



NATIONAL PERFORMANCE ASSESSMENT

FY 2010

Indicators

November 20, 2009



- INDEX -

<u>CORPORATE INDICATORS</u>	<i>Page</i>
Express Mail Service/Scan.....	8
EEO Complaints Per 100 Employees vs SPLY.....	7
First-Class 2-Day	9
First-Class 3-5-Days	9
First-Class Overnight	9
OSHA Illness & Injury	14
Priority Mail Service/Scan.....	14
Priority Select Service/Scan.....	16
Total Factor Productivity (TFP)	19
Total National Revenue	20
VOE Survey Index	21

<u>UNIT INDICATORS</u>	<i>Page</i>
BMEU Proficiency Index	4
BPI F1	4
BPI F1 (ISC)	4
BSN National	5
BSN National Combined	5
BSN Premier	5
Cost Per 1000 Images	5
Delcon Retail Surface Parcels	6
Deliveries Per Hour	6
EEO Complaints Per 100 Employees vs SPLY.....	6
EEO Conversion Rate (HQ-EEO)	6
EEO Reduce Formals (HQ-EEO)	7
EEO Time to Table (HQ-EEO)	7
Energy Reduction	7
Equipment Availability	7
F4 Customer Service Variance (CSV)	8
Fed Ex Density	8
First Enroute Scan To Delivery	8
First-Class 2-Day	9
First-Class 3-5-Days	9
First-Class Overnight	9
Function 2A To Standard	9
Grievance Backlog Reduction.....	10
Highway Transportation Budget	10
Injury Comp Chargeback Costs	11
International EMS/KPG Composite.....	11
International EXFC 2-Day	11
International EXFC 3-5 Days.....	11
International EXFC Overnight	12
International UNEX Composite	12
Maintenance Effectiveness Measurement	12
Manual Flats Reduction F1 & F4.....	12
Manual Letters Reduction F1 & 4.....	13
Manual Letters F1 (ISC)	13
MVA Rate	13
Overtime Rate (PPO)	14
Percent DPS	14

- INDEX -

	<i>Page</i>
Pieces At Risk	15
Preventive Maintenance Bypass Rate	15
Priority Mail Service/Scan.....	16
Retail Alternate Access	16
Retail Effectiveness	16
Retail Revenue Percent Plan	16
Retail Revenue Percent Expedited	17
Sales FPR Percent Plan.....	17
Security VOE (PPO)	17
Sick Leave	17
SOX Index	18
Statistical Programs	18
Surface Visibility	19
TACS Adjustments	19
TACS Adjustments - PPO.....	19
Total Operating Expense	19
Total Workhours To Plan	20
Trailer Utilization	20
Tray Density	20
Trips On Time / 24 Hr Clock	21
WOS Earned Hour Ratio	21

RED - Indicators Performance Reported-Not Weighted

BMEU Proficiency

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 BMEU Proficiency	500	528	556	584	612	640	649	657	666	674	683	691	700	709	717
FY05 BMEU Proficiency	550	585	620	655	672	688	697	706	715	723	732	741	750	759	768
FY06 BMEU Proficiency (not weighted)	550	585	620	655	672	688	697	706	715	723	732	741	750	759	768
FY07 BMEU Proficiency	600	635	670	705	725	745	775	795	815	820	825	830	835	840	845
FY08 BMEU Proficiency	605	640	675	710	730	760	780	805	820	830	840	850	870	875	880
FY09 BMEU Proficiency	675	710	730	760	780	805	820	830	840	850	870	875	880	900	910
FY10 BMEU Proficiency (Not Weighted) * Cell 9 Benchmark	675	710	730	760	780	805	820	830	840	850	870	875	880	900	910

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 BMEU Proficiency Improvement	Not Measured														
FY05 BMEU Proficiency (% to baseline)	-9.0	-6.0	-3.0	0.0	2.5	5.0	7.2	9.4	11.7	13.9	16.1	18.3	20.6	22.8	25.0
FY06 BMEU Proficiency (% to baseline) - (Not Weighted)	-9.0	-6.0	-3.0	0.0	2.5	5.0	7.2	9.4	11.7	13.9	16.1	18.3	20.6	22.8	25.0
FY07 BMEU Proficiency (% to baseline)	-9.0	-6.0	-3.0	0.0	2.5	5.0	7.2	9.4	11.7	13.9	16.1	18.3	20.6	22.8	25.0
FY08 BMEU Proficiency (% to baseline)	-9.0	-6.0	-3.0	-1.0	0.0	1.0	2.0	4.0	6.0	9.0	12.0	15.0	20.6	22.8	25.0
FY09 BMEU Proficiency (% to baseline)	-3.0	-1.0	0.0	2.0	5.0	7.0	10.0	12.0	14.0	16.0	18.0	20.0	22.0	24.0	26.0
FY10 BMEU Proficiency (% to baseline) (Not Weighted)	-3.0	-1.0	0.0	2.0	5.0	7.0	10.0	12.0	14.0	16.0	18.0	20.0	22.0	24.0	26.0

BPI Function-1

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 BPI Function 1 (Points to Baseline)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
FY05 BPI Function 1 (Points to Baseline)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
FY06 BPI Function 1 (Points to Baseline)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
FY07 BPI Function 1 (Points to Baseline)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
FY08 BPI Function 1 (Points to Baseline)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
FY09 BPI Function 1 (Points to Baseline)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
FY10 BPI Function 1 (Points to Baseline)	-5.9	-4.9	-3.9	-2.9	-1.9	0.0	1.9	2.9	3.9	4.9	5.9	6.9	7.9	8.9	9.9

BPI Function-1 (ISC)

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 BPI F1 (ISC)	Not Measured														
FY05 BPI F1 (ISC)	Not Measured														
FY06 BPI F1 (ISC)	Not Measured														
FY07 BPI F1 (ISC)	Not Measured														
FY08 BPI F1 (ISC) <i>Not Weighted</i>	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
FY09 BPI F1 (ISC)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0
FY10 BPI F1 (ISC)	-5.0	-4.0	-3.0	-2.0	-1.0	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0

Business Service Network (BSN) National

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 BSN National	Not Measured														
FY05 BSN National	Not Measured														
FY06 BSN National	Not Measured														
FY07 BSN National	Not Measured														
FY08 BSN National	Not Measured														
FY09 BSN National	750.0	763.9	811.1	841.1	848.9	880.0	915.6	937.2	941.1	950.0	960.0	961.1	962.2	969.4	970.0
FY10 BSN National	750.0	763.9	811.1	841.1	848.9	880.0	915.6	937.2	941.1	950.0	960.0	961.1	962.2	969.4	970.0

Business Service Network (BSN) National Combined

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 BSN National Combined	Not Measured														
FY05 BSN National Combined	697.3	711.7	726.0	740.3	764.9	767.0	778.0	787.0	796.0	805.0	814.0	823.0	832.0	841.0	850.0
FY06 BSN National Combined	700.0	720.0	740.0	755.0	764.9	767.0	778.0	787.0	796.0	805.0	814.0	823.0	832.0	841.0	850.0
FY07 BSN National Combined	700.0	716.3	732.6	745.0	755.0	765.0	772.0	780.1	789.1	798.1	807.2	816.3	827.6	839.0	850.4
FY08 BSN National Combined	720.0	743.0	766.0	788.0	806.0	821.0	836.0	851.0	866.0	880.0	893.0	903.0	911.0	919.0	924.0
FY09 BSN National Combined	750.0	770.0	805.0	835.0	855.0	880.0	907.0	925.0	935.0	950.0	960.0	966.0	972.0	978.0	981.0
FY10 BSN National Combined	750.0	770.0	805.0	835.0	855.0	880.0	907.0	925.0	935.0	950.0	960.0	966.0	972.0	978.0	981.0

Business Service Network (BSN) Premier

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 BSN Premier	Not Measured														
FY05 BSN Premier	697.3	711.7	726.0	740.3	764.9	767.0	778.0	787.0	796.0	805.0	814.0	823.0	832.0	841.0	850.0
FY06 BSN Premier	700.0	720.0	740.0	755.0	764.9	767.0	778.0	787.0	796.0	805.0	814.0	823.0	832.0	841.0	850.0
FY07 BSN Premier	678.9	711.8	729.9	747.5	761.8	776.0	788.3	800.6	812.9	825.2	837.6	850.0	862.5	875.0	887.5
FY08 BSN Premier	680.0	717.0	755.0	789.0	823.0	856.0	881.0	902.0	921.0	940.0	961.0	980.0	990.0	991.0	991.4
FY09 BSN Premier	750.0	775.0	800.0	830.0	860.0	880.0	900.0	915.0	930.0	950.0	960.0	970.0	980.0	985.0	990.0
FY10 BSN Premier	750.0	775.0	800.0	830.0	860.0	880.0	900.0	915.0	930.0	950.0	960.0	970.0	980.0	985.0	990.0

Cost Per 1000 Images

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Cost per 1000 Images	Not Measured														
FY05 Cost per 1000 Images	Not Measured														
FY06 Cost per 1000 Images	Not Measured														
FY07 Cost per 1000 Images	Not Measured														
FY08 Cost per 1000 Images - <i>Not Weighted</i>	1.00	2.00	3.00	4.00	5.00	6.00	7.00	8.00	9.00	10.00	11.00	12.00	13.00	14.00	15.00
FY09 Cost per 1000 Images	1.00	2.00	3.00	4.00	5.00	6.00	7.00	8.00	9.00	10.00	11.00	12.00	13.00	14.00	15.00
FY10 Cost per 1000 Images	1.00	2.00	3.00	4.00	5.00	6.00	7.00	8.00	9.00	10.00	11.00	12.00	13.00	14.00	15.00

Delivery Confirmation Retail Parcel Service

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Delcon Retail Surface Parcels	Not Measured														
FY05 Delcon Retail Surface Parcels	Not Measured														
FY06 Delcon Retail Surface Parcels	Not Measured														
FY07 Delcon Retail Surface Parcels	Not Measured														
FY08 Delcon Retail Surface Parcels	45.0	48.0	49.0	50.7	61.9	73.1	75.0	76.9	78.8	80.6	82.5	84.4	86.3	88.1	90.0
FY09 Delcon Retail Surface Parcels	45.0	48.0	49.0	50.7	61.9	73.1	75.0	76.9	78.8	80.6	82.5	84.4	86.3	88.1	90.0
FY10 Delcon Retail Surface Parcels	70.0	75.0	80.0	85.0	87.5	90.0	90.7	91.5	92.5	93.5	94.5	95.5	96.5	97.5	98.0

Deliveries Per Hour

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Deliveries Per Hour % to SPLY	Not Measured														
FY05 Deliveries Per Hour % to SPLY	Not Measured														
FY06 Deliveries Per Hour % to SPLY	-0.44	-0.33	-0.22	-0.11	0.00	0.22	0.44	0.66	0.88	1.10	1.32	1.54	1.76	1.98	2.20
FY07 Deliveries Per Hour % to SPLY	-0.44	-0.33	-0.22	-0.11	0.00	0.46	0.88	1.20	1.54	1.76	2.05	2.25	2.45	2.55	2.65
FY08 Deliveries Per Hour % to SPLY	-1.00	-0.50	-0.10	0.30	0.70	1.10	1.50	1.90	2.30	2.60	2.90	3.10	3.30	3.50	3.70
FY09 Deliveries Per Hour % to SPLY	1.00	1.75	2.25	2.75	3.25	4.00	4.50	5.00	5.50	6.00	6.50	7.00	7.80	8.00	8.50
FY10 Deliveries Per Hour % to SPLY	4.50	5.00	5.50	6.00	6.50	7.00	8.00	9.00	9.05	9.10	9.20	9.30	9.40	9.50	9.60

