



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
1727 KING STREET, SUITE 400
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March 10, 2026

Board Memo 0013-2026: Updated FY2026 NPA Indicators

Executive Board,

NAPS Headquarters received a letter from the USPS regarding the Fiscal Year 2026 (FY26) National Performance Assessment.

The FY2026 NPA Indicators provided the USPS in the letter dated January 16, 2026, was inaccurate. Please find attached the Updated Indicator Information Sheet for FY26 and updated Targets & Thresholds, and Weights & Depths Indicators.

NAPS Headquarters is awaiting a response from the USPS to our request for a briefing to discuss the FY2026 NPA.

Please share this information with your membership.

Thank you, and be safe.

NAPS Headquarters



March 5, 2026

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

Dear Ivan:

This letter is related to our January 16, 2026, correspondence regarding the FY2026 NPA Indicators.

It was discovered that the FY26 targets/scaling for the Ground Advantage composite indicator (on Logistics, Processing, and CPO scorecards as a Functional Effectiveness Indicator) are inaccurate.

The scorecards included preliminary numbers for this indicator that were later changed to achieve the National 94.80 Competitive Composite, of which Ground Advantage is the largest contributor. In that effort the target was set at 91.85 for Ground Advantage.

Enclosed is the following:

- Updated Indicator Information Sheet for FY26 – Ground Advantage Composite
- Updated Indicators - Targets & Thresholds, Weights & Depths

Also, we are currently working to implement these changes with the December YTD publishing.

Please contact James Timmons at extension 2324 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "Timothy N. Brust".

Timothy N. Brust
A/Director
Labor Relations Policies and Programs

FY26 - Ground Advantage Composite

Ground Advantage Composite

Targets and Thresholds

Ground Advantage Composite									
1	2	3	4	5	6	7	8	9	10
76.52	80.35	84.19	88.02	91.85	91.96	92.07	92.18	92.29	92.40

Description

Ground Advantage Composite Performance will measure the impact of all operations for Ground Advantage packages against the established standards.

Scores will be calculated by (the total on time pcs) divided by (the total pieces in measurement) and reported as a single composite of all pieces.

If a site does not report mail product, the site will receive the Division level score.

Measurement Period

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

Data Source and Calculation

- Source** – IV - Mail Product Heat Map
- Indicator Value** – Rate = % On-Time
- Business Rule** – Rate = Passed Pieces/Total Pieces X100
- Decimal Precision** – Two Decimals

Data Validation

[IV - Mail Product Heat Map](#)

Filtered to Mail Class: Ground Advantage and Mail Product: Composite

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Total Weight Towards Composite
HQ CPDO	Nation	4.0%
Region Processing and Maintenance	Region	4.0%
Division Processing and Maintenance	Division	4.0%
Plant Processing and Maintenance	LF	4.0%
HQ CLO	Nation	4.0%
Region Logistics	Region	4.0%
Division Logistics	Division	4.0%
Plant Logistics	LF	4.0%
HQ CPO	Nation	6.0%

