



npoa
2023

Don Flak
Executive Director
Performance and Field Operations Support

May 10, 2023

CPDO
MARCH YTD



HQ Functional Group: HQ CPDO
NPA Composite Performance Summary

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	3.96	4
Western Processing	5.03	5
Eastern Processing	4.36	4
Pacific NW Processing	6.02	6
Southern Cal Processing	5.18	5
New York Metro Processing	5.10	5
Chesapeake Processing	4.96	5
New England Processing	4.83	5
Western Processing	4.77	5
Westshores Processing	4.75	5
Gulf Atlantic Processing	4.46	4
Lakeshores Processing	4.37	4
Midwest Processing	4.14	4
South Atlantic Processing	4.03	4
Southwest Processing	3.85	4
Southeast Processing	3.60	4

Top 20

Operational Group	Score	Cell
Sacramento P&DC	6.82	7
Seattle NDC	6.75	7
North Peninsula DDC	6.73	7
San Francisco P&DC	6.73	7
Santa Clarita P&DC	6.58	7
Van Nuys Fss Mail Processing Anx	6.58	7
Altoona P&DC	6.39	6
San Jose P&DC	6.36	6
Washington NDC	6.35	6
Santa Ana P&DC	6.18	6
Margaret Sellers P&DC	6.02	6
Morgan NY P&DC	6.00	6
Missoula Mpf	5.98	6
Anchorage Ak P&DC	5.95	6
Anchorage AMF	5.95	6
Great Falls P&DF	5.92	6
Oakland P&DC	5.88	6
San Bernardino P&DC	5.88	6
Pittsburgh P&DC	5.86	6
San Francisco NDC	5.85	6

Opportunity 20

Operational Group	Score	Cell
Pasadena Mail Processing Anx	2.29	2
Peachtree P&DC	2.58	3
Jet Cove Anx	2.78	3
Memphis P&DC	2.78	3
Greensboro NDC	2.87	3
Macon P&DC	2.93	3
Charleston P&DC	2.94	3
Bismarck P&DF	2.94	3
Fort Worth P&DC	3.01	3
Knoxville P&DC	3.02	3
Memphis NDC	3.09	3
Kansas City KS NDC	3.33	3
Greenville P&DC	3.40	3
South Suburban P&DC	3.40	3
Chattanooga P&DC	3.41	3
Atlanta NDC	3.41	3
Little Rock P&DC	3.43	3
Gainesville P&DF	3.44	3
Springfield P&DC	3.45	3
North Metro P&DC	3.47	3

HQ Functional Group: HQ CPDO
Controllable Income

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.73	3
Eastern Processing	-0.73	3
Western Processing	-0.73	3
Chesapeake Processing	-0.73	3
Gulf Atlantic Processing	-0.73	3
Lakeshores Processing	-0.73	3
Midwest Processing	-0.73	3
New England Processing	-0.73	3
New York Metro Processing	-0.73	3
Pacific NW Processing	-0.73	3
South Atlantic Processing	-0.73	3
Southeast Processing	-0.73	3
Southern Cal Processing	-0.73	3
Southwest Processing	-0.73	3
Western Processing	-0.73	3
Westshores Processing	-0.73	3

Top 20

Operational Group	Score	Cell
Abilene P&DF	-0.73	3
Akron P&DC	-0.73	3
Albany NY P&DC	-0.73	3
Albuquerque Nm P&DC	-0.73	3
Altoona P&DC	-0.73	3
Amarillo P&DC	-0.73	3
Anaheim P&DC	-0.73	3
Anchorage Ak P&DC	-0.73	3
Anchorage AMF	-0.73	3
Atlanta NDC	-0.73	3
Atlanta P&DC	-0.73	3
Augusta P&DC	-0.73	3
Austin P&DC	-0.73	3
Bakersfield P&DC	-0.73	3
Balt Inc Mail P&DC	-0.73	3
Baltimore P&DC	-0.73	3
Baton Rouge La P&DC	-0.73	3
Beaumont P&DF	-0.73	3
Bethpage NY P&DC	-0.73	3
Billings P&DC	-0.73	3

Opportunity 20

Operational Group	Score	Cell
Youngstown P&DF	-0.73	3
Ybor City P&DC	-0.73	3
Yakima Mpf	-0.73	3
Wichita P&DC	-0.73	3
White River Junction P&DC	-0.73	3
Westchester NY P&DC	-0.73	3
West Valley P&DC	-0.73	3
West Palm Beach P&DC	-0.73	3
West Nassau NY P&DC	-0.73	3
Wenatchee Mpf	-0.73	3
Waterloo P&DF	-0.73	3
Washington NDC	-0.73	3
Van Nuys Fss Mail Processing Anx	-0.73	3
Twin Cities L&DC	-0.73	3
Tulsa Ok P&DC	-0.73	3
Tucson P&DC	-0.73	3
Trenton P&DC	-0.73	3
Traverse City P&DC	-0.73	3
Toledo P&DC	-0.73	3
Tampa P&DC	-0.73	3

HQ Functional Group: HQ CPDO
Total Revenue % to Plan

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.42	4
Eastern Processing	-0.42	4
Western Processing	-0.42	4
Chesapeake Processing	-0.42	4
Gulf Atlantic Processing	-0.42	4
Lakeshores Processing	-0.42	4
Midwest Processing	-0.42	4
New England Processing	-0.42	4
New York Metro Processing	-0.42	4
Pacific NW Processing	-0.42	4
South Atlantic Processing	-0.42	4
Southeast Processing	-0.42	4
Southern Cal Processing	-0.42	4
Southwest Processing	-0.42	4
Western Processing	-0.42	4
Westshores Processing	-0.42	4

Top 20

Operational Group	Score	Cell
Abilene P&DF	-0.42	4
Akron P&DC	-0.42	4
Albany NY P&DC	-0.42	4
Albuquerque Nm P&DC	-0.42	4
Altoona P&DC	-0.42	4
Amarillo P&DC	-0.42	4
Anaheim P&DC	-0.42	4
Anchorage Ak P&DC	-0.42	4
Anchorage AMF	-0.42	4
Atlanta NDC	-0.42	4
Atlanta P&DC	-0.42	4
Augusta P&DC	-0.42	4
Austin P&DC	-0.42	4
Bakersfield P&DC	-0.42	4
Balt Inc Mail P&DC	-0.42	4
Baltimore P&DC	-0.42	4
Baton Rouge La P&DC	-0.42	4
Beaumont P&DF	-0.42	4
Bethpage NY P&DC	-0.42	4
Billings P&DC	-0.42	4