EEO Complaints Per 100 Employees vs SPLY (NEW)

The EEO Per 100 vs SPLY is a Corporate & Unit Indicator that measures the number of formal complaints filed year-to-date per 100 employees, using this year's corporate populations as compared to the number of formal complaints filed during the same period last year per 100 employees using last year's corporate population. This allows for an even measurement of performance regardless of the size of the area or performance cluster.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 EEO Complaints Per 100 Employees vs SPLY	Not Measured														
FY05 EEO Complaints Per 100 Employees vs SPLY	Not Measured														
FY06 EEO Complaints Per 100 Employees vs SPLY	Not Measured														
FY07 EEO Complaints Per 100 Employees vs SPLY	Not Measured														
FY08 EEO Complaints Per 100 Employees vs SPLY	Not Measured														
FY09 EEO Complaints Per 100 Employees vs SPLY	Not Measured														
FY10 EEO Complaints Per 100 Employees vs SPLY	1.80	1.64	1.48	1.34	1.00	0.85	0.70	0.65	0.60	0.55	0.50	0.35	0.30	0.25	0.20

EEO Conversion Rate (HQ-EEO)

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 EEO Conversion Rate	Not Measured														
FY05 EEO Conversion Rate (not weighted)	50.0	48.5	47.0	45.5	44.0	42.5	41.0	39.5	38.0	36.5	35.0	33.5	32.0	30.5	29.0
FY06 EEO Conversion Rate	56.0	52.6	49.2	45.9	42.6	39.3	37.0	34.7	32.4	30.1	27.7	25.4	23.1	20.8	18.5
FY07 EEO Conversion Rate	57.7	53.7	49.7	45.7	42.4	39.1	36.1	33.1	30.9	27.3	24.5	21.7	20.2	18.7	17.2
FY08 EEO Conversion Rate	55.0	50.0	45.0	40.0	36.2	33.0	26.0	18.0	17.0	16.0	15.0	14.0	13.0	12.0	11.0
FY09 EEO Conversion Rate	55.0	50.0	45.0	40.0	36.2	33.0	26.0	18.0	17.0	16.0	15.0	14.0	13.0	12.0	11.0
FY10 EEO Conversion Rate	55.0	50.0	45.0	40.0	36.2	33.0	26.0	18.0	17.0	16.0	15.0	14.0	13.0	12.0	11.0

EEO Reduce Formals (HQ-EEO)

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 EEO Reduce Formal Complains	Not Measured														
FY05 EEO Reduce Formal Complains	Not Measured														
FY06 EEO Reduce Formal Complains	-5.0	-6.0	-7.0	-8.0	-9.0	-10.0	-11.0	-12.0	-13.0	-14.0	-15.0	-16.0	-17.0	-18.0	-19.0
FY07 EEO Reduce Formal Complains	-5.0	-6.0	-7.0	-8.0	-9.0	-10.0	-11.0	-12.0	-13.0	-14.0	-15.0	-16.0	-17.0	-18.0	-19.0
FY08 EEO Reduce Formal Complains	0.0	-2.0	-4.0	-6.0	-7.0	-8.0	-9.0	-10.0	-11.0	-12.0	-13.0	-14.0	-15.0	-16.0	-17.0
FY09 EEO Reduce Formal Complains	0.0	-1.0	-2.0	-3.0	-4.0	-5.0	-9.0	-10.0	-11.0	-12.0	-13.0	-14.0	-15.0	-16.0	-17.0
FY10 EEO Reduce Formal Complains	0.0	-0.5	-0.8	-1.0	-1.5	-5.0	-10.0	-15.5	-16.0	-16.1	-16.2	-16.3	-16.4	-16.5	-16.6

EEO Time to Table (HQ-EEO)

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 EEO Processing Time	Not Measured														
FY05 EEO Processing Time	Not Measured														
FY06 EEO Processing Time	40.0	38.0	35.0	34.0	32.0	30.0	27.0	26.0	25.0	24.0	23.0	22.0	20.0	15.0	10.0
FY07 EEO Time to Table (NEW MEASUREMENT)	40.0	39.0	38.0	37.0	36.0	35.0	34.0	33.0	32.0	30.0	28.0	26.0	24.0	22.0	20.0
FY08 EEO Time to Table	38.0	37.0	36.0	35.5	34.0	32.3	31.3	30.3	29.3	28.3	26.3	24.3	22.3	20.3	18.0
FY09 EEO Time to Table	36.0	35.5	34.0	32.3	31.3	30.3	29.3	28.3	26.3	24.3	22.3	20.3	18.0	16.3	14.0
FY10 EEO Time to Table	36.0	35.5	34.0	32.3	31.3	30.3	29.3	28.3	26.3	24.3	22.3	20.3	18.0	16.3	14.0

Energy Reduction

The Energy Reduction Indicator tracks the Postal Service's consumption for electricity and petroleum-based fuel at USPS facilities and USPS owned-vehicles respectively. Electricity data will be reported two months in arrears. The period of performance begins August 1 – July 31 and will be weather normalized to the 30 year average for the area. The Fuel calculation includes consumption of fuel purchased at retail stations and by mobile refueling. This Indicator will be measured, not weighted in FY2010.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 - Energy Reduction	Not Measured														
FY05 - Energy Reduction	Not Measured														
FY06 - Energy Reduction	Not Measured														
FY07 - Energy Reduction	Not Measured														
FY08 - Energy Reduction	Not Measured														
FY09 - Energy Reduction Measured - Not Weighted	2.5	3.0	3.5	4.0	4.5	5.0	5.5	6.0	6.5	7.0	7.5	8.0	8.5	9.0	9.5
FY10 - Energy Reduction Measured - Not Weighted	10.0	5.0	0.0	-1.4	-2.7	-4.1	-6.1	-8.4	-10.6	-12.8	-15.1	-17.3	-19.5	-21.8	-24.0

Equipment Availability

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Equipment Availability	Not Measured														
FY05 Equipment Availability	Not Measured														
FY06 Equipment Availability	Not Measured														
FY07 Equipment Availability	-5.00	-3.50	-2.00	-1.00	-0.50	0.0	0.20	0.40	0.60	0.80	1.10	1.50	2.00	2.50	3.00
FY08 Equipment Availability	80	90	93	96	97.95	98.7	99.3	99.7	99.88	99.93	99.95	99.96	99.97	99.98	99.99
FY09 Equipment Availability	90.00	93.00	95.80	97.50	98.35	98.90	99.30	99.60	99.80	99.90	99.95	99.96	99.97	99.98	99.99
FY10 Equipment Availability	91.00	94.00	96.00	98.00	98.50	99.00	99.30	99.60	99.80	99.90	99.95	99.96	99.97	99.98	99.99

Express Mail Service /Scan (CHANGED)

The Express Mail Service performance measurement has not changed for FY10. Starting in Quarter III Express Mail service will become a dual Indicator with Scan Performance.

MATRIX	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Express Mail	5.0%	91.70	92.30	93.00	93.70	94.30	95.00	95.30	95.60	95.80	96.10	96.40	96.70	96.90	97.20	97.50
FY05 Express Mail	5.0%	92.50	93.00	93.50	94.00	94.50	95.00	95.30	95.70	96.00	96.30	96.70	97.00	97.30	97.70	98.00
FY06 Express Mail	5.0%	94.00	94.50	95.00	95.30	95.70	96.00	96.20	96.40	96.60	96.90	97.10	97.30	97.60	97.80	98.00
FY07 Express Mail	5.0%	94.00	94.50	95.00	95.50	95.80	96.00	96.40	96.70	96.90	97.20	97.40	97.60	97.80	97.90	98.00
FY08 Express Mail	5.0%	94.00	94.50	95.00	95.30	95.70	96.00	96.30	96.50	96.70	97.00	97.20	97.40	97.60	97.80	98.00
FY09 Express Mail	5.0%	94.00	94.50	95.00	95.30	95.70	96.00	96.30	96.50	96.70	97.00	97.20	97.40	97.60	97.80	98.00
FY10 Express Mail SERVICE	5.0%	96.20	96.30	96.40	96.50	96.60	96.70	96.80	96.90	97.00	97.10	97.20	97.30	97.40	97.50	97.60
FY10 Express Mail SCAN		97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	98.70	98.80	98.90

F4 Customer Service Variance (CSV) Rate

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 F4 CSV Rate	Not Measured														
FY05 F4 CSV Rate	Not Measured														
FY06 F4 CSV Rate	Not Measured														
FY07 F4 CSV Rate	Not Measured														
FY08 F4 CSV Rate	55.00	63.00	69.50	75.50	80.00	85.00	90.00	92.50	96.50	99.00	101.00	103.00	105.00	106.00	107.00
FY09 F4 CSV Rate	55.00	63.00	69.50	75.50	80.00	90.00	95.00	96.00	97.00	99.00	101.00	103.00	105.00	107.00	109.00
FY10 F4 CSV Rate * Cell 10 Benchmark	72.00	74.00	76.00	78.00	80.00	82.00	84.00	86.00	88.00	* 90.00	92.00	94.00	96.00	98.00	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY07 F4 CSV Improvement	Not Measured														
FY08 F4 CSV Improvement	-5.0	-3.0	-1.4	0.00	1.10	2.00	3.20	4.00	5.00	5.50	6.00	6.50	7.00	7.50	8.00
FY09 F4 CSV Improvement	-5.00	-4.00	-3.00	-1.40	0.00	1.10	2.00	3.20	4.00	5.00	5.50	6.00	6.50	7.00	7.50
FY10 F4 CSV Improvement	-6.00	-5.00	-4.00	-3.00	-1.40	0.00	1.10	2.00	3.20	4.00	5.00	5.50	6.00	6.50	7.00

FedEx Density

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Fedex Density	Not Measured														
FY05 Fedex Density	Not Measured														
FY06 Fedex Density	Not Measured														
FY07 Fedex Density	Not Measured														
FY08 Fedex Density	5.0	5.5	6.0	6.5	6.75	7.25	7.4	7.55	7.70	7.85	8.00	8.15	8.30	8.45	8.60
FY09 Fedex Density	5.00	5.50	6.00	6.50	6.75	7.25	7.40	7.55	7.70	7.85	8.00	8.15	8.30	8.45	8.60
FY10 Fedex Density	5.00	5.50	6.00	6.50	6.75	7.25	7.40	7.55	7.70	7.85	8.00	8.15	8.30	8.45	8.60

