



NATIONAL PERFORMANCE ASSESSMENT

FY 2011

Indicators

October 1, 2010

**NATIONAL
PERFORMANCE
ASSESSMENT**



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RED - Indicators Performance Reported-Not Weighted

Available for Duty (NEW)

The Available for Duty indicator compares actual regular work hours to the work hours that would have been accumulated if employees had not requested unscheduled or Continuation of Pay leave. The sum of regular work hours, unscheduled leave hours, and Continuation of Pay hours are used to determine the work hours that would have been recorded if all employees reported to work as scheduled. An Available for Duty ratio for each month of the fiscal year and a cumulative fiscal year to date Available for Duty ratio is compared to SPLY.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 Available for Duty	95.00	95.33	95.66	96.00	96.33	96.66	97.00	97.25	97.50	97.75	98.00	98.25	98.50	98.75	99.00

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
FY11 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
FY08 BPI F1 (ISC) Not Weighted	-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
FY11 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) Area

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 BSN AREA	750.0	787.1	824.3	842.9	861.4	880.0	897.1	914.3	931.4	940.0	948.6	957.1	961.4	965.7	970.0

Business Service Network (BSN) Composite

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 BSN COMPOSITE	750.0	787.1	824.3	842.9	861.4	880.0	899.2	918.5	937.7	947.3	957.0	966.6	971.4	976.2	981.0

Business Service Network (BSN) District

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 BSN DISTRICT	750.0	787.1	824.3	842.9	861.4	880.0	901.0	921.9	942.9	953.3	963.8	974.3	979.5	984.8	990.0

City Delivery Variance (NEW)

City Delivery Variance is a dual indicator that measures the CDV rate and improvement. The benchmark is cell 10, which allows a unit to keep its rate if it achieves a cell 10. Improvement value will only be factored in if it helps the final rating. Indicator will be measured and *not* weighted in FY2011.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 CDV Rate (Not Weighted)	93.00	93.50	94.00	94.50	95.00	95.50	96.00	96.50	97.00	97.50	98.00	98.50	99.00	99.50	100.00
FY11 CDV Improvement (Not Weighted)	-2.50	-2.00	-1.50	-1.00	-0.50	0.00	0.50	1.00	1.50	2.00	2.50	3.00	3.50	4.00	4.50

Cost Per 1000 Images

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY08 Cost per 1000 Images - Not Weighted	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
FY11 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

Customer Experience Measurement (NEW)

Customer Experience Measurement (CEM) is a corporate indicator that will measure the customer experience for residential and small business customers. Survey Index weights are based on customer experience scores from CEM survey responses for Receiving, Sending, Post Office and Contact experiences. Each of the survey experience responses are weighted 50/50 (Residential/SMB). Indicator will be measured and *not* weighted in FY2011.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 CEM (Not Weighted)	50.0	55.0	60.0	65.0	70.0	75.0	78.0	81.0	84.0	86.0	88.0	90.0	92.0	94.0	96.0

Delcon Confirmation Retail Parcel Service

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 Delcon Retail Surface Parcels	70.0	75.7	81.4	84.3	87.1	90.0	91.5	93.0	94.6	95.3	96.1	96.9	97.2	97.6	98.0

Deliveries Per Hour % to SPLY

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 Deliveries Per Hour % to SPLY	4.50	5.21	5.93	6.29	6.64	7.00	7.63	8.26	8.89	9.20	9.51	9.83	9.99	10.14	10.30

EEO Complaints Per 100 Employees vs SPLY

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 EEO Complaints Per 100 Employees vs SPLY	1.80	1.64	1.48	1.34	1.16	1.00	0.91	0.82	0.73	0.64	0.55	0.46	0.37	0.28	0.20

EEO Conversion Rate

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 EEO Conversion Rate	62.3	54.0	45.6	41.4	37.2	33.0	28.8	24.6	20.4	18.3	16.2	14.1	13.1	12.0	11.0

EEO Reduce Formals

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY06 EEO Reduce Formal Complaints	-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 Complaints	-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 Complaints	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 Complaints	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 Complaints	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
FY11 EEO Reduce Formal Complaints	0.0	-1.0	-2.0	-3.0	-4.0	-5.0	-6.3	-7.7	-9.0	-10.3	-11.7	-13.0	-14.3	-15.7	-17.0

Energy Reduction

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY09 - Energy Reduction - 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 - 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
FY11 - Energy Reduction	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

Express Mail Service

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
FY11 Express Mail SERVICE	5.0%	96.25	96.39	96.54	96.61	96.68	96.75	96.92	97.09	97.26	97.35	97.44	97.52	97.56	97.61	97.65
FY11 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 Rate

