2 District	25.48	5
36	Florida 3 District	25.41	5
37	Michigan 1 District	22.85	5
38	AR-OK District	22.12	5
39	Texas 1 District	21.94	5
40	IA-NE-SD District	20.28	5
41	Ohio 1 District	19.01	4
42	South Carolina District	17.62	4
43	Washington District	17.51	4
44	MN-ND District	15.46	4
45	Florida 1 District	10.85	4
46	Tennessee District	7.45	4
47	Michigan 2 District	2.93	4
48	AL-MS District	1.97	4
49	Florida 2 District	-0.11	4
50	Indiana District	-13.43	3

CRDO - Chief Retail & Delivery Officer CSV/SOV

NPA PERFORMANCE FY 2023 - JUN 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	NV-UT District	10.00	10
5	California 1 District	9.00	9
6	California 6 District	9.00	9
7	Virginia District	9.00	9
8	California 3 District	8.00	8
9	California 4 District	8.00	8
10	Illinois 1 District	8.00	8
11	Louisiana District	8.00	8
12	North Carolina District	8.00	8

Rank	Operational Group	Score	Cell
13	Texas 2 District	8.00	8
14	Texas 3 District	8.00	8
15	California 2 District	7.00	7
16	California 5 District	7.00	7
17	CO-WY District	7.00	7
18	DE-PA 2 District	7.00	7
19	Ohio 2 District	7.00	7
20	Puerto Rico 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	New York 2 District	6.00	6
28	New York 3 District	6.00	6
29	Pennsylvania 1 District	6.00	6
30	AR-OK District	5.00	5
31	Connecticut District	5.00	5

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

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	12.39	2
1	Central	5.00	3
2	Westpac	6.32	3
3	Atlantic	15.54	1
4	Southern	29.40	0
1	California 1 District	-42.83	9
2	Indiana District	-17.29	6
3	Wisconsin District	-15.60	6
4	MN-ND District	-14.10	5
5	California 2 District	-13.18	5
6	Washington District	-12.82	5
7	IA-NE-SD District	-10.31	5
8	NV-UT District	-9.89	5
9	CO-WY District	-4.75	4
10	New York 3 District	-2.48	4
11	Michigan 2 District	-0.04	4
12	KY-WV District	2.50	3

Rank	Operational Group	Score	Cell
13	New Jersey District	3.97	3
14	ME-NH-VT District	4.48	3
15	Ohio 1 District	6.33	3
16	Virginia District	6.43	3
17	North Carolina District	7.27	3
18	KS-MO District	9.53	2
19	Pennsylvania 1 District	9.98	2
20	Alaska District	10.99	2
21	AR-OK District	12.03	2
22	Georgia District	12.30	2
23	MA-RI District	16.54	1
24	California 3 District	19.18	1
25	South Carolina District	19.19	1
26	DE-PA 2 District	23.02	0
27	AZ-NM District	24.63	0
28	Illinois 2 District	25.70	0
29	Texas 2 District	27.38	0
30	ID-MT-OR District	30.21	0
31	Florida 2 District	30.52	0

Rank	Operational Group	Score	Cell
32	Ohio 2 District	30.76	0
33	Louisiana District	30.93	0
34	AL-MS District	31.67	0
35	Hawaii District	31.75	0
36	Tennessee District	32.03	0
37	Florida 1 District	32.25	0
38	Illinois 1 District	32.78	0
39	California 6 District	34.36	0
40	Maryland District	34.61	0
41	Texas 1 District	39.53	0
42	Texas 3 District	42.30	0
43	New York 2 District	53.21	0
44	Connecticut District	53.90	0
45	New York 1 District	55.47	0
46	California 4 District	57.22	0
47	California 5 District	59.24	0
48	Michigan 1 District	69.11	0
49	Florida 3 District	72.38	0
50	Puerto Rico District	108.89	0

CRDO - Chief Retail & Delivery Officer Market Dominant Composite

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	93.18	5
1	Westpac	94.17	7
2	Atlantic	93.45	6
3	Central	92.85	4
4	Southern	92.59	4
1	California 4 District	96.30	10
2	California 3 District	96.02	10
3	California 6 District	95.61	10
4	California 1 District	95.51	10
5	Michigan 2 District	94.92	9
6	Pennsylvania 1 District	94.86	9
7	Florida 2 District	94.67	9
8	New Jersey District	94.33	8
9	AZ-NM District	94.19	7
10	New York 3 District	94.13	7
11	Michigan 1 District	94.08	7
12	North Carolina District	94.05	7

