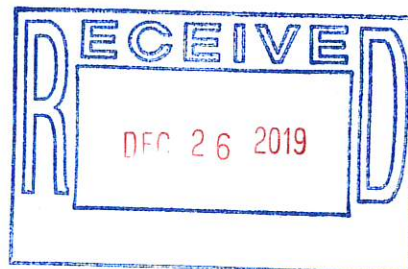




December 17, 2019

Mr. Brian J. Wagner
President
National Association of Postal
Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753



Dear Brian,

This is in reference to my December 5 correspondence implementing the proposed FY2020 NPA Unit Indicators outlined in my November 25 correspondence.

An error has been identified on the Summary page of the FY20 NPA Unit indicators that was included among the enclosure of my November 25 correspondence. The error occurred when it was formatted to fit all the indicators on one page for convenience. The last seven rows of the page was either repeated or placed under another indicator.

These rows contained data for RVS Scan Performance and REC Site Keyer Effectiveness effecting REC and ISC positions as well as the unweighted indicators for Non-Career Employee Turnover Rate, Non-Career Employee Turnover Improvement, Parcel Return Scan Performance and CBP ISC Intercept. Each of the indicator definitions, among the original enclosure and including the specific target and thresholds for those indicators was accurate. A corrected copy of the Summary page is attached.

Please contact me at extension 7773 if you wish to discuss or if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bruce A. Nicholson".

