

We've identified that your station was impacted by weather / an uncontrollable event in WK 24. In collaboration with your Station's leadership, we've proactively adjusted your WK 24 DCR from 98.55% to 99.71% to account for this impact. Please reach out to your OTR lead in case you have any questions.

DSP Delivery Excellence Performance

RLGM at DLF1
Week 24
2024

Week 24 Performance

Overall Standing	Key Focus Areas	Top Drivers	
Fantastic Plus <small>See details on next page</small>	1. Customer Delivery Feedback 2. Tenured Workforce 3. Delivery Success Behaviors	1. Alain MorataBasulto 2. Amani Miller 3. Liliet AvilaLopez 4. Browjache Ford 5. Kervens Jolsaint	Fantastic Fantastic Fantastic Fantastic Fantastic

Announcements

Delivery Associate Recognition Initiatives

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

DSP Driver SWAG Program:

The SWAG Program allows top-performing DSPs the ability to earn free swag for their teams. DSPs have a chance to qualify for DSP Driver Swag during our Q2 qualification period. To qualify for Q2 2024 Driver Swag your team must score "Fantastic/ Fantastic+" on your weekly scorecard 4/6 weeks during this 6-week qualification period. Once qualified, you will either create an account on the Delivery Recognition Center website or login to your existing account if you have already created one. You will be provided with Swag tokens that you can use to make your redemptions or pass on to your DAs. All tokens will be deployed 6/24 and announced on the WK25 scorecard.

Delivery Recognition Center ([link here](#))

Swag Token Qualifying Period: Wk19 – Wk24

If you have qualify for Driver Swag, please either login to the Delivery Recognition Center website above or create an account. For any questions about the program please contact driverswag@amazon.com

Delivery Associate Recognition Program:

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

Frontrunner Awards highlights high-performing DAs each month based on Scorecard performance.

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 the [Logistics Support Central](#) (Select "New Case" --> "Delivery Associate Recognition").

Milestone Awards aids in celebrating tenure, route, and positive customer feedback achievements

through pin recognition.

For more information, please contact your OTR DA Engagement Lead or email voiceofdriver-dsp@amazon.com with any direct questions regarding the program.

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](#)

Netradyne Portal Q&A is offered on Fridays from 2:00 pm to 3:15pm. Please use the below link to join:
<https://chime.aws/7889874554>

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

DSP Scorecard

RLGM at DLF1

Week 24

2024

Overall Standing: Fantastic Plus

Poor

Fair

Great

Fantastic

Fantastic Plus

Safety and Compliance: Fantastic

i On-Road Safety Score*

- i* Safe Driving Metric
- i* Seatbelt-Off Rate
- i* Speeding Event Rate
- i* Sign/Signal Violations Rate
- i* Distractions Rate
- i* Following Distance Rate

Fantastic

846 | Fantastic

Coming Soon

Coming Soon

Coming Soon

Coming Soon

Coming Soon

Compliance

i Breach of Contract

i Comprehensive Audit (CAS)

Compliant

Compliant

Quality: Fantastic

Customer Delivery Experience

- i* Customer Escalation Defect DPMO
- i* Customer Delivery Feedback

Great

0 | Fantastic

94.45% | Fair

i Delivery Completion Rate

i Delivery Success Behaviors

Standard Work Compliance

i Photo-On-Delivery Acceptance Rate

i Contact Compliance

i Attended Delivery Accuracy

99.71% | Fantastic

228 | Fantastic

Fantastic

99.31% | Fantastic

99.91% | Fantastic

100.00% | Fantastic

Team: Fantastic

i High Performers Share

i Low Performers Share

81.63% | Fantastic

0.00% | Fantastic

i Tenured Workforce

83.18% | Great

Recommended Focus Areas

1. Customer Delivery Feedback
2. Tenured Workforce
3. Delivery Success Behaviors

Improving Customer Delivery Feedback, Tenured Workforce, and Delivery Success Behaviors scores would improve your Overall Standing.

Current Week Tips

1. Provide visibility of the CDF report to DAs to show them where they stand and what areas they should focus on for improvement.
2. DAs who receive consistent full-time work stay in the role longer
3. Have drivers check address and delivery notes in the Rabbit device.

*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.

