

Your Week 48 Delivery Completion Rate (DCR) has been adjusted from 92.49% to 99.27% to account for exemptions. Review the Return to Station (RTS) dashboard on the Logistics Portal for more details. For additional information on DCR exemptions and how to use the RTS dashboard, please review the DCR metric guide

DSP Delivery Excellence Performance

TRDC at DIN6
Week 48
2025

Week 48 Performance

Overall Standing	Key Focus Areas
Great	1. Customer Escalation Defect DPMO
See details on next page	2. Customer Delivery Feedback
	3. Delivery Completion Rate

Announcements

Opt in to Offer Your DAs Starbucks Beverages for Peak!

As we announced at Ignite Live in September, we’ve collaborated with Starbucks to create a promotion in which you can offer your drivers 10 free, Grande handcrafted Starbucks beverages, from **November 28 through December 25!** If you want your drivers to take advantage of this offer at participating Starbucks locations, you can immediately opt in via [DA Console](#). Simply click **Administration > Associates > DSP DA Perks**. Then, click on the toggle switch for Starbucks.

DSP Delivery Associate Recognition Initiatives:

Please leverage the programs below to show appreciation to your drivers. These initiatives are designed to make DSP DAs feel valued for their day-to-day efforts; while helping you coach your team by rewarding behaviors that positively impact your Scorecard metrics.

The DRC Tokens Program

The DRC Tokens Program allows top-performing DSPs the ability to earn free award tokens for their teams. To qualify for the DRC Tokens Program, your team must score “Fantastic/ Fantastic+” on your weekly scorecard at least 4/6 weeks during 6-week qualification periods, which occur once per quarter. If you qualify, you will receive tokens in your Delivery Recognition Center Account (DRC) account.

DRC Tokens Qualifying Period: CLOSED

The Q4 DRC Tokens Qualification period is now closed.

If you have qualified, tokens will be deposited during the 4th week following the end of the qualification period.

2025 DRC Token Program Qualification Periods:

Q1 WK4-WK9

Q2 WK17-WK22

Q3 WK30-WK35

Q4 WK40-WK45

If you have qualified for the DRC Tokens Program in any of the 2025 Qualification periods, you can find your earned tokens in your Delivery Recognition Center (DRC) account once signing up. For any questions about the program, please contact driverswag@amazon.com

If you have not yet signed up for the DRC, please do so by navigating to the website below, and clicking "DSP Owner Sign-In" --> "Sign Up"

[Delivery Recognition Center](#)

DSP Delivery Associate Recognition Program:

This program awards top performers, recognizes extraordinary acts, and celebrates key milestones through three pillars:

Frontrunner Awards: Highlights high-performing DSP DAs each month. You will now select your monthly Frontrunner winner in the Delivery Recognition Center.

Extra Mile Awards: Enables you to recognize your DAs that have gone above and beyond by submitting such actions via the Extra Mile Awards intake on Logistics Support Center (Select Delivery Associate Recognition).

Milestone Awards: Aids in celebrating milestone achievements with high quality enamel pins and years of service patches. You are now able to award your DAs that have achieved milestones in the Delivery Recognition Center.

For more information, please contact your OTR DSP DA Engagement Lead.

Questions?

Discuss with your On-Road Area Manager. Leverage the resources in the links below:

- [Access Logistics Support Central](#)
- [Delivery Excellence Performance Program Guide](#)
- [Data Disputes Resource Guide](#)
- [Overall Performance Thresholds and Tiers Resource Guide](#)

Netradyne Portal Q&A is offered on Wednesdays from 3:00pm to 4:00pm CT. Please use the below link to join: <https://chime.aws/7679216977>

Scorecard Publishing SLA is Wednesday at noon PST. If we will be delayed past that time, we will communicate it via a portal banner.

If your Scorecard metrics, categories, or overall score are adjusted due to approved disputes or other changes, you will receive a republished Scorecard six weeks after the original publication date.

