

November 29, 2022

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

Dear Mr. Butts:

This is in reference to my November 23 correspondence on establishment of the National Performance Assessment (NPA) indicators for fiscal year (FY) 2023.

We have identified the following errors in the FY23 NPA indicators and definitions, targets, thresholds and scorecards.

- There was a misprint on tab 1 CHRO FE indicators. It should state Employee Utilization rather than Employee Separation Rate. Tab 2 has it listed correctly.
- The FY23 Functional Effectiveness Fleet Management indicator definition was not included.
- The weights of the indicator Functional Effectiveness Fleet Management on the final proposal was inaccurate. This was discussed among the Planning Team and the intent was to establish the weights of those indicators as follows.

Fleet Management	100%
Percent PMs Delinquent	40%
Vehicle Availability	40%
Employee Separation Rate	20%

We have adjusted those weights accordingly.

Attached are the files with the corrected information.

Please contact me if you have questions or concerns.

Sincerely

Bruce A. Nicholson

Manager

Labor Relations Policy Administration

**Enclosures** 

### FY23 - Functional Effectiveness - Fleet Management

<b>Functio</b>	nal Effect	iveness	- Fleet Ma	anageme	<u>nt</u>		<b>Targets</b>	and Thre	sholds
1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	Q	0	10

### Description

The Functional Effectiveness indicator for Fleet Management scorecards is made up of three other NPA Indicators, Percent PM's Delinquent, Vehicle Availability and Employee Separation Rate. Each of those indicators is calculated to a final cell and combined as shown below.

### 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 - See individual Indicator Information pages to see the source for each part

The Functional Effectiveness - ISC indicator is calculated from the final cells of the four parts as noted:

Percent PMs Delinquent - 40%

Wehicle Availability - 40%

Business Rule - Employee Separation Bate

Employee Separation Rate - 20%

The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a

whole number.

Final achieved Cell for:

Percent PMs Delinquent - 4

x 40%

1.60 +

4.60

Vehicle Availability - 7 Employee Separation Rate - 2 x 40% x 20% 2.80 + 0.20

(Rounds to Cell 5)

Decimal Precision

Example

0 Decimals

### **Data Validation**

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - Fleet Management indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ Fleet Management	Nation	100.0%	40.0%
Region Fleet Management	Region	100.0%	40.0%
Territory Fleet Management	Territory	100.0%	40.0%
Facility Fleet Management	LF	100.0%	40.0%