RLGM at DLF1 - Week 24

DA Current Week Performance

Abbreviations Key		
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate
DSB: Delivery Success Behaviors	DCR: Delivery Completion Rate	FDR: Following Distance Rate
CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery Acceptance Rate
CED: Customer Escalation Defect	CDF: Customer Delivery Feedback	ADA: Attended Delivery Accuracy

Color Key	
Fantastic	Green
Great	Yellow
Fair	Orange
Poor	Red

Drivers ranked by overall score, descending.					Safety - metrics (except FICO) are measured as events per trip at DA level								Delivery - metrics (except CDF) are measured as events per trip at DA level								
#	Name	Transporter ID	Overall Tier	Delivered	Key Focus Area	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF	CED	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	DSB DNR	POD Opps.	CC Opps.
1	Alain MorataBasulto	A1PSP4WCK3RJNX	Fantastic	485		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	314	153
2	Amani Miller	A7Z70ZMCW7562	Fantastic	150		Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	81	3
3	Liliet AvilaLopez	A3LCT11K6JW3ZI	Fantastic	344		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%	0	0	225	46
4	Browjache Ford	A117GW2C2C2D45	Fantastic	695	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	99.8%	100.0%	0	0	506	80	
5	Kervens Jolsaint	AEEJP6W70MXVB	Fantastic	920	POD	Coming Soon	0.0	0.0	0.0	0.0	0.0	100.0%	0	100.0%	0	99.7%	100.0%	0	0	658	225
6	Arieja Barnett	AXA2MUHT8GD69	Fantastic	722	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	99.8%	100.0%	0	0	489	59	
7	Ronald FloresRojar	A97JTL881J7MF	Fantastic	180	POD	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	99.2%	100.0%	0	0	123	64
8	Samuel Tiophile	A2PN6PUG832I00	Fantastic	535	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	98.3%	100.0%	0	0	353	4
9	Jasmyne Kaye	AK0L9GI73T5AX	Fantastic	562	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	0	99.6%	100.0%	0	0	265	81
10	Deixon marinjames	A12BVZCJ8JMGF1	Fantastic	650	DCR	850	0.0	0.0	0.0	0.0	0.0	Coming Soon	0	99.8%	0	100.0%	100.0%	0	0	425	140
11	Marvin Harvey	A0IYNGAZAO69D	Fantastic	1001	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	0	100.0%	100.0%	0	0	658	177
12	Eric Gilles	ACP3LM1V7R6ZC	Fantastic	684	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.9%	0	98.6%	100.0%	0	0	425	2
13	Noah Stanko	AI5J8U28B0BQK	Fantastic	971	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.0%	0	100.0%	0	99.5%	100.0%	0	0	651	64
14	JANDI GOMEZTEJEDA	A2SV9G2KEIXEHW	Fantastic	534	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.8%	0	100.0%	100.0%	0	0	356	131	
15	Karel CabrejaCabot	A3IFAT3P96PCJS	Fantastic	964	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.5%	0	100.0%	0	100.0%	100.0%	0	0	678	53
16	Daniel HernandezAmbroci	A1W6GIWP2EAJLD	Fantastic	733	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.6%	0	100.0%	0	99.6%	100.0%	0	0	553	89
17	Roxann Huggett	A22BXMSPNNCPW0	Fantastic	669	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.7%	0	99.3%	100.0%	0	0	430	135
18	Dimitry JeanLouis	AIF2YJBTPLF4G	Fantastic	864	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.7%	0	99.0%	100.0%	0	0	613	2	
19	Romel Ogeris	AF8D3PUYM19IP	Fantastic	469	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.6%	0	100.0%	100.0%	0	0	318	1	
20	Keaira Blanks	A26LJ2PHN6MXA9	Fantastic	500	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.5%	0	100.0%	0	100.0%	100.0%	0	0	339	94
21	Angelica UrregoPatino	A8V4BNLB73TN7	Fantastic	654	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.2%	0	100.0%	0	100.0%	100.0%	0	0	455	14
22	Garvens Fleurantfils	APWTVMK95W01R	Fantastic	534	FDR	850	0.0	0.0	0.0	1.0	0.0	100.0%	0	99.8%	0	99.1%	100.0%	0	0	329	94
23	Ahmed GarciaCabrer	A40FONGSKI6NB	Fantastic	125	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.2%	0	100.0%	100.0%	0	0	84	52
24	Maria CastilloGonzalez	AFJ8OCJ2S2H0M	Fantastic	794	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.3%	0	99.8%	0	99.4%	Coming Soon	0	0	536	0
25	Corneisha Robertson	A3BN69X9NUP6CC	Fantastic	614	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.8%	0	100.0%	0	99.7%	98.6%	0	0	357	69
26	Maria FigueiredoQuintero	AJUEY8K77NLDT	Fantastic	744	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.3%	0	99.8%	0	100.0%	100.0%	0	0	461	25
27	Tara Pedraza	A2SHFASVNCZYRV	Fantastic	718	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.7%	0	99.6%	0	100.0%	100.0%	0	0	504	154
28	Richard GonzalezTorres	A1TPP9S3M9T1FD	Fantastic	702	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.6%	0	100.0%	100.0%	0	0	457	121	
29	Marcos ForteValle	A314FMQQYGS01Z	Fantastic	600	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.2%	0	100.0%	0	98.9%	100.0%	0	0	374	84
30	Eraldo Georges	A1BKGPMTT14DA	Fantastic	332	POD	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	87.3%	Coming Soon	0	0	228	0
31	Sarai PerezGuerrero	A389TGWQFO6QBW	Fantastic	769	FICO	823	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.7%	0	100.0%	100.0%	0	0	472	275
32	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	Fantastic	1022	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.1%	0	99.5%	0	99.8%	100.0%	0	0	582	169
33	Jacob Colson	A3VV3XDBY4YN9S	Fantastic	836	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.0%	0	99.6%	0	99.8%	100.0%	0	0	518	70

