



## NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

*National Headquarters*  
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November 30, 2021

### **Board Memo 095-2021: FY 21 Final**

Executive Board,

Attached is the current year to date NPA-National Scorecard. This is not the end of year Scorecard. Sometimes, a number could move by a few hundredths or thousandths of a point this late in the year but it normally doesn't move the overall number.

Please share this information with your membership.

Thank you and be safe.

NAPS Headquarters

NPA National Scorecard - September YTD	Goal	September YTD		New Weight	Weighted Rating
		Score	Cell		
<b>Controllable Income</b>	-5.65	-2.39	7	14.5%	1.02
<b>Total Revenue FPR % Plan</b>	0.00	8.71	10	10.5%	1.05
<b>Total Operating Expense (TOE) % Plan</b>	0.00	3.81	0	10.5%	0.00
<b>Market Dominant Composite</b>	85.86	85.30	4	6.0%	0.24
<b>Competitive Composite</b>	90.72	91.81	6	10.0%	0.60
<b>Scanning Visibility</b>	97.95	97.15	2	6.0%	0.12
Customer Experience - Delivery	86.33	70.41	0		
Customer Experience - C360 Rate	55.00	33.34	0		
Customer Experience - C360 Imp	10.00	-16.75	0		
Customer Experience - BSN	97.2	97.89	8		
Customer Experience - BMEU	96.73	95.66	0		
Customer Experience - POS	90.42	84.39	1		
Customer Experience - CCC	60.03	61.85	5		
Customer Experience - USPS.com	73.41	67.13	3		
<b>Customer Experience Index</b>	5	2.10	2	10.5%	0.21
Total Accidents Rate - National	13.75	13.49	5		
Total Accidents Imp	-10.00	3.47	0		
<b>Total Accidents</b>	5		5	10.5%	0.53
Employee Availability Rate	94.82	90.91	1		
Employee Availability Imp	1.12	-2.04	0		
Employee Availability	5		1		
Employee Retention	50.48	48.03	4		
Grievance - Step 3 + B	0.05	1.63	0		
Grievance - Case Pending	0.00	35.86	0		
Grievance - Cost Reduction	0.00	13.50	0		
Grievance Index	5		0		
<b>Employee Utilization</b>	5		2	21.5%	0.43
<b>Functional Effectiveness</b>	5			0.0%	0.00

**National Composite Score**

4.20