First Enroute Scan to Delivery

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 First Enroute Scan to Delivery	89.0	90.0	91.0	92.0	93.0	94.0	94.5	95.0	95.5	96.0	96.5	97.0	97.5	98.0	98.5
FY05 First Enroute Scan to Delivery	91.0	92.0	93.0	94.0	94.5	95.0	95.5	96.0	96.5	96.8	97.1	97.4	97.7	98.0	98.3
FY06 First Enroute Scan to Delivery	92.5	93.0	93.5	94.0	94.5	95.0	95.5	96.0	96.5	96.8	97.1	97.4	97.7	98.0	98.3
FY07 First Enroute Scan to Delivery	92.1	93.2	93.5	93.8	94.1	95.0	95.5	95.8	96.4	96.8	97.1	97.4	97.7	98.0	98.3
FY08 First Enroute Scan to Delivery	92.5	93.0	93.6	94.0	94.3	95.1	95.8	96.4	96.8	97.0	97.2	97.5	97.8	98.1	98.3
FY09 First Enroute Scan to Delivery	92.5	93.0	93.6	94.0	94.3	95.1	95.8	96.4	96.8	97.0	97.2	97.5	97.8	98.1	98.3
FY10 First Enroute Scan to Delivery	92.5	93.0	93.6	94.0	94.3	95.1	95.8	96.4	96.8	97.0	97.2	97.5	97.8	98.1	98.3

First-Class 2-Day

MATRIX	wgt	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 First-Class 2-Day	5.0%	86.00	86.80	87.60	88.40	89.20	90.00	90.60	91.20	91.80	92.40	93.10	93.70	94.30	94.90	95.50
FY05 First-Class 2-Day	5.0%	87.50	88.00	88.50	89.00	90.00	91.00	91.60	92.10	92.70	93.20	93.80	94.30	94.90	95.40	96.00
FY06 First-Class 2-Day	5.0%	88.00	88.80	89.60	90.40	91.20	92.00	92.30	92.60	92.90	93.40	93.80	94.30	95.00	95.80	96.50
FY07 First-Class 2-Day	5.0%	88.00	88.80	89.60	90.40	91.20	92.00	92.30	92.60	92.90	93.40	93.80	94.30	95.00	95.80	96.50
FY08 First-Class 2-Day	5.0%	88.00	88.85	89.70	90.55	91.40	92.75	92.80	92.83	93.11	93.40	93.80	94.30	95.00	95.80	96.50
FY09 First-Class 2-Day	5.0%	89.25	90.10	90.95	91.80	92.65	94.00	94.10	94.20	94.30	94.40	94.50	94.60	95.00	95.80	96.50
FY10 First-Class 2-Day	5.0%	92.25	92.50	93.00	93.25	93.60	94.10	94.20	94.30	94.40	94.50	94.60	94.70	95.10	95.90	96.60

First-Class 3-5 Days

MATRIX	wgt	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 First-Class 3-5 Days	5.0%	84.70	85.30	86.00	86.70	87.30	88.00	88.60	89.20	89.80	90.40	91.10	91.70	92.30	92.90	93.50
FY05 First-Class 3-5 Days	5.0%	86.00	86.50	87.00	87.50	88.80	90.00	90.40	90.90	91.30	91.80	92.20	92.70	93.10	93.60	94.00
FY06 First-Class 3-5 Days	5.0%	87.00	87.20	87.30	87.50	87.70	90.00	90.40	90.90	91.30	91.80	92.20	92.70	93.10	93.60	94.00
FY07 First-Class 3-5 Days	5.0%	87.00	87.20	87.50	88.00	89.00	90.00	90.40	90.90	91.30	91.80	92.20	92.70	93.10	93.60	94.00
FY08 First-Class 3-5 Days	5.0%	87.00	87.65	88.30	88.95	89.60	90.50	90.64	91.03	91.41	91.80	92.20	92.70	93.10	93.60	94.00
FY09 First-Class 3-5 Days	5.0%	89.20	89.85	90.50	91.15	91.80	92.70	92.80	92.90	93.00	93.20	93.40	93.60	93.80	94.00	94.20
FY10 First-Class 3-5 Days	5.0%	90.75	91.00	91.50	91.75	92.00	92.80	92.90	93.00	93.10	93.30	93.50	93.70	93.90	94.10	94.30

First-Class Overnight

MATRIX	wgt	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 First-Class Overnight	10.0%	92.00	92.40	92.80	93.20	93.60	94.00	94.30	94.50	94.80	95.00	95.40	95.80	96.20	96.60	97.00
FY05 First-Class Overnight	10.0%	92.00	92.50	93.00	93.50	94.30	95.00	95.20	95.40	95.70	95.90	96.10	96.30	96.60	96.80	97.00
FY06 First-Class Overnight	10.0%	92.00	92.50	93.00	93.50	94.30	95.00	95.20	95.40	95.70	95.90	96.10	96.30	96.60	96.80	97.00
FY07 First-Class Overnight	10.0%	92.00	92.50	93.00	93.50	94.30	95.00	95.20	95.40	95.70	95.90	96.10	96.30	96.60	96.80	97.00
FY08 First-Class Overnight	10.0%	92.00	92.75	93.50	94.25	95.00	96.00	96.02	96.04	96.06	96.08	96.10	96.30	96.60	96.80	97.00
FY09 First-Class Overnight	10.0%	92.50	93.25	94.00	94.75	95.50	96.50	96.54	96.58	96.66	96.74	96.82	96.90	97.00	97.20	97.40
FY10 First-Class Overnight	10.0%	94.25	94.50	95.00	95.25	95.50	96.60	96.64	96.68	96.76	96.84	96.92	97.00	97.10	97.30	97.50

Function 2A to Standard

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 F2A to Standard	Not Measured														
FY05 F2A to Standard	Not Measured														
FY06 F2A to Standard	Not Measured														
FY07 F2A to Standard	Not Measured														
FY08 F2A to Standard	8.0	7.2	6.4	5.5	4.7	3.9	3.7	3.6	3.4	3.3	3.1	3.0	2.8	2.7	2.5
FY09 F2A to Standard	5.5	5.0	4.5	4.0	3.5	2.8	2.3	2.0	1.8	1.6	1.4	1.2	1.1	1.0	0.9
FY10 F2A to Standard	5.5	5.0	4.5	2.8	2.3	1.8	1.4	1.3	1.2	1.1	1.0	0.9	0.8	0.7	0.6

Grievance Backlog Reduction (NEW)

This dual indicator focuses first on resolving grievances at lower levels of the grievance process to reduce on-going liability and grievance backlog. The second part focuses on continuous improvement in reducing the number of cases pending. The indicator further measures the District's ability to resolve disputes at Step 2 and Area's ability to resolve disputes at Step 3.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Grievance Backlog Reduction - Steps 2 + A (DISTRICT)	Not Measured														
FY05 Grievance Backlog Reduction - Steps 2 + A (DISTRICT)	Not Measured														
FY06 Grievance Backlog Reduction - Steps 2 + A (DISTRICT)	Not Measured														
FY07 Grievance Backlog Reduction - Steps 2 + A (DISTRICT)	Not Measured														
FY08 Grievance Backlog Reduction - Steps 2 + A (DISTRICT)	Not Measured														
FY09 Grievance Backlog Reduction - Steps 2 + A (DISTRICT)	Not Measured														
FY10 Grievance Backlog Reduction - Steps 2 + A (DISTRICT)	0	-1	-2	-5	-12	-25	-26	-28	-29	-33	-34	-36	-40	-45	-50
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Grievance Backlog Reduction - Step 3 (AREA)	Not Measured														
FY05 Grievance Backlog Reduction - Step 3 (AREA)	Not Measured														
FY06 Grievance Backlog Reduction - Step 3 (AREA)	Not Measured														
FY07 Grievance Backlog Reduction - Step 3 (AREA)	Not Measured														
FY08 Grievance Backlog Reduction - Step 3 (AREA)	Not Measured														
FY09 Grievance Backlog Reduction - Step 3 (AREA)	Not Measured														
FY10 Grievance Backlog Reduction - Step 3 (AREA)	0.0	-5.0	-10.0	-20.0	-35.0	-50.0	-60.0	-65.0	-70.0	-75.0	-77.0	-80.0	-85.0	-95.0	-100.0
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Cases Pending Arbitration	10.9	10.7	10.5	10.2	10.0	9.8	9.7	9.6	9.4	9.3	9.2	9.1	8.9	8.8	8.7
FY05 Cases Pending Arbitration	6.72	6.57	6.43	6.29	6.14	6.00	5.93	5.87	5.80	5.73	5.67	5.60	5.53	5.47	5.40
FY06 Cases Pending Arbitration	3.80	3.72	3.65	3.57	3.49	3.42	3.37	3.33	3.29	3.25	3.20	3.16	3.12	3.08	3.04
FY07 Cases Pending Arbitration	8.68	7.34	6.25	5.11	4.21	3.38	2.20	1.45	1.26	1.20	1.16	1.12	1.10	1.04	1.00
FY08 Cases Pending Arbitration	7.00	6.00	5.00	4.40	3.40	2.34	1.80	1.20	0.90	0.50	0.30	0.26	0.24	0.22	0.20
FY09 Cases Pending Arbitration	7.00	6.00	5.00	4.40	3.40	2.34	1.80	1.20	0.90	0.50	0.30	0.26	0.24	0.22	0.20
FY10 Grievance Backlog Reduction - Cases Pending (AREA and DISTRICT)	0.00	-0.50	-1.00	-1.50	-2.00	-2.50	-3.25	-4.00	-5.25	-6.00	-6.50	-6.75	-7.00	-7.50	-8.00

Highway Transportation Budget

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY03 Transportation Budget	0.9	0.8	0.6	0.5	0.4	0.3	0.1	0.0	-0.2	-0.3	-0.5	-0.7	-0.8	-1.0	-1.2
FY04 Transportation Budget	3.0	2.4	1.8	1.2	0.6	0.0	-0.3	-0.7	-1.0	-1.3	-1.7	-2.0	-2.3	-2.7	-3.0
FY05 Transportation Budget	3.0	2.4	1.8	1.2	0.6	0.0	-0.3	-0.7	-1.0	-1.3	-1.7	-2.0	-2.3	-2.7	-3.0
FY06 Transportation Budget	1.8	1.3	0.8	0.3	0.1	0.0	-0.1	-0.5	-0.9	-1.3	-1.7	-2.3	-3.0	-3.5	-4.0
FY07 Transportation Budget	1.7	1.3	0.9	0.5	0.1	0.0	-0.1	-0.5	-0.9	-1.3	-1.7	-2.3	-3.0	-3.5	-4.0
FY08 Transportation Budget	1.7	1.3	0.9	0.5	0.1	0.0	-0.1	-0.5	-0.9	-1.3	-1.7	-2.3	-3.0	-3.5	-4.0
FY09 Transportation Budget	1.7	1.3	0.9	0.5	0.1	0.0	-0.1	-0.5	-0.9	-1.3	-1.7	-2.3	-3.0	-3.5	-4.0
FY10 Transportation Budget	1.7	1.3	0.9	0.5	0.1	0.0	-0.1	-0.5	-0.9	-1.3	-1.7	-2.3	-3.0	-3.5	-4.0

