> We've identified that your station was impacted by weather / an uncontrollable event in WK 33. In collaboration with your Station's leadership, we've proactively adjusted your WK 33 DCR from 99.56% to 99.65% to account for this impact. Please reach out to your OTR lead in case you have any questions.

DSP Delivery Excellence Performance

Week 33 Performance

Overall Standing	Key Focus Areas	Top Drivers	
Fantastic Plus *See details on next page*	1. Customer Delivery Feedback 2. Delivery Success Behaviors 3. Tenured Workforce	1. Arieja Barnett 2. Marvin Harvey 3. Rainel SolarMartinez 4. Ronald FloresRojar 5. Roxann Hughett	Fantastic Fantastic Fantastic Fantastic Fantastic

Announcements

Q3 Scorecard Updates: 4-Week Preview Starts July 31; Changes Take Effect Aug 28

As shared in the Communication Center Notification sent to you on **Thursday, July 25**, we have launched your new Preview Scorecard. You will have four weeks to preview the updates. Then, on Wednesday, **August 28** (starting with the **Week 34** Scorecard), the updates will go live on your Scorecard and begin to impact your Overall Standing. You can preview the entire Scorecard update by downloading the Preview Scorecard from the Supplementary Reports. Please refer to your communication for more details on the changes, as well as a list of resources that can help support you. We also encourage you to register for upcoming office hours – shared in the table below.

Date & Time (CST)	Audience	Link
8/22/24 2pm - 3pm	U.S AMXL, AMZL, RSR	https://attendee.gotowebinar.com/register/1598191169742204253
8/27/24 11am - 12pm	U.S AMXL, AMZL, RSR	https://attendee.gotowebinar.com/register/4752725213276109917

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

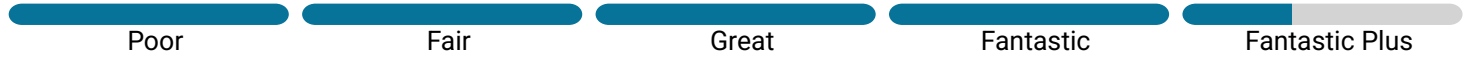Netradyne Portal Q&A is offered on Fridays from 2:00 pm to 3:15pm. Please use the below link to join: https://chime.aws/7889874554

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

Overall Standing: Fantastic Plus

Poor	Fair	Great	Fantastic	Fantastic Plus

Safety and Compliance: Fantastic

i On-Road Safety Score*	Fantastic	Compliance	
i Safe Driving Metric	841 | Fantastic	*i* Breach of Contract	Compliant
i Seatbelt-Off Rate	Coming Soon	*i* Comprehensive Audit (CAS)	Compliant
i Speeding Event Rate	Coming Soon		
i Sign/Signal Violations Rate	Coming Soon		
i Distractions Rate	Coming Soon		
i Following Distance Rate	Coming Soon		

Quality: Fantastic

Customer Delivery Experience	Fantastic	*i* Delivery Completion Rate	99.65% | Fantastic
i Customer Escalation Defect DPMO	0 | Fantastic	*i* Delivery Success Behaviors	222 | Fantastic
i Customer Delivery Feedback	96.20% | Great	Standard Work Compliance	Fantastic
		i Photo-On-Delivery Acceptance Rate	99.74% | Fantastic
		i Contact Compliance	99.93% | Fantastic
		i Attended Delivery Accuracy	100.00% | Fantastic

Team: Fantastic

i High Performers Share	95.99% | Fantastic	*i* Tenured Workforce	87.67% | Great
i Low Performers Share	0.00% | Fantastic		

Recommended Focus Areas

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

Improving Customer Delivery Feedback, Delivery Success Behaviors, and Tenured Workforce 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. Have drivers check address and delivery notes in the Rabbit device.
3. DAs who receive consistent full-time work stay in the role longer

*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.