Opportunity 20

Operational Group	Score	Cell
Youngstown P&DF	-0.42	4
Ybor City P&DC	-0.42	4
Yakima Mpf	-0.42	4
Wichita P&DC	-0.42	4
White River Junction P&DC	-0.42	4
Westchester NY P&DC	-0.42	4
West Valley P&DC	-0.42	4
West Palm Beach P&DC	-0.42	4
West Nassau NY P&DC	-0.42	4
Wenatchee Mpf	-0.42	4
Waterloo P&DF	-0.42	4
Washington NDC	-0.42	4
Van Nuys Fss Mail Processing Anx	-0.42	4
Twin Cities L&DC	-0.42	4
Tulsa Ok P&DC	-0.42	4
Tucson P&DC	-0.42	4
Trenton P&DC	-0.42	4
Traverse City P&DC	-0.42	4
Toledo P&DC	-0.42	4
Tampa P&DC	-0.42	4

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

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	2.05	3
Eastern Processing	-1.45	6
Western Processing	-0.80	5
New York Metro Processing	-3.63	7
Southeast Processing	-2.92	7
Midwest Processing	-2.01	6
Lakeshores Processing	-1.91	6
Pacific NW Processing	-1.55	6
Westshores Processing	-1.32	6
Southwest Processing	-1.14	5
Chesapeake Processing	-1.11	5
Western Processing	-0.77	5
New England Processing	-0.52	5
Gulf Atlantic Processing	-0.03	5
South Atlantic Processing	0.25	4
Southern Cal Processing	2.51	2

Top 20

Operational Group	Score	Cell
Peachtree P&DC	-20.56	10
Memphis NDC	-13.80	10
New Jersey NDC	-11.06	10
Greater Newark P&DC	-10.86	10
Westchester NY P&DC	-8.71	10
West Nassau NY P&DC	-8.36	10
Reno P&DC	-8.05	10
Saint Louis P&DC	-7.73	10
Saint Louis Metro Anx	-7.73	10
Grand Rapids P&DF	-7.51	10
Grand Rapids P&DC	-7.51	10
Sioux Falls Sd P&DC	-7.44	10
Pittsburgh P&DC	-6.86	10
Baton Rouge La P&DC	-6.84	10
Washington NDC	-6.82	10
Greensboro P&DC	-6.82	10
North Peninsula DDC	-6.54	10
San Francisco P&DC	-6.54	10
Dallas P&DC	-6.34	10
Chicago NDC	-6.19	9

Opportunity 20

Operational Group	Score	Cell
Provo P&DC	15.90	0
Youngstown P&DF	13.97	0
Eau Claire P&DF	13.48	0
Rapid City Mpf	13.30	0
Gainesville P&DF	12.28	0
Norfolk P&DC	10.73	0
Johnson City P&DC	10.44	0
Jet Cove Anx	10.17	0
Memphis P&DC	10.17	0
Pocatello Mpf	10.10	0
Carol Stream P&DC	9.60	0
Wenatchee Mpf	9.47	0
Los Angeles P&DC	9.26	0
Yakima Mpf	9.10	0
Fort Wayne P&DC	9.08	0
Toledo P&DC	8.80	0
Macon P&DC	8.50	0
Mid-Hudson NY P&DC	8.34	0
Billings P&DC	8.22	0
Casper Mpf	7.80	0

HQ Functional Group: HQ CPDO
Functional Effectiveness Processing & Maintenance

NPA PERFORMANCE
FY 2023 - MAR YTD

National

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

Top 20

Operational Group	Score	Cell
Anchorage Ak P&DC	8.00	8
Anchorage AMF	8.00	8
Great Falls P&DF	8.00	8
Altoona P&DC	8.00	8
Seattle NDC	8.00	8
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
San Bernardino P&DC	7.00	7
Margaret Sellers P&DC	7.00	7
San Francisco NDC	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 Anx	7.00	7
Grand Junction Mpf	7.00	7
Mid Florida P&DC	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
Fort Worth P&DC	2.00	2
Jet Cove Anx	2.00	2
Memphis P&DC	2.00	2
Bismarck P&DF	2.00	2
Greensboro NDC	2.00	2
Twin Cities L&DC	2.00	2
Saint Paul P&DC	2.00	2
Kansas City KS NDC	2.00	2
North Metro P&DC	2.00	2
Atlanta NDC	2.00	2
Green Bay P&DC	3.00	3
Richmond P&DC	3.00	3
Dallas P&DC	3.00	3
Austin P&DC	3.00	3
Nashville P&DC	3.00	3
Knoxville P&DC	3.00	3

HQ Functional Group: HQ CPDO
Operating Plan Precision

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	85.03	6
Western Processing	85.03	6
Eastern Processing	84.96	6
Chesapeake Processing	94.21	8
Pacific NW Processing	91.28	8
New England Processing	87.64	7
Southern Cal Processing	86.53	6
South Atlantic Processing	85.18	6
Westshores Processing	85.14	6
New York Metro Processing	85.04	6
Southwest Processing	84.99	6
Western Processing	82.83	5
Gulf Atlantic Processing	81.82	5
Midwest Processing	81.77	5
Lakeshores Processing	81.41	5
Southeast Processing	75.58	4

Top 20

Operational Group	Score	Cell
Peoria P&DC	99.64	10
Scranton P&DC	99.22	10
Corpus Christi P&DC	99.21	10
Pennwood Place P&DC	98.90	10
Seattle NDC	98.84	10
Pittsburgh P&DC	98.80	10
Quad Cities P&DC	98.72	10
Amarillo P&DC	98.69	10
Pittsburgh NDC	98.61	10
San Francisco NDC	98.41	9
Harrisburg P&DC	98.37	9
Great Falls P&DF	98.09	9
Washington NDC	97.84	9
North Platte Mpf	97.79	9
Midland P&DC	97.75	9
Fort Wayne P&DC	97.73	9
Johnstown P&DC-Inshd	97.72	9
Delaware P&DC	97.70	9
Springfield P&DC	97.67	9
McAllen P&DC	97.37	9

Opportunity 20

Operational Group	Score	Cell
Busse P&DC	35.53	0
Atlanta NDC	42.50	0
Memphis NDC	44.89	0
Kansas City KS NDC	53.10	0
Peachtree P&DC	53.34	0
New Jersey NDC	57.05	0
Chicago NDC	58.67	1
Kansas City MO P&DC	62.85	1
Springdale Anx	63.84	2
Cincinnati P&DC	63.84	2
Ybor City P&DC	64.51	2
Fort Worth P&DC	65.13	2
Cincinnati NDC	66.30	2
Orlando P&DC	66.79	2
Little Rock P&DC	67.55	2
Twin Cities L&DC	68.99	3
Saint Paul P&DC	68.99	3
Minn-Saint Paul NDC	69.33	3
Minn-Saint Paul Psa	69.33	3
North Metro P&DC	69.60	3