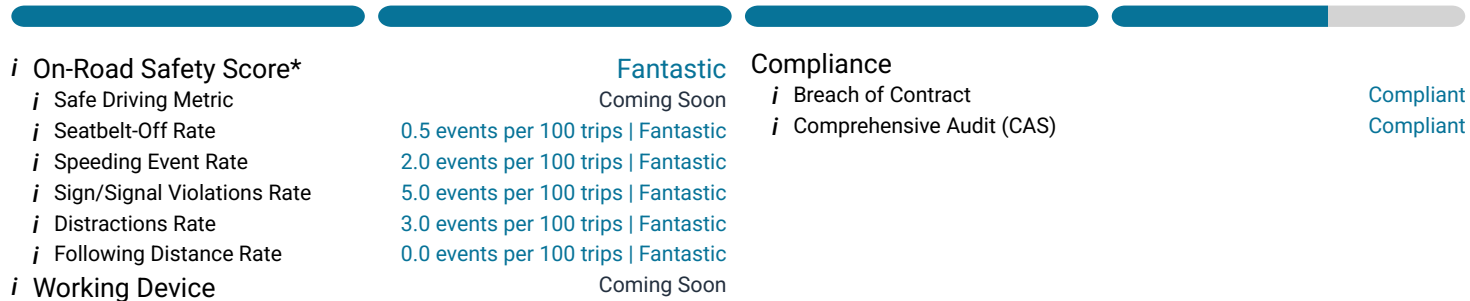
DSP Scorecard

TRDC at DIN6
Week 48
2025

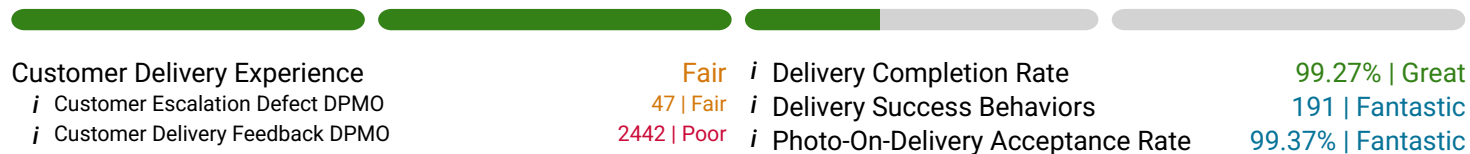
Overall Standing: **69.6 | Great**



Safety and Compliance: **Fantastic**



Delivery Quality: **Great**



Pickup Quality: **Coming Soon**



Team and Fleet: **Great**



Recommended Focus Areas

1. Customer Escalation Defect DPMO
2. Customer Delivery Feedback
3. Delivery Completion Rate

Improving Customer Escalation Defect DPMO, Customer Delivery Feedback, and Delivery Completion Rate scores would improve your Overall Standing.

Current Week Tips

1. In addition to infraction emails, check your weekly infraction report and scorecard weekly to look for patterns and identify which drivers may need deeper retraining for repeat infractions.
2. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.
3. Emphasize that when drivers resolve a delivery issue (i.e. find an access code, etc.) store the information in the Rabbit app to help resolve future deliveries to that address.

*The On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services.

TRDC at DIN6 - Week 48

DA Current Week Performance

Abbreviations Key		
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate
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SER: Speeding Event Rate	POD: Photo-On-Delivery Acceptance Rate	CED: Customer Escalation Defect
CDF DPMO: Customer Delivery Feedback Defect Per Million Opportunities	PSB: Pickup Success Behaviors	