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY08 F4 CSV Rate	55.00	63.00	69.50	75.50	80.00	85.00	90.00	92.50	96.50	99.00	101.0	103.0	105.0	106.0	107.0
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	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
FY11 F4 CSV Rate	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
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
FY11 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
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
FY11 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
FY11 First Enroute Scan to Delivery	90.8	92.1	93.3	93.9	94.5	95.1	95.7	96.3	96.9	97.2	97.5	97.8	98.0	98.1	98.3

First-Class 2-Day

MATRIX	wtg	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
FY11 First-Class 2-Day	5.0%	92.30	92.83	93.36	93.62	93.89	94.15	94.63	95.10	95.58	95.82	96.05	96.29	96.41	96.53	96.65

First-Class 3-5 Days

MATRIX	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY04 First-Class 3-5 Day	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 Day	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 Day	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 Day	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 Day	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 Day	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
FY11 First-Class 3-5 Day	5.0%	90.85	91.42	91.99	92.28	92.56	92.85	93.14	93.42	93.71	93.85	93.99	94.14	94.21	94.28	94.35

First-Class Overnight

MATRIX	wtg	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
FY11 First-Class Overnight	10.0%	95.45	95.79	96.14	96.31	96.48	96.65	96.82	96.99	97.16	97.25	97.34	97.42	97.46	97.51	97.55

Function 2A to Standard

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 F2A to Standard	5.5	4.8	4.0	3.3	2.5	1.8	1.6	1.5	1.3	1.2	1.0	0.9	0.7	0.6	0.4

Grievance Backlog Reduction

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY10 Grievance Backlog Reduction - Steps 2 + A	0.0	-1.0	-2.0	-5.0	-12.0	-25.0	-26.0	-28.0	-29.0	-33.0	-34.0	-36.0	-40.0	-45.0	-50.0
FY11 Grievance Backlog Reduction - Steps 2 + A	0.0	-1.0	-2.0	-5.0	-12.0	-25.0	-26.0	-28.0	-29.0	-33.0	-34.0	-36.0	-40.0	-45.0	-50.0
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY10 Grievance Backlog Reduction - Step 3	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
FY11 Grievance Backlog Reduction - Step 3	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
FY10 Grievance Backlog Reduction - Cases Pending	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
FY11 Grievance Backlog Reduction - Cases Pending	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
FY11 Transportation Budget	1.7	1.2	0.7	0.5	0.2	0.0	-0.8	-1.5	-2.3	-2.7	-3.0	-3.4	-3.6	-3.8	-4.0

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
FY11 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
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
FY11 International EXFC Two-Day	92.30	92.83	93.36	93.62	93.89	94.15	94.63	95.10	95.58	95.82	96.05	96.29	96.41	96.53	96.65

International EXFC 3-5 Days

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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 Three-Day	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
FY11 International EXFC Three-Day	90.85	91.42	91.99	92.28	92.56	92.85	93.14	93.42	93.71	93.85	93.99	94.14	94.21	94.28	94.35

International EXFC Overnight

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 International EXFC Overnight	95.45	95.79	96.14	96.31	96.48	96.65	96.82	96.99	97.16	97.25	97.34	97.42	97.46	97.51	97.55

International UNEX

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 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

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY10 Maint Effectiveness Measurement (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
FY11 Maint Effectiveness Measurement	-0.13	-0.07	0.00	0.03	0.06	0.09	0.19	0.29	0.39	0.44	0.49	0.54	0.57	0.59	0.62

Manual Letters/Flats Reduction (CHANGED)

Manual Letters and Flats have been combined into one indicator.

Matrix	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 Manual LETTERS - Rate	12.8	11.1	9.4	8.5	7.7	6.8	5.9	5.1	4.2	3.8	3.4	2.9	2.7	2.5	2.3
FY11 Manual LETTERS - Improvement	6.0	4.3	2.6	1.7	0.9	0.0	-0.9	-1.7	-2.6	-3.0	-3.4	-3.9	-4.1	-4.3	-4.5
Matrix	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 Manual FLATS - Rate	55.1	47.9	40.7	37.1	33.5	29.9	26.3	22.7	19.1	17.3	15.5	13.7	12.8	11.9	11.0
FY11 Manual FLATS - Improvement	15.0	9.3	3.6	0.7	-2.1	-5.0	-7.9	-10.7	-13.6	-15.0	-16.4	-17.9	-18.6	-19.3	-20.0