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

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	-0.81	4
Western Processing	-0.74	4
Eastern Processing	-0.92	4
Southwest Processing	2.72	6
Westshores Processing	2.41	6
Lakeshores Processing	1.84	5
Gulf Atlantic Processing	1.33	5
Pacific NW Processing	-1.10	4
Western Processing	-1.68	4
South Atlantic Processing	-1.74	4
Southeast Processing	-1.99	4
Midwest Processing	-2.12	4
New York Metro Processing	-2.22	4
Chesapeake Processing	-2.88	4
New England Processing	-3.25	4
Southern Cal Processing	-3.93	4

Top 20

Operational Group	Score	Cell
Greater Newark P&DC	58.61	10
Southern Capital Beltway Fac	25.71	10
Mid-Hudson NY P&DC	25.12	10
Augusta P&DC	22.96	10
Chicago NDC	22.70	10
Missoula Mpf	17.83	10
Beaumont P&DF	17.61	10
Busse P&DC	16.89	10
Gulfport P&DF	15.37	10
Washington NDC	14.53	10
Eastern Shore P&DC	14.19	10
Corpus Christi P&DC	13.42	10
Altoona P&DC	12.70	10
Pensacola P&DC	12.39	10
El Paso P&DC	11.49	10
Grand Forks Mpf	10.98	10
Tacoma Wa P&DC	10.63	10
Milwaukee P&DC	10.39	10
Milwaukee Mpa	10.39	10
Mid Florida P&DC	10.28	10

Opportunity 20

Operational Group	Score	Cell
Southern CT P&DC	-89.63	0
Greensboro NDC	-41.63	0
Stamford P&DC	-38.34	0
Los Angeles NDC	-27.27	0
New Jersey NDC	-20.20	0
Pasadena Mail Processing Anx	-18.06	0
Lancaster P&DC	-16.27	0
Northwest Rochester NY P&DC	-16.00	1
Pocatello Mpf	-15.53	1
Pennwood Place P&DC	-15.45	1
Bismarck P&DF	-14.59	1
Queens NY P&DC	-14.53	1
Provo P&DC	-14.27	1
Gainesville P&DF	-13.95	1
Memphis NDC	-13.52	1
Middlesex-Essex P&DC	-13.11	1
Twin Cities L&DC	-12.47	1
Saint Paul P&DC	-12.47	1
Curseen-Morris P&DC	-12.21	1
Pittsburgh NDC	-11.80	2

HQ Functional Group: HQ CPDO
Four Walls Service

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	97.62	4
Western Processing	98.04	5
Eastern Processing	97.29	3
Southern Cal Processing	99.01	8
Pacific NW Processing	98.73	7
New York Metro Processing	98.19	5
Western Processing	98.05	5
Lakeshores Processing	97.90	4
Chesapeake Processing	97.82	4
Westshores Processing	97.42	3
South Atlantic Processing	97.41	3
Midwest Processing	97.12	3
Gulf Atlantic Processing	97.09	3
Southwest Processing	97.09	3
New England Processing	97.07	3
Southeast Processing	96.62	2

Top 20

Operational Group	Score	Cell
Kingsford Mpf	99.66	10
Medford Or P&DC	99.62	10
Santa Clarita P&DC	99.52	10
Van Nuys Fss Mail Processing Anx	99.52	10
Grand Forks Mpf	99.45	9
Santa Ana P&DC	99.44	9
Anchorage Ak P&DC	99.42	9
Anchorage AMF	99.42	9
Great Falls P&DF	99.35	9
North Platte Mpf	99.35	9
McAllen P&DC	99.34	9
Midland P&DC	99.33	9
Wenatchee Mpf	99.33	9
San Bernardino P&DC	99.31	9
Margaret Sellers P&DC	99.31	9
Casper Mpf	99.25	9
North Peninsula DDC	99.24	9
San Francisco P&DC	99.24	9
Bakersfield P&DC	99.23	9
Lafayette La P&DC	99.17	8

Opportunity 20

Operational Group	Score	Cell
Gainesville P&DF	84.90	0
Chicago NDC	90.99	0
Middlesex-Essex P&DC	93.27	0
Royal Palm P&DC	93.79	0
Richmond P&DC	94.00	0
Jet Cove Anx	94.25	0
Memphis P&DC	94.25	0
Jacksonville P&DC	94.30	0
Nashua P&DC	94.34	0
Curseen-Morris P&DC	94.35	0
Duluth P&DC	94.47	0
South Suburban P&DC	94.67	0
Huntsville P&DF	94.91	0
Jackson P&DC	95.07	0
Fort Worth P&DC	95.11	0
Rocky Mount P&DF	95.21	0
New Jersey NDC	95.31	0
Bismarck P&DF	95.35	0
North Metro P&DC	95.50	0
Tallahassee P&DC	95.54	0

HQ Functional Group: HQ CPDO
Division Performance

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	96.49	4
Western Processing	96.87	6
Eastern Processing	96.16	3
Southern Cal Processing	98.38	10
Pacific NW Processing	97.76	8
Western Processing	97.47	7
Chesapeake Processing	96.68	5
Midwest Processing	96.39	4
Gulf Atlantic Processing	96.38	4
New England Processing	96.32	4
Lakeshores Processing	96.30	4
New York Metro Processing	96.17	3
South Atlantic Processing	96.03	3
Westshores Processing	95.67	2
Southwest Processing	95.63	2
Southeast Processing	95.55	1

Top 20

Operational Group	Score	Cell
Industry P&DC	98.38	10
Anaheim P&DC	98.38	10
Bakersfield P&DC	98.38	10
Fresno P&DC	98.38	10
Los Angeles NDC	98.38	10
Los Angeles P&DC	98.38	10
Moreno Valley P&DC	98.38	10
Pasadena Mail Processing Anx	98.38	10
San Bernardino P&DC	98.38	10
Margaret Sellers P&DC	98.38	10
Santa Ana P&DC	98.38	10
Santa Barbara P&DC	98.38	10
Santa Clarita P&DC	98.38	10
Van Nuys Fss Mail Processing Anx	98.38	10
Honolulu Hi P&DC	98.38	10
Anchorage Ak P&DC	97.76	8
Anchorage AMF	97.76	8
North Peninsula DDC	97.76	8
North Bay P&DC	97.76	8
Oakland P&DC	97.76	8

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	95.55	1
Jet Cove Anx	95.55	1
Memphis P&DC	95.55	1
Memphis NDC	95.55	1
Knoxville P&DC	95.55	1
Johnson City P&DC	95.55	1
Chattanooga P&DC	95.55	1
Greenville P&DC	95.55	1
Columbia P&DC	95.55	1
Charleston P&DC	95.55	1
Macon P&DC	95.55	1
North Metro P&DC	95.55	1
Augusta P&DC	95.55	1
Peachtree P&DC	95.55	1
Atlanta P&DC	95.55	1
Atlanta NDC	95.55	1
San Antonio P&DC	95.63	2
Midland P&DC	95.63	2
McAllen P&DC	95.63	2
Lubbock P&DC	95.63	2