Safety - metrics (except FICO) are measured as events per trip at DA level																	
#	Name	Transporter ID	Delivered	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	CED	DCR	DSB	POD	PSB	DSB Count	POD Opps.
1	Adam LeMaster	A3AHESB408LBV7	709	No Data	0.0	0.0	0.4	0.0	0.0	1410	0	99.7%	1410	98.0%	No Data	1	498
2	Alexander Roloff	A3MO9ESFYULSCE	271	No Data	0.0	0.0	0.0	0.0	0.0	3690	0	99.3%	0	100.0%	No Data	0	185
3	Asia Henderson	A1QK2TUA35MQUJ	891	No Data	0.0	0.0	0.0	0.0	0.0	2245	0	100.0%	0	100.0%	No Data	0	596
4	Axel Tinajero	A1338AN00H5D5A	692	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	100.0%	No Data	0	473
5	Benjamin Hauserman	A1TIQFUK5UTZ7Y	137	No Data	0.0	0.0	0.0	0.0	5.0	0	0	48.8%	0	100.0%	No Data	0	91
6	Blake Reed	A1DFCW73X45JYE	866	No Data	0.0	0.0	0.0	0.0	0.0	2312	0	99.5%	0	100.0%	No Data	0	611
7	Brandon Rowe	A1BSKHDVXMSZWG	1196	No Data	0.0	0.0	0.0	0.0	0.0	8368	0	99.5%	0	99.0%	No Data	0	804
8	Caleb Fields	A2G59T0LT18ZFL	217	No Data	No Data	No Data	No Data	No Data	No Data	0	0	98.6%	0	100.0%	No Data	0	162
9	Cameron Stalling	ALU291005LVCP	802	No Data	0.0	0.0	0.4	0.0	0.4	0	0	100.0%	0	99.7%	No Data	0	600
10	Carey Keller	AU01W1R8QDS8W	388	No Data	0.0	0.0	0.0	0.0	0.0	2591	0	99.5%	0	100.0%	No Data	0	264
11	Carlos Davis	A270NT34HAPHKP	1344	No Data	0.0	0.0	0.0	0.0	0.0	745	0	99.9%	0	98.3%	No Data	0	918
12	Carlos Haro	A22FFUA59SWFBD	1019	No Data	0.0	0.0	0.0	0.0	0.0	1963	0	99.7%	0	99.8%	No Data	0	632
13	Caroline Matata	ANPOFA3YHQ9QI	1212	No Data	0.0	0.0	0.0	0.0	0.0	1653	0	98.8%	0	99.3%	No Data	0	809
14	Christian Adams	AJQDEMC9ER7W6	994	No Data	0.0	0.0	0.0	0.0	0.0	11066	0	94.2%	0	98.6%	No Data	0	699
15	Christian Cox	A1CJ1R5TML153C	689	No Data	0.0	0.0	0.0	0.0	0.0	2903	0	99.7%	0	100.0%	No Data	0	475
16	Christopher Howard	A266D0AD1DYWG	584	No Data	0.0	0.0	0.0	0.0	0.0	3424	0	100.0%	0	98.9%	No Data	0	459
17	Courtland Gephart	A2MS3VNR00E0XD	202	No Data	0.0	0.0	0.0	0.0	0.0	0	0	92.7%	0	98.6%	No Data	0	146
18	Damon Wilder	A1TYSSHD1JS3EJ	1403	No Data	0.0	0.3	0.0	0.0	0.0	2851	0	99.7%	0	96.8%	No Data	0	896
19	Darius Collins jr	A3FUAX4M2WPGJM	927	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	100.0%	No Data	0	603
20	Dasha Carmichael	A5LTA89MYOUJE	312	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	193
21	Devin Henderson	A1NH2J4JRACBC7	357	No Data	0.0	0.0	0.0	0.0	0.0	0	0	69.6%	0	97.8%	No Data	0	227
22	DeVonte Stroud	A2AAUPI38GYG1I	779	No Data	0.0	0.0	0.0	0.0	0.0	5135	0	99.3%	1284	99.2%	No Data	1	507
23	Donnie Moore	A39IK8KGPLGMVC	576	No Data	0.0	0.0	0.0	0.0	0.0	5208	0	100.0%	0	100.0%	No Data	0	389
24	Drew Collins	A8L20BFSIUGFF	1156	No Data	0.0	0.0	0.0	0.0	0.0	4337	0	100.0%	1730	100.0%	No Data	2	604
25	Dylan McElhoe	A13AGRO0F1HMX0	562	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.5%	0	99.5%	No Data	0	376
26	Emeline Featherston	A8Y8I8PHPR02R	945	No Data	0.0	0.0	0.0	0.0	0.0	2116	0	99.0%	0	100.0%	No Data	0	611
27	Erron Sanders	A2UUY04GE1UC1L	984	No Data	0.0	0.0	0.0	0.0	0.0	3048	0	99.5%	0	99.8%	No Data	0	597
28	Fernando Torres	AU0XGFDH14STQ	350	No Data	0.0	0.0	0.0	0.0	0.0	5713	0	99.7%	0	100.0%	No Data	0	215
29	Iris Wood	A2PJF27VOI6ONG	1322	No Data	0.0	0.0	0.0	0.0	0.0	757	0	99.7%	0	99.9%	No Data	0	906
30	Isaiah Hopkins	AC6MZS02FXRJ0	1151	No Data	0.0	0.0	0.0	0.0	0.0	869	0	97.4%	0	100.0%	No Data	0	806
31	Jacob Davis	A1HHEC2WZCO6J2	1248	No Data	0.0	0.0	0.0	0.0	0.0	2412	0	99.9%	0	99.4%	No Data	0	862
32	Jacob Fahnestock	A3KX6G664EDPCL	746	No Data	0.0	0.0	0.0	0.0	0.0	2680	0	99.8%	0	93.5%	No Data	0	526
33	Jamar Porter	A1NOACAK3E1YA4	558	No Data	0.0	0.0	0.0	0.0	0.0	0	0	96.9%	0	100.0%	No Data	0	414