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
Great
Fair
Poor

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.
1	Arieja Barnett	AXA2MUHT8GD69	Fantastic	791		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%		0	523	50
2	Marvin Harvey	AOIYNGAZAO69D	Fantastic	1027		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%		0	675	199
3	Rainel SolarMartinez	A2N0FE2ET0PYQ4	Fantastic	630		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	100.0%	0	100.0%	100.0%		0	351	141
4	Ronald FloresRojar	A97JTL8B1J7MF	Fantastic	346		Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%		0	264	180
5	Roxann Hughett	A22BXMSPNNCPW0	Fantastic	441		850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	100.0%	100.0%		0	293	69
6	Liliet AvilaLopez	A3LCT11K6JW3ZI	Fantastic	559	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	99.7%	100.0%		0	325	118
7	Jacob Colson	A3VV3XDBY4YN9S	Fantastic	785	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	99.6%	100.0%		0	495	80
8	Eric Gilles	ACP3LM1V7R6ZC	Fantastic	642	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	98.6%	Coming Soon		0	422	0
9	Karel CabrejaCabot	A3IFAT3P96PCJS	Fantastic	527	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	0	100.0%	100.0%		0	333	15
10	Daniel HernandezAmbrocio	A1W6GIWP2EAJLD	Fantastic	803	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.8%	0	100.0%	100.0%		0	570	102
11	Ahmed GarciaCabrera	A4OF0NGSKI6NB	Fantastic	100	POD	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	97.1%	100.0%		0	68	55
12	Justin SullyAlexander	A27T82PLCRYLE7	Fantastic	712	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.9%	0	99.8%	100.0%		0	457	5
13	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	Fantastic	979	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.7%	0	99.1%	100.0%		0	588	154
14	Frank SalazarSierra	A2C38B34OXLIVA	Fantastic	1040	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.1%	0	100.0%	0	99.4%	100.0%		0	726	159
15	Deixon marinjames	A12BVZCJ8JMGF1	Fantastic	909	DCR	Coming Soon	0.0	0.0	0.0	0.0	0.0	100.0%	0	99.6%	0	100.0%	100.0%		0	590	130
16	Romel Ogeris	AF8D3PUYM19IP	Fantastic	933	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	99.7%	100.0%		0	607	6
17	Dimitry JeanLouis	AIF2YJBTPLF4G	Fantastic	623	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.4%	0	100.0%	100.0%		0	419	3
18	Joyma Macazaga	A3MKKCZELWX3NY	Fantastic	645	FICO	830	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	0	99.8%	100.0%		0	407	103
19	Richard GonzalezTorres	A1TPP9S3M9T1FD	Fantastic	899	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.8%	0	99.8%	0	99.9%	100.0%		0	667	104
20	Eggbelck GarciaYanez	A11584AHSFACJ3	Fantastic	1029	CDF	Coming Soon	0.0	0.0	0.0	0.0	0.0	97.1%	0	99.9%	0	100.0%	100.0%		0	747	156
21	JANDI GOMEZTEJEDA	A2SV9G2KEIXEHW	Fantastic	853	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.6%	0	100.0%	0	100.0%	100.0%		0	594	198
22	Sarai PerezGuerrero	A389TGWQFO6QBW	Fantastic	1058	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.4%	0	99.8%	0	100.0%	100.0%		0	616	384
23	Maria FigueredoQuintero	AJUEY8K77NLDT	Fantastic	449	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.6%	0	100.0%	100.0%		0	313	7
24	Garvens Fleurantfils	APWTVMK95W01R	Fantastic	718	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.2%	0	100.0%	100.0%		0	447	80
25	Robert Butts	A21KTJ2J25HW0K	Fantastic	978	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.5%	0	100.0%	100.0%		0	686	106
26	Eduardo Dominguez	A3RROH5TLAQEAX	Fantastic	425	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.1%	0	98.2%	100.0%		0	273	2
27	Alain MorataBasulto	A1PSP4WCK3RJNX	Fantastic	996	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.5%	0	99.4%	0	99.8%	100.0%		0	654	246
28	Samuel Tiophile	A2PN6PUG832IO0	Fantastic	574	FICO	832	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.7%	0	99.5%	100.0%		0	374	9
29	Yaquelin FernandezGarcia	A1AQIMYTS5ZZD7	Fantastic	460	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.7%	0	99.6%	100.0%		0	269	68
30	Carolina SierraARENAS	A30Z8MBDIPGWWZ	Fantastic	920	CDF	845	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.7%	0	99.7%	0	100.0%	100.0%		0	570	125
31	Keaira Blanks	A26LJ2PHN6MXA9	Fantastic	456	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.0%	0	99.3%	0	100.0%	100.0%		0	326	71
32	Armando Gutierrezmato	A12P82MCP23H25	Fantastic	824	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.7%	0	99.9%	0	100.0%	100.0%		0	468	21
33	Browjache Ford	A117GW2C2C2D45	Fantastic	742	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	98.9%	0	99.2%	100.0%		0	514	11