HQ Functional Group: HQ CPDO
Processing Index

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	4.00	4
Western Processing	6.00	6
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
Gulf Atlantic Processing	4.00	4
Midwest Processing	4.00	4
New England Processing	4.00	4
New York Metro Processing	4.00	4
Lakeshores Processing	4.00	4
Westshores Processing	3.00	3
Southwest Processing	3.00	3
South Atlantic Processing	3.00	3
Southeast Processing	2.00	2

Top 20

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

Opportunity 20

Operational Group	Score	Cell
Fort Worth P&DC	1.00	1
Jet Cove Anx	1.00	1
Memphis P&DC	1.00	1
South Suburban P&DC	1.00	1
Chicago NDC	1.00	1
North Metro P&DC	1.00	1
Peachtree P&DC	1.00	1
Green Bay P&DC	2.00	2
Richmond P&DC	2.00	2
North Houston P&DC	2.00	2
Dallas P&DC	2.00	2
North Texas P&DC	2.00	2
Austin P&DC	2.00	2
Memphis NDC	2.00	2
Johnson City P&DC	2.00	2
Chattanooga P&DC	2.00	2
Greenville P&DC	2.00	2
Columbia P&DC	2.00	2
Charleston P&DC	2.00	2
Tulsa Ok P&DC	2.00	2

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

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	11.31	2
Western Processing	1.07	4
Eastern Processing	13.55	2
Western Processing	-19.81	6
Westshores Processing	-5.31	4
Gulf Atlantic Processing	-4.83	4
Pacific NW Processing	-4.82	4
New England Processing	5.88	3
Chesapeake Processing	9.87	2
New York Metro Processing	14.26	2
Midwest Processing	16.84	1
Lakeshores Processing	19.01	1
South Atlantic Processing	20.93	1
Southern Cal Processing	25.59	0
Southwest Processing	36.38	0
Southeast Processing	58.59	0

Top 20

Operational Group	Score	Cell
Phoenix P&DC	-19.81	6
West Valley P&DC	-19.81	6
Tucson P&DC	-19.81	6
Colorado Springs P&DC	-19.81	6
Denver NDC	-19.81	6
Denver P&DC	-19.81	6
Grand Junction Mpf	-19.81	6
Las Vegas P&DC	-19.81	6
Reno P&DC	-19.81	6
Albuquerque Nm P&DC	-19.81	6
Provo P&DC	-19.81	6
Salt Lake City P&DC	-19.81	6
Salt Lake City Asf	-19.81	6
Casper Mpf	-19.81	6
Cheyenne P&DC	-19.81	6
Busse P&DC	-5.31	4
Carol Stream P&DC	-5.31	4
Champaign P&DC	-5.31	4
Chicago NDC	-5.31	4
South Suburban P&DC	-5.31	4

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	58.59	0
Jet Cove Anx	58.59	0
Memphis P&DC	58.59	0
Memphis NDC	58.59	0
Knoxville P&DC	58.59	0
Johnson City P&DC	58.59	0
Chattanooga P&DC	58.59	0
Greenville P&DC	58.59	0
Columbia P&DC	58.59	0
Charleston P&DC	58.59	0
Macon P&DC	58.59	0
North Metro P&DC	58.59	0
Augusta P&DC	58.59	0
Peachtree P&DC	58.59	0
Atlanta P&DC	58.59	0
Atlanta NDC	58.59	0
San Antonio P&DC	36.38	0
Midland P&DC	36.38	0
McAllen P&DC	36.38	0
Lubbock P&DC	36.38	0

HQ Functional Group: HQ CPDO
Market Dominant Composite

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	92.67	4
Western Processing	93.00	5
Eastern Processing	92.37	4
Southern Cal Processing	95.18	10
New York Metro Processing	93.45	6
Pacific NW Processing	93.38	5
Lakeshores Processing	93.14	5
Chesapeake Processing	92.98	4
Western Processing	92.81	4
South Atlantic Processing	92.73	4
Gulf Atlantic Processing	92.68	4
New England Processing	92.42	4
Southwest Processing	92.12	4
Westshores Processing	92.03	4
Midwest Processing	91.68	3
Southeast Processing	90.69	2

Top 20

Operational Group	Score	Cell
Industry P&DC	95.18	10
Anaheim P&DC	95.18	10
Bakersfield P&DC	95.18	10
Fresno P&DC	95.18	10
Los Angeles NDC	95.18	10
Los Angeles P&DC	95.18	10
Moreno Valley P&DC	95.18	10
Pasadena Mail Processing Anx	95.18	10
San Bernardino P&DC	95.18	10
Margaret Sellers P&DC	95.18	10
Santa Ana P&DC	95.18	10
Santa Barbara P&DC	95.18	10
Santa Clarita P&DC	95.18	10
Van Nuys Fss Mail Processing Anx	95.18	10
Honolulu Hi P&DC	95.18	10
New Jersey NDC	93.45	6
Northrn Metro P&DC	93.45	6
Greater Newark P&DC	93.45	6
Dvd Bldg P&DC	93.45	6
SO Jersey P&DC	93.45	6

Opportunity 20

Operational Group	Score	Cell
Nashville P&DC	90.69	2
Jet Cove Anx	90.69	2
Memphis P&DC	90.69	2
Memphis NDC	90.69	2
Knoxville P&DC	90.69	2
Johnson City P&DC	90.69	2
Chattanooga P&DC	90.69	2
Greenville P&DC	90.69	2
Columbia P&DC	90.69	2
Charleston P&DC	90.69	2
Macon P&DC	90.69	2
North Metro P&DC	90.69	2
Augusta P&DC	90.69	2
Peachtree P&DC	90.69	2
Atlanta P&DC	90.69	2
Atlanta NDC	90.69	2
Sioux Falls Sd P&DC	91.68	3
Rapid City Mpf	91.68	3
Central Dakota P&DF	91.68	3
Grand Forks Mpf	91.68	3

HQ Functional Group: HQ CPDO
Competitive Composite

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	90.13	3
Western Processing	90.85	4
Eastern Processing	89.45	2
Southern Cal Processing	94.44	9
Pacific NW Processing	92.46	6
New York Metro Processing	92.15	5
Chesapeake Processing	91.60	5
Lakeshores Processing	90.37	3
Western Processing	89.80	3
South Atlantic Processing	89.75	3
Gulf Atlantic Processing	89.46	2
New England Processing	89.41	2
Westshores Processing	89.15	2
Southeast Processing	88.40	1
Southwest Processing	86.84	0
Midwest Processing	86.50	0