RLGM at DLF1 - Week 24

DA Current Week Performance

Abbreviations Key			Color Key		
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate	Fantastic	Great	Fair
DSB: Delivery Success Behaviors	DCR: Delivery Completion Rate	FDR: Following Distance Rate			Poor
CC: Contact Compliance	SER: Speeding Event Rate	POD: Photo-On-Delivery Acceptance Rate			
CED: Customer Escalation Defect	CDF: Customer Delivery Feedback	ADA: Attended Delivery Accuracy			

Drivers ranked by overall score, descending.						Safety - metrics (except FICO) are measured as events per trip at DA level															
#	Name	Transporter ID	Overall Tier	Delivered	Key Focus Area	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF	CED	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	DSB DNR	POD Opps.	CC Opps.
34	Robert Butts	A21KTJ2J25HW0K	Fantastic	742	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.9%	0	100.0%	99.1%	0	0	509	109	
35	Carolina SierraARENAS	A30Z8MBDIPGWZ	Fantastic	938	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.5%	0	100.0%	0	100.0%	100.0%	0	0	594	152	
36	Lianet Rodriguezcosta	AKMXMHKTIH3B6	Fantastic	502	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.4%	0	99.7%	100.0%	0	0	312	121	
37	Daylin ArmenterosCabrera	AJWZXE5AZLNTV	Fantastic	292	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.0%	0	100.0%	100.0%	0	0	193	5
38	Jake Amatuccio	A1R56NWABDPW85	Fantastic	548	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.2%	0	99.8%	0	98.9%	100.0%	0	0	350	2
39	Maikel Serpa	A31B7LJBKSQPPP	Fantastic	928	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.1%	0	100.0%	0	99.8%	100.0%	0	0	636	35
40	Yaqueelin FernandezGarcia	A1AQIMYTS5ZDD7	Fantastic	591	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	3384	99.5%	100.0%	0	2	365	25
41	Ivan Crespo	A3NED9BYQXA8WU	Fantastic	608	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	1645	98.9%	100.0%	0	1	368	389
42	Rosmery Canedoherandez	A5BP0EFXTPM08	Fantastic	296	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.0%	0	94.1%	100.0%	0	0	205	1
43	Aracelys PerezRoman	A2YPZWSUULGX2E	Fantastic	1030	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.1%	0	99.8%	0	99.7%	100.0%	0	0	695	160
44	Joseph Heberle	A16AXUJSQFNIU	Fantastic	744	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.0%	0	100.0%	0	100.0%	100.0%	0	0	496	105
45	Rainel SolarMartinez	A2N0FE2ET0PYQ4	Fantastic	834	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.0%	0	100.0%	0	100.0%	100.0%	0	0	439	191
46	Erick Vicenteespinal	AFPUWRBM813UJ	Fantastic	537	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	87.5%	0	100.0%	0	99.4%	100.0%	0	0	337	13
47	Armando Gutierrezmato	A12P82MCP23H25	Fantastic	615	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	79.9%	0	100.0%	0	98.9%	100.0%	0	0	351	6
48	Lazaro RevoredoRoque	AJJR5Q0II241M	Fantastic	471	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	2123	100.0%	100.0%	0	1	331	12	
49	Gerardo PinedaPineda	A1265RGDRDFIMR	Fantastic	467	DCR	Coming Soon	0.0	0.0	0.0	0.0	Coming Soon	0	98.5%	0	99.3%	90.0%	0	0	305	10	
50	Louis Chalender	AWOTLXKNNQG9K	Fantastic	535	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.3%	0	99.6%	1869	99.1%	100.0%	0	1	345	1
51	Joyma Macazaga	A3MKKZCELWX3NY	Great	842	DSB	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.1%	0	100.0%	1188	99.8%	100.0%	0	1	509	183
52	Aaron Gonzalezmustelier	A1C0PINQ8ZW4PE	Great	626	CDF	Coming Soon	0.0	0.0	1.0	0.0	0.5	81.8%	0	100.0%	0	99.7%	100.0%	0	0	397	1
53	Yuniel MartinezDeSanlichesDelPino	A3880QYMACADV8	Great	774	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	82.2%	0	100.0%	0	100.0%	100.0%	0	0	517	98
54	Yasser AvalosJaqinet	A2CU05QISIH6KP	Great	715	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.6%	0	99.4%	0	98.9%	100.0%	0	0	539	117
55	Eduardo Dominguez	A3RROH5TLAQEAIX	Great	701	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.6%	0	99.7%	0	99.8%	100.0%	0	0	437	6
56	Abigael Williamceau	A2DQ1YWYUY6BG	Great	311	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	89.1%	0	100.0%	100.0%	0	0	203	49	
57	Jean Dorvilus	A10012SSUW7ALU	Great	409	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	86.6%	0	100.0%	0	95.5%	100.0%	0	0	287	1
58	Adrian Urbinarodriguez	A025SAXD775K0	Great	116	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	95.1%	0	98.5%	100.0%	0	0	68	2	
59	Ancelet Alcime	A20CUEELGNWCWW	Great	68	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	98.6%	0	86.4%	Coming Soon	0	0	44	0	
60	Cornelius Baptiste	A2PM72XWIAKJWY	Great	458	FICO	785	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.9%	4367	92.3%	100.0%	0	2	299	67
61	Manuel Diazborroto	A2865IQG6K1K4T	Great	856	DSB	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.4%	0	99.2%	1168	99.8%	100.0%	0	1	521	92
62	Jorge ArzolaJR	A3UYBY9EX9EBXY	Great	316	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.2%	0	98.9%	0	100.0%	100.0%	0	0	213	2
63	Sean Travis	A128XCW6HYKAUH	Great	347	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	59.5%	0	99.0%	0	96.2%	100.0%	0	0	263	56
64	Victor GonzalezRafael	A8G7VTWEXJ450	Great	784	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	82.5%	0	98.1%	0	99.6%	100.0%	0	0	502	6
65	Brayan Wilsonmartinez	A2SS41HG50QOV8	Fair	407	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	77.1%	0	83.6%	0	100.0%	80.0%	0	0	294	5