TRDC at DIN6 - Week 48

DA Current Week Performance

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CDF DPMO: Customer Delivery Feedback Defect Per Million Opportunities	PSB: Pickup Success Behaviors	

Safety - metrics (except FICO) are measured as events per trip at DA level																	
#	Name	Transporter ID	Delivered	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF DPMO	CED	DCR	DSB	POD	PSB	DSB Count	POD Opps.
34	James jr Cantrell	A2VUU17TKG3C99	1659	No Data	0.0	0.0	0.0	0.0	0.0	605	0	99.5%	0	100.0%	No Data	0	1021
35	Jeffery Jackson	AIDAFWJF3WP9T	457	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	320
36	Jenna Akemon	A1ZH7TJW1NHVF9	750	No Data	0.0	0.0	0.3	0.0	0.0	9358	0	100.0%	0	100.0%	No Data	0	559
37	Jerod Fenwick	A1LVLDUU8J40	441	No Data	0.0	0.0	0.0	0.0	0.0	4556	0	98.9%	2268	99.6%	No Data	1	242
38	Jesse Kuehner	A1UE5FQ2IR6RW1	1183	No Data	0.0	0.0	0.0	0.0	0.0	4227	0	99.1%	0	98.3%	No Data	0	720
39	Jocelin Alexis	A3UZA12DZ4DH2F	1201	No Data	0.0	0.3	0.0	0.0	0.0	4996	0	99.9%	0	99.5%	No Data	0	820
40	john bagley	A2TZ59U48KJCVU	224	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	8929	99.4%	No Data	2	162
41	Jolene Shutt	A3BDOEU64DH6X4	522	No Data	0.0	0.0	0.0	0.0	0.0	3831	0	100.0%	0	100.0%	No Data	0	389
42	Joseph Smith Jr	A13HZ903YHNLQ8	592	No Data	0.0	0.0	0.0	0.0	0.0	1689	0	99.4%	0	99.7%	No Data	0	393
43	Joshua Massey	A2CTJYSE72Y95V	862	No Data	0.0	0.0	0.4	0.0	0.0	0	0	100.0%	0	99.6%	No Data	0	562
44	Keaton Honaker	A6FBVPMI1RBP8	558	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.5%	0	100.0%	No Data	0	386
45	Kenneth Wardley	A1NQREE5190VVF	375	No Data	0.0	0.0	0.0	0.0	0.0	5333	0	100.0%	0	100.0%	No Data	0	293
46	Kimberly Huddleston	A7ME0LSS2R73T	62	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	98.2%	No Data	0	57
47	Korey Hegerfeld	A1TL856Z4JCBVN	684	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	100.0%	No Data	0	377
48	LaBreyont Miller	A21CC6K4KX8MEC	215	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	98.1%	No Data	0	159
49	Lars Grotness	A2F586V5Z0SMZG	778	No Data	0.0	0.0	0.0	0.0	0.0	1285	0	100.0%	0	100.0%	No Data	0	563
50	Leo Fravel	A2GITL672UHK7	300	No Data	No Data	No Data	No Data	No Data	No Data	3332	0	100.0%	0	98.9%	No Data	0	184
51	Logan Fry	A3JOL8PKJHI7FJ	1368	No Data	0.0	0.0	0.0	0.0	0.0	732	0	100.0%	0	100.0%	No Data	0	903
52	Logon Perkins	A1BGA8YFV0PZPN	715	No Data	0.0	0.0	0.0	0.0	0.0	4208	0	99.1%	0	99.2%	No Data	0	495
53	Lovish Arora	AKV84IDNM9MXS	1397	No Data	0.0	0.0	0.0	0.0	0.0	1433	0	99.8%	0	100.0%	No Data	0	1008
54	Lucas Osterhout	A2ZHVRDMU9MB23	1150	No Data	0.0	0.0	0.0	0.0	0.0	3475	0	99.4%	0	98.7%	No Data	0	784
55	Madison Schlotter	A2C8VM4829810U	830	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	99.8%	No Data	0	544
56	Mang Sang	A11FDUBYJS024M	1341	No Data	0.0	0.0	0.0	0.0	0.0	1496	0	99.9%	0	100.0%	No Data	0	904
57	Mark Beck	A1CN5ZHK37SWJN	266	No Data	0.0	0.0	0.0	0.0	0.0	0	0	89.6%	0	100.0%	No Data	0	207
58	Matthew Westfall	AWVA6IE4Q64WT	1347	No Data	0.0	0.0	0.0	0.0	0.0	1488	0	99.9%	0	99.0%	No Data	0	886
59	Micah Pascual	ALXOLPBB20JZQ	824	No Data	0.0	0.0	0.0	0.0	0.3	3654	0	99.7%	0	99.5%	No Data	0	578
60	Michael Hill	A4CY2QUCHOGIN	1325	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	100.0%	No Data	0	921
61	Mohamad mustak	A21W683H4XBU9K	926	No Data	0.0	0.2	0.0	0.0	0.0	6438	0	100.0%	0	99.7%	No Data	0	657
62	Nicholas Gumbert	A3LY3J0JFU7DU4	885	No Data	0.0	0.0	0.0	0.0	0.0	4515	0	99.9%	0	99.8%	No Data	0	550
63	Nicholas Humphrey	A5OHCWMXSQN9L	420	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.0%	No Data	0	299
64	Richard Clark	A1T2QNGQD3YP4K	273	No Data	0.0	0.0	0.0	0.0	0.0	0	0	98.6%	0	100.0%	No Data	0	192
65	Robert Hinkley	A3SZY4BQ4693R7	1064	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	702
66	Ryan Lewis	A3RADEKF3XMDN5	455	No Data	0.0	0.0	0.0	0.0	0.0	4405	0	99.3%	2198	99.1%	No Data	1	317