DA Current Week Performance

Abbreviations Key
SSVR: Sign/Signal Violations Rate
DSB: Delivery Success Behaviors
CC: Contact Compliance
CED: Customer Escalation Defect

SOR: Seatbelt Off Rate
DCR: Delivery Completion Rate
SER: Speeding Event Rate
CDF: Customer Delivery Feedback

DR: Distractions Rate
FDR: Following Distance Rate
POD: Photo-On-Delivery Acceptance Rate
ADA: Attended Delivery Accuracy

Color Key
Fantastic
Great
Fair
Poor

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	Yasser AvalosJaquinet	A2CUO5QISIH6KP	Fantastic	1007	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.1%	0	99.6%	0	99.7%	100.0%	0	0	695	64
35	Pablo CintronIV	A2YBA63P45C8V0	Fantastic	526	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.3%	0	99.6%	0	100.0%	100.0%	0	0	375	72
36	Amani Miller	A7Z70ZMCW7562	Fantastic	201	DCR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.5%	0	100.0%	50.0%	0	0	131	2
37	Marcos ForteValle	A314FMQOYGSO1Z	Fantastic	713	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.2%	0	99.3%	0	99.5%	100.0%	0	0	436	95
38	Ricardo Martinez	A2CL9STN6ZZEA3	Fantastic	437	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	100.0%	2288	99.6%	100.0%	0	1	251	184
39	Lianet Rodriguezcosta	AKMXMHKTIH3B6	Fantastic	726	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.6%	0	99.7%	0	100.0%	100.0%	0	0	509	137
40	Lazaro RevoredoRoque	AJJR5Q0II241M	Fantastic	752	SSVR	850	0.0	0.0	0.0	0.0	23.0	96.0%	0	99.9%	0	99.6%	100.0%	0	0	498	9
41	Mikenson Baptiste	A28WB82LQMW71K	Fantastic	1026	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.7%	0	99.4%	0	99.4%	75.0%	0	0	649	4
42	Kervens Jolsaint	AEEJP6W70MXVB	Fantastic	993	SSVR	Coming Soon	0.0	0.0	0.0	0.0	4.0	96.4%	0	99.8%	0	100.0%	100.0%	0	0	704	400
43	Isaac Moise	A7H5EGSLU56V0	Fantastic	455	DCR	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	0	99.3%	0	100.0%	66.7%	0	0	307	3
44	Oneoda Rodriguez	A327SG9LWVGEXR	Fantastic	584	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	83.7%	0	99.8%	0	100.0%	Coming Soon	0	0	398	0
45	Angelica UrregoPatino	A8V4BNLB73TN7	Fantastic	668	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.8%	0	99.9%	1497	99.3%	100.0%	0	1	449	21
46	Andriu GreyRosales	A3FE2Z1IE9FZSJ	Fantastic	729	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	89.7%	0	99.3%	0	99.8%	100.0%	0	0	514	2
47	Maikel Serpa	A31B7LJBKSYQPP	Fantastic	827	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.1%	0	99.6%	3628	100.0%	100.0%	0	3	520	7
48	Brayan Wilsonmartinez	A2SS41HG50QOV8	Fantastic	1030	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	84.0%	0	98.8%	0	99.7%	100.0%	0	0	701	1
49	Aracelys PerezRoman	A2YPZWSUULGX2E	Fantastic	1039	DSB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	98.2%	1925	99.9%	100.0%	0	2	711	127
50	Maria CastilloGonzalez	AFJ8OCJ2S2H0M	Great	691	SOR	850	4.0	0.0	0.0	0.0	1.0	97.6%	0	100.0%	0	99.8%	Coming Soon	0	0	499	0
51	Noah Stanko	AI5J8U28B0BQK	Great	866	FICO	796	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	0	99.2%	0	99.7%	100.0%	0	0	594	83
52	Tara Pedraza	A2SHFASVNCZYRV	Great	894	CDF	826	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.2%	0	98.6%	0	100.0%	100.0%	0	0	603	290
53	Gerardo PinedaPineda	A1265RGDRDFIMR	Great	218	DSB	Coming Soon	1.0	0.0	0.0	0.0	1.0	100.0%	0	99.5%	4587	99.1%	100.0%	0	1	113	2
54	Louis Chalender	AWOTLXKNNQG9K	Great	1047	CDF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.4%	0	99.5%	955	99.0%	100.0%	0	1	692	10
55	Aaron Gonzalezmustelier	A1C0PINQ8ZW4PE	Great	609	CDF	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.4%	0	99.2%	0	100.0%	100.0%	0	0	345	4
56	Komla Liassidji	A1IFGN2JPY7NGY	Fair	739	FICO	742	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.7%	0	99.6%	0	100.0%	100.0%	0	0	458	24