Injury Compensation Chargeback Costs

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Injury Comp Chargeback Costs	Not Measured														
FY05 Injury Comp Chargeback Costs	1.3	1.0	0.8	0.5	0.3	0.0	-2.2	-4.4	-6.7	-8.9	-11.1	-13.3	-15.6	-17.8	-20.0
FY06 Injury Comp Chargeback Costs	1.3	1.0	0.8	0.5	0.3	0.0	-2.2	-4.4	-6.7	-8.9	-11.1	-13.3	-15.6	-17.8	-20.0
FY07 Injury Comp Chargeback Costs	1.3	1.0	0.8	0.5	0.3	0.0	-2.2	-4.4	-6.7	-8.9	-11.1	-13.3	-15.6	-17.8	-20.0
FY08 Injury Comp Chargeback Costs	1.3	1.0	0.8	0.5	0.3	0.0	-2.2	-4.4	-6.7	-8.9	-11.1	-13.3	-15.6	-17.8	-20.0
FY09 Injury Comp Chargeback Costs	1.3	1.0	0.8	0.5	0.3	0.0	-2.2	-4.4	-6.7	-8.9	-11.1	-13.3	-15.6	-17.8	-20.0
FY10 Injury Comp Chargeback Costs	1.3	1.0	0.8	0.5	0.3	0.0	-2.2	-4.4	-6.7	-8.9	-11.1	-13.3	-15.6	-17.8	-20.0

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Disability Rolls Management	Not Measured														
FY05 Disability Rolls Management	6.0	4.0	2.0	0.0	-0.5	-1.0	-1.4	-1.9	-2.3	-2.8	-3.2	-3.7	-4.1	-4.6	-5.0
FY06 Disability Rolls Management	6.0	4.0	2.0	0.0	-0.5	-1.0	-1.4	-1.9	-2.3	-2.8	-3.2	-3.7	-4.1	-4.6	-5.0
FY07 Disability Rolls Management	6.0	4.0	2.0	0.0	-0.5	-1.0	-1.4	-1.9	-2.3	-2.8	-3.2	-3.7	-4.1	-4.6	-5.0
FY08 Disability Rolls Management	6.0	4.0	2.0	0.0	-0.5	-1.0	-1.4	-1.9	-2.3	-2.8	-3.2	-3.7	-4.1	-4.6	-5.0
FY09 Disability Rolls Management	6.0	4.0	2.0	0.0	-0.5	-1.0	-1.4	-1.9	-2.3	-2.8	-3.2	-3.7	-4.1	-4.6	-5.0
FY10 Disability Rolls Management	6.0	4.0	2.0	0.0	-0.5	-1.0	-1.4	-1.9	-2.3	-2.8	-3.2	-3.7	-4.1	-4.6	-5.0

International EMS/KPG Composite

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY03 International EMS Composite	82.50	83.75	85.00	86.25	87.50	88.75	90.00	90.57	91.14	91.71	92.28	92.86	93.43	94.00	94.57
FY04 International EMS Composite	91.70	92.30	93.00	93.70	94.30	95.00	95.30	95.60	95.80	96.10	96.40	96.70	96.90	97.20	97.50
FY05 International EMS Composite	92.50	93.00	93.50	94.00	94.50	95.00	95.30	95.70	96.00	96.30	96.70	97.00	97.30	97.70	98.00
FY06 International EMS Composite	94.00	94.50	95.00	95.30	95.70	96.00	96.20	96.40	96.60	96.90	97.10	97.30	97.60	97.80	98.00
FY07 International EMS Composite	94.00	94.50	95.00	95.50	95.80	96.00	96.40	96.70	96.90	97.20	97.40	97.60	97.80	97.90	98.00
FY08 International EMS Composite	94.00	94.50	95.00	95.30	95.70	96.00	96.30	96.50	96.70	97.00	97.20	97.40	97.60	97.80	98.00
FY09 International EMS Composite	94.00	94.50	95.00	95.30	95.70	96.00	96.30	96.50	96.70	97.00	97.20	97.40	97.60	97.80	98.00
FY10 International EMS/KPG Composite	96.10	96.20	96.30	96.40	96.50	96.60	96.70	96.80	96.90	97.00	97.10	97.20	97.30	97.40	97.50

International EXFC 2-Day

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 International EXFC Two-Day	Not Measured														
FY05 International EXFC Two-Day	87.50	88.00	88.50	89.00	90.00	91.00	91.60	92.10	92.70	93.20	93.80	94.30	94.90	95.40	96.00
FY06 International EXFC Two-Day	88.00	88.80	89.60	90.40	91.20	92.00	92.30	92.60	92.90	93.40	93.80	94.30	95.00	95.80	96.50
FY07 International EXFC Two-Day	88.00	88.80	89.60	90.40	91.20	92.00	92.30	92.60	92.90	93.40	93.80	94.30	95.00	95.80	96.50
FY08 International EXFC Two-Day	88.00	88.85	89.70	90.55	91.40	92.75	92.80	92.83	93.11	93.40	93.80	94.30	95.00	95.80	96.50
FY09 International EXFC Two-Day	89.25	90.10	90.95	91.80	92.65	94.00	94.10	94.20	94.30	94.40	94.50	94.60	95.00	95.80	96.50
FY10 International EXFC Two-Day	92.25	92.50	93.00	93.25	93.60	94.10	94.20	94.30	94.40	94.50	94.60	94.70	95.10	95.90	96.60

International EXFC 3-5 Days

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 International EXFC Three-Day	Not Measured														
FY05 International EXFC Three-Day	86.00	86.50	87.00	87.50	88.80	90.00	90.40	90.90	91.30	91.80	92.20	92.70	93.10	93.60	94.00
FY06 International EXFC Three-Day	87.00	87.20	87.30	87.50	87.70	90.00	90.40	90.90	91.30	91.80	92.20	92.70	93.10	93.60	94.00
FY07 International EXFC Three-Day	87.00	87.20	87.50	88.00	89.00	90.00	90.40	90.90	91.30	91.80	92.20	92.70	93.10	93.60	94.00
FY08 International EXFC Three-Day	87.00	87.65	88.30	88.95	89.60	90.50	90.64	91.03	91.41	91.80	92.20	92.70	93.10	93.60	94.00
FY09 International EXFC Three-Day	89.20	89.85	90.50	91.15	91.80	92.70	92.80	92.90	93.00	93.20	93.40	93.60	93.80	94.00	94.20
FY10 International EXFC 3-5 Days	90.75	91.00	91.50	91.75	92.00	92.80	92.90	93.00	93.10	93.30	93.50	93.70	93.90	94.10	94.30

International EXFC Overnight

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 International EXFC Overnight	Not Measured														
FY05 International EXFC Overnight	92.00	92.50	93.00	93.50	94.30	95.00	95.20	95.40	95.70	95.90	96.10	96.30	96.60	96.80	97.00
FY06 International EXFC Overnight	92.00	92.50	93.00	93.50	94.30	95.00	95.20	95.40	95.70	95.90	96.10	96.30	96.60	96.80	97.00
FY07 International EXFC Overnight	92.00	92.50	93.00	93.50	94.30	95.00	95.20	95.40	95.70	95.90	96.10	96.30	96.60	96.80	97.00
FY08 International EXFC Overnight	92.00	92.75	93.50	94.25	95.00	96.00	96.02	96.04	96.06	96.08	96.10	96.30	96.60	96.80	97.00
FY09 International EXFC Overnight	92.50	93.25	94.00	94.75	95.50	96.50	96.54	96.58	96.66	96.74	96.82	96.90	97.00	97.20	97.40
FY10 International EXFC Overnight	94.25	94.50	95.00	95.25	95.50	96.60	96.64	96.68	96.76	96.84	96.92	97.00	97.10	97.30	97.50

International UNEX

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 UNEX Composite	Not Measured														
FY05 UNEX Composite	Not Measured														
FY06 UNEX Composite	Not Measured														
FY07 UNEX Composite	84.00	84.20	84.50	85.00	86.00	87.00	87.40	87.90	88.30	88.80	89.20	89.70	90.10	90.60	91.00
FY08 UNEX Composite	84.00	85.00	86.00	86.75	87.25	88.00	88.63	89.25	89.88	90.50	91.13	91.75	93.00	94.00	95.00
FY09 UNEX Composite	84.00	85.00	86.00	86.75	87.25	88.00	88.63	89.25	89.88	90.50	91.13	91.75	93.00	94.00	95.00
FY10 UNEX Composite	84.00	85.00	86.00	86.75	87.25	88.00	88.63	89.25	89.88	90.50	91.13	91.75	93.00	94.00	95.00

Maintenance Effectiveness Measurement (NEW)

This indicator provides comprehensive maintenance performance metrics for the AFCS, DBCS, CIOSS, DIOSS, and AFSM100 machines. Scores will be weighted and averaged to provide a total score for each machine level. Metrics captured are: AFCS AEI, Quality, At Risk Maint, At Risk Shared, Throughput; DBCS/DIOSS/CIOSS AEI, Quality, At Risk Maint, At Risk Shared, BCS/OSS Throughput, ISS/OCR Throughput, Jams Per 10K, OSS 919 913, GAR 919 913; AFSM AEI, Quality, At Risk Maint W/ATHS, At Risk Maint W/O ATHS, At Risk Shared W/ATHS, At Risk Shared W/O ATHS, Throughput W/AI, Throughput W/O AI, GAR. This Indicator is assigned to Area Maintenance and Plant Maintenance and is measured, not weighted in FY2010.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Maintenance Effectiveness Measurement	Not Measured														
FY05 Maintenance Effectiveness Measurement	Not Measured														
FY06 Maintenance Effectiveness Measurement	Not Measured														
FY07 Maintenance Effectiveness Measurement	Not Measured														
FY08 Maintenance Effectiveness Measurement	Not Measured														
FY09 Maintenance Effectiveness Measurement	Not Measured														
FY10 Maintenance Effectiveness Measurement - Measured Not Weighted	-0.10	-0.02	0.00	0.01	0.05	0.09	0.14	0.20	0.26	0.32	0.38	0.44	0.50	0.56	0.62

Manual Flats Reduction F1 & F4

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY 04 Manual Flats Rate	Not Measured														
FY 05 Manual Flats Rate	Not Measured														
FY 06 Manual Flats Rate	Not Measured														
FY 07 Manual Flats Rate	Not Measured														
FY 08 Manual Flats Rate	75.0	68.0	60.0	52.0	46.8	43.4	37.9	35.0	30.4	25.0	24.0	23.0	22.0	21.0	20.0
FY 09 Manual Flats Rate	68.0	60.0	52.0	46.8	43.4	37.9	35.0	30.4	25.0	24.0	23.0	22.0	21.0	20.0	19.0
FY10 Manual Flats Rate * Cell 10 Benchmark	54.0	50.0	44.9	38.9	35.9	29.9	27.0	22.0	17.0	*16.0	15.0	14.0	13.0	12.0	11.0
Matrix	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY 08 Manual Flats Improvement	5.0	4.0	3.0	2.0	1.0	0.0	-1.0	-2.8	-5.0	-7.0	-10.0	-13.0	-16.0	-18.0	-20.0
FY 09 Manual Flats Improvement	5.0	4.0	3.0	2.0	1.0	0.0	-1.0	-2.8	-5.0	-7.0	-10.0	-13.0	-16.0	-18.0	-20.0
FY10 Manual Flats Improvement	5.0	4.0	3.0	2.0	1.0	-5.0	-6.0	-7.0	-8.0	-9.0	-10.0	-13.0	-16.0	-18.0	-20.0