Rank	Operational Group	Score	Cell
13	IA-NE-SD District	94.01	7
14	Alaska District	93.74	6
15	Ohio 1 District	93.74	6
16	California 5 District	93.66	6
17	KY-WV District	93.59	6
18	New York 2 District	93.57	6
19	NV-UT District	93.56	6
20	DE-PA 2 District	93.53	6
21	Louisiana District	93.51	6
22	California 2 District	93.49	6
23	Hawaii District	93.48	6
24	Texas 3 District	93.45	6
25	Washington District	93.44	6
26	Indiana District	93.40	6
27	Connecticut District	93.37	5
28	ID-MT-OR District	93.31	5
29	Puerto Rico District	93.19	5
30	Wisconsin District	92.90	4
31	New York 1 District	92.78	4

Rank	Operational Group	Score	Cell
32	Texas 1 District	92.70	4
33	Florida 1 District	92.69	4
34	Texas 2 District	92.61	4
35	AR-OK District	92.54	4
36	ME-NH-VT District	92.42	4
37	MA-RI District	92.38	4
38	Illinois 1 District	92.29	4
39	AL-MS District	92.26	4
40	Virginia District	92.14	4
41	Ohio 2 District	92.11	4
42	South Carolina District	92.11	4
43	Florida 3 District	91.93	3
44	Maryland District	91.72	3
45	CO-WY District	91.59	3
46	Illinois 2 District	91.48	3
47	Tennessee District	91.29	3
48	KS-MO District	91.13	3
49	Georgia District	90.98	2
50	MN-ND District	90.88	2

CRDO - Chief Retail & Delivery Officer Competitive Composite

NPA PERFORMANCE
FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	95.83	5
1	Westpac	96.30	7
2	Atlantic	96.18	6
3	Southern	95.61	4
4	Central	95.18	4
1	Hawaii District	98.10	10
2	California 3 District	97.68	10
3	California 1 District	97.50	10
4	Pennsylvania 1 District	97.38	10
5	California 6 District	97.36	10
6	AZ-NM District	96.87	9
7	California 4 District	96.82	9
8	California 2 District	96.81	9
9	Maryland District	96.76	9
10	New York 1 District	96.62	8
11	Virginia District	96.60	8
12	Washington District	96.51	8

Rank	Operational Group	Score	Cell
13	Ohio 1 District	96.46	7
14	South Carolina District	96.42	7
15	AL-MS District	96.41	7
16	Louisiana District	96.34	7
17	New Jersey District	96.26	7
18	KY-WV District	96.25	7
19	Wisconsin District	96.24	6
20	Tennessee District	96.23	6
21	DE-PA 2 District	96.16	6
22	New York 3 District	96.09	6
23	New York 2 District	96.07	6
24	Florida 1 District	96.01	6
25	Connecticut District	95.91	5
26	Texas 1 District	95.87	5
27	North Carolina District	95.86	5
28	Texas 3 District	95.86	5
29	Florida 2 District	95.79	5
30	Alaska District	95.75	5
31	ID-MT-OR District	95.70	4

Rank	Operational Group	Score	Cell
32	MA-RI District	95.62	4
33	Ohio 2 District	95.59	4
34	Indiana District	95.48	4
35	Florida 3 District	95.44	4
36	California 5 District	95.40	4
37	Georgia District	95.37	4
38	Illinois 2 District	95.34	4
39	NV-UT District	95.13	4
40	Michigan 1 District	95.06	4
41	Michigan 2 District	94.92	3
42	AR-OK District	94.38	3
43	IA-NE-SD District	94.35	2
44	KS-MO District	94.29	2
45	MN-ND District	94.29	2
46	ME-NH-VT District	94.25	2
47	Illinois 1 District	94.20	2
48	Texas 2 District	93.81	2
49	CO-WY District	92.63	0
50	Puerto Rico District	91.56	0