DA Trailing 6-Week Performance

#	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
				Safety - metrics (except FICO) are measured as events per trip at DA level												Weeks			
1	Frank SalazarSierra	A2C38B34OXLIVA	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.6%	99.8%	0	99.7%	100.0%	0	High Performer	6	0	0	0
2	JANDI GOMEZTEJEDA	A2SV9G2KEIXEHW	849	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.7%	99.8%	0	99.9%	100.0%	0	High Performer	5	0	0	1
3	Liliet AvilaLopez	A3LCT11K6JW3ZI	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.3%	99.7%	0	99.8%	100.0%	0	High Performer	5	0	0	0
4	Browjache Ford	A117GW2C2C2D45	850	0.0	0.0	0.0	Coming Soon	Coming Soon	100.0%	99.4%	0	98.7%	100.0%	0	High Performer	6	0	0	0
5	Eric Gilles	ACP3LM1V7R6ZC	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.1%	99.9%	0	98.5%	100.0%	0	High Performer	6	0	0	0
6	Eggbelck GarciaYanez	A11584AHSFACJ3	Coming Soon	0.0	0.0	0.0	Coming Soon	Coming Soon	98.1%	99.6%	0	99.7%	100.0%	0	No Status (<4 wks)	3	0	0	0
7	Romel Ogeris	AF8D3PUYM19IP	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.2%	100.0%	214	99.7%	100.0%	0	High Performer	6	0	0	0
8	Pedro SerafinJimenez	A2LSQW4A7Y5X6S	850	0.0	0.0	0.0	1.0	Coming Soon	100.0%	99.9%	0	98.9%	100.0%	0	High Performer	6	0	0	0
9	Ronald FloresRojar	A97JTL8B1J7MF	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	99.1%	0	99.9%	100.0%	0	High Performer	5	1	0	0
10	Garvens Fleurantfils	APWTVMK95W01R	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.5%	99.6%	0	99.5%	100.0%	0	High Performer	6	0	0	0
11	Marvin Harvey	AOIYNGAZAO69D	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	99.3%	99.8%	297	99.9%	100.0%	0	High Performer	6	0	0	0
12	Karel CabrejaCabot	A3IFAT3P96PCJS	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.8%	99.8%	168	100.0%	100.0%	0	High Performer	5	0	0	1
13	Richard GonzalezTorres	A1TPP9S3M9T1FD	845	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.7%	99.6%	0	99.8%	99.8%	0	High Performer	6	0	0	0
14	Justin SullyAlexander	A27T82PLCRYLE7	828	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	99.6%	0	98.7%	100.0%	0	High Performer	6	0	0	0
15	Arieja Barnett	AXA2MUHT8GD69	838	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	99.4%	0	99.5%	98.4%	0	High Performer	5	1	0	0
16	Alain MorataBasulto	A1PSP4WCK3RJNX	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.2%	99.6%	0	99.6%	100.0%	0	High Performer	6	0	0	0
17	Daniel HernandezAmbrocio	A1W6GIWP2EAJLD	840	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.9%	99.4%	0	99.6%	100.0%	0	High Performer	6	0	0	0
18	Deixon marinjames	A12BVZCJ8JMGF1	823	0.0	0.0	0.0	Coming Soon	Coming Soon	96.3%	99.4%	0	100.0%	100.0%	0	High Performer	5	0	0	0
19	Sarai PerezGuerrero	A389TGWQFO6QBW	841	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.5%	99.9%	170	100.0%	100.0%	0	High Performer	5	1	0	0