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67	Ryan Workman	AXCN0UAPV7H61	259	No Data	0.0	0.0	0.0	0.0	0.0	0	0	88.3%	3861	100.0%	No Data	1	124
68	SaKay Ra	ASMSUWNV2WNAJ	994	No Data	0.0	0.0	0.0	0.0	0.0	3018	0	100.0%	0	96.7%	No Data	0	642
69	Samuel Freistroffer	AN94E00IDCWTR	828	No Data	0.0	0.0	0.0	0.0	0.0	1208	0	97.4%	0	100.0%	No Data	0	524
70	Sariel Garcia	A33F31QV2WLEN4	469	No Data	No Data	No Data	No Data	No Data	No Data	4320	0	100.0%	0	100.0%	No Data	0	347
71	Savanna Brooks	A2Y61O2J8X1ZAI	421	No Data	0.0	0.0	0.0	0.0	0.0	7160	0	100.0%	0	99.3%	No Data	0	302
72	Scott Kinney	A3LSK0RR0M06XU	463	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	99.0%	No Data	0	303
73	Steven Myers	A39R1GDCWNNRY	474	No Data	0.0	0.0	0.5	0.0	0.0	4228	0	99.2%	0	94.6%	No Data	0	316
74	Stormy Maenle	A2CW8P5VXJ4VS5	665	No Data	0.0	0.0	0.0	0.0	0.0	3008	0	99.8%	0	99.3%	No Data	0	456
75	Summer Robertson	AGHOD16ZV54FH	318	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	223
76	Tacoy Hall	A1DY031T4S81AG	314	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	99.5%	No Data	0	209
77	Teshawn Frazier	AIHQK34HSNX2F	440	No Data	0.0	0.0	0.5	0.0	0.5	4545	0	98.9%	0	100.0%	No Data	0	325
78	Thomas Leffers	A2VFLDZ3HM6PTC	1016	No Data	0.0	0.0	0.0	0.0	0.0	1970	0	99.9%	0	99.7%	No Data	0	660
79	Tiffani Humphrey	A3LWVB0WZQ5P0M	1051	No Data	0.0	0.0	0.0	0.0	0.0	3812	0	97.8%	0	99.9%	No Data	0	724
80	Tiffany Hairston	A3LH6F9Z7MQ6MG	355	No Data	No Data	No Data	No Data	No Data	No Data	0	0	99.6%	0	100.0%	No Data	0	253
81	Tristan Foust	APUHTNEN2DJBW	676	No Data	0.0	0.0	0.0	0.0	0.0	1488	0	96.2%	0	99.8%	No Data	0	457
82	Troy Hickman	A38XI1KFHAUHR6	969	No Data	0.0	0.0	0.0	0.0	0.0	1037	0	99.7%	0	99.4%	No Data	0	672
83	Vardan Sharma	ALSKZDF0UD879	1348	No Data	0.0	0.2	0.0	0.0	0.2	1486	0	99.7%	742	99.8%	No Data	1	900
84	Victor Dominiak	A38Y62VG23JVQX	626	No Data	0.5	0.0	0.0	0.0	0.5	6400	0	97.8%	1597	99.3%	No Data	1	417