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	14.20	13.20	12.20	11.20	110.20	9.20	8.20	7.20	6.20	5.20	4.20	3.20	2.20	1.20	0.20
FY11 MVA Rate	14.00	13.00	12.00	11.26	10.07	8.88	7.69	6.50	5.31	4.31	3.31	2.31	1.31	1.00	0.31
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
FY11 MVA Improvement (% to SPLY)	12.00	10.00	7.14	4.29	2.86	0.00	-6.86	-11.43	-16.00	-20.57	-24.00	-27.43	-30.83	-34.29	-36.00

Operating Income (NEW)

Operating Income is a corporate indicator that will measure total national revenue less total all expenses (excluding future Retiree Health Benefits and Workers' Compensation Adjustments). The target for this indicator will be established when the Integrated Financial Plan is finalized.

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 Operating Income	20.0%	-0.42	-0.28	-0.13	0.01	0.16	0.30	0.31	0.32	0.33	0.34	0.36	0.37	0.38	0.39	0.40

OSHA Illness & Injury

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14
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
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
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
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
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
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
FY10 OSHA I & I Rate	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
FY11 OSHA I & I Rate	10.0%	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

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
FY11 OSHA I & I Improvement	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

Parcel Select Service

Matrix	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 Parcel Select SERVICE	5.0%	97.62	97.94	98.26	98.43	98.59	98.75	98.91	99.07	99.24	99.32	99.40	99.48	99.52	99.56	99.60
FY11 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
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
FY11 Percent DPS	83.3	85.8	88.3	89.5	90.8	92.0	93.2	94.5	95.7	96.3	97.0	97.6	97.9	98.2	98.5

Pieces at Risk

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY10 Pieces at Risk	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 Pieces At Risk - DBCS	5.53	4.81	4.09	3.72	3.36	3.00	2.64	2.28	1.91	1.73	1.55	1.37	1.28	1.19	1.10
FY11 Pieces At Risk - AFSM	7.27	6.16	5.06	4.50	3.95	3.40	2.85	2.30	1.74	1.47	1.19	0.91	0.78	0.64	0.50
FY11 Pieces At Risk - AFSM-NON-ATHS	4.49	3.92	3.35	3.07	2.78	2.50	2.22	1.93	1.65	1.51	1.36	1.22	1.15	1.08	1.01
FY11 Pieces At Risk - AFCS	8.87	7.76	6.66	6.10	5.55	5.00	4.45	3.90	3.34	3.07	2.79	2.51	2.38	2.24	2.10

PPO Overtime Rate

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY05 - PPO - Overtime Rate	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 - PPO - Overtime Rate	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 - PPO - Overtime Rate	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 - PPO - Overtime Rate	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 - PPO - Overtime Rate	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 - PPO - Overtime Rate	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
FY11 - PPO - Overtime Rate	5.3	4.5	3.7	3.3	2.9	2.5	2.1	1.7	1.3	1.1	0.9	0.7	0.6	0.5	0.4

PPO Security VOE

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY05 - PPO- Security VOE	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 - PPO- Security VOE	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 - PPO- Security VOE	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 - PPO- Security VOE	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 - PPO- Security VOE	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 - PPO- Security VOE	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
FY11 - PPO- Security VOE	51.8	56.7	61.6	64.1	66.5	69.0	74.3	79.7	85.0	87.7	90.3	93.0	94.3	95.7	97.0

PPO TACS Adjustments

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY08 PPO -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 PPO -TACS	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 PPO -TACS	1.52	1.42	1.32	1.20	1.00	0.60	0.40	0.30	0.20	0.10	0.09	0.08	0.07	0.06	0.00
FY11 PPO -TACS	1.40	1.17	0.94	0.83	0.71	0.60	0.49	0.37	0.26	0.20	0.14	0.09	0.06	0.03	0.00

Primary CT OGP Cleared by 2300 (NEW)

Primary CT OGP Cleared by 2300 indicator will track the percentage of time the operations complete their processing by 2300. The indicator utilizes a Performance (rate) benchmark of Cell 10 and the Improvement is only factored in if it increases the overall cell value.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 Primary CT OGP - RATE	60.00	68.57	77.14	81.43	85.71	90.00	91.90	93.79	95.69	96.63	97.58	98.53	99.00	99.48	99.95
FY11 Primary CT OGP - IMPROVEMENT	0.0	1.0	2.0	3.0	4.0	5.0	10.0	15.0	20.0	25.0	30.0	35.0	40.0	45.0	50.0