CRDO - Chief Retail & Delivery Officer Scanning Visibility

NPA PERFORMANCE
FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	99.14	3
1	Central	99.24	4
2	Westpac	99.21	4
3	Atlantic	99.09	3
4	Southern	99.07	3
1	Michigan 2 District	99.50	6
2	Hawaii District	99.45	6
3	California 6 District	99.44	6
4	IA-NE-SD District	99.44	6
5	MA-RI District	99.41	6
6	Wisconsin District	99.41	6
7	AZ-NM District	99.39	5
8	Illinois 2 District	99.39	5
9	California 1 District	99.34	5
10	Indiana District	99.34	5
11	Florida 1 District	99.33	5
12	Pennsylvania 1 District	99.33	5

Rank	Operational Group	Score	Cell
13	AR-OK District	99.32	5
14	Ohio 1 District	99.32	5
15	California 3 District	99.31	5
16	North Carolina District	99.30	5
17	KS-MO District	99.29	4
18	KY-WV District	99.28	4
19	Michigan 1 District	99.28	4
20	ID-MT-OR District	99.26	4
21	MN-ND District	99.26	4
22	ME-NH-VT District	99.22	4
23	NV-UT District	99.22	4
24	California 4 District	99.19	4
25	Florida 2 District	99.18	4
26	New York 3 District	99.18	4
27	New York 2 District	99.17	3
28	Texas 1 District	99.17	3
29	Washington District	99.17	3
30	California 2 District	99.14	3
31	South Carolina District	99.13	3

Rank	Operational Group	Score	Cell
32	Tennessee District	99.11	3
33	Texas 3 District	99.10	3
34	Virginia District	99.10	3
35	Connecticut District	99.08	3
36	Texas 2 District	99.08	3
37	CO-WY District	99.06	3
38	Puerto Rico District	99.06	3
39	Louisiana District	99.05	3
40	Ohio 2 District	99.02	2
41	AL-MS District	98.99	2
42	Georgia District	98.91	1
43	Alaska District	98.89	1
44	Maryland District	98.88	1
45	New Jersey District	98.87	1
46	DE-PA 2 District	98.73	0
47	New York 1 District	98.57	0
48	California 5 District	98.52	0
49	Florida 3 District	98.50	0
50	Illinois 1 District	98.28	0

CRDO - Chief Retail & Delivery Officer Customer Experience Index

NPA PERFORMANCE
FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	6.20	6
1	Westpac	6.30	6
2	Atlantic	6.10	6
3	Central	5.80	6
4	Southern	5.80	6
1	Michigan 2 District	8.40	8
2	Puerto Rico District	7.60	8
3	California 4 District	7.30	7
4	California 3 District	7.10	7
5	California 6 District	7.10	7
6	AR-OK District	6.80	7
7	Michigan 1 District	6.80	7
8	Hawaii District	6.70	7
9	KY-WV District	6.60	7
10	Louisiana District	6.60	7
11	California 1 District	6.50	7
12	Connecticut District	6.50	7

Rank	Operational Group	Score	Cell
13	MA-RI District	6.50	7
14	New Jersey District	6.50	7
15	New York 3 District	6.50	7
16	North Carolina District	6.50	7
17	Indiana District	6.40	6
18	Ohio 1 District	6.40	6
19	Texas 3 District	6.40	6
20	Maryland District	6.30	6
21	ME-NH-VT District	6.30	6
22	Pennsylvania 1 District	6.30	6
23	Florida 2 District	6.20	6
24	IA-NE-SD District	6.20	6
25	Ohio 2 District	6.20	6
26	Wisconsin District	6.20	6
27	AZ-NM District	6.10	6
28	DE-PA 2 District	6.10	6
29	ID-MT-OR District	6.10	6
30	Illinois 2 District	6.00	6
31	South Carolina District	6.00	6

Rank	Operational Group	Score	Cell
32	Tennessee District	6.00	6
33	Texas 1 District	6.00	6
34	California 2 District	5.90	6
35	Washington District	5.90	6
36	Florida 1 District	5.80	6
37	Alaska District	5.70	6
38	California 5 District	5.70	6
39	New York 2 District	5.70	6
40	NV-UT District	5.70	6
41	AL-MS District	5.60	6
42	CO-WY District	5.50	6
43	Virginia District	5.50	6
44	New York 1 District	5.30	5
45	Georgia District	5.20	5
46	KS-MO District	5.20	5
47	MN-ND District	5.20	5
48	Texas 2 District	5.20	5
49	Florida 3 District	5.00	5
50	Illinois 1 District	4.20	4