Top 20

Operational Group	Score	Cell
Industry P&DC	94.44	9
Anaheim P&DC	94.44	9
Bakersfield P&DC	94.44	9
Fresno P&DC	94.44	9
Los Angeles NDC	94.44	9
Los Angeles P&DC	94.44	9
Moreno Valley P&DC	94.44	9
Pasadena Mail Processing Anx	94.44	9
San Bernardino P&DC	94.44	9
Margaret Sellers P&DC	94.44	9
Santa Ana P&DC	94.44	9
Santa Barbara P&DC	94.44	9
Santa Clarita P&DC	94.44	9
Van Nuys Fss Mail Processing Anx	94.44	9
Honolulu Hi P&DC	94.44	9
Anchorage Ak P&DC	92.46	6
Anchorage AMF	92.46	6
North Peninsula DDC	92.46	6
North Bay P&DC	92.46	6
Oakland P&DC	92.46	6

Opportunity 20

Operational Group	Score	Cell
Sioux Falls Sd P&DC	86.50	0
Rapid City Mpf	86.50	0
Central Dakota P&DF	86.50	0
Grand Forks Mpf	86.50	0
Fargo P&DF	86.50	0
Bismarck P&DF	86.50	0
Omaha Ne P&DC	86.50	0
North Platte Mpf	86.50	0
Lincoln P&DF	86.50	0
Springfield P&DC	86.50	0
Saint Louis Metro Anx	86.50	0
Saint Louis P&DC	86.50	0
Saint Louis NDC	86.50	0
Kansas City MO P&DC	86.50	0
Columbia P&DC	86.50	0
Twin Cities L&DC	86.50	0
Saint Paul P&DC	86.50	0
Saint Cloud P&DC	86.50	0
Minneapolis P&DC	86.50	0
Minn-Saint Paul NDC	86.50	0

HQ Functional Group: HQ CPDO
Scanning Visibility

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	92.90	4
Western Processing	93.27	5
Eastern Processing	92.55	4
Pacific NW Processing	94.92	6
Western Processing	93.64	5
Midwest Processing	93.60	5
Lakeshores Processing	93.12	4
Southwest Processing	93.07	4
New England Processing	93.02	4
Westshores Processing	92.83	4
New York Metro Processing	92.72	4
South Atlantic Processing	92.72	4
Southeast Processing	92.49	3
Gulf Atlantic Processing	92.00	3
Chesapeake Processing	91.73	2
Southern Cal Processing	91.58	2

Top 20

Operational Group	Score	Cell
Pocatello Mpf	99.92	10
Central Dakota P&DF	99.30	10
Lincoln P&DF	99.15	10
Colorado Springs P&DC	99.01	10
Mid Florida P&DC	98.92	10
Altoona P&DC	98.52	9
Rapid City Mpf	98.40	9
Beaumont P&DF	98.34	9
Burlington P&DC	98.30	9
Sioux Falls Sd P&DC	98.28	9
Johnson City P&DC	98.25	9
Gainesville P&DF	98.06	9
Saint Cloud P&DC	98.05	9
Lansing P&DC	97.93	9
Kingsford Mpf	97.83	9
Fargo P&DF	97.76	9
Moreno Valley P&DC	97.57	8
Midland P&DC	97.52	8
Redding Mpf	97.39	8
Tucson P&DC	97.35	8

Opportunity 20

Operational Group	Score	Cell
Industry P&DC	82.41	0
Norfolk P&DC	83.27	0
New Jersey NDC	85.31	0
South Suburban P&DC	86.85	0
Baltimore P&DC	88.20	0
Jacksonville NDC	88.46	0
Philadelphia NDC	88.89	0
Jacksonville P&DC	88.99	0
Greater Newark P&DC	89.03	0
Busse P&DC	89.28	0
Bismarck P&DF	89.39	0
Springfield NDC	89.63	0
Memphis NDC	89.70	0
Atlanta P&DC	89.71	0
Southern CT P&DC	89.82	0
Atlanta NDC	89.84	0
Tampa P&DC	90.02	0
Dallas NDC	90.17	0
Chicago NDC	90.25	1
Cincinnati NDC	90.37	1

HQ Functional Group: HQ CPDO
Customer Experience Index

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	6.20	6
Eastern Processing	6.20	6
Western Processing	6.20	6
Chesapeake Processing	6.20	6
Gulf Atlantic Processing	6.20	6
Lakeshores Processing	6.20	6
Midwest Processing	6.20	6
New England Processing	6.20	6
New York Metro Processing	6.20	6
Pacific NW Processing	6.20	6
South Atlantic Processing	6.20	6
Southeast Processing	6.20	6
Southern Cal Processing	6.20	6
Southwest Processing	6.20	6
Western Processing	6.20	6
Westshores Processing	6.20	6

Top 20

Operational Group	Score	Cell
Abilene P&DF	6.20	6
Akron P&DC	6.20	6
Albany NY P&DC	6.20	6
Albuquerque Nm P&DC	6.20	6
Altoona P&DC	6.20	6
Amarillo P&DC	6.20	6
Anaheim P&DC	6.20	6
Anchorage Ak P&DC	6.20	6
Anchorage AMF	6.20	6
Atlanta NDC	6.20	6
Atlanta P&DC	6.20	6
Augusta P&DC	6.20	6
Austin P&DC	6.20	6
Bakersfield P&DC	6.20	6
Balt Inc Mail P&DC	6.20	6
Baltimore P&DC	6.20	6
Baton Rouge La P&DC	6.20	6
Beaumont P&DF	6.20	6
Bethpage NY P&DC	6.20	6
Billings P&DC	6.20	6

Opportunity 20

Operational Group	Score	Cell
Youngstown P&DF	6.20	6
Ybor City P&DC	6.20	6
Yakima Mpf	6.20	6
Wichita P&DC	6.20	6
White River Junction P&DC	6.20	6
Westchester NY P&DC	6.20	6
West Valley P&DC	6.20	6
West Palm Beach P&DC	6.20	6
West Nassau NY P&DC	6.20	6
Wenatchee Mpf	6.20	6
Waterloo P&DF	6.20	6
Washington NDC	6.20	6
Van Nuys Fss Mail Processing Anx	6.20	6
Twin Cities L&DC	6.20	6
Tulsa Ok P&DC	6.20	6
Tucson P&DC	6.20	6
Trenton P&DC	6.20	6
Traverse City P&DC	6.20	6
Toledo P&DC	6.20	6
Tampa P&DC	6.20	6

HQ Functional Group: HQ CPDO
Total Accidents Rate

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	7.23	5
Eastern Processing	7.10	5
Western Processing	7.38	5
Chesapeake Processing	5.39	7
Pacific NW Processing	5.79	6
New York Metro Processing	5.95	6
Southern Cal Processing	6.63	5
Midwest Processing	7.11	5
Gulf Atlantic Processing	7.34	5
New England Processing	7.40	5
Southwest Processing	7.54	4
Lakeshores Processing	7.72	4
Westshores Processing	7.93	4
Southeast Processing	8.36	4
South Atlantic Processing	8.60	3
Western Processing	9.49	2