FY2026 INDICATORS - TARGETS & THRESHOLDS

AS OF 03/04/26

FY2026 NPA INDICATORS						FY2026 Target					
		1	2	3	4	5	6	7	8	9	10
1	Controllable Income	-6.26	-5.15	-4.03	-2.92	-1.80	-1.03	-0.26	0.51	1.28	2.05
2	Total Revenue FPR % Plan	-5.33	-4.00	-2.67	-1.33	0.00	0.92	1.84	2.75	3.67	4.59
3 *	Total Operating Expense (TOE) % Plan	5.22	3.92	2.61	1.31	0.00	-0.90	-1.80	-2.70	-3.60	-4.50
	Total Workhours % Plan	7.05	5.29	3.53	1.76	0.00	-4.26	-8.52	-12.79	-17.05	-21.31
4	Market Dominant Composite	85.81	87.36	88.91	90.45	92.00	92.62	93.24	93.85	94.47	95.09
5	Competitive Composite - National	91.54	92.36	93.17	93.99	94.80	95.04	95.27	95.51	95.74	95.98
	Competitive Composite - Retail & Delivery and Processing & Logistics	82.62	84.97	87.31	89.66	92.00	92.11	92.22	92.33	92.44	92.55
6	Customer Experience - Delivery	66.50	68.75	71.00	73.25	75.50	77.07	78.64	80.22	81.79	83.36
	Customer Experience - C360 Rate	40.60	42.49	44.38	46.26	48.15	50.52	52.89	55.26	57.63	60.00
	Customer Experience - C360 Imp	0.00	1.25	2.50	3.75	5.00	8.00	11.00	14.00	17.00	20.00
	Customer Experience - BSN	87.50	90.13	92.75	95.38	98.00	98.20	98.40	98.60	98.80	99.00
	Customer Experience - BMEU	80.00	84.00	88.00	92.00	96.00	96.40	96.80	97.20	97.60	98.00
	Customer Experience - POS	84.28	85.45	86.61	87.78	88.94	89.97	91.00	92.03	93.06	94.09
	Customer Experience - ECC	70.00	73.75	77.50	81.25	85.00	86.00	87.00	88.00	89.00	90.00
	Customer Experience - USPS.com	62.95	66.45	69.95	73.45	76.95	77.75	78.55	79.35	80.15	80.95
7	Total Accidents Rate - National	16.75	15.88	15.00	14.13	13.25	12.80	12.35	11.90	11.45	11.00
	Total Accidents Rate - Retail & Delivery and Logistics	19.95	18.53	17.10	15.68	14.25	12.25	10.25	8.25	6.25	4.25
	Total Accidents Rate - Processing & Maintenance and Fleet	11.00	10.13	9.25	8.38	7.50	6.55	5.60	4.65	3.70	2.75
	Total Accidents Imp	0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00
8	Employee Separation Rate	22.50	15.63	8.75	1.88	-5.00	-10.00	-15.00	-20.00	-25.00	-30.00
9	Grievance - Step 2 + A	30.00	22.88	15.75	8.63	1.50	1.20	0.90	0.60	0.30	0.00
	Grievance - Case Pending	60.00	45.00	30.00	15.00	0.00	-10.00	-20.00	-30.00	-40.00	-50.00
	Grievance - Cost Reduction	65.00	48.75	32.50	16.25	0.00	-13.00	-26.00	-39.00	-52.00	-65.00
10	Functional Effectiveness	Targets & Thresholds Vary - See below									
*	Total Workhours % plan used for Post Office 18 and below										
10a	Employee Availability - National	89.00	90.22	91.44	92.66	93.88	94.89	95.90	96.91	97.92	98.93
	Employee Availability - HQ	87.00	89.00	91.00	93.00	95.00	95.50	96.00	96.50	97.00	97.50
	Employee Availability - CRDO	89.48	90.60	91.72	92.83	93.95	95.05	96.14	97.24	98.33	99.43
	Employee Availability - CPDO	82.81	84.52	86.22	87.93	89.63	90.93	92.23	93.53	94.83	96.13
	Employee Availability - Logistics	89.09	90.08	91.07	92.05	93.04	94.22	95.40	96.58	97.76	98.94
	Employee Availability - Fleet	90.89	91.68	92.47	93.25	94.04	94.43	94.82	95.22	95.61	96.00
	Employee Availability Imp	-2.96	-2.03	-1.11	-0.18	0.75	1.60	2.45	3.30	4.15	5.00
	Employee Availability Avg	1	2	3	4	5	6	7	8	9	10
10b	Scanning Visibility - National	96.00	96.35	96.70	97.05	97.40	97.56	97.72	97.88	98.04	98.20
	Scanning Visibility - Retail & Delivery	98.80	98.93	99.05	99.18	99.30	99.40	99.50	99.60	99.70	99.80
	Scanning Visibility - Processing & Maintenance	92.40	93.00	93.60	94.19	94.79	95.53	96.27	97.02	97.76	98.50
	Scanning Visibility - Logistics	84.57	86.93	89.29	91.64	94.00	95.10	96.20	97.30	98.40	99.50
10c	Functional Effectiveness - Retail and Delivery										
	F2DPH % SPLY	-4.99	-3.56	-2.12	-0.69	0.75	3.76	6.77	9.79	12.80	15.81
	Last Mile Package Performance	99.64	99.68	99.72	99.76	99.80	99.84	99.88	99.91	99.95	99.99
	CSV/SOV Variance	84.00	87.00	90.00	93.00	96.00	105.80	115.60	125.40	135.20	145.00
	CSV/SOV Opportunity % SPLY	-99.98	-69.99	-39.99	-9.99	20.00	36.00	52.00	67.99	83.99	99.99
	Scanning Visibility - Retail & Delivery	Targets are all the same as #10b above									
	Average Days Late	2.53	2.40	2.26	2.13	2.00	1.95	1.90	1.85	1.80	1.75
	Average Days Late Imp	-17.32	-11.74	-6.16	-0.58	5.00	5.59	6.18	6.77	7.36	7.95
	Parcel Select DDU	99.60	99.65	99.70	99.75	99.80	99.83	99.86	99.90	99.93	99.96
	Employee Separation Rate	Targets are all the same as #8 above									
	Employee Availability - CRDO	Targets are all the same as #10a above									