Appendix A: Metric Definitions and Weightings

Metric

Weighting (this week's Scorecard)

Overall Standing

100%

Safety and Compliance

The Safety and Compliance category score is a weighted average of your Safety Score and Compliance Score. If your Safety score is marked as "Coming Soon" then your Safety and Compliance category score will remain "Coming Soon". Note: If you don't yet have an On-Road Safety score, we will re-distribute the Safety weighting of your overall standing over all other Scorecard metrics in proportion to their individual weights.

- i On-Road Safety Score:** Weighted average of Safe Driving, Seatbelt Off Rate, Speeding Event Rate, Distractions Rate, Following Distance Rate, and Sign/Signal Violations Rate. On-Road Safety Score is a rating partly derived from third party metrics. The third party metrics provide indicators of safe driving behaviors available to us today from third party services. **45.0%**
- i Safe Driving Metric:** This metric is calculated using the eDriving Mentor FICO® score, which is a composite potential indicator of a driver's safe driving behavior. The metric is measured by analyzing indicators of how your drivers operate their vehicles, such as Harsh Acceleration, Braking, Cornering, Cellphone Distraction and Speeding. The metric is a weighted average of all driver's eDriving Mentor FICO® scores at the end of the week, converted to a 0.00 - 4.00 score where a higher score is better. Safe Driving Scores of at least 3.00 (equivalent to a FICO® score of at least 800 for a DSP) will earn Fantastic. You can see your DSP FICO® score, and details on how to improve, in the eDriving Mentor Portal (see link in cover page). This is a 3rd party metric and is a potential indicator of DA safe driving behavior. **0.0%**
- i Speeding Event Rate:** It is critical that your Delivery Associates (DAs) travel within posted speed limits for their safety and the safety of the communities they serve. The Speeding Event Rate metric is the average number of speeding instances incurred by a DA per route. A speeding instance is speeding 10 Miles per Hour (MPH) or more for roughly one city block. Any instance of speeding is unacceptable and we've designed this metric to enable you to focus on coaching DAs with the riskiest speeding behaviors. **11.0%**
- i Seatbelt Off Rate:** It is critical that your Delivery Associates (DAs) and Helpers wear their seatbelt while in moving vehicles. The Seatbelt-Off Rate metric measures the number of 'seatbelt-off instances' incurred by the driver or any passengers per 100 trips. A seatbelt-off instance occurs whenever the vehicle is in motion and the driver or passenger does not have their seatbelt fastened or is not properly wearing their seatbelt. Seatbelt events should only trigger once between vehicle stops. **11.0%**
- i Sign/Signal Violations Rate:** It is critical that your Delivery Associates (DAs) follow traffic regulations for their safety and the safety of the communities they serve. The Sign/Signal Violations Rate measures how well your DAs adhere to posted road signs and traffic signals. We're currently including stop sign violations, which is any time a DA drives past/through a stop sign without coming to a full stop, illegal U-turns, which measure any time a DA makes a U-turn when a "No U-Turn sign" is present, and stop light violations, which is triggered any time a DA drives through an intersection while the light is red. In the measurement of this metric, a stop light violation will count 10 times to every one stop sign violation or illegal u-turn, since stop light violations can be particularly dangerous. In the new metric, your DSP weekly score is the sum of all stop sign violation events, illegal U-turns, and stop light violation events (which again, are weighted at 10 times stop sign violations) divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. **11.0%**