RLGM at DLF1 - Week 24

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.			Safety - metrics (except FICO) are measured as events per trip at DA level								Weeks								
#	Name	Transporter ID	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	High/Low Performer Status	Fant.	Great	Fair	Poor
1	Adrian Urbinalrodriguez	A025SAXD775K0	Coming Soon			Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.5%	100.0%	0	No Status (<4 wks)	0	1	0	0
2	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	841	0.0	0.0	0.0			98.8%	99.9%	0	99.6%	100.0%	0	High Performer	6	0	0	0
3	JANDI GOMEZTEJEDA	A2SV9G2KEIXEHW	Coming Soon			Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.8%	0	100.0%	100.0%	0	No Status (<4 wks)	1	0	0	0
4	Abigael Williamceau	A2DQ1YWYUY6BG	850			Coming Soon	Coming Soon	Coming Soon	98.6%	99.7%	0	99.9%	100.0%	0	Normal Performer	3	1	0	0
5	Richard GonzalezTorres	A1TPP9S3M9T1FD	850			Coming Soon	Coming Soon	Coming Soon	97.7%	99.9%	0	99.9%	100.0%	0	High Performer	5	0	0	0
6	Jasmyne Kaye	AK0L9GI73T5AX	849			Coming Soon	Coming Soon	Coming Soon	98.7%	99.6%	0	99.9%	100.0%	0	High Performer	6	0	0	0
7	Amani Miller	A7Z70ZMCW7562	Coming Soon			Coming Soon	Coming Soon	Coming Soon	100.0%	99.6%	0	100.0%	100.0%	0	No Status (<4 wks)	2	0	0	0
8	Rosmery Canedoherandez	A5BP0EFXTPM08	Coming Soon			Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	0	94.1%	100.0%	0	No Status (<4 wks)	1	0	0	0
9	Eric Giles	ACP3LM1V7R6ZC	850			Coming Soon	Coming Soon	Coming Soon	97.9%	99.7%	0	98.9%	100.0%	0	High Performer	6	0	0	0
10	Kervens Jolsaint	AEEJP6W70MXVB	850	0.0	0.0	0.0			96.8%	99.9%	0	99.7%	100.0%	0	High Performer	6	0	0	0
11	Marvin Harvey	AOIYNGAZAO69D	833	0.0	0.0	0.0			97.3%	99.8%	0	100.0%	100.0%	0	High Performer	6	0	0	0
12	Robert Butts	A21KTJ2J25HW0K	850			Coming Soon	Coming Soon	Coming Soon	99.3%	99.5%	0	100.0%	99.3%	0	High Performer	5	0	0	0
13	Tara Pedraza	A2SHFASVNCZYRV	850			Coming Soon	Coming Soon	Coming Soon	97.3%	99.7%	0	99.7%	100.0%	0	High Performer	6	0	0	0
14	Noah Stanko	AI5J8U28B0BQK	850			Coming Soon	Coming Soon	Coming Soon	96.1%	99.8%	0	99.4%	100.0%	0	High Performer	6	0	0	0
15	Deixon marinjames	A12BVZCJ8JMGF1	821	0.0	0.0	0.0			96.0%	99.9%	0	99.9%	100.0%	0	High Performer	6	0	0	0
16	Erick Vicenteespinal	AFPUWRBM813UJ	850	0.0	0.0	0.0			95.1%	100.0%	0	99.8%	100.0%	0	No Status (<4 wks)	3	0	0	0
17	Arieja Barnett	AXA2MUHT8GD69	850			Coming Soon	Coming Soon	Coming Soon	96.6%	99.6%	0	99.9%	100.0%	0	High Performer	6	0	0	0
18	Eraldo Georges	A1BKGPMTT14DA	Coming Soon			Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	0	87.3%	Coming Soon	0	No Status (<4 wks)	1	0	0	0