Manual Letters Reduction F1 & F4

Matrix	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY 04 Manual Letters Rate	Not Measured														
FY 05 Manual Letters Rate	Not Measured														
FY 06 Manual Letters Rate	Not Measured														
FY 07 Manual Letters Rate	Not Measured														
FY 08 Manual Letters Rate	17.0	15.0	12.5	11.0	10.0	8.6	7.8	6.8	5.8	5.0	4.5	3.9	3.6	3.3	3.0
FY 09 Manual Letters Rate	13.5	12.0	10.0	9.0	7.8	6.8	5.8	5.0	4.5	3.9	3.6	3.3	3.0	2.6	2.3
FY10 Manual Letters Rate * Cell 10 Benchmark	13.5	12.0	10.0	9.0	7.8	6.8	5.8	5.0	4.5	3.9	3.6	3.3	3.0	2.6	2.3

Matrix	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY 08 Manual Letters Improvement	5.0	3.0	0.5	0.4	0.2	0.0	-0.5	-1.0	-1.4	-2.0	-2.5	-3.0	-3.5	-4.0	-4.5
FY 09 Manual Letters Improvement	5.0	4.0	3.0	2.0	1.0	0.0	-1.0	-2.8	-5.0	-7.0	-10.0	-13.0	-16.0	-18.0	-20.0
FY10 Manual Letters Improvement	5.0	3.0	0.5	0.4	0.2	0.0	-0.5	-1.0	-1.4	-2.0	-2.5	-3.0	-3.5	-4.0	-4.5

Manual Letters F1 (ISC)

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Manual Ltrs F1 (ISC)	Not Measured														
FY05 Manual Ltrs F1 (ISC)	Not Measured														
FY06 IT Manual Ltrs F1 (ISC)	Not Measured														
FY07 Manual Ltrs F1 (ISC)	Not Measured														
FY08 Manual Ltrs F1 (ISC) Not Weighted	17.0	15.0	12.5	11.0	10.0	8.6	7.8	6.8	5.8	5.0	4.5	3.9	3.6	3.3	3.0
FY09 Manual Ltrs F1 (ISC)	17.0	15.0	12.5	11.0	10.0	8.6	7.8	6.8	5.8	5.0	4.5	3.9	3.6	3.3	3.0
FY10 Manual Ltrs F1 (ISC)	17.0	15.0	12.5	11.0	10.0	8.6	7.8	6.8	5.8	5.0	4.5	3.9	3.6	3.3	3.0

MVA Rate

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 MVA Rate	15.00	14.00	13.00	12.00	11.00	10.50	9.90	9.30	8.70	8.20	7.60	7.00	6.50	5.90	5.30
FY05 MVA Rate	35.00	30.00	25.00	20.00	15.00	10.00	9.30	8.60	7.90	7.10	6.40	5.70	5.00	4.00	3.00
FY06 MVA Rate	22.70	17.70	15.20	12.80	11.30	10.30	9.60	8.80	8.00	7.20	6.40	5.70	5.00	4.00	3.00
FY07 MVA Rate	25.00	17.40	16.20	14.20	11.50	10.10	8.50	7.70	7.30	7.00	6.00	5.00	4.00	3.50	3.00
FY08 MVA Rate	23.00	18.00	15.00	14.50	11.30	9.80	9.10	8.50	7.90	7.20	6.50	5.50	3.80	2.00	0.10
FY09 MVA Rate	23.00	18.00	15.00	14.50	11.30	9.80	9.17	8.53	7.90	7.20	6.50	5.50	3.80	2.00	0.10
FY10 MVA Rate * Cell 13 Benchmark	14.20	13.20	12.20	11.20	110.20	9.20	8.20	7.20	6.20	5.20	4.20	3.20	*2.2	1.20	0.20

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 MVA Improvement (% to SPLY)	5.00	4.00	3.00	2.00	1.00	0.00	-5.50	-6.90	-8.30	-9.80	-11.20	-12.60	-14.00	-15.50	-16.90
FY05 MVA Improvement (% to SPLY)	50.00	40.00	30.00	20.00	10.00	0.00	-4.00	-8.00	-12.00	-16.00	-20.00	-24.00	-28.00	-32.00	-36.00
FY06 MVA Improvement (% to SPLY)	50.00	40.00	30.00	20.00	10.00	0.00	-4.00	-8.00	-12.00	-16.00	-20.00	-24.00	-28.00	-32.00	-36.00
FY07 MVA Improvement (% to SPLY)	15.00	10.00	6.00	3.00	1.00	0.00	-1.00	-3.00	-6.00	-10.00	-15.00	-21.00	-27.00	-32.00	-36.00
FY08 MVA Improvement (% to SPLY)	15.00	10.00	6.00	3.00	1.00	0.00	-1.00	-3.00	-6.00	-10.00	-15.00	-21.00	-27.00	-32.00	-36.00
FY09 MVA Improvement (% to SPLY)	15.00	10.00	6.00	3.00	1.00	0.00	-1.00	-3.00	-6.00	-10.00	-15.00	-21.00	-27.00	-32.00	-36.00
FY10 MVA Improvement (% to SPLY)	10.00	8.00	5.00	2.00	1.00	0.00	-3.00	-5.00	-8.00	-10.00	-15.00	-21.00	-27.00	-32.00	-36.00

OSHA Illness & Injury

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 OSHA I & I Rate	10.0%	10.80	10.00	9.30	8.50	7.80	7.10	6.50	6.00	5.50	5.00	4.50	4.00	3.60	3.40	3.20
FY05 OSHA I & I Rate	10.0%	10.00	9.20	8.50	7.70	7.00	6.30	5.70	5.20	4.70	4.20	3.70	3.30	2.90	2.50	2.30
FY06 OSHA I & I Rate	10.0%	7.20	6.90	6.60	6.30	6.00	5.70	5.40	5.10	4.80	4.50	4.20	3.90	3.50	3.20	2.90
FY07 OSHA I & I Rate	10.0%	7.20	6.70	6.20	5.90	5.60	5.40	5.20	5.00	4.70	4.40	4.00	3.60	3.20	3.00	2.80
FY08 OSHA I & I Rate	10.0%	10.00	8.00	7.00	6.10	5.70	5.40	5.00	4.60	4.20	3.80	3.40	2.90	2.80	2.70	2.60
FY09 OSHA I & I Rate	10.0%	8.90	7.80	6.90	5.80	5.60	5.37	5.20	5.00	4.60	4.20	3.80	3.40	3.00	2.60	2.50
FY10 OSHA I & I Rate *Cell 10 Benchmark	10.0%	8.67	7.60	6.72	5.65	5.45	5.23	5.06	4.87	4.48	4.09	3.70	3.31	2.92	2.53	2.43
Matrix	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
FY04 OSHA I & I Improvement	15.00	12.00	9.00	6.00	3.00	0.00	-2.20	-4.40	-6.70	-8.90	-11.10	-13.30	-15.60	-17.80	-20.00	
FY05 OSHA I & I Improvement	15.00	12.00	9.00	6.00	3.00	0.00	-3.00	-6.00	-9.00	-12.00	-15.00	-18.00	-21.00	-24.00	-27.00	
FY06 OSHA I & I Improvement	15.00	12.00	9.00	6.00	3.00	0.00	-3.00	-6.00	-9.00	-12.00	-15.00	-18.00	-21.00	-24.00	-27.00	
FY07 OSHA I & I Improvement	11.00	8.00	5.00	2.50	1.00	0.00	-1.00	-2.50	-5.00	-8.00	-11.00	-15.00	-19.00	-23.00	-27.00	
FY08 OSHA I & I Improvement	11.00	8.00	6.00	3.00	0.00	-1.00	-3.90	-6.80	-9.70	-12.60	-15.40	-18.30	-21.20	-24.10	-27.00	
FY09 OSHA I & I Improvement	9.00	6.00	3.00	1.90	0.90	-1.00	-2.30	-4.60	-8.20	-11.20	-14.20	-17.20	-20.20	-23.20	-25.00	
FY10 OSHA I & I Improvement	9.00	6.00	3.00	1.90	0.90	-1.00	-2.30	-4.60	-8.20	-11.20	-14.20	-17.20	-20.20	-23.20	-25.00	

Overtime Rate (PPO)

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Overtime Rate (PPO)	Not Measured														
FY05 Overtime Rate (PPO)	15.0	13.0	11.0	10.5	10.0	9.0	8.5	8.0	7.0	6.5	6.0	5.0	4.0	3.0	2.0
FY06 Overtime Rate (PPO)	10.0	9.3	8.6	7.9	7.2	6.7	6.1	5.5	4.9	4.3	3.7	3.1	2.5	1.9	1.0
FY07 Overtime Rate (PPO)	10.0	9.3	6.5	5.9	5.4	5.0	4.6	4.1	3.7	3.2	2.8	2.3	1.9	1.4	0.8
FY08 Overtime Rate (PPO)	10.0	7.0	5.0	4.4	4.1	3.8	2.5	1.9	1.4	1.3	1.1	0.9	0.7	0.6	0.5
FY09 Overtime Rate (PPO)	7.0	6.0	5.0	4.5	3.9	2.5	1.9	1.4	1.3	1.1	0.9	0.7	0.6	0.5	0.4
FY10 Overtime Rate (PPO)	7.0	6.0	5.0	4.5	3.9	2.5	1.9	1.4	1.3	1.1	0.9	0.7	0.6	0.5	0.4

Parcel Select Service/Scan (NEW)

Parcel Select is a new service measurement for FY10. Service Performance measurement for Parcel Select will include Network Distribution Center and Destinating Delivery Unit entry. Only destination entry Parcel Select commercial mail pieces are included in this measurement. Starting in Quarter III Parcel Select service will become a dual Indicator with Scan Performance.