CRDO - Chief Retail & Delivery Officer Total Accidents Rate

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	14.58	4
1	Southern	14.32	4
2	Atlantic	14.40	4
3	Westpac	14.48	4
4	Central	15.15	4
1	Puerto Rico District	9.53	7
2	California 1 District	10.42	6
3	New York 1 District	11.06	6
4	California 3 District	12.51	5
5	Alaska District	12.55	5
6	MA-RI District	12.56	5
7	Hawaii District	12.69	5
8	AR-OK District	12.91	5
9	Virginia District	12.95	5
10	AL-MS District	13.07	5
11	California 6 District	13.12	5
12	California 4 District	13.16	5

Rank	Operational Group	Score	Cell
13	Florida 1 District	13.19	5
14	AZ-NM District	13.32	5
15	Florida 2 District	13.42	5
16	Texas 2 District	13.65	5
17	Texas 3 District	13.65	5
18	Indiana District	13.75	5
19	New Jersey District	13.76	5
20	Ohio 2 District	13.83	5
21	Florida 3 District	13.95	5
22	ID-MT-OR District	14.20	5
23	New York 3 District	14.22	5
24	CO-WY District	14.25	5
25	Michigan 1 District	14.35	4
26	Ohio 1 District	14.47	4
27	North Carolina District	14.56	4
28	New York 2 District	14.63	4
29	Wisconsin District	14.72	4
30	IA-NE-SD District	14.78	4
31	Michigan 2 District	14.82	4

Rank	Operational Group	Score	Cell
32	Connecticut District	15.14	4
33	Georgia District	15.16	4
34	KY-WV District	15.26	3
35	ME-NH-VT District	15.42	3
36	KS-MO District	15.56	3
37	MN-ND District	15.76	3
38	Louisiana District	15.77	3
39	Maryland District	15.89	3
40	NV-UT District	16.01	3
41	South Carolina District	16.09	3
42	Illinois 2 District	16.17	3
43	Tennessee District	16.30	2
44	Texas 1 District	16.31	2
45	DE-PA 2 District	16.47	2
46	California 2 District	16.96	2
47	Pennsylvania 1 District	17.18	2
48	Washington District	17.60	1
49	Illinois 1 District	17.73	1
50	California 5 District	18.73	0

CRDO - Chief Retail & Delivery Officer

Total Accidents Imp

NPA PERFORMANCE

FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	2.10	0
1	Central	-3.87	2
2	Southern	1.20	0
3	Atlantic	5.81	0
4	Westpac	6.66	0
1	Michigan 1 District	-15.14	6
2	Ohio 1 District	-14.80	6
3	California 1 District	-13.39	5
4	Puerto Rico District	-11.63	5
5	Indiana District	-11.41	5
6	Virginia District	-8.80	4
7	Texas 2 District	-7.97	4
8	California 4 District	-7.69	4
9	Michigan 2 District	-7.10	3
10	Illinois 2 District	-6.53	3
11	Alaska District	-6.48	3
12	Illinois 1 District	-5.70	3

Rank	Operational Group	Score	Cell
13	Hawaii District	-4.98	2
14	Florida 3 District	-4.86	2
15	Florida 2 District	-3.86	2
16	MA-RI District	-3.79	2
17	Florida 1 District	-3.66	2
18	North Carolina District	-3.28	2
19	ME-NH-VT District	-3.14	2
20	KS-MO District	-3.13	2
21	Ohio 2 District	-2.36	1
22	KY-WV District	-1.69	1
23	Georgia District	-1.65	1
24	AR-OK District	-1.36	1
25	Texas 3 District	-0.53	1
26	New Jersey District	-0.45	1
27	Louisiana District	0.15	0
28	New York 2 District	0.64	0
29	CO-WY District	0.84	0
30	Pennsylvania 1 District	2.91	0
31	Texas 1 District	3.88	0