- i Distractions Rate:** It is critical that your Delivery Associates (DAs) are not distracted while driving for their safety and the safety of the communities they serve. The Distractions Rate metric measures your team's performance on distracted driving. Netradyne captures 3 types of distraction based on video evidence, including when a DA is looking down, looking at their phone, or talking on their phone while driving. Each time a DA is driving while distracted, Netradyne will register one event. Your DSP weekly score is the sum of all distraction events divided by the total number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. **7.1%**
- i Following Distance Rate:** It is critical that your Delivery Associates (DAs) leave enough following distance between their vehicle and the vehicle in front of them for their safety and the safety of the communities they serve. The Following Distance Rate measures how DSPs are performing in terms of leaving enough following distance from the vehicle in front. Netradyne will create a Following Distance event if a DA has 0.6 seconds or less following distance from the vehicle in front. Each time a DA doesn't leave enough following distance, Netradyne registers 1 event, and the DSP weekly score is the sum of all following distance events divided by the number of trips. This will show on your DSP Scorecard as XX events per 100 trips to make it easier to interpret. For example, if a DSP incurred 10 Following Distance Events during 200 trips in a week, then the Following Distance Rate is 5 events per 100 trips (10 events per 200 trips is the same as 5 events per 100 trips). **4.7%**
- i Working Device:** The Working Device metric measures defects in Netradyne coverage on trips and is treated as a binary safety compliance metric in the Scorecard. It is calculated as a defects per 100 trips metric, in which the defect rate represents the number of trips made without functional Netradyne technology out of all trips completed in a week. You are required earn a 'Compliant' status to be eligible for an Overall Standing of 'Fantastic' or 'Fantastic Plus'.

Compliance

- i Breach of Contract:** Breach of Contract indicates whether your organization has been issued a Breach of Contract (BOC) Notice due to a breach of the DSP Program Agreement or Program Policies. Receiving a BOC Notice automatically makes your Compliance score and Overall Standing "Poor" while the notice is in effect. If you have a BOC Notice, or are unable to locate your BOC, please email dsp-na-boc-monitoring@amazon.com.
- i Comprehensive Audit Score:** The Comprehensive Audit Score (CAS) is a measurement of DSP/Driver Eligibility, DSP Operations, Safety, Wages & Benefits, DSP Management, and Working Hours (all measuring compliance to DSP Program Agreements and Policies). Maintaining Amazon's compliance standards is required and the CAS provides a view of your weekly state of compliance. A 'Compliant' status is earned on a weekly basis by: 1) achieving 92.00% or higher on the (typically annual) Compliance Audit, when applicable, 2) incur no more than one Wages & Benefits CAP, and 3) remediate all open CAPs issued by TRC. You are required to earn a 'Compliant' status to be eligible for an Overall Standing of 'Fantastic' or 'Fantastic Plus'.

Delivery Quality

Weighted average of Delivery Completion Rate, Delivery Success Behaviors, Photo-On-Delivery Acceptance Rate, and Customer Delivery Experience Metrics.

