



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
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October 7, 2021

Board Memo 080-2021: USPS Has Released the NPA Scorecard for August

Executive Board,

Last week, the Postal Service released the NPA Scorecard for August 2021.

Thank you and be safe.

NAPS Headquarters

NPA National Scorecard - August YTD	Goal	August YTD		New Weight	Weighted Rating
		Score	Cell		
Controllable Income	-5.65	-2.56	7	14.5%	1.02
Total Revenue FPR % Plan	0.00	7.82	10	10.5%	1.05
Total Operating Expense (TOE) % Plan	0.00	3.50	0	10.5%	0.00
Market Dominant Composite	85.86	85.34	4	6.0%	0.24
Competitive Composite	90.72	91.56	6	10.0%	0.60
Scanning Visibility	97.95	97.16	2	6.0%	0.12
Customer Experience - Delivery	86.33	70.21	0		
Customer Experience - C360 Rate	55.00	33.20	0		
Customer Experience - C360 Imp	10.00	-17.68	0		
Customer Experience - BSN	97.2	97.84	8		
Customer Experience - BMEU	96.73	95.61	0		
Customer Experience - POS	90.42	84.31	1		
Customer Experience - CCC	60.03	61.45	5		
Customer Experience - USPS.com	73.41	66.89	3		
Customer Experience Index	5	2.10	2	10.5%	0.21
Total Accidents Rate - National	13.75	13.53	5		
Total Accidents Imp	-10.00	4.13	0		
Total Accidents	5		5	10.5%	0.53
Employee Availability Rate	94.82	91.00	1		
Employee Availability Imp	1.12	-2.02	0		
Employee Availability	5		1		
Employee Retention	50.48	48.20	4		
Grievance - Step 3 + B	0.05	1.56	0		
Grievance - Case Pending	0.00	31.06	0		
Grievance - Cost Reduction	0.00	-4.81	5		
Grievance Index	5		2		
Employee Utilization	5		2	21.5%	0.43
Functional Effectiveness	5			0.0%	0.00

National Composite Score

4.19