19	Daniel HernandezAmbrocio	A1W6GIWP2EAJLD	843			Coming Soon	Coming Soon	Coming Soon	98.0%	99.5%	0	99.6%	100.0%	0	High Performer	6	0	0	0
20	Joyma Macazaga	A3MKKZELWX3NY	812	0.0	0.0	0.0			96.8%	100.0%	205	99.5%	100.0%	0	High Performer	4	2	0	0
21	Samuel Tiophile	A2PN6PUG832IO0	836			Coming Soon	Coming Soon	Coming Soon	96.2%	100.0%	0	98.8%	100.0%	0	High Performer	5	1	0	0
22	Gerardo PinedaPineda	A1265RGDRDFIMR	Coming Soon	0.0	0.0	0.0		0.0	98.2%	99.5%	0	99.2%	93.8%	0	High Performer	5	1	0	0
23	Liliet AvilaLopez	A3LCCT1K6JW3ZI	850			Coming Soon	Coming Soon	Coming Soon	95.1%	99.7%	0	99.4%	100.0%	0	High Performer	6	0	0	0
24	Roxann Huggett	A22BXMSPNNCPW0	850			Coming Soon	Coming Soon	Coming Soon	94.5%	99.8%	0	99.7%	100.0%	0	High Performer	5	0	0	0
25	Marcos ForteValle	A314FMQOYGS01Z	850			Coming Soon	Coming Soon	Coming Soon	95.1%	99.6%	0	99.2%	100.0%	0	High Performer	6	0	0	0
26	Carolina SierraARENAS	A30Z8MBDIPGWZ	850	0.0	0.0	0.0		0.0	95.6%	99.7%	174	99.6%	100.0%	0	High Performer	5	1	0	0
27	Maria FigueroedoQuintero	AJUEY8K77NLDT	846	0.0	0.0	0.0			94.5%	99.6%	0	99.9%	100.0%	0	High Performer	6	0	0	0
28	Garvens Fleurantfils	APWTVMK95W01R	849	0.0	0.0	0.0	1.0		98.2%	99.5%	0	99.6%	100.0%	0	High Performer	6	0	0	0
29	Daylin ArmenterosCabrera	AJWZXE5AZLNTV	Coming Soon			Coming Soon	Coming Soon	Coming Soon	100.0%	99.0%	0	100.0%	100.0%	0	No Status (<4 wks)	1	0	0	0
30	Dimitry JeanLouis	AIF2YJBTPLF4G	850			Coming Soon	Coming Soon	Coming Soon	93.9%	99.6%	0	99.4%	100.0%	0	High Performer	6	0	0	0
31	Ivan Crespo	A3NED9BYQXA8WU	850			Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	756	99.4%	100.0%	0	No Status (<4 wks)	2	0	0	0
32	Manuel Diazborroto	A2865IQG6K1K4T	850			Coming Soon	Coming Soon	Coming Soon	97.4%	99.2%	192	99.8%	100.0%	0	High Performer	5	1	0	0
33	Lianet Rodriguezcosta	AKMXMHKTIH3B6	Coming Soon			Coming Soon	Coming Soon	Coming Soon	100.0%	98.8%	0	99.7%	100.0%	0	No Status (<4 wks)	2	0	0	0
34	Sarai PerezGuerrero	A389TGWQFO6QBW	829			Coming Soon	Coming Soon	Coming Soon	95.1%	99.7%	0	100.0%	100.0%	0	High Performer	6	0	0	0
35	Corneisha Robertson	A3BN69X9NUP6CC	842			Coming Soon	Coming Soon	Coming Soon	97.0%	98.9%	0	99.6%	99.7%	0	High Performer	6	0	0	0
36	Karel CabrejaCabot	A3IFAT3P96PCJS	850	1.0	0.0	0.0			95.6%	99.9%	0	99.9%	100.0%	0	High Performer	6	0	0	0
37	Angelica UrregoPatino	A8V4BNLB73TN7	843			Coming Soon	Coming Soon	Coming Soon	92.1%	100.0%	0	99.6%	100.0%	0	High Performer	6	0	0	0
38	Browjache Ford	A117GW2C2C2D45	840			Coming Soon	Coming Soon	Coming Soon	93.6%	99.9%	0	96.2%	100.0%	0	High Performer	6	0	0	0
39	Jacob Colson	A3VV3XDBY4YN9S	850			Coming Soon	Coming Soon	Coming Soon	91.9%	99.7%	0	99.2%	100.0%	0	High Performer	6	0	0	0