Top 20

Operational Group	Score	Cell
Pocatello Mpf	0.00	10
Mankato P&DC	0.00	10
Altoona P&DC	0.00	10
Central Dakota P&DF	0.00	10
Suburban P&DC	0.63	10
San Jose P&DC	1.01	10
Boise Id P&DC	1.80	10
Midland P&DC	1.83	10
North Peninsula DDC	1.91	10
San Francisco P&DC	1.91	10
Springfield P&DC	2.11	10
Jackson P&DC	2.15	10
Missoula Mpf	2.19	10
Southern Capital Beltway Fac	2.32	10
Brockton P&DC	2.38	10
Johnson City P&DC	2.49	10
Greater Newark P&DC	2.72	10
Peoria P&DC	2.73	10
Toledo P&DC	2.84	10
Champaign P&DC	2.93	10

Opportunity 20

Operational Group	Score	Cell
North Platte Mpf	21.90	0
Rapid City Mpf	21.81	0
Wenatchee Mpf	21.61	0
Gary P&DC	16.47	0
Traverse City P&DC	16.06	0
Duluth P&DC	15.61	0
Reno P&DC	15.24	0
Chattanooga P&DC	15.12	0
Provo P&DC	15.09	0
Evansville P&DC	14.55	0
Gulfport P&DF	13.80	0
Mid Carolina P&DC	12.58	0
Kansas City KS NDC	12.58	0
Colorado Springs P&DC	12.57	0
Grand Junction Mpf	12.49	0
Greensboro NDC	12.48	0
Busse P&DC	12.39	0
Syracuse NY P&DC	12.09	0
Middlesex-Essex P&DC	11.80	0
Spokane Wa P&DC	11.69	0

HQ Functional Group: HQ CPDO
Total Accidents Imp

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	-3.49	2
Western Processing	-3.70	2
Eastern Processing	-3.32	2
New England Processing	-19.92	7
New York Metro Processing	-15.60	6
Chesapeake Processing	-14.16	6
Southern Cal Processing	-13.66	5
Midwest Processing	-13.03	5
Lakeshores Processing	-10.34	5
Pacific NW Processing	-0.78	1
Westshores Processing	-0.71	1
Gulf Atlantic Processing	6.28	0
Southwest Processing	8.88	0
Southeast Processing	8.91	0
South Atlantic Processing	16.02	0
Western Processing	28.74	0

Top 20

Operational Group	Score	Cell
Mankato P&DC	-100.00	10
Altoona P&DC	-100.00	10
Central Dakota P&DF	-100.00	10
Suburban P&DC	-85.71	10
Brockton P&DC	-73.33	10
Fresno P&DC	-71.43	10
San Jose P&DC	-70.00	10
Missoula Mpf	-66.67	10
Johnson City P&DC	-66.67	10
Wichita P&DC	-64.71	10
Lubbock P&DC	-64.71	10
Cedar Rapids P&DC	-64.29	10
Columbia P&DC	-64.29	10
Southern CT P&DC	-62.50	10
Des Moines NDC	-61.54	10
Oklahoma City Ok P&DC	-60.71	10
Boise Id P&DC	-60.00	10
Toledo P&DC	-60.00	10
Montgomery Al P&DC	-57.89	10
Northwest Rochester NY P&DC	-54.55	10

Opportunity 20

Operational Group	Score	Cell
North Platte Mpf	600.00	0
McAllen P&DC	400.00	0
Lincoln P&DF	300.00	0
Traverse City P&DC	200.00	0
Stamford P&DC	200.00	0
SO Maryland P&DC	140.00	0
Tulsa Ok P&DC	137.50	0
West Valley P&DC	121.74	0
Charleston P&DC	114.29	0
Fort Worth P&DC	107.41	0
Birmingham Al P&DC	106.67	0
Birmingham Anx	106.67	0
Casper Mpf	100.00	0
Wenatchee Mpf	100.00	0
Burlington P&DC	100.00	0
Provo P&DC	100.00	0
Midland P&DC	100.00	0
Amarillo P&DC	100.00	0
Rapid City Mpf	100.00	0
Great Falls P&DF	100.00	0

HQ Functional Group: HQ CPDO
Total Accidents Avg

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

Top 20

Operational Group	Score	Cell
North Peninsula DDC	10.00	10
San Francisco P&DC	10.00	10
San Jose P&DC	10.00	10
Boise Id P&DC	10.00	10
Pocatello Mpf	10.00	10
Champaign P&DC	10.00	10
Peoria P&DC	10.00	10
Springfield P&DC	10.00	10
Southern Capital Beltway Fac	10.00	10
Suburban P&DC	10.00	10
Brockton P&DC	10.00	10
Mankato P&DC	10.00	10
Jackson P&DC	10.00	10
Missoula Mpf	10.00	10
Greater Newark P&DC	10.00	10
Toledo P&DC	10.00	10
Altoona P&DC	10.00	10
Central Dakota P&DF	10.00	10
Johnson City P&DC	10.00	10
Midland P&DC	10.00	10

Opportunity 20

Operational Group	Score	Cell
Wenatchee Mpf	0.00	0
Spokane Wa P&DC	0.00	0
Provo P&DC	0.00	0
Fort Worth 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
Reno P&DC	0.00	0
North Platte Mpf	0.00	0
Gulfport P&DF	0.00	0
Traverse City P&DC	0.00	0
Kansas City KS NDC	0.00	0
Gary P&DC	0.00	0
Evansville P&DC	0.00	0
Busse P&DC	0.00	0
Peachtree P&DC	0.00	0
Grand Junction Mpf	0.00	0
Colorado Springs P&DC	0.00	0

HQ Functional Group: HQ CPDO
Employee Availability Rate



NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	90.67	3
Western Processing	87.41	0
Eastern Processing	85.57	0
Pacific NW Processing	90.25	2
Western Processing	89.68	1
Midwest Processing	88.99	1
Southern Cal Processing	87.70	0
New England Processing	86.83	0
Southwest Processing	86.72	0
Gulf Atlantic Processing	86.49	0
South Atlantic Processing	85.39	0
Westshores Processing	85.08	0
Chesapeake Processing	85.03	0
New York Metro Processing	84.61	0
Lakeshores Processing	84.16	0
Southeast Processing	83.24	0

Top 20

Operational Group	Score	Cell
Mankato P&DC	96.16	10
Johnstown P&DC-Inshd	95.96	9
Pocatello Mpf	95.13	8
Cheyenne P&DC	95.08	8
Sioux Falls Sd P&DC	94.81	8
Lincoln P&DF	94.80	8
Lafayette La P&DC	94.69	8
Peoria P&DC	94.61	7
Pittsburgh NDC	94.59	7
Central Dakota P&DF	94.54	7
Johnson City P&DC	94.40	7
Eau Claire P&DF	94.36	7
Casper Mpf	94.33	7
El Paso P&DC	94.23	7
North Platte Mpf	94.08	7
McAllen P&DC	94.07	7
Yakima Mpf	93.61	6
Burlington P&DC	93.55	6
Minn-Saint Paul Psa	93.28	6
Minn-Saint Paul NDC	93.28	6