- i Delivery Completion Rate (DCR):** The share of packages dispatched to the DA which are delivered to the customer (and not returned to the station). Thresholds are set at the station level. DSPs and DAs who earn Fantastic for DCR typically achieve a DCR of greater than 99.0%. Station delivery thresholds vary by +/- 1.0%, with a maximum of 99.65%. This is due to differences in historical delivery difficulty levels. **12.0%**
- i Delivery Success Behaviors (DSB):** Number of packages associated with customer concessions where the DA did not adhere to best practice while completing the delivery. This metric is calculated as a defect per million opportunities (DPMO) driven by six DA controllable behaviors: Simultaneous Deliveries, Delivered >50 meters, Inaccurate Scan Usage - Unattended Deliveries, Inaccurate Scan Usage. Attended Deliveries, **12.0%**

No-POD deliveries, and Scanned-Not Delivered-Not Returned.

i	Photo-on-Delivery Acceptance Rate (POD): The number of usable (i.e. presentable to the customer) POD (Photo-on-delivery) photos taken, divided by total POD opportunities. DSPs and DAs who earn Fantastic for POD Acceptance Rate typically achieve 98.0% or better.	3.0%
	Customer Delivery Experience: Weighted average of Customer Escalations DPMO and Customer Delivery Feedback. If you don't yet have a CDF metric, we will calculate your Customer Delivery Experience score only based on Customer Escalations DPMO.	18.0%
i	Customer Delivery Feedback DPMO: The CDF metric is a measurement of the customer feedback received after packages are delivered by the Delivery Associates (DAs). The metric is a ratio that accounts for negative feedback in relation to the total deliveries made by the DSP in the same week. Refer to the metric deep dive guide for more details.	6.0%
i	Customer Escalation Defect DPMO: This metric performs a weighted aggregation of Violations and Defects that provide insights of DA behavior escalations for DSPs. This is based on a defects-per-million opportunities (DPMO) basis. In this metric calculation, a Violation is triple-weighted, Multiple Defect Ineligible (MDI) is double-weighted, and Defect is single-weighted. Coaching Tips do not impact this metric.	12.0%

Pickup Quality

- i **Pickup Success Behaviors (PSB):** Measurement of successful visits to all pickup stops across various pickup programs (Amazon Shipping, Counters, Lockers, AMXL and Doorstep Pickups) on Delivery Associates itinerary on a given day. This metric is calculated as a defect per 100 opportunities and have 5% weight on the overall Scorecard. Metric track behaviors that lead to successful pickups such as GeoLocation and time adherence (where applicable), Contact Compliance, Picked Up-Not Returned and Out Return Label defects. In cases where a DSP has fewer than 10 stops but is performing at a Fantastic level, their PSB metric performance will be shown as Fantastic. However, if a DSP has fewer than 10 stops and is performing below the Fantastic level, their PSB metric will not be calculated, and instead, it will be marked as "Coming Soon".

Team and Fleet

i	Tenured Workforce: The percent share of Delivery Associates (DAs) with an attempted delivery in the week who have a tenure of at least 30 completed workdays. Completed workdays are calculated as the cumulative count of distinct dates with an attempted delivery. Tenured Workforce rate of 90% or higher is rated 'Fantastic'.	5.0%
i	Fleet Execution Metric: This metric is designed to measure and enhance the performance of DSPs across fleet management. It specifically focuses on VIN (Vehicle Identification Number) level compliance for defects, tracking each individual VIN to ensure adherence to specified behaviors. Although the metric is intended to eventually monitor multiple key behaviors, it currently measures only VERO (Vehicle Rotation) compliance. It is calculated by dividing the number of non-compliant branded VINs by total branded VINs and multiplying by 100 for a defect rate measurement. For a VIN to be considered rotated, it must complete at least one route within a rolling 14-day period and deliver more than zero packages. This measure helps prevent deterioration from extended idle times, promotes even wear across the fleet, and provides visibility into why some vehicles are not utilized due to valid exclusions.	5.0%

Learn More: Metric Weighting Methodology

Your Overall Standing is designed to reflect your holistic success as a Delivery Service Partner. It is a weighted average of your Safety & Compliance, Reliability, Team and Fleet, and Quality scores (except when you don't have a Safety score). Each of these four category-level scores are in turn weighted averages of the metrics within them, e.g. your Team and Fleet score is a weighted average of Tenured Workforce & Fleet Execution. All "Coming Soon" metrics are not considered in the roll-up, and in such cases metric weights are readjusted accordingly.

Two additional notes: 1) You can only achieve an Overall Standing less than or equal to your Safety and Compliance score. 2) Incurrence of a 30-Day Noncompliance Notice automatically makes your Overall Standing "Poor" while the notice is in effect.