RLGM at DLF1 - Week 24

DA Trailing 6-Week Performance

Drivers ranked by overall score, descending.			Safety - metrics (except FICO) are measured as events per trip at DA level								Weeks								
#	Name	Transporter ID	Fico Score	Seatbelt Off Rate	Speeding Event Rate	Distractions Rate	Following Distance Rate	Sign/Signal Violations Rate	CDF	DCR	DSB	SWC-POD	SWC-CC	SWC-AD	High/Low Performer Status	Fant.	Great	Fair	Poor
40	Jake Amatuccio	A1R56NWABDPW85	828			Coming Soon	Coming Soon	Coming Soon	94.8%	99.8%	0	98.8%	80.0%	0	Normal Performer	3	2	0	0
41	Rainel SolarMartinez	A2N0FE2ET0PYQ4	848			Coming Soon	Coming Soon	Coming Soon	92.1%	99.9%	221	100.0%	100.0%	0	High Performer	6	0	0	0
42	Yasser AvalosJaquinet	A2CU05QISIH6KP	850			Coming Soon	Coming Soon	Coming Soon	91.6%	99.5%	0	98.3%	99.7%	0	No Status (<4 wks)	2	1	0	0
43	Eduardo Dominguez	A3RROH5TLAQEXAX	850			Coming Soon	Coming Soon	Coming Soon	85.6%	99.7%	0	99.4%	100.0%	0	Normal Performer	3	3	0	0
44	Ronald FloresRojar	A97JTL8B1J7MF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.3%	99.7%	0	99.4%	100.0%	0	High Performer	4	2	0	0
45	Aracelys PerezRoman	A2YPZWSUULGX2E	842			Coming Soon	Coming Soon	Coming Soon	93.4%	99.8%	500	99.3%	100.0%	0	High Performer	5	1	0	0
46	Yaquequin FernandezGarcia	A1AQIMYTS5ZZD7	849			Coming Soon	Coming Soon	Coming Soon	94.6%	99.8%	838	99.6%	100.0%	0	High Performer	5	1	0	0
47	Victor GonzalezRafael	A8G7VTWEXJ450	850	0.0	0.0	0.0			89.9%	99.0%	0	99.8%	100.0%	0	Normal Performer	3	1	0	0
48	Ahmed GarciaCabrera	A40FONGSKI6NB	847			Coming Soon	Coming Soon	Coming Soon	94.4%	99.7%	876	99.4%	100.0%	0	High Performer	4	2	0	0
49	Alain MorataBasulto	A1PSP4WCK3RJNX	820			Coming Soon	Coming Soon	Coming Soon	90.5%	99.8%	0	99.9%	100.0%	0	High Performer	5	0	1	0
50	Maikel Serpa	A31B7LJBKSYQPP	817			Coming Soon	Coming Soon	Coming Soon	89.4%	100.0%	0	99.8%	100.0%	0	High Performer	5	0	1	0
51	Armando Gutierrezmato	A12P82MCP23H25	831			Coming Soon	Coming Soon	Coming Soon	86.2%	99.8%	199	99.1%	100.0%	0	High Performer	4	1	0	1
52	Romel Ogeris	AF8D3PUYM19IP	818			Coming Soon	Coming Soon	Coming Soon	84.7%	99.7%	0	99.7%	100.0%	0	High Performer	5	0	0	1
53	Keaira Blanks	A26LJ2PHN6MXA9	795			Coming Soon	Coming Soon	Coming Soon	93.6%	99.7%	0	99.9%	99.1%	0	Normal Performer	3	2	0	1
54	Joseph Heberle	A16AXUJSQIFNIU	850	0.0	0.0	2.0		14.0	95.0%	99.8%	206	99.9%	100.0%	0	Normal Performer	3	2	0	1
55	Yuniel MartinezDeSantelicesDelPino	A3880QYMACADV8	837			Coming Soon	Coming Soon	Coming Soon	83.7%	99.7%	330	99.9%	100.0%	0	High Performer	4	1	0	1
56	Maria CastilloGonzalez	AFJ8OCJ2S2H0M	850			Coming Soon	Coming Soon	Coming Soon	94.6%	99.5%	840	99.0%	83.3%	0	High Performer	4	0	1	0
57	Aaron Gonzalezmustelier	A1C0PINQ8ZW4PE	Coming Soon	0.0	0.0	1.0		0.0	78.4%	99.3%	0	99.9%	100.0%	0	No Status (<4 wks)	1	1	0	0
58	Cornelius Baptiste	A2PM72XWIAKJWY	817			Coming Soon	Coming Soon	Coming Soon	92.4%	99.5%	650	96.8%	100.0%	0	Normal Performer	3	3	0	0