Rank	Operational Group	Score	Cell
32	Wisconsin District	4.75	0
33	California 2 District	5.80	0
34	Washington District	7.66	0
35	MN-ND District	8.64	0
36	California 5 District	8.71	0
37	Connecticut District	8.97	0
38	AZ-NM District	9.35	0
39	New York 3 District	10.95	0
40	IA-NE-SD District	11.10	0
41	Tennessee District	12.04	0
42	AL-MS District	12.70	0
43	California 6 District	14.53	0
44	DE-PA 2 District	15.58	0
45	New York 1 District	16.19	0
46	NV-UT District	16.87	0
47	ID-MT-OR District	16.93	0
48	California 3 District	17.76	0
49	South Carolina District	18.44	0
50	Maryland District	60.73	0

CRDO - Chief Retail & Delivery Officer

Total Accidents Avg

NPA PERFORMANCE

FY 2023 - JUN YTD

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

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

Rank	Operational Group	Score	Cell
32	North Carolina District	4.00	4
33	Wisconsin District	4.00	4
34	Illinois 2 District	3.00	3
35	KS-MO District	3.00	3
36	KY-WV District	3.00	3
37	Louisiana District	3.00	3
38	Maryland District	3.00	3
39	ME-NH-VT District	3.00	3
40	MN-ND District	3.00	3
41	NV-UT District	3.00	3
42	South Carolina District	3.00	3
43	California 2 District	2.00	2
44	DE-PA 2 District	2.00	2
45	Illinois 1 District	2.00	2
46	Pennsylvania 1 District	2.00	2
47	Tennessee District	2.00	2
48	Texas 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 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	90.96	3
1	Westpac	93.09	5
2	Central	92.73	5
3	Atlantic	92.40	4
4	Southern	91.49	3
1	Hawaii District	94.36	7
2	IA-NE-SD District	94.15	7
3	Wisconsin District	94.05	7
4	Pennsylvania 1 District	94.04	7
5	California 6 District	93.80	6
6	AZ-NM District	93.46	6
7	California 1 District	93.43	6
8	KY-WV District	93.43	6
9	CO-WY District	93.41	6
10	California 3 District	93.39	6
11	ID-MT-OR District	93.39	6
12	Ohio 1 District	93.33	6

Rank	Operational Group	Score	Cell
13	MA-RI District	93.32	6
14	MN-ND District	93.29	6
15	Michigan 2 District	93.21	5
16	New York 3 District	93.21	5
17	New Jersey District	93.20	5
18	Florida 1 District	93.17	5
19	ME-NH-VT District	93.17	5
20	NV-UT District	93.16	5
21	KS-MO District	93.13	5
22	Indiana District	93.12	5
23	California 4 District	93.11	5
24	AR-OK District	93.08	5
25	Ohio 2 District	92.92	5
26	Connecticut District	92.87	5
27	Alaska District	92.83	5
28	North Carolina District	92.82	5
29	Virginia District	92.74	5
30	Illinois 2 District	92.71	5
31	Washington District	92.70	5

Rank	Operational Group	Score	Cell
32	Texas 3 District	92.63	5
33	Florida 2 District	92.55	5
34	New York 2 District	92.41	4
35	Puerto Rico District	92.27	4
36	California 2 District	92.23	4
37	Texas 1 District	91.90	4
38	South Carolina District	91.27	3
39	Florida 3 District	91.23	3
40	AL-MS District	91.04	3
41	California 5 District	91.02	3
42	DE-PA 2 District	90.98	3
43	Tennessee District	90.93	3
44	Maryland District	90.49	2
45	Georgia District	90.29	2
46	Michigan 1 District	90.28	2
47	Texas 2 District	90.11	2
48	Louisiana District	89.15	1
49	Illinois 1 District	89.01	1
50	New York 1 District	88.54	0

CRDO - Chief Retail & Delivery Officer Employee Availability Imp

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	1.05	6
1	Atlantic	1.22	6
2	Central	1.04	6
3	Westpac	0.91	6
4	Southern	0.67	5
1	Puerto Rico District	3.08	10
2	Michigan 1 District	2.41	9
3	Maryland District	2.13	9
4	Florida 3 District	1.97	8
5	Connecticut District	1.74	8
6	Illinois 1 District	1.72	8
7	California 5 District	1.67	7
8	New Jersey District	1.63	7
9	New York 1 District	1.49	7
10	Ohio 1 District	1.46	7
11	Pennsylvania 1 District	1.31	7
12	Florida 1 District	1.27	6