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Parcel Select	-	Not Measured														
FY05 Parcel Select	-	Not Measured														
FY06 Parcel Select	-	Not Measured														
FY07 Parcel Select	-	Not Measured														
FY08 Parcel Select	-	Not Measured														
FY09 Parcel Select	-	Not Measured														
FY10 Parcel Select SERVICE	5.0%	97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	99.00	99.20	99.40
FY10 Parcel Select SCAN		97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	98.70	98.80	98.90

Percent DPS

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Percent DPS	Not Measured														
FY05 Percent DPS	Not Measured														
FY06 Percent DPS	Not Measured														
FY07 Percent DPS	Not Measured														
FY08 Percent DPS	70.0	76.0	80.0	83.0	86.0	89.0	90.0	91.0	92.0	93.0	93.5	94.0	94.5	95.0	95.5
FY09 Percent DPS	72.0	78.0	83.0	86.0	88.0	90.0	91.0	92.0	93.0	94.0	95.0	95.5	96.0	96.5	97.0
FY10 Percent DPS	78.0	83.0	86.0	90.0	90.5	92.0	93.0	94.0	95.0	96.0	96.5	97.0	97.5	98.0	98.5

Pieces at Risk

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Pieces at Risk - DBCS	Not Measured														
FY05 Pieces at Risk - DBCS	Not Measured														
FY06 Pieces at Risk - DBCS	Not Measured														
FY07 Pieces at Risk - DBCS	Not Measured														
FY08 Pieces at Risk - DBCS	7.0	6.0	5.0	4.3	4.0	3.8	3.5	3.3	3.0	2.8	2.5	2.3	2.0	1.8	1.5
FY09 Pieces at Risk - DBCS	7.0	6.0	5.0	4.3	4.0	3.8	3.5	3.3	3.0	2.8	2.5	2.3	2.0	1.8	1.5
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Pieces at Risk - AFSM	Not Measured														
FY05 Pieces at Risk - AFSM	Not Measured														
FY06 Pieces at Risk - AFSM	Not Measured														
FY07 Pieces at Risk - AFSM	Not Measured														
FY08 Pieces at Risk - AFSM	7.0	6.0	5.3	5.0	4.6	3.4	2.0	1.5	1.2	1.0	0.9	0.8	0.7	0.6	0.5
FY09 Pieces at Risk - AFSM	7.0	6.0	5.3	5.0	4.6	3.4	2.0	1.5	1.2	1.0	0.9	0.8	0.7	0.6	0.5
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Pieces at Risk - AFSM NON-ATHS	Not Measured														
FY05 Pieces at Risk - AFSM NON-ATHS	Not Measured														
FY06 Pieces at Risk - AFSM NON-ATHS	Not Measured														
FY07 Pieces at Risk - AFSM NON-ATHS	Not Measured														
FY08 Pieces at Risk - AFSM NON-ATHS	9.0	8.0	7.0	6.0	5.2	3.8	3.0	2.5	2.0	1.8	1.6	1.4	1.2	1.1	1.0
FY09 Pieces at Risk - AFSM NON-ATHS	9.0	8.0	7.0	6.0	5.2	3.8	3.0	2.5	2.0	1.8	1.6	1.4	1.2	1.1	1.0
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Pieces at Risk - AFCS	Not Measured														
FY05 Pieces at Risk - AFCS	Not Measured														
FY06 Pieces at Risk - AFCS	Not Measured														
FY07 Pieces at Risk - AFCS	Not Measured														
FY08 Pieces at Risk - AFCS	13.0	11.5	10.0	8.8	8.1	7.4	6.8	6.0	5.2	5.0	4.8	4.6	4.4	4.2	4.0
FY09 Pieces at Risk - AFCS	13.0	11.5	10.0	8.8	8.1	7.4	6.8	6.0	5.2	5.0	4.8	4.6	4.4	4.2	4.0
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Pieces at Risk	Not Measured														
FY05 Pieces at Risk	Not Measured														
FY06 Pieces at Risk	Not Measured														
FY07 Pieces at Risk	Not Measured														
FY08 Pieces at Risk	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY09 Pieces at Risk	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

Preventative Maintenance Bypass Rate

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Prev.Maint. Daily	Not Measured														
FY05 Prev.Maint. Daily	Not Measured														
FY06 Prev.Maint. Daily	Not Measured														
FY07 Prev.Maint. Daily	Not Measured														
FY08 Prev.Maint. Daily	30.00	20.00	15.00	10.00	5.00	3.00	1.70	1.10	0.75	0.45	0.20	0.10	0.05	0.03	0.01
FY09 Prev. Maint. Daily	15.00	10.00	8.00	5.00	3.00	1.00	0.55	0.35	0.20	0.10	0.05	0.04	0.03	0.02	0.01
FY10 Prev. Maint. Daily	8.00	6.00	3.00	2.00	1.00	0.50	0.30	0.15	0.10	0.08	0.04	0.03	0.02	0.01	0.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Prev.Maint. Senior	Not Measured														
FY05 Prev.Maint. Senior	Not Measured														
FY06 Prev.Maint. Senior	Not Measured														
FY07 Prev.Maint. Senior	Not Measured														
FY08 Prev.Maint. Senior	10.00	6.00	5.00	4.00	3.00	2.00	1.50	1.00	0.75	0.50	0.20	0.10	0.05	0.03	0.00
FY09 Prev. Maint. Senior	10.00	7.00	5.00	4.00	2.50	1.00	0.50	0.40	0.20	0.10	0.05	0.03	0.02	0.01	0.00
FY10 Prev. Maint. Senior	8.00	5.00	3.50	2.50	1.50	0.75	0.40	0.20	0.10	0.08	0.04	0.03	0.02	0.03	0.00

Priority Mail Service/Scan (NEW)

Priority Air and Surface service performance is combined to measure Priority Mail Service. The Priority Mail business rules have not changed for FY10. Starting in Quarter III Priority Mail service will become a dual Indicator with Scan Performance.

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Priority Surface	10.0%	91.50	92.00	92.50	93.00	93.50	94.00	94.40	94.90	95.30	95.70	96.10	96.60	97.00	97.40	97.90
FY05 Priority Surface	10.0%	92.50	93.00	93.50	94.00	94.50	95.00	95.20	95.60	95.90	96.20	96.50	96.90	97.20	97.50	97.90
FY06 Priority Surface	7.5%	93.00	93.40	93.80	94.20	94.60	95.00	95.20	95.60	95.90	96.20	96.50	96.90	97.20	97.50	97.90
FY07 Priority Surface	7.5%	92.70	93.10	93.70	94.20	94.60	95.00	95.30	95.60	95.90	96.20	96.50	96.90	97.20	97.50	97.90
FY08 Priority Surface	7.5%	92.70	93.10	93.70	94.20	94.60	95.00	95.30	95.60	95.90	96.20	96.50	96.90	97.20	97.50	97.90
FY09 Priority Surface	7.5%	93.70	94.10	94.70	95.20	95.60	96.00	96.20	96.40	96.60	97.00	97.20	97.40	98.00	98.20	98.50
FY10 Priority Mail SERVICE		92.00	92.50	93.00	93.50	94.00	94.50	95.00	95.50	96.00	96.20	96.40	96.60	97.00	97.10	97.20
FY10 Priority Mail SCAN	10.0%	97.50	97.60	97.70	97.80	97.90	98.00	98.10	98.20	98.30	98.40	98.50	98.60	98.70	98.80	98.90

Retail Alternate Access

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Retail Alt Access Rate	Not Measured														
FY05 Retail Alt. Access Rate	Not Measured														
FY06 Retail Alt. Access Rate	Not Measured														
FY07 Retail Alt. Access Rate	10.0	15.0	19.0	23.0	26.0	28.0	29.0	30.0	31.0	32.0	34.0	36.0	38.0	39.0	40.0
FY08 Retail Alt. Access Rate	10.0	13.0	16.0	19.0	22.0	25.0	28.0	30.0	32.0	34.0	36.0	37.0	38.0	39.0	40.0
FY09 Retail Alt. Access	16.0	19.0	23.0	25.0	27.0	30.0	32.0	35.0	37.0	39.0	41.0	43.0	46.0	48.0	50.0
FY10 Retail Alt. Access * Cell 10 Benchmark	26.0	27.0	28.0	29.0	32.0	36.0	37.0	38.0	39.0	* 40.0	41.0	42.0	44.0	46.0	50.0

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Retail Alt Access Improvement	Not Measured														
FY05 Retail Alt. Access Improvement	0.0	0.5	1.0	1.5	2.0	2.5	2.8	3.1	3.3	3.6	3.9	4.2	4.4	4.7	5.0
FY06 Retail Alt. Access Improvement	-2.0	-1.3	-0.7	0.0	0.7	1.3	2.0	2.7	3.4	4.0	4.7	5.4	6.0	6.7	7.4
FY07 Retail Alt. Access Improvement	-2.0	-1.5	-1.0	0.0	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.5	6.5
FY08 Retail Alt. Access Improvement	-2.0	-1.5	-1.0	0.0	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.5	6.5
FY09 Retail Alt. Access Improvement	-1.0	0.0	0.5	1.0	1.5	5.0	6.0	7.5	9.0	10.0	11.0	12.0	13.0	14.0	15.0
FY10 Retail Alt. Access Improvement	0.0	1.0	1.5	2.0	3.0	4.0	5.0	6.0	7.0	9.0	10.0	11.0	13.0	14.0	15.0

Retail Effectiveness

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Retail Effectiveness	Not Measured														
FY05 Retail Effectiveness (not weighted)	72.0	77.3	82.7	88.0	89.5	91.0	91.8	92.6	93.3	94.1	94.9	95.7	96.4	97.2	98.0
FY06 Retail Effectiveness	88.0	88.2	88.4	88.6	89.6	90.5	90.7	90.9	91.1	91.4	91.6	91.8	92.0	92.2	92.4
FY07 Retail Effectiveness	75.0	80.0	84.2	88.3	89.6	90.5	90.7	90.9	91.1	91.4	91.6	91.8	92.0	92.2	92.4
FY08 Retail Effectiveness	78.0	82.0	83.5	86.0	88.3	90.5	91.0	91.4	91.7	92.1	92.5	92.8	93.0	93.2	93.4
FY09 Retail Effectiveness	82.0	85.0	87.0	88.8	89.8	90.7	91.8	92.4	93.0	93.5	94.0	94.5	95.0	95.5	96.0
FY10 Retail Effectiveness	82.0	85.0	87.0	88.8	89.8	90.7	91.8	92.4	93.0	93.5	94.0	94.5	95.0	95.5	96.0

Retail Revenue Percent Plan

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Retail Revenue to Plan	-0.6	-0.4	-0.2	0.0	0.3	0.6	0.9	1.2	1.5	1.8	2.1	2.4	2.7	3.0	3.5
FY05 Retail Revenue to Plan	-9.0	-6.0	-3.0	0.0	1.2	2.4	3.0	3.6	4.3	4.9	5.5	6.1	6.8	7.4	8.0
FY06 Retail Revenue to Plan	-0.5	-0.4	-0.3	-0.2	-0.1	0	0.3	0.6	1.0	1.4	1.7	2.0	2.3	2.5	2.7
FY07 Retail Revenue to Plan	-0.5	-0.4	-0.3	-0.2	-0.1	0	0.3	0.6	0.9	1.2	1.5	1.8	2.1	2.4	2.7
FY08 Retail Revenue to Plan	-7.0	-6.0	-5.0	-4.0	-2.0	0.0	0.1	0.2	0.3	0.4	0.6	0.8	1.0	1.5	2.0
FY09 Retail Revenue to Plan	-5.0	-4.0	-3.0	-1.5	-1.0	0.0	0.1	0.2	0.3	0.4	0.6	0.8	1.0	1.5	2.0
FY10 Retail Revenue to Plan	-5.0	-4.0	-3.0	-1.5	-1.0	0.0	0.1	0.2	0.3	0.4	0.6	0.8	1.0	1.5	2.0

Retail Revenue Percent Expedited

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Expedited Revenue	Not Measured														
FY05 Expedited Revenue	Not Measured														
FY06 Expedited Revenue	Not Measured														
FY07 Expedited Revenue	Not Measured														
FY08 Expedited Revenue	77.0	82.0	83.0	84.6	86.0	87.0	87.5	88.0	88.5	89.0	89.5	89.7	89.9	90.1	90.3
FY09 Expedited Revenue	77.0	82.0	83.0	85.1	86.0	88.0	88.5	89.0	89.5	90.0	90.5	90.7	90.9	91.1	91.3
FY10 Expedited Revenue	77.0	82.0	83.0	85.1	86.0	88.0	88.5	89.0	89.5	90.0	90.5	90.7	90.9	91.1	91.3

Sales FPR Percent to Plan (NEW)

The Sales FPR Indicator measures Area and District revenue percent to plan using the monthly Financial Performance Report. This Indicator is assigned to – Manager Shipping and Mailing Solutions (Area & District), Shipping Solution Specialists (District), Mailing Solution Specialists (District), Business Solutions Specialists (District), Sales and Contract Analysts (Area).