# FY2023 INDICATORS - TARGETS & THRESHOLDS

AS OF 11/28/202

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Total Workhours % plan used for Post Office 18 and below	Functional Effectiveness	Grievance - Cost Reduction	Grievance - Case Pending	Grievance - Step 3 + B	Grievance - Step 2 + A	Employee Separation Rate	Employee Availability Imp	Employee Availability Rate	Employee Utilization	Total Accidents Imp	Total Accidents Rate - Processing & Maintenance	Total Accidents Rate - Retail & Delivery and Logistics	Total Accidents Rate - National	Customer Experience - USPS.com	Customer Experience - CCC	Customer Experience - POS	Customer Experience - BMEU	Customer Experience - BSN	Customer Experience - C360 Imp	Customer Experience - C360 Rate	Customer Experience - Delivery	Scanning Visibility - Logistics	Scanning Visibility - Processing and Maintenance	Scanning Visibility - Retail and Delivery	Scanning Visibility - National	Competitive Composite - Processing & Logistics	Competitive Composite - National & Retail and Delivery	Market Dominant Composite	Total Workhours % Plan	Total Operating Expense (TOE) % Plan	Total Revenue FPR % Plan	Controllable Income		FY2023 NPA NDICATORS
		55.00	50.00	2.00	35.00	22.50	-2.50	88.78		0.00	11.00	18.25	16.75	60.00	50.00	81.37	95.72	97.25	0.00	31.00	65.52	87.00	90.25	98.80	96.00	88.00	93.00	89.05	10.00	4.15	-4.35	-3.01	1	
		41.25	37.50	1.88	26.63	15.38	-1.75	89.72		-2.50	10.13	17.25	15.88	63.35	54.97	82.89	95.86	97.44	1.25	33.26	69.38	88.25	91.00	98.93	96.29	88.88	93.69	90.04	7.50	3.11	-3.26	-2.13	2	
		27.50	25.00	1.75	18.25	8.25	-1.00	90.65		-5.00	9.25	16.25	15.00	66.71	59.94	84.42	96.01	97.63	2.50	35.53	73.23	89.50	91.75	99.05	96.58	89.75	94.38	91.03	5.00	2.08	-2.18	-1.26	3	
	Targ	13.75	12.50	1.63	9.88	1.13	-0.25	91.59		-7.50	8.38	15.25	14.13	70.06	64.91	85.94	96.15	97.81	3.75	37.79	77.09	90.75	92.50	99.18	96.87	90.63	95.06	92.01	2.50	1.04	-1.09	-0.38	4	
	Targets & Thresholds Vary - See below	0.00	0.00	1.50	1.50	-6.00	0.50	92.52		-10.00	7.50	14.25	13.25	73.41	69.88	87.46	96.29	98.00	5.00	40.05	80.94	92.00	93.25	99.30	97.16	91.50	95.75	93.00	0.00	0.00	0.00	0.50	5	FY2023 Target
	ds Vary - See I	-11.00	-10.00	1.20	1.20	-14.40	0.90	93.22		-14.00	6.60	12.30	12.80	74.73	70.90	88.50	96.43	98.14	8.00	43.04	81.24	93.40	94.37	99.41	97.37	92.20	96.00	93.40	-3.90	-1.26	1.32	1.57	6	
	elow	-22.00	-20.00	0.90	0.90	-22.80	1.30	93.92		-18.00	5.70	10.35	12.35	76.05	71.93	89.54	96.57	98.29	11.00	46.03	81.53	94.80	95.49	99.52	97.58	92.90	96.25	93.80	-7.80	-2.52	2.64	2.64	7	
		-33.00	-30.00	0.60	0.60	-31.20	1.70	94.62		-22.00	4.80	8.40	11.90	77.36	72.95	90.57	96.71	98.43	14.00	49.02	81.83	96.20	96.61	99.63	97.78	93.60	96.50	94.20	-11.70	-3.78	3.96	3.70	8	
		-44.00	-40.00	0.30	0.30	-39.60	2.10	95.32		-26.00	3.90	6.45	11.45	78.68	73.98	91.61	96.85	98.58	17.00	52.01	82.12	97.60	97.73	99.74	97.99	94.30	96.75	94.60	-15.60	-5.04	5.28	4.77	9	
		-55.00	-50.00	0.00	0.00	-48.00	2.50	96.02		-30.00	3.00	4.50	11.00	80.00	75.00	92.65	96.99	98.72	20.00	55.00	82.42	99.00	98.85	99.85	98.20	95.00	97.00	95.00	-19.50	-6.30	6.60	5.84	10	

# **FY2023 INDICATORS - TARGETS & THRESHOLDS**

AS OF 11/28/2022

		10e		Γ		10d			Γ		ŀ	100				10b				1					
Employee Separation Rate	Vehicle Availability	Percent PMs Delinquent	Functional Effectiveness - Fleet Management	Employee Separation Rate	CSV/SOV Opportunity % SPLY	10d CSV/SOV Variance	F2DPH % SPLY	Functional Effectiveness - Retail and Delivery	Employee Separation Rate	Division Performance	Four Walls Service	Efficiency Index % SPLY	Operating Plan Precision	Functional Effectiveness - Processing and Maintenance	Trips on Time	10b Surface Transportation Trip Utilization	Functional Effectiveness - Plant STC	Employee Separation Rate	Trips on Time	Bypass Utilization	Air Network Matrix Utilization	Surface Transportation Trip Utilization	Functional Effectiveness - Logistics		FY2023 NPA NDICATORS
	93.50	22.50			-99.99	77.50	-5.00			95.25	95.75	-16.24	57.50						66.20	39.27	88.80	43.00		1	
	94.38	17.88			-70.00	81.88	-3.69			95.56	96.31	-12.18	62.88						70.90	45.95	90.39	45.06		2	
	95.25	13.25			-40.01	86.25	-2.38			95.88	96.88	-8.12	68.25						75.60	52.64	91.98	47.13		3	
Targ	96.13	8.63		Targ	-10.01	90.63	-1.06		Targ	96.19	97.44	-4.06	73.63		Targe	Targe		Tarç	80.30	59.32	93.56	49.19		4	
ets are all the	97.00	4.00		ets are all the	19.98	95.00	0.25		ets are all the	96.50	98.00	0.00	79.00		ts are all the s	ts are all the s		ets are all the	85.00	66.00	95.15	51.25		5	FY2023 Target
Targets are all the same as #9 above	97.55	3.20		Targets are all the same as #9 above	35.98	103.00	3.20		Targets are all the same as #9 above	96.85	98.30	1.90	82.90		Targets are all the same as #10a above	Targets are all the same as #10a above		Targets are all the same as #9 above	87.40	72.80	96.12	55.00		6	
ove	98.10	2.40		ove	51.98	111.00	6.15		ove	97.20	98.60	3.80	86.80		bove	bove		ove	89.80	79.60	97.09	58.75		7	
	98.65	1.60			67.99	119.00	9.10			97.55	98.90	5.70	90.70						92.20	86.40	98.06	62.50		&	
	99.20	0.80			83.99	127.00	12.05			97.90	99.20	7.60	94.60						94.60	93.20	99.03	66.25		9	
	99.75	0.00			99.99	135.00	15.00			98.25	99.50	9.50	98.50				×		97.00	100.00	100.00	70.00		10	