Rank	Operational Group	Score	Cell
13	Ohio 2 District	1.23	6
14	MA-RI District	1.22	6
15	Hawaii District	1.20	6
16	DE-PA 2 District	1.16	6
17	California 4 District	1.06	6
18	California 6 District	1.06	6
19	Illinois 2 District	1.05	6
20	KY-WV District	1.01	6
21	California 3 District	0.93	6
22	KS-MO District	0.93	6
23	ME-NH-VT District	0.91	6
24	California 1 District	0.88	5
25	AZ-NM District	0.87	5
26	Alaska District	0.84	5
27	California 2 District	0.84	5
28	Louisiana District	0.83	5
29	Indiana District	0.81	5
30	North Carolina District	0.81	5
31	Virginia District	0.80	5

Rank	Operational Group	Score	Cell
32	Washington District	0.72	5
33	CO-WY District	0.70	5
34	New York 3 District	0.70	5
35	South Carolina District	0.67	5
36	New York 2 District	0.66	5
37	ID-MT-OR District	0.61	5
38	Wisconsin District	0.58	5
39	AR-OK District	0.55	5
40	Texas 3 District	0.54	5
41	Michigan 2 District	0.48	4
42	Tennessee District	0.47	4
43	Georgia District	0.45	4
44	NV-UT District	0.45	4
45	Texas 2 District	0.32	4
46	IA-NE-SD District	0.31	4
47	MN-ND District	0.30	4
48	Texas 1 District	0.30	4
49	Florida 2 District	0.25	4
50	AL-MS District	0.23	4

CRDO - Chief Retail & Delivery Officer Employee Availability Avg

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	5.00	5
1	Central	6.00	6
2	Westpac	6.00	6
3	Atlantic	5.00	5
4	Southern	4.00	4
1	Connecticut District	7.00	7
2	Hawaii District	7.00	7
3	IA-NE-SD District	7.00	7
4	Ohio 1 District	7.00	7
5	Pennsylvania 1 District	7.00	7
6	Puerto Rico District	7.00	7
7	Wisconsin District	7.00	7
8	AZ-NM District	6.00	6
9	California 1 District	6.00	6
10	California 3 District	6.00	6
11	California 4 District	6.00	6
12	California 6 District	6.00	6

Rank	Operational Group	Score	Cell
13	CO-WY District	6.00	6
14	Florida 1 District	6.00	6
15	Florida 3 District	6.00	6
16	ID-MT-OR District	6.00	6
17	Illinois 2 District	6.00	6
18	KS-MO District	6.00	6
19	KY-WV District	6.00	6
20	MA-RI District	6.00	6
21	Maryland District	6.00	6
22	ME-NH-VT District	6.00	6
23	Michigan 1 District	6.00	6
24	MN-ND District	6.00	6
25	New Jersey District	6.00	6
26	Ohio 2 District	6.00	6
27	Alaska District	5.00	5
28	AR-OK District	5.00	5
29	California 2 District	5.00	5
30	California 5 District	5.00	5
31	DE-PA 2 District	5.00	5

Rank	Operational Group	Score	Cell
32	Florida 2 District	5.00	5
33	Illinois 1 District	5.00	5
34	Indiana District	5.00	5
35	Michigan 2 District	5.00	5
36	New York 2 District	5.00	5
37	New York 3 District	5.00	5
38	North Carolina District	5.00	5
39	NV-UT District	5.00	5
40	Texas 3 District	5.00	5
41	Virginia District	5.00	5
42	Washington District	5.00	5
43	AL-MS District	4.00	4
44	New York 1 District	4.00	4
45	South Carolina District	4.00	4
46	Tennessee District	4.00	4
47	Texas 1 District	4.00	4
48	Georgia District	3.00	3
49	Louisiana District	3.00	3
50	Texas 2 District	3.00	3