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 SALES FPR Percent Plan	Not Measured														
FY05 SALES FPR Percent Plan	Not Measured														
FY06 SALES FPR Percent Plan	Not Measured														
FY07 SALES FPR Percent Plan	Not Measured														
FY08 SALES FPR Percent Plan	Not Measured														
FY09 SALES FPR Percent Plan	Not Measured														
FY10 SALES FPR Percent Plan	-5.0	-4.0	-3.0	-1.5	-1.0	0.0	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	5.0

Security VOE (PPO)

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Security VOE (PPO)	Not Measured														
FY05 Security VOE (PPO)	43.4	45.0	47.1	49.0	51.0	53.5	56.0	58.1	60.0	62.1	64.6	65.1	69.0	72.5	75.0
FY06 Security VOE (PPO)	43.4	45.0	47.1	49.0	51.0	53.5	56.0	58.1	60.0	62.1	64.6	65.1	69.0	72.5	75.0
FY07 Security VOE (PPO)	43.5	46.0	48.0	49.0	51.0	53.5	56.0	59.0	60.0	62.1	64.6	65.1	69.0	72.5	75.0
FY08 Security VOE (PPO)	43.5	46.0	48.0	49.0	51.0	53.5	56.0	59.0	60.0	62.1	64.6	65.1	69.0	72.5	75.0
FY09 Security VOE (PPO)	43.5	46.0	48.0	49.0	51.0	53.5	56.0	59.0	60.0	62.1	64.6	65.1	69.0	72.5	75.0
FY10 Security VOE (PPO)	43.5	46.0	48.0	49.0	51.0	53.5	56.0	59.0	60.0	62.1	64.6	65.1	69.0	72.5	75.0

Sick Leave

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Sick Leave Reduction to SPLY	Not Measured														
FY05 Sick Leave Reduction to SPLY	Not Measured														
FY06 Sick Leave Reduction to SPLY	Not Measured														
FY07 Sick Leave Reduction to SPLY	Not Measured														
FY08 Sick Leave Reduction to SPLY	Not Measured														
FY09 Sick Leave Reduction to SPLY	-1.5	-2.0	-2.5	-3.0	-3.5	-4.0	-4.5	-5.0	-5.5	-6.0	-6.5	-7.0	-7.5	-8.0	-8.5
FY10 Sick Leave Reduction to SPLY	-1.5	-2.0	-2.5	-3.0	-3.5	-4.0	-4.5	-5.0	-5.5	-6.0	-6.5	-7.0	-7.5	-8.0	-8.5
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY07 Actual Sick Leave Benchmark	Not Measured														
FY08 Actual Sick Leave Benchmark	Not Measured														
FY09 Actual Sick Leave Used Benchmark	4.7	4.6	4.5	4.4	4.3	4.2	4.1	4.0	3.9	3.8	3.7	3.6	3.5	3.4	3.3
FY10 Actual Sick Leave Used Benchmark * Cell 10 Benchmark	4.7	4.6	4.5	4.4	4.3	4.2	4.1	4.0	3.9	3.8	3.7	3.6	3.5	3.4	3.3

SOX Index (Changed)

The SOX Indicator measures Field compliance of key financial controls. Performance Based Verification has replaced Negative Balances in FY10.

- Employee Items (20%) – Combination of local Employee Open Items (salary & travel > 30 days, stamp & cash shortages > 90 days) and Accounts Receivable not in collection. Index is one minus Employee Items divided by number of total employees.
- Performance Based Verification (37.5%) – Measures the percentage of verification performed by BMA personnel compared to the number of times PostalOne! requests a verification. Late Mailings (12.5%) – Permit mailing statements that have been entered into PostalOne! after the day of business the mail was presented for mailing. Index is the percent of total statements entered same day.
- Late Mailings (12.5%) – Measures permit mailing statements that have been entered into PostalOne! after the day of business the mail was presented for mailing. Index is the percent of total statements entered the same day.
- Bank Adjustments (30%) – The number of banking deposits with any type of error, not including credit and debit. Index is one minus the number of errors divided by the total number of deposits.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 SOX INDEX - Employee Items	Not Measured														
FY05 SOX INDEX - Employee Items	Not Measured														
FY06 SOX INDEX - Employee Items	Not Measured														
FY07 SOX INDEX - Employee Items	Not Measured														
FY08 SOX INDEX - Employee Items	Not Measured														
FY09 SOX INDEX - Employee Items	85.00	88.00	91.00	93.00	95.00	96.50	96.75	97.00	97.25	98.00	98.50	98.75	99.00	99.50	100.00
FY10 SOX INDEX - Employee Items	96.00	97.00	98.00	98.50	98.75	99.00	99.10	99.20	99.30	99.40	99.50	99.60	99.80	99.90	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 SOX INDEX - Negative Balances	Not Measured														
FY05 SOX INDEX - Negative Balances	Not Measured														
FY06 SOX INDEX - Negative Balances	Not Measured														
FY07 SOX INDEX - Negative Balances	Not Measured														
FY08 SOX INDEX - Negative Balances	Not Measured														
FY09 SOX INDEX - Negative Balances	85.00	88.00	91.00	94.00	97.00	99.80	99.82	99.84	99.87	99.89	99.91	99.93	99.96	99.98	100.00
FY10 SOX INDEX - Performance Based Verifications	82.50	85.00	87.00	90.00	94.00	98.00	98.25	98.50	98.75	99.00	99.20	99.40	99.60	99.80	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 SOX INDEX - Late Mailings	Not Measured														
FY05 SOX INDEX - Late Mailings	Not Measured														
FY06 SOX INDEX - Late Mailings	Not Measured														
FY07 SOX INDEX - Late Mailings	Not Measured														
FY08 SOX INDEX - Late Mailings	Not Measured														
FY09 SOX INDEX - Late Mailings	82.50	85.00	87.00	90.00	94.00	98.00	98.25	98.50	98.75	99.00	99.20	99.40	99.60	99.80	100.00
FY10 SOX INDEX - Late Mailings	96.00	97.00	98.00	98.50	98.75	99.00	99.10	99.20	99.30	99.40	99.50	99.60	99.80	99.90	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 SOX INDEX - Bank Adjustments	Not Measured														
FY05 SOX INDEX - Bank Adjustments	Not Measured														
FY06 SOX INDEX - Bank Adjustments	Not Measured														
FY07 SOX INDEX - Bank Adjustments	Not Measured														
FY08 SOX INDEX - Bank Adjustments	Not Measured														
FY09 SOX INDEX - Bank Adjustments	85.00	87.00	90.00	92.00	94.25	97.80	98.04	98.29	98.53	98.78	99.02	99.27	99.51	99.76	100.00
FY10 SOX INDEX - Bank Adjustments	96.39	96.77	97.15	97.53	97.91	98.29	98.48	98.67	98.86	99.05	99.24	99.43	99.62	99.81	100.00

Statistical Programs

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY05 Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY06 Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY07 Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY08 Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY09 Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY10 Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

Surface Visibility

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Surface Visibility	Not Measured														
FY05 Surface Visibility	Not Measured														
FY06 Surface Visibility	Not Measured														
FY07 Surface Visibility	Not Measured														
FY08 Surface Visibility	49.0	58.0	72.0	80.0	87.0	90.0	93.0	96.0	97.0	97.6	97.8	98.2	98.6	98.8	99.0
FY09 Surface Visibility	49.00	58.00	72.00	80.00	87.00	90.00	93.00	96.00	97.00	97.60	97.80	98.20	98.60	98.80	99.00
FY10 Surface Visibility - Not Weighted	49.00	58.00	72.00	84.00	87.00	90.00	93.00	96.00	97.00	97.60	97.80	98.20	98.60	98.80	99.00

TACS Adjustments

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 TACS	Not Measured														
FY05 TACS	Not Measured														
FY06 TACS	Not Measured														
FY07 TACS	Not Measured														
FY08 TACS	31.0	29.0	27.0	25.8	23.8	21.9	19.2	16.8	13.0	11.0	9.5	9.0	8.5	8.2	8.0
FY09 TACS Adjustments	31.0	29.0	27.0	25.8	23.8	20.5	18.0	16.8	13.0	11.0	9.5	9.0	8.5	8.2	8.0
FY10 TACS Adjustments	31.0	29.0	27.0	25.8	23.8	20.5	18.0	16.8	13.0	11.0	9.5	9.0	8.5	8.2	8.0

TACS Adjustments - PPO

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 TACS - PPO	Not Measured														
FY05 TACS - PPO	Not Measured														
FY06 TACS - PPO	Not Measured														
FY07 TACS - PPO	Not Measured														
FY08 TACS - PPO	31.0	29.0	27.0	25.8	23.8	21.9	19.2	16.8	13.0	11.0	9.5	9.0	8.5	8.2	8.0
FY09 TACS - PPO	31.0	29.0	27.0	25.8	23.8	20.5	18.0	16.8	13.0	11.0	9.5	9.0	8.5	8.2	8.0
FY10 TACS - PPO	1.5	1.4	1.3	1.2	1.0	0.6	0.4	0.3	0.2	0.1	0.1	0.1	0.1	0.1	0.0

Total Factor Productivity

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 TFP	20.0%	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	11.0	12.0	13.0	14.0	15.0
FY05 TFP	20.0%	-0.6	-0.5	-0.4	-0.3	-0.1	0.0	0.2	0.3	0.4	0.6	0.8	1.0	1.3	1.5	2.0
FY06 TFP	20.0%	-1.0	-0.8	-0.6	-0.4	-0.2	0.0	0.1	0.2	0.3	0.5	0.7	0.9	1.2	1.4	1.6
FY07 TFP	20.0%	-1.0	-0.8	-0.6	-0.4	-0.2	0.0	0.1	0.2	0.3	0.5	0.7	0.9	1.2	1.4	1.6
FY08 TFP	20.0%	0.0	0.2	0.4	0.6	0.8	1.0	1.1	1.2	1.3	1.5	1.7	1.9	2.2	2.4	2.6
FY09 TFP	20.0%	0.4	0.6	0.8	1.0	1.2	1.4	1.5	1.6	1.7	1.9	2.1	2.3	2.6	2.4	3.0
FY10 TFP	20.0%	0.2	0.4	0.6	0.8	1.0	1.2	1.4	1.6	1.8	2.0	2.2	2.4	2.7	3.0	3.6