Bruce A. Nicholson
Manager
Labor Relations Policy Administration

Enclosure

FY2020 UNIT INDICATORS - TARGETS & THRESHOLDS

FY2020 UNIT INDICATORS		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	Total Operating Expense % Plan	1.67	1.50	1.33	1.17	1.00	0.00	-1.00	-1.70	-2.40	-3.12	-3.82	-4.53	-5.23	-5.95	-6.67
2	Total Workhours % Plan	2.00	1.80	1.60	1.40	1.20	0.00	-1.20	-2.04	-2.88	-3.74	-4.58	-5.44	-6.28	-7.14	-8.00
3	Grievance - Step 2 +A	58.78	48.92	38.52	27.56	16.06	4.61	3.73	3.41	3.05	2.85	2.21	1.72	1.20	0.84	0.00
3	Grievance - Step 3 + B	5.00	4.23	3.42	2.57	1.67	0.73	0.68	0.62	0.55	0.48	0.40	0.31	0.22	0.12	0.00
3	Grievance - Case Pending	0.00	-2.61	-5.78	-9.48	-13.76	-14.30	-18.51	-22.32	-28.73	-34.74	-41.36	-48.57	-56.39	-64.81	-74.43
3	Grievance - Cost Reduction	0.00	-3.36	-6.93	-10.92	-15.54	-21.00	-22.95	-24.97	-27.35	-30.00	-32.91	-36.08	-39.52	-43.23	-47.46
4	Employee Availability Rate	80.80	81.52	82.40	83.42	84.60	84.82	85.14	85.50	85.90	86.35	86.85	87.39	87.98	88.61	89.33
4	Employee Availability Imp	0.00	0.21	0.46	0.75	1.12	1.60	1.77	2.00	2.30	2.70	3.23	3.79	4.42	5.14	6.00
5	Trips on Time Rate	65.30	68.40	71.86	75.10	78.72	82.50	83.99	84.83	86.22	87.77	89.48	91.34	93.35	95.52	98.00
5	Trips on Time % Extra Trips	8.27	8.10	6.99	5.03	3.12	2.19	2.04	1.88	1.69	1.49	1.26	1.02	0.75	0.47	0.14
6	Total Accidents Rate (Unit)	16.55	16.27	15.98	15.67	15.34	15.00	14.25	13.40	12.43	11.37	10.19	8.91	7.52	6.02	4.31
6	Total Accidents Imp (Unit)	0.00	-1.00	-2.00	-3.00	-4.00	-10.00	-13.00	-16.00	-18.00	-20.00	-22.00	-24.00	-26.00	-28.00	-30.00
7	Retail Revenue % Plan	-4.00	-3.28	-2.52	-1.72	-0.88	0.00	2.10	4.50	7.20	10.20	13.50	17.10	21.00	25.20	30.00
8	SV / BV - Surface Visibility Scan Performance	80.83	81.59	82.29	83.02	83.80	84.61	84.95	85.34	85.78	86.27	86.81	87.40	88.03	88.72	89.50
8	SV / BV - Bundle Visibility Scan Performance (Plant)	82.63	83.16	83.71	84.29	84.91	85.65	85.83	86.14	86.50	86.89	87.33	87.80	88.32	88.87	89.50
9	Del Unit Bundle Visibility Scan Performance	90.00	91.16	92.39	93.68	95.03	95.45	96.70	96.88	97.30	97.66	98.05	98.47	98.94	99.43	100.00
10	Controller Index - Stock Management	31.00	34.42	38.03	41.83	45.82	60.30	52.66	55.70	59.12	62.92	67.10	71.66	76.60	81.92	88.00
10	Controller Index - Financial Differences	80,000.00	89,650.00	98,725.00	107,225.00	115,150.00	122,600.00	129,995.00	137,275.00	144,450.00	151,590.00	158,690.00	165,750.00	172,770.00	179,750.00	186,700.00
11	CX (Unit) - ECC Rate	73.11	75.03	77.56	80.78	83.28	86.33	88.59	88.88	87.21	87.58	87.98	88.42	88.90	89.41	90.00
11	CX (Unit) - ECC Imp	31.00	32.99	35.62	38.97	46.18	65.00	56.05	57.25	58.60	60.10	61.75	63.55	65.50	67.50	70.00
11	CX (Unit) - BSN	1.00	1.88	3.03	4.50	6.98	10.00	12.80	16.00	19.60	23.60	28.00	32.80	38.00	43.60	50.00
11	CX (Unit) - BMEU	84.80	95.13	95.53	96.00	96.54	96.73	96.92	97.15	97.39	97.67	97.98	98.31	98.67	99.05	99.50
11	CX (Unit) - POS	84.33	85.32	86.53	88.29	89.25	90.42	90.67	90.96	91.28	91.64	92.03	92.46	92.93	93.43	94.00