FY2026 INDICATORS - TARGETS & THRESHOLDS

AS OF 03/04/26

FY2026 NPA INDICATORS						FY2026 Target					
		1	2	3	4	5	6	7	8	9	10
10d	Functional Effectiveness - Logistics										
	Surface Transportation Trip Utilization	40.72	46.39	52.06	57.72	63.39	68.72	74.05	79.38	84.71	90.04
	Motor Vehicle Accidents	19.75	18.13	16.50	14.88	13.25	12.35	11.45	10.55	9.65	8.75
	Motor Vehicle Accidents Imp	0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00
	Scanning Visibility - Logistics	Targets are all the same as #10b above									
	Air Network Utilization	90.96	91.46	91.96	92.45	92.95	93.47	93.99	94.51	95.03	95.55
	Average Days Late	Targets are all the same as #10c above									
	Average Days Late Imp	Targets are all the same as #10c above									
	Ground Advantage Composite	76.52	80.35	84.19	88.02	91.85	91.96	92.07	92.18	92.29	92.40
	Market Dominant Composite Performance	86.19	88.06	89.93	91.80	93.67	94.56	95.44	96.33	97.22	98.11
	Trips on Time	69.89	74.04	78.18	82.33	86.47	88.47	90.46	92.46	94.45	96.45
	Employee Separation Rate	Targets are all the same as #8 above									
	Employee Availability - Logistics	Targets are all the same as #10a above									
10e	Functional Effectiveness - Processing and Maintenance										
	Efficiency Index % SPLY Dollars	6.86	5.08	3.31	1.53	-0.25	-3.25	-6.25	-9.25	-12.25	-15.25
	Market Dominant Composite Performance	Targets are all the same as #10d above									
	Scanning Visibility - Processing & Maintenance	Targets are all the same as #10b above									
	Average Days Late	Targets are all the same as #10c above									
	Average Days Late Imp	Targets are all the same as #10c above									
	Efficiency Index Package Productivity	40.00	47.50	55.00	62.50	70.00	82.00	94.00	106.00	118.00	130.00
	Ground Advantage Composite	Targets are all the same as #10d above									
	Operating Plan Precision	66.68	71.49	76.30	81.11	85.92	88.50	91.08	93.66	96.24	98.82
	Surface Transportation Trip Utilization	Targets are all the same as #10d above									
Employee Separation Rate	Targets are all the same as #8 above										
Employee Availability Rate - CPDO	Targets are all the same as #10a above										
10f	Functional Effectiveness - Plant STC										
	Surface Transportation Trip Utilization	Targets are all the same as #10d above									
	Trips on Time	Targets are all the same as #10d above									
	Cycle Time	48.00	43.00	38.00	33.00	28.00	25.00	22.00	19.00	16.00	13.00
	Employee Separation Rate	Targets are all the same as #8 above									
Employee Availability Rate - Logistics	Targets are all the same as #10a above										
10g	Functional Effectiveness - ISC										