Total Operating Expense

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY03 TOE % Plan	0.4	0.3	0.2	0.2	0.1	0.1	0.0	-0.1	-0.2	-0.3	-0.4	-0.5	-0.6	-0.7	-0.8
FY04 TOE % Plan	4.0	3.0	2.0	1.0	0.5	0.0	-0.3	-0.5	-0.8	-1.0	-1.3	-1.7	-2.0	-3.0	-4.0
FY05 TOE % Plan	6.0	4.0	2.0	1.0	0.5	0.0	-0.5	-1.0	-1.5	-2.0	-3.0	-4.0	-6.0	-8.0	-10.0
FY06 TOE % Plan	1.0	0.8	0.6	0.4	0.2	0.0	-0.1	-0.3	-0.6	-0.9	-1.3	-1.5	-1.8	-2.0	-2.5
FY07 TOE % Plan	1.5	1.0	0.6	0.4	0.2	0.0	-0.1	-0.3	-0.6	-0.9	-1.3	-1.5	-1.8	-2.0	-2.5
FY08 TOE % Plan	1.0	0.8	0.6	0.4	0.2	0.0	-0.1	-0.3	-0.5	-0.8	-1.1	-1.4	-1.7	-2.0	-2.5
FY09 TOE % Plan	1.0	0.8	0.6	0.4	0.2	0.0	-0.1	-0.3	-0.5	-0.8	-1.1	-1.4	-1.7	-2.0	-2.5
FY10 TOE % Plan	1.0	0.8	0.6	0.4	0.2	0.0	-0.1	-0.3	-0.5	-0.8	-1.1	-1.4	-1.7	-2.0	-2.5

Total National Revenue

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Total National Revenue	20.0%	-0.7	-0.5	-0.3	0.0	0.3	0.60	0.80	1.0	1.2	1.4	1.6	1.8	2.0	3.0	4.0
FY05 Total National Revenue	20.0%	-0.70	-0.50	-0.30	0.00	0.30	0.60	0.90	1.30	1.70	2.00	2.30	2.60	3.00	3.50	4.50
FY06 Total National Revenue	20.0%	-1.10	-0.90	-0.70	-0.50	-0.30	0.00	0.30	0.50	0.70	1.10	1.50	2.00	2.40	2.80	3.70
FY07 Total National Revenue	20.0%	-1.10	-0.90	-0.70	-0.50	-0.30	0.00	0.30	0.50	0.70	1.10	1.50	2.00	2.40	2.80	3.70
FY08 Total National Revenue	20.0%	-1.10	-0.90	-0.70	-0.50	-0.30	0.00	0.30	0.50	0.70	1.10	1.50	2.00	2.40	2.80	3.70
FY09 Total National Revenue	20.0%	-1.10	-0.90	-0.70	-0.50	-0.30	0.00	0.30	0.50	0.70	1.00	1.50	2.00	2.40	2.80	3.70
FY10 Total National Revenue	20.0%	-1.1	-0.9	-0.7	-0.5	-0.3	0.0	0.3	0.5	0.7	1.0	1.5	2.0	2.4	2.8	3.7

Total Workhours to Plan

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY03 Total Workhours % to Plan	NOT MEASURED														
FY04 Total Workhours % to Plan	NOT MEASURED														
FY05 Total Workhours % to Plan	NOT MEASURED														
FY06 Total Workhours % to Plan	1.0	0.8	0.6	0.4	0.2	0.0	-0.1	-0.3	-0.6	-0.9	-1.3	-1.5	-1.8	-2.0	-2.5
FY07 Total Workhours % to Plan	10.0	6.0	3.8	2.2	1.0	0.0	-1.0	-2.0	-3.0	-4.0	-5.0	-6.0	-7.5	-9.0	-10.0
FY08 Total Workhours % to Plan	10.0	6.0	3.8	2.2	1.0	0.0	-1.0	-2.0	-3.0	-4.0	-5.0	-6.0	-7.5	-9.0	-10.0
FY09 Total Workhours % to Plan	10.0	6.0	3.8	2.2	1.0	0.0	-1.0	-2.0	-3.0	-4.0	-5.0	-6.0	-7.5	-9.0	-10.0
FY10 Total Workhours % to Plan	10.0	6.0	3.8	2.2	1.0	0.0	-1.0	-2.0	-3.0	-4.0	-5.0	-6.0	-7.5	-9.0	-10.0

Trailer Utilization

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Trailer Utilization	Not Measured														
FY05 Trailer Utilization	Not Measured														
FY06 Trailer Utilization	Not Measured														
FY07 Trailer Utilization	Not Measured														
FY08 Trailer Utilization Not Weighted	35.0	40.0	50.0	55.0	60.0	70.0	72.0	74.0	76.0	78.0	79.0	80.0	81.0	87.0	83.0
FY09 Trailer Utilization	5.0	6.0	8.0	10.0	12.0	15.0	20.0	25.0	30.0	35.0	40.0	45.0	50.0	55.0	60.0
FY10 Trailer Utilization	10.0	20.0	25.0	30.0	40.0	45.0	50.0	55.0	60.0	65.0	70.0	75.0	80.0	85.0	90.0

Tray Density

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY07 Tray Density	Not Measured														
FY08 Tray Density	6.8	8.2	9.9	11.1	12.0	12.9	13.8	14.7	15.6	16.5	16.9	17.3	17.7	18.1	18.5
FY09 Tray Density - Group 1	2.5	3.5	4.5	5.7	6.2	6.7	7.0	7.5	8.0	8.6	10.6	12.6	14.6	16.6	18.5
FY09 Tray Density - Group 2	6.1	7.1	8.1	9.2	10.1	10.9	11.4	12.1	12.8	13.8	14.6	15.6	16.6	17.6	18.5
FY09 Tray Density - Group 3	8.1	9.3	10.5	11.6	12.7	13.7	14.7	15.7	16.6	17.4	17.7	17.9	18.1	18.3	18.5
FY09 Tray Density - Area	6.8	8.2	9.9	9.8	11.4	12.9	13.4	13.9	14.3	14.7	15.5	16.3	17.1	17.8	18.5
FY10 Tray Density - Group 1	2.5	3.5	4.5	5.7	6.2	6.7	7.0	7.5	8.0	8.6	10.6	12.6	14.6	16.6	18.5
FY10 Tray Density - Group 2	6.1	7.1	8.1	9.2	10.1	10.9	11.4	12.1	12.8	13.8	14.6	15.6	16.6	17.6	18.5
FY10 Tray Density - Group 3	8.1	9.3	10.5	11.6	12.7	13.7	14.7	15.7	16.6	17.4	17.7	17.9	18.1	18.3	18.5
FY10 Tray Density - Area	6.8	8.2	9.9	9.8	11.4	12.9	13.4	13.9	14.3	14.7	15.5	16.3	17.1	17.8	18.5

Trips on Time 24 Hour Clock

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 Trips On-Time	Not Measured														
FY05 Trips On-Time	Not Measured														
FY06 Trips On-Time	Not Measured														
FY07 Trips On-Time	Not Measured														
FY08 Trips On-Time	50.0	60.0	70.0	78.0	83.0	86.9	89.5	91.5	93.1	94.8	96.5	97.5	98.0	98.5	99.0
FY09 Trips On-Time	50.0	60.0	70.0	78.0	83.0	86.9	89.5	91.5	93.1	94.8	96.5	97.5	98.0	98.5	99.0
FY10 Trips On-Time	50.0	60.0	70.0	78.0	83.0	86.9	89.5	91.5	93.1	94.8	96.5	97.5	98.0	98.5	99.0

VOE Survey

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 VOE Rate	10.0%	52.10	53.50	54.90	57.10	59.30	61.20	62.30	63.70	65.20	66.60	68.00	69.50	70.90	72.30	73.70
FY05 VOE Rate	10.0%	47.80	50.70	53.60	56.50	59.40	62.30	63.70	65.10	66.50	67.90	69.40	70.80	72.20	73.60	75.00
FY06 VOE Rate	10.0%	48.80	51.80	54.80	57.80	60.70	63.90	65.30	66.70	68.10	69.50	70.90	72.30	73.70	75.10	76.50
FY07 VOE Rate	10.0%	52.00	57.00	59.50	61.10	62.40	63.90	65.40	66.00	67.40	68.80	70.20	71.60	73.00	74.40	75.80
FY08 VOE Rate	10.0%	52.00	57.00	59.50	61.10	62.40	63.60	65.00	66.40	67.80	69.20	70.50	71.90	73.30	74.70	76.10
FY09 VOE Rate	10.0%	48.80	51.90	55.00	58.10	60.70	63.80	65.26	66.71	68.17	69.63	71.09	72.54	74.00	75.46	76.91
FY10 VOE Rate	10.0%	47.30	50.60	53.90	57.20	60.50	63.80	65.56	67.31	69.07	70.83	72.59	74.34	76.10	77.86	79.61

Matrix	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 VOE Improvement	-0.8	-0.6	-0.4	-0.2	0.0	0.2	0.8	1.6	2.3	3.1	3.9	4.7	5.4	6.2	7.0
FY05 VOE Improvement	-2.0	-1.5	-1.0	-0.5	0.0	0.2	0.8	1.6	2.3	3.1	3.9	4.7	5.4	6.2	7.0
FY06 VOE Improvement	-2.0	-1.5	-1.0	-0.5	0.0	0.2	0.8	1.6	2.3	3.1	3.9	4.7	5.4	6.2	7.0
FY07 VOE Improvement	-2.0	-1.5	-1.0	-0.5	0.0	0.2	0.8	1.6	2.3	3.1	3.9	4.7	5.4	6.2	7.0
FY08 VOE Improvement	-2.0	-1.5	-1.0	-0.5	0.0	0.2	0.8	1.6	2.3	3.1	3.9	4.7	5.4	6.2	7.0
FY09 VOE Improvement	-2.0	-1.5	-1.0	-0.5	0.0	0.2	0.8	1.6	2.3	3.1	3.9	4.7	5.4	6.2	7.0
FY10 VOE Improvement	-2.0	-1.5	-1.0	-0.5	0.0	0.2	0.8	1.6	2.3	3.1	3.9	4.7	5.4	6.2	7.0

WOS Earned Workhour Ratio

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 WOS Earned Hour Ratio	Not Measured														
FY05 WOS Earned Hour Ratio	Not Measured														
FY06 WOS Earned Hour Ratio	Not Measured														
FY07 WOS Earned Hour Ratio	Not Measured														
FY08 WOS Earned Hour Ratio	40.00	50.00	58.00	67.00	70.00	73.00	76.00	79.00	82.00	85.00	86.00	87.00	87.50	88.00	88.50
FY09 WOS Earned Hour Ratio	43.00	53.00	61.00	68.00	71.00	75.00	78.00	81.00	84.00	85.00	85.50	87.00	87.50	88.00	88.50
FY10 WOS Earned Hour Ratio	44.00	54.00	62.00	69.00	72.00	80.00	85.00	90.00	92.00	93.00	94.00	95.00	96.00	97.00	98.00