

# FY24 - Last Mile Package Performance

## Last Mile Package Performance

## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
87.05	90.05	93.05	96.05	99.05	99.15	99.25	99.35	99.45	99.55

### Description

The indicator measures the performance of last mile package delivery for all mail classes except Packages Services. It is calculated as a percentage of packages that have both the Out for Delivery (OF) and a Stop the Clock event on the same date.

To accomplish this, performance scores will be calculated by (the total all on-time packages) divided by (the total packages received Out for Delivery (OF) event).

If a package is missing the Stop the Clock Event or has it on a later date than the Out for Delivery (OF) event, it is considered a failure and lowers the percentage of the indicator measurement. The higher the percentage, the better the last mile package delivery performance.

*Last Mile Package Performance is one portion (30%) of the Functional Effectiveness - Retail and Delivery indicator.*

### Measurement Period

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

### Data Source and Calculation

- Source** – EDW - Product Performance Reporting
- Indicator Value** – % packages with Stop the Clock and OF on same date
- Business Rule** –  $((\text{Pieces Scanned with all required scans}) / (\text{Total Pieces with OF})) * 100$
- Decimal Precision** – Two Decimals

### Data Validation

EDW: Product Performance Reporting > Shared Reports > Shared User Folder > \*Headquarters > NPA Prompted Reports > Delivery Performance

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

Scorecard Name	Depth	FE Weight	Total Weight Towards Composite
HQ CRDO	Nation	30.0%	15.0%
Area Retail and Delivery	Area	30.0%	15.0%
District Retail and Delivery	District	30.0%	15.0%
MPOO	MPOO	30.0%	15.0%
Post Office 22 or above	LF	30.0%	15.0%
Post Office 21-20	LF	30.0%	15.0%
Post Office 18 or below	LF	30.0%	15.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF	30.0%	15.0%