	CBP ISC Intercept	85.23	88.07	90.92	93.76	96.60	96.88	97.16	97.44	97.72	98.00
	Receipt Scan Performance	97.65	97.88	98.12	98.35	98.58	98.66	98.74	98.82	98.90	98.98
	Efficiency Index % SPLY Dollars	Targets are all the same as #10e above									
	Trips on Time	Targets are all the same as #10d above									
	Scanning Visibility - Processing & Maintenance	Targets are all the same as #10b above									
	Employee Separation Rate	Targets are all the same as #8 above									
Employee Availability Rate - CPDO	Targets are all the same as #10a above										
10h	Functional Effectiveness - REC										
	REC Site Keyer Effectiveness - IPKH	929.00	932.00	935.00	938.00	941.00	944.60	948.20	951.80	955.40	959.00
	REC Site Keyer Effectiveness - Keyer Efficiency	85.25	85.69	86.13	86.56	87.00	87.07	87.14	87.21	87.28	87.35
	Employee Separation Rate	Targets are all the same as #8 above									
Employee Availability Rate - CPDO	Targets are all the same as #10a above										
10i	Functional Effectiveness - HQ Fleet Management										
	Vehicle Availability	94.73	95.30	95.88	96.45	97.02	97.44	97.87	98.29	98.72	99.14
	% PS/DS	3.54	2.92	2.29	1.67	1.04	0.83	0.62	0.42	0.21	0.00
	Direct Maintenance %	61.53	65.08	68.63	72.17	75.72	79.44	83.17	86.89	90.62	94.34
	On-Time Preventive Maintenance	10.30	16.55	22.80	29.05	35.30	45.45	55.61	65.76	75.92	86.07
Employee Availability Rate - Fleet	Targets are all the same as #10a above										
10j	Functional Effectiveness - HQ CHRO										
	Onboarding Achievement Rate	1.00	-3.00	-7.00	-11.00	-15.00	-19.00	-23.00	-27.00	-31.00	-35.00
	OSHA Injuries and Illness	9.00	8.13	7.25	6.38	5.50	5.00	4.50	4.00	3.50	3.00
	Employee Separation Rate	Targets are all the same as #8 above									
Employee Availability Rate - HQ	Targets are all the same as #10a above										
10k	Functional Effectiveness - HQ SVP National Sales										
	Competitive Shipping Rev % Plan	-5.33	-4.00	-2.67	-1.33	0.00	0.92	1.84	2.75	3.67	4.59
	Marketing Mail Rev % Plan	-5.33	-4.00	-2.67	-1.33	0.00	0.92	1.84	2.75	3.67	4.59
Employee Availability - HQ	Targets are all the same as #10a above										
10l	Functional Effectiveness - HQ CCMO										
	Commercial Shipping Vol % Plan	-6.11	-4.58	-3.05	-1.53	0.00	0.59	1.18	1.77	2.36	2.95
	Marketing Mail Vol % Plan	-0.19	-0.14	-0.09	-0.05	0.00	0.93	1.85	2.78	3.71	4.64
	CX Resolution - C360 Successful Resolution	39.34	40.09	40.84	41.59	42.34	42.59	42.84	43.09	43.34	43.59
	CX Resolution - BSN Answered Clearly	95.00	95.50	96.00	96.50	97.00	97.30	97.60	97.90	98.20	98.50
	CX Resolution - ECC IVR/Live Agent	84.25	84.88	85.50	86.13	86.75	88.05	89.35	90.65	91.95	93.25
Employee Availability Rate - HQ	Targets are all the same as #10a above										