Opportunity 20

Operational Group	Score	Cell
Southern Capital Beltway Fac	72.47	0
Busse P&DC	72.66	0
Memphis NDC	74.05	0
Jet Cove Anx	74.47	0
Memphis P&DC	74.47	0
SO Maryland P&DC	77.18	0
Detroit P&DC	77.63	0
Baltimore P&DC	77.69	0
Royal Palm P&DC	77.93	0
South Suburban P&DC	78.15	0
Cleveland P&DC	78.40	0
Atlanta P&DC	78.62	0
New Orleans La P&DC	78.68	0
Saint Rose Anx	78.68	0
Los Angeles P&DC	79.59	0
Chicago P&DC	79.89	0
Detroit NDC	80.06	0
Balt Inc Mail P&DC	80.63	0
Richmond P&DC	80.64	0
New Jersey NDC	80.72	0

HQ Functional Group: HQ CPDO
Employee Availability Imp

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	1.09	6
Western Processing	1.33	7
Eastern Processing	1.12	6
Chesapeake Processing	2.44	9
New York Metro Processing	2.29	9
Westshores Processing	1.93	8
Lakeshores Processing	1.48	7
New England Processing	1.38	7
Midwest Processing	1.37	7
Southern Cal Processing	1.19	6
Western Processing	1.06	6
South Atlantic Processing	1.02	6
Pacific NW Processing	0.93	6
Southwest Processing	0.47	4
Gulf Atlantic Processing	-0.16	4
Southeast Processing	-0.19	4

Top 20

Operational Group	Score	Cell
Southern Capital Beltway Fac	6.77	10
Eastern Me P&DC	6.63	10
North Platte Mpf	5.52	10
McAllen P&DC	5.44	10
Northwest Rochester NY P&DC	5.35	10
Mid Carolina P&DC	5.17	10
Corpus Christi P&DC	5.13	10
Palatine P&DC	4.88	10
Eau Claire P&DF	4.81	10
Queens NY P&DC	4.70	10
Kansas City KS NDC	4.59	10
Springfield P&DC	4.45	10
Greater Newark P&DC	4.32	10
Philadelphia NDC	4.22	10
Harrisburg P&DC	4.21	10
Delaware P&DC	4.07	10
Northrn Metro P&DC	3.89	10
Lancaster P&DC	3.67	10
Medford Or P&DC	3.62	10
Chattanooga P&DC	3.47	10

Opportunity 20

Operational Group	Score	Cell
Redding Mpf	-7.23	0
Augusta P&DC	-4.87	0
Rapid City Mpf	-3.95	0
Jet Cove Anx	-3.93	0
Memphis P&DC	-3.93	0
Macon P&DC	-2.65	0
Royal Palm P&DC	-2.60	0
North Houston P&DC	-2.52	0
North Bay P&DC	-2.37	1
South Bend P&DC	-2.06	1
Busse P&DC	-1.96	1
Memphis NDC	-1.92	1
Kingsford Mpf	-1.87	1
Mobile AI P&DC	-1.85	1
Mobile Anx	-1.85	1
White River Junction P&DC	-1.84	1
Great Falls P&DF	-1.83	1
Oakland P&DC	-1.74	2
Grand Junction Mpf	-1.67	2
Reno P&DC	-1.64	2

HQ Functional Group: HQ CPDO
Employee Availability Avg

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	5.00	5
Western Processing	4.00	4
Eastern Processing	3.00	3
New York Metro Processing	5.00	5
Chesapeake Processing	5.00	5
Western Processing	4.00	4
Westshores Processing	4.00	4
Midwest 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
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
Mankato P&DC	10.00	10
Johnstown P&DC-Inshd	10.00	10
Pocatello Mpf	9.00	9
Peoria P&DC	9.00	9
Lafayette La P&DC	9.00	9
North Platte Mpf	9.00	9
McAllen P&DC	9.00	9
Eau Claire P&DF	9.00	9
Casper Mpf	9.00	9
Santa Ana P&DC	8.00	8
Southern CT P&DC	8.00	8
Lincoln P&DF	8.00	8
Central Dakota P&DF	8.00	8
Sioux Falls Sd P&DC	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
Huntsville P&DF	7.00	7
Anaheim P&DC	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
Macon P&DC	0.00	0
Augusta P&DC	0.00	0
Royal Palm 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
Memphis NDC	1.00	1
Rapid City Mpf	1.00	1
Youngstown P&DF	1.00	1
Toledo P&DC	1.00	1
South Bend P&DC	1.00	1
South Suburban P&DC	1.00	1
Busse P&DC	1.00	1
Jacksonville P&DC	1.00	1
Fort Myers P&DC	1.00	1
Grand Junction Mpf	1.00	1
North Bay P&DC	1.00	1

HQ Functional Group: HQ CPDO
Grievance - Case Pending

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	7.87	4
Eastern Processing	1.05	4
Western Processing	3.13	4
Westshores Processing	-15.71	6
Southwest Processing	-8.49	5
Midwest Processing	-6.44	5
Chesapeake Processing	-4.84	5
Southeast Processing	-3.57	5
New York Metro Processing	-3.14	5
Lakeshores Processing	-0.86	5
New England Processing	0.21	4
Pacific NW Processing	3.89	4
Western Processing	16.58	3
Gulf Atlantic Processing	19.62	3
South Atlantic Processing	20.37	3
Southern Cal Processing	30.41	2

Top 20

Operational Group	Score	Cell
Busse P&DC	-15.71	6
Carol Stream P&DC	-15.71	6
Champaign P&DC	-15.71	6
Chicago NDC	-15.71	6
South Suburban P&DC	-15.71	6
Chicago P&DC	-15.71	6
Fox Valley P&DC	-15.71	6
Palatine P&DC	-15.71	6
Peoria P&DC	-15.71	6
Quad Cities P&DC	-15.71	6
Springfield P&DC	-15.71	6
Evansville P&DC	-15.71	6
Fort Wayne P&DC	-15.71	6
Gary P&DC	-15.71	6
Indianapolis Mpa	-15.71	6
Indianapolis P&DC	-15.71	6
South Bend P&DC	-15.71	6
Eau Claire P&DF	-15.71	6
Green Bay P&DC	-15.71	6
Madison P&DC	-15.71	6