CRDO - Chief Retail & Delivery Officer Grievance - Case Pending

NPA PERFORMANCE
FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	18.30	3
1	Central	20.65	3
2	Westpac	23.78	3
3	Atlantic	33.89	2
4	Southern	35.75	2
1	Alaska District	-64.91	10
2	Connecticut District	-54.67	10
3	South Carolina District	-38.00	8
4	Hawaii District	-28.57	7
5	ID-MT-OR District	-22.10	7
6	AR-OK District	-20.70	7
7	California 3 District	-19.77	6
8	New York 1 District	-15.63	6
9	KS-MO District	-13.04	6
10	Texas 2 District	-12.73	6
11	IA-NE-SD District	-9.42	5
12	MA-RI District	-8.88	5

Rank	Operational Group	Score	Cell
13	Michigan 2 District	-6.14	5
14	Virginia District	-4.65	5
15	Ohio 2 District	-2.65	5
16	California 6 District	-2.36	5
17	California 1 District	0.44	4
18	Washington District	1.20	4
19	Michigan 1 District	1.68	4
20	New York 2 District	2.24	4
21	Florida 3 District	3.73	4
22	Florida 1 District	3.90	4
23	AL-MS District	7.37	4
24	California 2 District	9.72	4
25	Indiana District	11.26	4
26	Ohio 1 District	19.87	3
27	KY-WV District	21.43	3
28	DE-PA 2 District	21.65	3
29	Georgia District	23.23	3
30	Florida 2 District	23.29	3
31	Texas 3 District	26.92	2

Rank	Operational Group	Score	Cell
32	New Jersey District	40.00	1
33	Texas 1 District	41.11	1
34	CO-WY District	41.67	1
35	Pennsylvania 1 District	43.11	1
36	ME-NH-VT District	57.69	0
37	NV-UT District	65.85	0
38	California 5 District	66.23	0
39	Wisconsin District	66.67	0
40	Illinois 2 District	85.16	0
41	Louisiana District	89.47	0
42	California 4 District	92.68	0
43	Illinois 1 District	95.34	0
44	Tennessee District	100.00	0
45	MN-ND District	103.33	0
46	New York 3 District	120.37	0
47	AZ-NM District	136.44	0
48	Maryland District	191.97	0
49	Puerto Rico District	253.29	0
50	North Carolina District	359.26	0

CRDO - Chief Retail & Delivery Officer Grievance - Step

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	0.39	8
1	Atlantic	0.00	10
2	Central	0.00	10
3	Southern	0.00	10
4	Westpac	1.87	2
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	Hawaii District	0.00	10
11	ID-MT-OR District	0.00	10
12	Illinois 2 District	0.00	10

Rank	Operational Group	Score	Cell
13	Indiana District	0.00	10
14	MA-RI District	0.00	10
15	Maryland District	0.00	10
16	ME-NH-VT District	0.00	10
17	Michigan 2 District	0.00	10
18	MN-ND District	0.00	10
19	New Jersey District	0.00	10
20	New York 1 District	0.00	10
21	New York 2 District	0.00	10
22	New York 3 District	0.00	10
23	North Carolina District	0.00	10
24	Ohio 1 District	0.00	10
25	Ohio 2 District	0.00	10
26	Pennsylvania 1 District	0.00	10
27	South Carolina District	0.00	10
28	Tennessee District	0.00	10
29	Texas 2 District	0.00	10
30	Virginia District	0.00	10
31	AZ-NM District	0.08	9

Rank	Operational Group	Score	Cell
32	Florida 2 District	0.17	9
33	Puerto Rico District	0.17	9
34	Louisiana District	0.18	9
35	Texas 3 District	0.24	9
36	CO-WY District	0.27	9
37	KY-WV District	0.55	8
38	NV-UT District	0.88	7
39	Wisconsin District	0.96	6
40	Florida 3 District	2.26	4
41	California 5 District	2.58	4
42	AR-OK District	3.42	4
43	Georgia District	4.80	4
44	Washington District	4.80	4
45	IA-NE-SD District	5.22	4
46	Illinois 1 District	13.44	3
47	AL-MS District	28.25	1
48	KS-MO District	39.28	0
49	Texas 1 District	63.38	0
50	Michigan 1 District	84.71	0