FY2025 INDICATORS - TARGETS & THRESHOLDS

AS OF 02/05/2025

FY2025 NPA INDICATORS						FY2025 Target					
		1	2	3	4	5	6	7	8	9	10
1	Controllable Income	-5.44	-4.35	-3.26	-2.17	-1.10	-0.27	0.54	1.36	2.17	2.99
2	Total Revenue FPR % Plan	-5.25	-3.93	-2.62	-1.31	0.00	0.92	1.84	2.75	3.67	4.59
3*	Total Operating Expense (TOE) % Plan	5.20	3.90	2.60	1.30	0.00	-0.90	-1.80	-2.70	-3.60	-4.50
	Total Workhours % Plan	11.25	8.44	5.63	2.81	0.00	-3.80	-7.60	-11.40	-15.20	-19.00
4	Market Dominant Composite	87.26	88.30	89.33	90.37	91.40	92.28	93.17	94.05	94.94	95.82
5	Competitive Composite - National	91.54	92.36	93.17	93.99	94.80	95.04	95.27	95.51	95.74	95.98
	Competitive Composite - Retail & Delivery and Processing & Logistics	84.47	85.73	86.99	88.24	89.50	89.80	90.10	90.40	90.70	91.00
6	Customer Experience - Delivery	67.90	71.16	74.42	77.68	80.94	81.71	82.47	83.24	84.00	84.77
	Customer Experience - C360 Rate	41.20	42.94	44.68	46.41	48.15	50.52	52.89	55.26	57.63	60.00
	Customer Experience - C360 Imp	0.00	1.25	2.50	3.75	5.00	8.00	11.00	14.00	17.00	20.00
	Customer Experience - BSN	87.50	90.13	92.75	95.38	98.00	98.20	98.40	98.60	98.80	99.00
	Customer Experience - BMEU	80.00	84.00	88.00	92.00	96.00	96.40	96.80	97.20	97.60	98.00
	Customer Experience - POS	83.48	84.60	85.72	86.84	87.96	89.00	90.04	91.07	92.11	93.15
	Customer Experience - CCC	70.00	73.75	77.50	81.25	85.00	86.00	87.00	88.00	89.00	90.00
7	Customer Experience - USPS.com	62.95	66.45	69.95	73.45	76.95	77.75	78.55	79.35	80.15	80.95
	Total Accidents Rate - National	16.75	15.88	15.00	14.13	13.25	12.80	12.35	11.90	11.45	11.00
	Total Accidents Rate - Retail & Delivery and Logistics	19.95	18.53	17.10	15.68	14.25	12.25	10.25	8.25	6.25	4.25
	Total Accidents Rate - Processing & Maintenance and Fleet	11.00	10.13	9.25	8.38	7.50	6.55	5.60	4.65	3.70	2.75
8	Total Accidents Imp	0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00
8	Employee Separation Rate	22.50	15.63	8.75	1.88	-5.00	-10.00	-15.00	-20.00	-25.00	-30.00
9	Grievance - Step 2 + A	30.00	22.88	15.75	8.63	1.50	1.20	0.90	0.60	0.30	0.00
	Grievance - Case Pending	60.00	45.00	30.00	15.00	0.00	-12.00	-24.00	-36.00	-48.00	-60.00
	Grievance - Cost Reduction	65.00	48.75	32.50	16.25	0.00	-13.00	-26.00	-39.00	-52.00	-65.00
10	Functional Effectiveness	<i>Targets & Thresholds Vary - See below</i>									
*	<i>Total Workhours % plan used for Post Office 18 and below</i>										
10a	Employee Availability - National	88.70	89.94	91.19	92.43	93.67	94.68	95.69	96.70	97.71	98.72
	Employee Availability - HQ	87.00	89.00	91.00	93.00	95.00	95.50	96.00	96.50	97.00	97.50
	Employee Availability - CRDO	89.00	90.18	91.35	92.53	93.70	94.56	95.42	96.28	97.14	98.00
	Employee Availability - CPDO	82.00	83.75	85.50	87.25	89.00	90.25	91.50	92.75	94.00	95.25
	Employee Availability - Logistics	89.22	90.14	91.06	91.98	92.90	94.20	95.50	96.79	98.09	99.39
	Employee Availability - Fleet	88.90	90.37	91.84	93.30	94.77	95.47	96.17	96.87	97.57	98.27