Opportunity 20

Operational Group	Score	Cell
Honolulu Hi P&DC	30.41	2
Van Nuys Fss Mail Processing Anx	30.41	2
Santa Clarita P&DC	30.41	2
Santa Barbara P&DC	30.41	2
Santa Ana P&DC	30.41	2
Margaret Sellers P&DC	30.41	2
San Bernardino P&DC	30.41	2
Pasadena Mail Processing Anx	30.41	2
Moreno Valley P&DC	30.41	2
Los Angeles P&DC	30.41	2
Los Angeles NDC	30.41	2
Fresno P&DC	30.41	2
Bakersfield P&DC	30.41	2
Anaheim P&DC	30.41	2
Industry P&DC	30.41	2
Roanoke P&DC	20.37	3
Richmond P&DC	20.37	3
Northern VA P&DC	20.37	3
Norfolk P&DC	20.37	3
Dulles P&DC	20.37	3

HQ Functional Group: HQ CPDO
Grievance - Step

NPA PERFORMANCE
FY 2023 - MAR 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	0.10	9
Pacific NW Processing	0.33	8
Southern Cal Processing	0.57	8
Gulf Atlantic Processing	0.58	8
Southeast Processing	4.01	4
Midwest Processing	27.50	1
Westshores Processing	28.85	1
Southwest Processing	29.68	1
Lakeshores Processing	42.19	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	42.19	0
Youngstown P&DF	42.19	0
Toledo P&DC	42.19	0
Dayton P&DC	42.19	0
Columbus P&DC	42.19	0
Cleveland P&DC	42.19	0
Springdale Anx	42.19	0
Cincinnati P&DC	42.19	0
Cincinnati NDC	42.19	0
Akron P&DC	42.19	0
Traverse City P&DC	42.19	0
Michigan Metroplex P&DC	42.19	0
Lansing P&DC	42.19	0
Kingsford Mpf	42.19	0
Grand Rapids P&DC	42.19	0
Grand Rapids P&DF	42.19	0
Detroit P&DC	42.19	0
Detroit NDC	42.19	0
Louisville P&DC	42.19	0
Lexington P&DC	42.19	0

HQ Functional Group: HQ CPDO
Grievance - Cost Reduction

NPA PERFORMANCE
FY 2023 - MAR YTD

National

Operational Group	Score	Cell
HQ CPDO	6.08	4
Western Processing	-38.43	8
Eastern Processing	17.68	3
Lakeshores Processing	-70.20	10
Midwest Processing	-68.96	10
Chesapeake Processing	-24.21	7
New York Metro Processing	-17.83	6
Pacific NW Processing	-16.41	6
Westshores Processing	-13.36	6
New England Processing	-12.18	6
Southeast Processing	16.81	3
Southwest Processing	30.28	2
Western Processing	44.95	1
Southern Cal Processing	53.40	1
Gulf Atlantic Processing	90.06	0
South Atlantic Processing	286.37	0

Top 20

Operational Group	Score	Cell
Lexington P&DC	-70.20	10
Louisville P&DC	-70.20	10
Detroit NDC	-70.20	10
Detroit P&DC	-70.20	10
Grand Rapids P&DF	-70.20	10
Grand Rapids P&DC	-70.20	10
Kingsford Mpf	-70.20	10
Lansing P&DC	-70.20	10
Michigan Metroplex P&DC	-70.20	10
Traverse City P&DC	-70.20	10
Akron P&DC	-70.20	10
Cincinnati NDC	-70.20	10
Cincinnati P&DC	-70.20	10
Springdale Anx	-70.20	10
Cleveland P&DC	-70.20	10
Columbus P&DC	-70.20	10
Dayton P&DC	-70.20	10
Toledo P&DC	-70.20	10
Youngstown P&DF	-70.20	10
Charleston P&DC	-70.20	10

Opportunity 20

Operational Group	Score	Cell
Roanoke P&DC	286.37	0
Richmond P&DC	286.37	0
Northern VA P&DC	286.37	0
Norfolk P&DC	286.37	0
Dulles P&DC	286.37	0
Rocky Mount P&DF	286.37	0
Raleigh P&DC	286.37	0
Greensboro P&DC	286.37	0
Greensboro NDC	286.37	0
Fayetteville Downing Road Anx	286.37	0
Fayetteville P&DC	286.37	0
Mid Carolina P&DC	286.37	0
Charlotte P&DC	286.37	0
San Juan Pr P&DC	90.06	0
Dmdu Cantano Anx	90.06	0
Jackson P&DC	90.06	0
Gulfport P&DF	90.06	0
West Palm Beach P&DC	90.06	0
Tampa P&DC	90.06	0
Ybor City P&DC	90.06	0

**HQ Functional Group: HQ CPDO
Grievance Avg**

**NPA PERFORMANCE
FY 2023 - MAR YTD**

National

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

Top 20

Operational Group	Score	Cell
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
Eastern Me P&DC	7.00	7
Southern Me P&DC	7.00	7
Baltimore P&DC	7.00	7
Balt Inc Mail P&DC	7.00	7
Eastern Shore P&DC	7.00	7
SO Maryland P&DC	7.00	7
Washington NDC	7.00	7
Southern Capital Beltway Fac	7.00	7
Suburban P&DC	7.00	7
Boston P&DC	7.00	7
Brockton P&DC	7.00	7
Middlesex-Essex P&DC	7.00	7
Springfield NDC	7.00	7
Central P&DC	7.00	7

Opportunity 20

Operational Group	Score	Cell
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
Tulsa Ok P&DC	3.00	3
Oklahoma City Ok P&DC	3.00	3
Shreveport La P&DC	3.00	3
New Orleans La P&DC	3.00	3
Saint Rose Anx	3.00	3

HQ Functional Group: HQ CPDO
Employee Utilization

NPA PERFORMANCE
FY 2023 - MAR YTD

National

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

Top 20

Operational Group	Score	Cell
Pocatello Mpf	7.00	7
Johnstown P&DC-Inshd	7.00	7
Casper Mpf	7.00	7
San Francisco NDC	6.00	6
Southern CT P&DC	6.00	6
Peoria P&DC	6.00	6
Mankato P&DC	6.00	6
Billings P&DC	6.00	6
Las Vegas P&DC	6.00	6
Medford Or P&DC	6.00	6
Altoona P&DC	6.00	6
Pennwood Place P&DC	6.00	6
Pittsburgh NDC	6.00	6
Scranton P&DC	6.00	6
Burlington P&DC	6.00	6
Yakima Mpf	6.00	6
Eau Claire P&DF	6.00	6
Cheyenne P&DC	6.00	6
Huntsville P&DF	5.00	5
Phoenix P&DC	5.00	5

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
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
Memphis NDC	2.00	2
Knoxville P&DC	2.00	2
Rapid City Mpf	2.00	2
Charleston P&DC	2.00	2
Youngstown P&DF	2.00	2
Toledo P&DC	2.00	2
Raleigh P&DC	2.00	2
Greensboro P&DC	2.00	2
Greensboro NDC	2.00	2
New Orleans La P&DC	2.00	2

Any
Questions?

Contact Info: Donald.L.Flak@USPS.GOV
(202) 268-4518 or (412) 737-1625