CRDO - Chief Retail & Delivery Officer Grievance - Cost Reduction

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	-2.23	5
1	Atlantic	-1.04	5
2	Central	20.42	3
3	Westpac	27.65	2
4	Southern	36.43	2
1	New York 1 District	-51.34	9
2	California 6 District	-41.86	8
3	Connecticut District	-32.06	7
4	Maryland District	-30.17	7
5	Hawaii District	-29.13	7
6	California 4 District	-21.84	6
7	California 5 District	-20.49	6
8	AZ-NM District	-19.92	6
9	Alaska District	-18.96	6
10	KS-MO District	-17.39	6
11	Indiana District	-15.04	6
12	Michigan 1 District	-12.75	6

Rank	Operational Group	Score	Cell
13	Florida 1 District	-9.61	5
14	California 2 District	-9.17	5
15	ME-NH-VT District	-8.48	5
16	MA-RI District	-6.10	5
17	New York 3 District	-6.10	5
18	Puerto Rico District	-6.06	5
19	Wisconsin District	-4.75	5
20	KY-WV District	3.48	4
21	IA-NE-SD District	4.40	4
22	New York 2 District	4.40	4
23	Pennsylvania 1 District	5.99	4
24	Ohio 1 District	11.70	4
25	Michigan 2 District	17.35	3
26	Florida 3 District	20.35	3
27	Texas 2 District	21.33	3
28	Florida 2 District	21.75	3
29	Illinois 2 District	22.54	3
30	DE-PA 2 District	26.01	3
31	Texas 3 District	27.16	3

Rank	Operational Group	Score	Cell
32	North Carolina District	31.46	2
33	South Carolina District	33.33	2
34	New Jersey District	34.33	2
35	Ohio 2 District	38.08	2
36	Virginia District	39.04	2
37	ID-MT-OR District	40.72	2
38	Texas 1 District	51.89	1
39	Washington District	53.08	1
40	Louisiana District	53.73	1
41	CO-WY District	60.37	0
42	MN-ND District	61.72	0
43	NV-UT District	63.24	0
44	Tennessee District	63.92	0
45	Georgia District	75.26	0
46	California 1 District	77.66	0
47	Illinois 1 District	81.87	0
48	California 3 District	99.95	0
49	AL-MS District	137.07	0
50	AR-OK District	143.51	0

CRDO - Chief Retail & Delivery Officer Grievance Avg

NPA PERFORMANCE FY 2023 - JUN YTD

Rank	Operational Group	Score	Cell
	CRDO - NATIONAL	5.00	5
1	Atlantic	6.00	6
2	Central	5.00	5
3	Southern	5.00	5
4	Westpac	2.00	2
1	Alaska District	9.00	9
2	Connecticut District	9.00	9
3	California 6 District	8.00	8
4	Hawaii District	8.00	8
5	New York 1 District	8.00	8
6	Indiana District	7.00	7
7	MA-RI District	7.00	7
8	South Carolina District	7.00	7
9	California 2 District	6.00	6
10	Florida 1 District	6.00	6
11	ID-MT-OR District	6.00	6
12	Maryland District	6.00	6

Rank	Operational Group	Score	Cell
13	Michigan 2 District	6.00	6
14	New York 2 District	6.00	6
15	Ohio 1 District	6.00	6
16	Ohio 2 District	6.00	6
17	Texas 2 District	6.00	6
18	Virginia District	6.00	6
19	AZ-NM District	5.00	5
20	California 1 District	5.00	5
21	California 3 District	5.00	5
22	California 4 District	5.00	5
23	DE-PA 2 District	5.00	5
24	Florida 2 District	5.00	5
25	KY-WV District	5.00	5
26	ME-NH-VT District	5.00	5
27	New York 3 District	5.00	5
28	Pennsylvania 1 District	5.00	5
29	Puerto Rico District	5.00	5
30	Texas 3 District	5.00	5
31	AR-OK District	4.00	4

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

CRDO - Chief Retail & Delivery Officer Employee Utilization

NPA PERFORMANCE
FY 2023 - JUN 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	7.00	7
2	Connecticut District	6.00	6
3	IA-NE-SD District	6.00	6
4	Indiana District	6.00	6
5	Ohio 1 District	6.00	6
6	Wisconsin District	6.00	6
7	Alaska District	5.00	5
8	California 2 District	5.00	5
9	California 6 District	5.00	5
10	CO-WY District	5.00	5
11	Hawaii District	5.00	5
12	KY-WV District	5.00	5

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

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

Any
Questions?

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