12	EEO Forms Per 100 Employees vs SPLV	1.24	1.19	1.13	1.07	1.01	0.94	0.88	0.82	0.75	0.67	0.58	0.49	0.39	0.28	0.15
13	3-5 Day Surface Rate	88.78	89.37	90.15	91.15	93.00	95.25	95.44	95.66	95.91	96.19	96.48	96.82	97.18	97.56	98.00
14	AAU/ADE Scan Performance	3.44	4.83	6.30	7.85	9.47	11.47	17.25	24.20	32.01	40.89	50.24	60.66	71.95	84.11	98.00
15	OE/DE Scan Performance	96.96	99.08	99.19	99.31	99.43	99.56	99.58	99.61	99.64	99.68	99.71	99.75	99.80	99.85	99.90
15	Machine At Risk - AFCS	93.55	93.77	94.04	94.36	94.72	94.77	95.00	95.25	95.55	95.87	96.22	96.61	97.03	97.48	98.00
15	Machine At Risk - AFCS200	3.50	2.64	1.86	1.17	0.59	0.08	0.00	-0.11	-0.24	-0.36	-0.52	-0.71	-0.95	-1.20	-1.50
15	Machine At Risk - AFPM	2.98	2.27	1.62	1.05	0.57	0.14	0.00	-0.20	-0.43	-0.66	-0.94	-1.29	-1.72	-2.17	-2.72
15	Machine At Risk - DBCS	1.28	0.97	0.69	0.44	0.23	0.04	0.00	-0.06	-0.13	-0.20	-0.29	-0.40	-0.53	-0.67	-0.84
15	Machine At Risk - FSS	1.94	1.47	1.03	0.65	0.33	0.04	0.00	-0.06	-0.12	-0.18	-0.26	-0.36	-0.48	-0.61	-0.76
15	Machine At Risk - APBS Parcels	1.10	0.84	0.60	0.40	0.22	0.07	0.00	-0.09	-0.20	-0.31	-0.45	-0.61	-0.81	-1.03	-1.28
16	Machine At Risk - APBS Bundles	3.28	2.50	1.79	1.17	0.64	0.18	0.00	-0.25	-0.53	-0.81	-1.16	-1.58	-2.10	-2.66	-3.33
16	Machine At Risk - APBS Inlt	6.18	5.57	4.67	3.52	2.10	1.15	0.00	-0.58	-1.16	-1.74	-2.32	-2.90	-3.48	-4.06	-4.64
16	Machine At Risk - APBS Parcels	11.81	8.93	6.28	3.98	2.02	0.30	0.00	-0.42	-0.89	-1.37	-1.97	-2.68	-3.58	-4.53	-5.66
16	Machine At Risk - APBS Bundles	3.28	2.50	1.79	1.17	0.64	0.18	0.00	-0.25	-0.53	-0.81	-1.16	-1.58	-2.10	-2.66	-3.33
16	Machine At Risk - APBS Inlt	6.57	4.97	3.50	2.23	1.14	0.19	0.00	-0.26	-0.56	-0.85	-1.22	-1.67	-2.23	-2.82	-3.52
16	Machine At Risk - APBS Parcels	11.81	8.93	6.28	3.98	2.02	0.30	0.00	-0.42	-0.89	-1.37	-1.97	-2.68	-3.58	-4.53	-5.66
16	Machine At Risk - APBS Bundles	2.96	2.23	1.56	0.98	0.49	0.05	0.00	-0.08	-0.17	-0.25	-0.36	-0.50	-0.66	-0.84	-1.05
16	Machine At Risk - APBS Inlt	6.75	5.08	3.53	2.19	1.06	0.05	0.00	-0.07	-0.15	-0.23	-0.33	-0.45	-0.60	-0.76	-0.95
16	Machine At Risk - SPSS Bundles	3.61	2.74	1.94	1.25	0.66	0.14	0.00	-0.19	-0.40	-0.62	-0.88	-1.22	-1.62	-2.05	-2.57
16	Machine At Risk - SPSS Inlt	4.25	3.60	2.76	1.63	0.70	0.00	0.00	-0.18	-0.36	-0.54	-0.72	-0.90	-1.08	-1.26	-1.44
17	RVS Scan Performance	93.70	94.05	94.41	94.79	95.20	95.62	95.79	95.98	96.19	96.43	96.69	96.98	97.29	97.62	98.00
18	REC Site Keyer Effectiveness - PKH	870.00	872.17	875.02	878.66	899.06	924.00	926.03	928.35	930.96	933.86	937.05	940.53	944.30	948.36	953.00
18	REC Site Keyer Effectiveness - Keyer Efficiency	85.00	85.24	85.56	85.96	86.09	86.25	86.32	86.39	86.48	86.57	86.68	86.79	86.92	87.05	87.20
19	Non-Career Employee Turnover Rate	5.30	4.90	4.41	3.83	3.17	2.71	2.52	2.30	2.06	1.79	1.49	1.17	0.81	0.43	0.00
20	Parcel Return Scan Performance	90.00	90.58	91.33	92.30	94.42	97.00	97.18	97.38	97.60	97.85	98.13	98.43	98.75	99.10	99.50
21	CBP ISC Intercept	85.00	86.07	87.49	89.29	91.86	95.00	93.32	95.68	96.08	96.53	97.03	97.57	98.15	98.78	99.50

* Measured - Not Weighted