	Employee Availability Imp	-4.37	-3.09	-1.81	-0.53	0.75	1.60	2.45	3.30	4.15	5.00
	Employee Availability Avg	1	2	3	4	5	6	7	8	9	10
10b	Scanning Visibility - National	96.00	96.33	96.65	96.98	97.30	97.48	97.66	97.84	98.02	98.20
	Scanning Visibility - Retail & Delivery	98.82	98.94	99.06	99.18	99.30	99.41	99.52	99.63	99.74	99.85
	Scanning Visibility - Processing & Maintenance	91.05	91.71	92.37	93.03	93.69	94.65	95.61	96.58	97.54	98.50
	Scanning Visibility - Logistics	87.48	89.36	91.24	93.12	95.00	95.90	96.80	97.70	98.60	99.50
10c	Functional Effectiveness - Retail and Delivery										
	Last Mile Package Performance	95.75	96.75	97.75	98.75	99.75	99.79	99.83	99.87	99.91	99.95
	F2DPH % SPLY	-4.00	-2.81	-1.63	-0.44	0.75	3.70	6.65	9.60	12.55	15.50
	CSV/SOV Variance	80.00	83.75	87.50	91.25	95.00	103.20	111.40	119.60	127.80	136.00
	CSV/SOV Opportunity % SPLY	-99.00	-69.25	-39.50	-9.75	20.00	35.80	51.60	67.40	83.20	99.00
	Parcel Select DDU	99.60	99.65	99.70	99.75	99.80	99.83	99.86	99.89	99.92	99.95
	Scanning Visibility - Retail & Delivery	<i>Targets are all the same as #10b above</i>									
	Employee Separation Rate	<i>Targets are all the same as #8 above</i>									
Employee Availability - CRDO	<i>Targets are all the same as #10a above</i>										
10d	Functional Effectiveness - SVP Logistics										
	Surface Transportation Trip Utilization	37.16	43.22	49.28	55.33	61.39	66.22	71.05	75.88	80.71	85.54
	Air Network Utilization	82.71	84.51	86.32	88.12	89.93	90.58	91.23	91.88	92.54	93.19
	Ground Advantage Composite	79.74	82.06	84.37	86.69	89.00	89.85	90.70	91.56	92.41	93.26
	FCM Composite	82.50	84.25	86.00	87.75	89.50	91.10	92.70	94.30	95.90	97.50
	Motor Vehicle Accidents	19.95	18.34	16.73	15.11	13.50	11.40	9.30	7.20	5.10	3.00
	Motor Vehicle Accidents Imp	0.00	-2.50	-5.00	-7.50	-10.00	-14.00	-18.00	-22.00	-26.00	-30.00
	Scanning Visibility - Logistics	<i>Targets are all the same as #10b above</i>									
	Trips on Time	73.33	76.62	79.90	83.19	86.47	88.61	90.75	92.88	95.02	97.16
	Employee Separation Rate	<i>Targets are all the same as #8 above</i>									
Employee Availability - Logistics	<i>Targets are all the same as #10a above</i>										
10e	Functional Effectiveness - Processing and Maintenance										
	Operating Plan Precision	65.96	70.95	75.94	80.93	85.92	88.51	91.10	93.70	96.29	98.88
	Four Walls Marketing Performance	94.44	95.33	96.22	97.11	98.00	98.28	98.56	98.84	99.12	99.40
	Efficiency Index % SPLY	-5.00	-3.75	-2.50	-1.25	0.00	3.00	6.00	9.00	12.00	15.00
	MPE Availability %	89.83	91.23	92.64	94.04	95.44	96.34	97.25	98.15	99.05	99.95
	Ground Advantage Composite	<i>Targets are all the same as #10d above</i>									
	FCM Composite	<i>Targets are all the same as #10d above</i>									
	Scanning Visibility - Processing & Maintenance	<i>Targets are all the same as #10b above</i>									
Employee Separation Rate	<i>Targets are all the same as #8 above</i>										
Employee Availability Rate - CPDO	<i>Targets are all the same as #10a above</i>										