Priority Mail Service

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 AIR	10.0%	88.35	89.72	91.09	91.78	92.46	93.15	93.84	94.52	95.21	95.55	95.89	96.24	96.41	96.58	96.75
FY10 Priority Mail SURFACE		92.77	93.72	94.67	95.15	95.62	96.10	96.58	97.05	97.53	97.77	98.00	98.24	98.36	98.48	98.60
FY10 Priority 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
FY11 Priority Mail AIR	10.0%	88.40	89.77	91.14	91.83	92.51	93.20	93.89	94.57	95.26	95.60	95.94	96.29	96.46	96.63	96.80
FY11 Priority Mail SURFACE		92.82	93.77	94.72	95.20	95.67	96.15	96.63	97.10	97.58	97.82	98.05	98.29	98.41	98.53	98.65
FY11 Priority 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

Retail Alternate Access

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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	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
FY11 Retail Alt. Access	26.0	28.9	31.7	33.1	34.6	36.0	38.7	41.3	44.0	45.3	46.7	48.0	48.7	49.3	50.0

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 Retail Alt. Access Improvement	0.0	1.1	2.3	2.9	3.4	4.0	6.1	8.2	10.3	11.3	12.4	13.4	14.0	14.5	15.0

Retail Effectiveness

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 Retail Effectiveness	83.6	85.7	87.7	88.7	89.7	90.7	91.7	92.7	93.7	94.2	94.7	95.2	95.5	95.7	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	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	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
FY11 Retail Revenue to Plan	-2.7	-1.9	-1.1	-0.8	-0.5	0.0	0.5	1.0	1.3	1.9	2.3	2.7	3.6	4.1	5.0

Retail Revenue Percent Expedited

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 Expedited Revenue	82.0	83.0	84.0	85.5	87.7	88.4	89.0	89.4	90.0	90.5	91.0	91.5	93.0	93.5	94.0

SHaPE (NEW)

Safety and Health Program Evaluation (SHaPE) indicator will measure eight SHaPE categories and associated subcategories. Indicator will be measured and *not* weighted in FY2011.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY 11 - SHaPE (Not Weighted)	84.0	86.0	87.0	88.0	89.0	90.0	91.0	92.0	93.0	94.0	96.0	97.0	98.0	99.0	100.0

Small Container Density (CHANGE)

Small Container Density (formerly Tray Density) will measure the density of letter trays and flat tubs prior to postal dispatch to commercial air carriers. This indicator is weighted with 75% attributed to flat tubs and 25% attributed to letter trays.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Small Container Density - TUBS	7.3	9.1	11.0	11.9	12.8	13.7	14.6	15.5	16.4	16.9	17.4	17.8	18.0	18.3	18.5
Small Container Density - TRAYS	7.3	9.1	11.0	11.9	12.8	13.7	14.6	15.5	16.4	16.9	17.4	17.8	18.0	18.3	18.5

SOX Index (CHANGED)

The SOX indicator will measure nine key controls that have been identified as materially important to USPS Financial reporting system.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - % Timely Entry	99.00	99.18	99.36	99.55	99.73	99.91	99.92	99.93	99.94	99.95	99.96	99.97	99.98	99.99	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - % Verifications Performance	98.83	99.02	99.21	99.31	99.40	99.50	99.60	99.69	99.79	99.83	99.88	99.93	99.95	99.98	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - % Reconciled	99.00	99.18	99.36	99.55	99.73	99.91	99.92	99.93	99.94	99.95	99.96	99.97	99.98	99.99	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - % Achieving BMEU Certification	96.50	97.39	98.27	98.71	99.16	99.60	99.68	99.75	99.83	99.87	99.90	99.94	99.96	99.98	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - Voyager Reconciliations	93.78	94.22	94.67	95.11	95.56	96.00	96.44	96.89	97.33	97.78	98.22	98.67	99.11	99.56	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - APC Qtr Audits	99.86	99.87	99.88	99.89	99.90	99.91	99.92	99.93	99.94	99.95	99.96	99.97	99.98	99.99	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - SCA - Floor Stocks	99.86	99.87	99.88	99.89	99.90	99.91	99.92	99.93	99.94	99.95	99.96	99.97	99.98	99.99	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - SCA - Unit Reserve	99.86	99.87	99.88	99.89	99.90	99.91	99.92	99.93	99.94	99.95	99.96	99.97	99.98	99.99	100.00
MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 SOX - Banking Differences	98.29	98.55	98.81	99.07	99.33	99.59	99.64	99.68	99.73	99.77	99.82	99.86	99.91	99.95	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
FY11 Statistical Programs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

Surface Visibility (CHANGED)