59	Lazaro RevoredoRoque	AJJR5Q0II241M	850			Coming Soon	Coming Soon	Coming Soon	86.8%	99.6%	1116	99.4%	100.0%	0	Normal Performer	2	4	0	0
60	Brayan Wilsonmartinez	A2SS41HG50QOV8	Coming Soon			Coming Soon	Coming Soon	Coming Soon	77.1%	100.0%	0	100.0%	80.0%	0	No Status (<4 wks)	0	0	1	0
61	Jean Dorvilus	A10012SSUW7ALU	Coming Soon			Coming Soon	Coming Soon	Coming Soon	86.6%	100.0%	0	95.5%	100.0%	0	No Status (<4 wks)	0	1	0	0
62	Jorge ArzolaJR	A3UYBY9EX9EBXY	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.2%	98.1%	0	100.0%	94.3%	0	No Status (<4 wks)	2	1	0	0
63	Louis Chalender	AWOTLXKNNQG9K	817			Coming Soon	Coming Soon	Coming Soon	92.6%	99.4%	799	99.1%	100.0%	0	Normal Performer	3	2	1	0
64	Ancelet Alcime	A20CUEELGNWCWW	Coming Soon			Coming Soon	Coming Soon	Coming Soon	98.6%	0	86.4%	Coming Soon	0	No Status (<4 wks)	0	1	0	0	
65	Sean Travis	A128XCW6HYKAUH	Coming Soon			Coming Soon	Coming Soon	Coming Soon	78.0%	99.3%	0	95.8%	100.0%	0	No Status (<4 wks)	1	2	0	0

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 weightage of your overall standing over all other Scorecard metrics in proportion to their individual weights.

<i>i</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.	15.0%
<i>i</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.	15.0%
<i>i</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.	0.0%
<i>i</i> Seatbelt Off Rate: The average number of times per route your drivers did not wear their seatbelt. It is calculated as the total number 'seatbelt off instances' your drivers incurred for the week, divided by the total number of routes your drivers completed. A 'seatbelt off instance' is any time the vehicle accelerated faster than 6mph and the driver's seatbelt was not buckled. This metric is currently only available for Amazon-branded vehicles which have fully functional hardware for measuring seatbelt clicks, and does not factor in non-Amazon-branded vehicles or vehicles without supported hardware. Note that because of this, the "Trips" count shown in the eDriving portal may not match the number of trips we used to calculate score, since we factor out vans without seatbelt sensors. The Scorecard is your source of truth for your Seatbelt-Off Rate. For the safety of your drivers, Amazon has zero-tolerance for your drivers not wearing their seatbelt. Amazon has no tolerance for seatbelt misuse or tampering and will be adding additional signals in the future to account for improper seatbelt usage.	0.0%
<i>i</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.	0.0%
<i>i</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.	0.0%
<i>i</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).	0.0%

Compliance

<i>i</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>i</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'.