FY2025 INDICATORS - TARGETS & THRESHOLDS

AS OF 02/05/2025

FY2025 NPA INDICATORS						FY2025					
		1	2	3	4	Target	5	6	7	8	9
10f	Functional Effectiveness - Plant STC										
	Surface Transportation Trip Utilization										
	<i>Targets are all the same as #10d above</i>										
	Trips on Time										
	<i>Targets are all the same as #10d above</i>										
	Cycle Time	48.00	43.00	38.00	33.00	28.00	25.00	22.00	19.00	16.00	13.00
	Employee Separation Rate	<i>Targets are all the same as #8 above</i>									
	Employee Availability Rate - Logistics	<i>Targets are all the same as #10a above</i>									
10g	Functional Effectiveness - ISC										
	CBP ISC Intercept										
		82.53	85.65	88.77	91.88	95.00	95.60	96.20	96.80	97.40	98.00
	Receipt Scan Performance										
		97.64	97.77	97.89	98.02	98.14	98.27	98.40	98.54	98.67	98.80
	Efficiency Index % SPLY										
	<i>Targets are all the same as #10e above</i>										
	Trips on Time	<i>Targets are all the same as #10d above</i>									
	Scanning Visibility - Processing & Maintenance	<i>Targets are all the same as #10b above</i>									
	Employee Separation Rate	<i>Targets are all the same as #8 above</i>									
	Employee Availability Rate - CPDO	<i>Targets are all the same as #10a above</i>									
10h	Functional Effectiveness - REC										
	REC Site Keyer Effectiveness - IPKH										
		900.00	906.25	912.50	918.75	925.00	928.00	931.00	934.00	937.00	940.00
	REC Site Keyer Effectiveness - Keyer Efficiency										
	85.25	85.69	86.13	86.56	87.00	87.07	87.14	87.21	87.28	87.35	
	Employee Separation Rate	<i>Targets are all the same as #8 above</i>									
	Employee Availability Rate - CPDO	<i>Targets are all the same as #10a above</i>									
10i	Functional Effectiveness - HQ Fleet Management										
	% PMs Delinquent										
		7.74	6.18	4.62	3.06	1.50	1.20	0.90	0.60	0.30	0.00
	Vehicle Availability										
	95.40	95.81	96.21	96.62	97.02	97.46	97.90	98.34	98.78	99.22	
% PS/DS											
	4.50	3.88	3.25	2.63	2.00	1.60	1.20	0.80	0.40	0.00	
	Employee Availability Rate - Fleet	<i>Targets are all the same as #10a above</i>									
10j	Functional Effectiveness - HQ CHRO										
	Onboarding Achievement Rate										
		1.00	-3.00	-7.00	-11.00	-15.00	-17.00	-19.00	-21.00	-23.00	-25.00
	OSHA Injuries and Illness										
	9.00	8.13	7.25	6.38	5.50	5.00	4.50	4.00	3.50	3.00	
	Employee Separation Rate	<i>Targets are all the same as #8 above</i>									
	Employee Availability Rate - HQ	<i>Targets are all the same as #10a above</i>									
10k	Functional Effectiveness - HQ VP Strategic Sales										
	Competitive Shipping Rev % Plan										
		-5.25	-3.93	-2.62	-1.31	0.00	0.92	1.84	2.75	3.67	4.59
	Competitive Shipping Vol % SPLY										
		0.00	1.22	2.43	3.65	4.86	5.29	5.72	6.14	6.57	7.00
Commercial PM and GA Vol % SPLY											
	0.00	1.22	2.45	3.67	4.89	5.41	5.93	6.46	6.98	7.50	
	Employee Availability Rate - HQ	<i>Targets are all the same as #10a above</i>									
10l	Functional Effectiveness - HQ CCMO										
	Commercial PM and GA Rev % Plan										
		-5.25	-3.93	-2.62	-1.31	0.00	0.92	1.84	2.75	3.67	4.59
	Marketing Mail Rev % Plan										
		-5.25	-3.93	-2.62	-1.31	0.00	0.92	1.84	2.75	3.67	4.59
	CX Resolution - C360 Successful Resolution										
		39.34	40.09	40.84	41.59	42.34	42.59	42.84	43.09	43.34	43.59
CX Resolution - BSN Answered Clearly											
	95.00	95.50	96.00	96.50	97.00	97.40	97.80	98.20	98.60	99.00	
CX Resolution - CCC IVR/Live Agent											
	85.50	85.65	85.80	85.95	86.10	86.20	86.30	86.40	86.50	86.60	
	Employee Availability Rate - HQ	<i>Targets are all the same as #10a above</i>									
10m	Functional Effectiveness - HQ GC										
	Law Department Client Survey										
		4.37	4.42	4.46	4.51	4.55	4.60	4.66	4.71	4.77	4.82
	National Average Payout										
		3425	3175	2925	2675	2425	2345	2265	2185	2105	2025
Process FOIA Requests Timely											
	89.00	90.50	92.00	93.50	95.00	95.40	95.80	96.20	96.60	97.00	
Appellate Win Rate											
	83.00	84.75	86.50	88.25	90.00	91.40	92.80	94.20	95.60	97.00	
	Employee Availability Rate - HQ	<i>Targets are all the same as #10a above</i>									
10n	Functional Effectiveness - HQ PMG										
	Average of all FE scores, weighted by employee count										
10o	Functional Effectiveness - HQ CFO										
	Average of all FE scores, weighted by employee count										
10p	Functional Effectiveness - HQ CIO										
	Average of all FE scores, weighted by employee count										
10q	Functional Effectiveness - HQ CLIO										
	Average of all FE scores, weighted by employee count										
10r	Functional Effectiveness - HQ CTO										
	Average of all FE scores, weighted by employee count										
10s	Functional Effectiveness - HQ CPO										
	Average of all FE scores, weighted by employee count										
10t	Functional Effectiveness - Inspection Service										
	Average of all FE scores, weighted by employee count										