Surface Visibility will measure Overall Container Scan Performance and Overall Trailer Scan Performance. The Container Scan Performance will measure a facility's ability to successfully scan containers unloaded and loaded at their facility. The Trailer Scan Performance will measure a facility's ability to successfully scan trailers arrival and departure at their facility.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 - Surface Visibility - CONTAINER	67.70	72.60	77.60	80.00	82.50	85.00	87.50	90.00	92.40	93.70	94.90	96.10	96.80	97.40	98.00
FY11 - Surface Visibility - TRAILER	82.50	85.50	88.50	90.00	91.50	93.00	94.30	95.60	96.90	97.50	98.20	98.80	99.20	99.50	99.80

TACS Adjustments

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 TACS Adjustments	37.2	32.4	27.6	25.3	22.9	20.5	18.1	15.7	13.4	12.2	11.0	9.8	9.2	8.6	8.0

Total Deliveries Per Hour (NEW)

Total Deliveries per Hour will measure the total number of deliveries (includes Post Office Boxes, City, Rural and Highway Contract) divided by the total number of workhours for all functions at HQ and the Field.

MATRIX	wtg	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 TOTAL Deliveries Per Hour	20%	24.9	29.4	33.8	36.0	38.2	40.4	42.6	44.8	47.0	48.1	49.2	50.3	50.9	51.4	52.0

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
FY11 TOE % Plan	1.0	0.7	0.4	0.3	0.1	0.0	-0.5	-1.0	-1.4	-1.7	-1.9	-2.1	-2.3	-2.4	-2.5

Total Revenue FPR % Plan (NEW)

Total Revenue FPR % Plan indicator measures the amount of total FPR Revenue by District/Area for products and services from all revenue channels, including Retail, Commercial and Alternate Access channels .

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 Total Revenue FPR % Plan	-8.0	-6.0	-4.0	-2.0	-1.0	0.0	1.0	2.0	3.0	5.0	7.0	9.0	12.0	15.0	18.0

Total Workhours to Plan

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 Total Workhours % to Plan	13.3	9.5	5.7	3.8	1.9	0.0	-1.9	-3.8	-5.7	-6.7	-7.6	-8.6	-9.0	-9.5	-10.0

Trailer Utilization

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY08 Trailer Utilization NotWeighted	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
FY11 Trailer Utilization	20.0	25.0	30.0	35.0	40.0	45.0	50.0	55.0	60.0	65.0	70.0	75.0	80.0	85.0	90.0

Trips on Time 24 Hour Clock

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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
FY11 Trips On-Time	50.0	60.9	71.7	77.1	82.6	88.0	90.1	92.2	94.3	95.3	96.4	97.4	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%	52.1	53.5	54.9	57.1	59.3	61.2	62.3	63.7	65.2	66.6	68.0	69.5	70.9	72.3	73.7
FY05 VOE Rate	10.0%	47.8	50.7	53.6	56.5	59.4	62.3	63.7	65.1	66.5	67.9	69.4	70.8	72.2	73.6	75.0
FY06 VOE Rate	10.0%	48.8	51.8	54.8	57.8	60.7	63.9	65.3	66.7	68.1	69.5	70.9	72.3	73.7	75.1	76.5
FY07 VOE Rate	10.0%	52.0	57.0	59.5	61.1	62.4	63.9	65.4	66.0	67.4	68.8	70.2	71.6	73.0	74.4	75.8
FY08 VOE Rate	10.0%	52.0	57.0	59.5	61.1	62.4	63.6	65.0	66.4	67.8	69.2	70.5	71.9	73.3	74.7	76.1
FY09 VOE Rate	10.0%	48.8	51.9	55.0	58.1	60.7	63.8	65.3	66.7	68.2	69.6	71.1	72.5	74.0	75.5	76.9
FY10 VOE Rate	10.0%	47.3	50.6	53.9	57.2	60.5	63.8	65.6	67.3	69.1	70.8	72.6	74.3	76.1	77.9	79.6
FY11 VOE Rate	10.0%	48.0	51.3	54.6	57.9	61.2	64.5	66.3	68.0	69.8	71.5	73.3	75.0	76.8	78.5	80.3

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
FY11 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

Wait-Time-In-Line (NEW)

The Wait-Time-In-Line is a dual indicator that will utilize the Retail Customer Experience (RCE) evaluation. The metric to be tracked for this indicator will be Question 2 of the RCE evaluation. Indicator will be measured and *not* weighted in FY2011.

MATRIX	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
FY11 WTIL - RATE (Not Weighted)	81.47	82.77	84.07	85.37	86.67	88.00	89.30	90.70	92.00	93.30	94.70	96.00	97.30	98.70	100.00
FY 11 WTIL - IMPROVEMENT (Not Weighted)	-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