## **FY2023 INDICATORS - TARGETS & THRESHOLDS**

AS OF 11/28/2022

1	10p	5				10n		10m		101						10k				Γ	10		Γ		10i			Γ	į	104			10g				10f				
	Average of all FE scores, weighted by employee count	Functional Effectiveness - Inspection Service	Average of all FE scores, weighted by employee count	Functional Effectiveness - HQ PMG	Average of all FE scores, weighted by employee count	Functional Effectiveness - HQ CFO	Average of all FE scores, weighted by employee count	runctional Effectiveness - HQ CIO	Process FOIA Requests Timely	National Average Payout	Law Department Client Survey	Functional Effectiveness - HQ GC	MSSC OSAT Survey	CX Resolution - CCC - Live Agent	CX Resolution - CCC - IVR	CX Resolution - BSN - Answered Clearly	CX Resolution - C360 - Successful Resolution	Annual Sales Closed % Plan	Functional Effectiveness - HQ CCMO	Shipping and Package Services Vol % Plan	Shipping and Package Services Rev % Plan	Functional Effectiveness - HQ CCBSO	Competitive Composite - National & Retail and Delivery	Market Dominant Composite	Total Operating Expense (TOE) % Plan	Scanning Visibility - National	Functional Effectiveness - HQ CTO	Employee Utilization	Onboarding Achievement Rate	EEO Formals Per 100 Employees vs SPLY	Functional Effectiveness - HQ CHRO	REC Site Keyer Effectiveness - Keyer Efficiency	REC Site Keyer Effectiveness - IPKH	Functional Effectiveness - REC	Trips on Time	Efficiency Index % SPLY	CBP ISC Intercept	Functional Effectiveness - ISC		FY2023 NPA NDICATORS	A5 OF 11/28/2022
									90.00	4857	4		85.00	40.66	37.73	97.67	18.80	85.00		-4.00	-4.00		93.00			96.00			1.00	1.11		85.20	880.00				80.00		1		
									91.25	4635	4		86.25	44.42	41.49	97.90	23.90	88.75		-3.00	-3.00		93.69			96.29			-3.00	1.07		85.37	882.75				83.75		2		
		を信べて							92.50	4413	5		87.50	48.18	45.25	98.14	29.01	92.50		-2.00	-2.00		94.38			96.58			-7.00	1.03		85.55	885.50				87.50		3		
									93.75	4190	5		88.75	51.93	49.00	98.37	34.11	96.25		-1.00	-1.00		95.06	Tarç	Tarç	96.87		Tarç	-11.00	0.99		85.72	888.25		Targ	Targ	91.25		4		
									95.00	3968	5		90.00	55.69	52.76	98.60	39.21	100.00		0.00	0.00		95.75	Targets are all the same as #4 above	Targets are all the same as #3 above	97.16		Targets are all the same as #9 above	-15.00	0.95		85.89	891.00		Targets are all the same as #10b above	Targets are all the same as #10c above	95.00		5	FY2023 Target	
				子のできる。					95.60	3796	5		91.60	58.68	55.75	98.80	39.93	108.50		1.50	1.50		96.00	same as #4 ab	same as #3 ab	97.37		same as #9 ab	-19.00	0.76		86.06	893.80		same as #10b c	same as #10c c	95.60		6		
									96.20	3625	5		93.20	61.68	58.75	99.00	40.64	117.00		3.00	3.00		96.25	ove	ove	97.58		ove	-23.00	0.57		86.23	896.60		bove	bove	96.20		7	18	
			1						96.80	3453	<sub>σ</sub>		94.80	64.67	61.74	99.20	41.36	125.50		4.50	4.50		96.50			97.78			-27.00	0.38		86.41	899.40				96.80		8		
									97.40	3282	Л		96.40	67.67	64.74	99.40	42.07	134.00		6.00	6.00	対は世界	96.75			97.99			-31.00	0.19		86.58	902.20				97.40		9		
		を生年が10人の名	2000年						98.00	3110	G.		98.00	70.66	67.73	99.60	42.79	142.50		7.50	7.50		97.00			98.20			-35.00	0.00		86.75	905.00				98.00		10		