Quality

<i>i</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%, although the threshold varies by +/- 0.5% due to differences in historical delivery difficulty levels.	14.1%
<i>i</i> Delivery Success Behaviors (DSB): Number of packages marked delivered by DAs but not received by customers (DNR) 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 four DA-controllable behaviors: Simultaneous Deliveries, Delivered >50 meters, Delivered to Household Member and No-POD deliveries.	14.1%
Standard Work Compliance (SWC): The average of POD Compliance Score, Contact Compliance Score, and Attended Delivery Accuracy Score. See below.	10.6%

<i>i</i>	Photo-on-Delivery Acceptance Rate (SWC-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.	3.5%
<i>i</i>	Contact Compliance (SWC-CC): Measurement of all calls and texts that were made by a DA through the Rabbit app in the numerator and take the total packages delivered with a call or text, as well as packages not delivered due to UTA, UTL or NSL as the total opportunities (denominator). DSPs and DAs who earn Fantastic for Contact Compliance typically achieve 99.5%.	3.5%
<i>i</i>	Attended Delivery Accuracy: The share of routes delivered by a DSP which did not have an Attended Delivery Anomaly (see below). This metric is only at the DSP level and is only shown on the cover sheet of the scorecard. DSPs who earn Fantastic for Attended Delivery Accuracy typically achieve 100.0% (i.e. none of their DAs had any Attended Delivery Anomalies for the week).	3.5%

Attended Delivery Anomaly (SWC-AD): The count of routes which the DA delivered that week which the DA used an Attended Delivery Scan Codes (e.g. delivered to customer) at an egregiously high rate for a route. Thresholds for this anomaly are set at the station level to account for differences in delivery regions. This metric is only at the DA level and is only shown on the DA-level views of the scorecard. A DA may have 0,1, or multiple Attended Delivery Anomalies each week, but cannot have more Attended Delivery Anomalies than they had routes. DAs who earn Fantastic for Attended Delivery Anomaly typically score a 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.	21.2%
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<i>i</i>	Customer Delivery Feedback: The CDF metric is a measurement of the customer feedback received after packages are delivered by the Delivery Associates (DAs). The metric is a weighted ratio that accounts for positive, negative, and no feedback. Refer to the metric deep dive guide for more details.	7.1%
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Note: CDF only includes 'DA Controllable' feedback.

<i>i</i>	Customer Escalation Defect DPMO: The frequency at which DAs incur customer escalations, on a per-million opportunities (DPMO) basis. Violations are triple-weighted, Multiple Defect Offboardings (MDOs) are double weighted, and Defects are single-weighted. Customer Escalation Defect DPMO is a 2-week delayed metric because we only hold your organization accountable for escalations that have not been overturned by appeals. DSPs who earn Fantastic for Customer Escalations Defect DPMO typically achieve a "0" DPMO for the week.	14.1%
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Team

<i>i</i>	High Performers Share: The number of DA's that achieved Fantastic as an overall performance tier in 4 (or more) of the past 6 weeks, divided by the total number of DAs that have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for High Performers Share typically achieve 75% or better (i.e. 75% of DAs earned Fantastic tier in 4 or more of the past 6 weeks).	8.3%
<i>i</i>	Low Performers Share: The number of DA's that achieved Fair or Poor as an overall performance tier in 4 (or more) of the past 6 weeks divided by the total number of DAs which have delivered for 4 (or more) of the past 6 weeks. DSPs who earn Fantastic for Low Performers Share typically achieve 0.0% for the metric.	8.3%
<i>i</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'.	8.3%

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 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 score is a weighted average of High Performers Share, Low Performers Share, & Tenured Workforce. If a metric has sub-metrics then it is an equally-weighted average of its sub-metrics (unless otherwise noted); e.g. Standard Work Compliance is a weighted average of POD, Contact Compliance, and AD Accuracy scores. All "Coming Soon" metrics are not considered in the roll-up, and in such cases metric weights are re-adjusted 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.