20	Eduardo Dominguez	A3RROH5TLAQEAX	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.7%	99.6%	0	99.4%	100.0%	0	High Performer	4	0	0	0
21	Pablo CintronIV	A2YBA63P45C8V0	847	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.3%	99.8%	295	99.7%	100.0%	0	High Performer	6	0	0	0
22	Joyma Macazaga	A3MKKCZELWX3NY	817	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.6%	99.8%	0	99.3%	100.0%	0	High Performer	5	1	0	0
23	Carolina SierraARENAS	A30Z8MBDIPGWWZ	849	0.0	0.0	0.0	Coming Soon	Coming Soon	96.5%	99.8%	312	99.8%	100.0%	0	High Performer	6	0	0	0
24	Lianet Rodriguezcosta	AKMXMHKTIH3B6	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.1%	98.9%	0	99.8%	99.9%	0	High Performer	6	0	0	0
25	Roxann Hughett	A22BXMSPNNCPW0	838	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.9%	99.7%	0	99.9%	100.0%	0	High Performer	6	0	0	0
26	Yaquelin FernandezGarcia	A1AQIMYTS5ZZD7	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.9%	99.3%	0	99.6%	100.0%	0	High Performer	6	0	0	0
27	Marcos ForteValle	A314FMQOYGSO1Z	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.8%	99.4%	262	99.5%	100.0%	0	High Performer	6	0	0	0
28	Keaira Blanks	A26LJ2PHN6MXA9	830	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.2%	99.5%	0	99.8%	100.0%	0	High Performer	5	1	0	0
29	Robert Butts	A21KTJ2J25HW0K	829	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.4%	99.3%	0	100.0%	99.9%	0	High Performer	5	1	0	0
30	Ricardo Martinez	A2CL9STN6ZZEA3	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	100.0%	1135	99.1%	100.0%	0	No Status (<4 wks)	2	0	0	0
31	Yasser AvalosJaquinet	A2CUO5QISIH6KP	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.4%	99.8%	533	99.6%	100.0%	0	High Performer	4	1	0	1
32	Samuel Tiophile	A2PN6PUG832IO0	825	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	98.5%	99.8%	316	98.8%	100.0%	0	High Performer	5	0	0	0
33	Angelica UrregoPatino	A8V4BNLB73TN7	842	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	94.5%	99.8%	220	99.7%	100.0%	0	High Performer	6	0	0	0
34	Noah Stanko	AI5J8U28B0BQK	826	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.3%	99.6%	194	99.7%	99.8%	0	High Performer	4	2	0	0
35	Ahmed GarciaCabrera	A4OFONGSKI6NB	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	99.8%	1346	99.3%	99.8%	0	High Performer	6	0	0	0
36	Kervens Jolsaint	AEEJP6W70MXVB	850	0.0	0.0	0.0	Coming Soon	4.0	95.5%	99.9%	0	99.9%	100.0%	0	High Performer	6	0	0	0
37	Amani Miller	A7Z70ZMCW7562	817	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	100.0%	98.9%	0	99.4%	92.3%	0	No Status (<4 wks)	2	1	0	0
38	Aracelys PerezRoman	A2YPZWSUULGX2E	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	96.8%	99.4%	668	99.9%	100.0%	0	High Performer	5	1	0	0
39	Oneoda Rodriguez	A327SG9LWVGEXR	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.4%	99.7%	0	100.0%	100.0%	0	No Status (<4 wks)	2	0	0	0

Drivers ranked by overall score, descending.

DA Trailing 6-Week Performance

#	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
	Drivers ranked by overall score, descending.		**Safety** - metrics (except FICO) are measured as events per trip at DA level														Weeks			
40	Maria FigueredoQuintero	AJUEY8K77NLDT	845	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	97.2%	99.6%	922	99.9%	100.0%	0	High Performer	5	1	0	0
41	Mikenson Baptiste	A28WB82LQMW71K	828	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	93.5%	99.5%	0	99.5%	90.0%	0	High Performer	5	1	0	0
42	Maikel Serpa	A31B7LJBKSYQPP	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	92.1%	99.8%	517	99.9%	100.0%	0	High Performer	6	0	0	0
43	Tara Pedraza	A2SHFASVNCZYRV	810	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.9%	98.9%	0	99.7%	100.0%	0	High Performer	4	2	0	0
44	Andriu GreyRosales	A3FE2Z1IE9FZSJ	825	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.8%	99.5%	0	99.9%	100.0%	0	High Performer	5	1	0	0
45	Louis Chalender	AWOTLXKNNQG9K	840	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	95.6%	99.4%	639	98.8%	100.0%	0	High Performer	4	2	0	0
46	Lazaro RevoredoRoque	AJJR5Q0II241M	841	0.0	0.0	0.0	Coming Soon	23.0	95.8%	99.4%	199	99.6%	100.0%	0	High Performer	6	0	0	0
47	Armando Gutierrezmato	A12P82MCP23H25	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	90.8%	99.7%	219	99.5%	97.5%	0	High Performer	4	1	0	1
48	Jacob Colson	A3VV3XDBY4YN9S	850	0.0	0.0	0.0	Coming Soon	Coming Soon	93.0%	99.8%	725	99.2%	100.0%	0	High Performer	4	2	0	0
49	Dimitry JeanLouis	AIF2YJBTPLF4G	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.1%	98.6%	0	99.7%	100.0%	0	High Performer	4	2	0	0
50	Komla Liassidji	A1IFGN2JPY7NGY	814	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.5%	99.6%	0	99.5%	100.0%	0	High Performer	4	1	1	0
51	Maria CastilloGonzalez	AFJ8OCJ2S2H0M	850	4.0	0.0	0.0	Coming Soon	1.0	98.0%	99.8%	405	99.8%	100.0%	0	High Performer	5	1	0	0
52	Brayan Wilsonmartinez	A2SS41HG50QOV8	828	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	88.4%	99.3%	0	99.8%	100.0%	0	No Status (<4 wks)	2	1	0	0
53	Rainel SolarMartinez	A2N0FE2ET0PYQ4	850	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	91.8%	99.6%	2545	98.7%	100.0%	0	High Performer	5	0	1	0
54	Gerardo PinedaPineda	A1265RGDRDFIMR	Coming Soon	0.0	0.0	0.0	Coming Soon	0.0	83.4%	99.1%	1683	99.5%	100.0%	0	Normal Performer	1	4	1	0
55	Isaac Moise	A7H5EGSLU56V0	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	Coming Soon	85.0%	99.2%	0	98.7%	87.5%	0	No Status (<4 wks)	1	1	0	0
56	Aaron Gonzalezmustelier	A1C0PINQ8ZW4PE	819	1.0	0.0	0.0	Coming Soon	3.0	89.7%	98.9%	794	98.5%	100.0%	0	Normal Performer	1	4	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 **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 **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 **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 **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 **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, andstop 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 **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 **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 **Breach of Contract:** Breach of Contract indicates whether your organization has been issued a Breach of Contract (BOC) Notice dueto 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'.

Quality

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 **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 **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 **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 **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.	n/a
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%
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%
Note: CDF only includes 'DA Controllable' feedback.	
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%

Team

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 **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 **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.