

DSP Scorecard

NDAY at DLV3
Week 7
2026

Overall Standing: **88.4 | Fantastic Plus**

Poor

Fair

Great

Fantastic

Fantastic Plus

Safety and Compliance: **Fantastic**

i On-Road Safety Score*

Fantastic

Compliance

i Safe Driving Metric

Coming Soon

i Breach of Contract

Compliant

i Seatbelt-Off Rate

0.7 events per 100 trips | **Fantastic**

i Comprehensive Audit (CAS)

Compliant

i Speeding Event Rate

2.1 events per 100 trips | **Fantastic**

i Sign/Signal Violations Rate

3.3 events per 100 trips | **Fantastic**

i Distractions Rate

0.4 events per 100 trips | **Fantastic**

i Following Distance Rate

0.4 events per 100 trips | **Fantastic**

i Working Device

Coming Soon

Delivery Quality: **Fantastic**

Customer Delivery Experience

Fantastic

i Delivery Completion Rate

99.84% | **Fantastic**

i Customer Escalation Defect DPMO

0 | **Fantastic**

i Delivery Success Behaviors

151 | **Fantastic**

i Customer Delivery Feedback DPMO

1126 | **Great**

i Photo-On-Delivery Acceptance Rate

99.08% | **Fantastic**

Pickup Quality: **Coming Soon**

i Pickup Success Behaviors

Coming Soon

Team and Fleet: **Fantastic**

i Tenured Workforce

85.70% | **Great**

i Fleet Execution

0.00 | **Fantastic**

Recommended Focus Areas

1. Delivery Success Behaviors
2. Customer Delivery Feedback
3. Sign/Signal Violations Rate

Improving Delivery Success Behaviors, Customer Delivery Feedback, and Sign/Signal Violations Rate scores would improve your Overall Standing.

Current Week Tips

1. Have drivers check address and delivery notes in the Rabbit device.
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. Instruct drivers to fully stop at stop signs, do not attempt to "beat" a yellow light, and avoid illegal U-turns.

*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.

NDAY at DLV3 - Week 7

DA Current Week Performance

Abbreviations Key		
SSVR: Sign/Signal Violations Rate	SOR: Seatbelt Off Rate	DR: Distractions Rate
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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.
1	Anaya Corbray	A308JC3U7REE02	341	No Data	0.0	0.0	0.0	0.0	0.0	2940	0	99.7%	0	100.0%	No Data	0	255
2	Anders Herzberg	A206HUP6H3Z0M7	939	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	99.4%	No Data	0	673
3	Andre Caldwell	A3Q6YHASK1IAIU	539	No Data	0.0	0.0	0.0	0.0	0.5	1876	0	99.6%	0	95.4%	No Data	0	370
4	Angel Somoza	A23SU06RDLN0FZ	929	No Data	0.0	0.0	0.0	0.0	0.0	4338	0	99.6%	1076	92.7%	No Data	1	683
5	Anthony Solano	A32MHUBV6MKNX	786	No Data	0.0	0.0	0.0	0.0	0.0	3831	0	99.6%	0	100.0%	No Data	0	566
6	Arnell Laporte	A30HPJBOFXI2OT	815	No Data	0.0	0.0	0.0	0.0	0.0	3686	0	99.9%	0	100.0%	No Data	0	574
7	Austin Spitzer	A1YKJEY03XGLRH	811	No Data	0.0	0.0	No Data	No Data	No Data	0	0	100.0%	0	99.2%	No Data	0	601
8	Beau Dietmeier	AC7MC17KZ6AEU	774	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	99.5%	No Data	0	547
9	Braden Van Dyke	A2DGQ7FZLWU82R	445	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	326
10	Brandon Urtusuastegui-Quintero	A11RD6597YHWFJ	1099	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	99.6%	No Data	0	855
11	Brent Dadey	AO133QN3TX994	799	No Data	0.0	0.0	0.0	0.0	0.0	1258	0	98.9%	0	100.0%	No Data	0	478
12	Brett Self	A385CL3RPLDKYW	1560	No Data	0.0	0.0	0.0	0.0	0.0	646	0	98.2%	0	93.7%	No Data	0	1199
13	Brock Shoemaker	A21J0NH2UF87RH	385	No Data	0.0	0.0	0.0	0.0	0.0	2618	0	99.2%	0	100.0%	No Data	0	300
14	Bryce Askew	A2UNUREMXQBPEV	642	No Data	0.0	0.0	0.0	0.0	0.0	1570	0	97.3%	6231	97.9%	No Data	4	373
15	Candice Foster	AA0Z2ENNTFXAP	468	No Data	0.0	0.0	0.0	0.0	0.0	4274	0	99.6%	0	100.0%	No Data	0	356
16	Charles Jay Higginbotham	AJKDVK1FAUMB0	682	No Data	0.0	0.0	0.0	0.0	0.0	1471	0	99.3%	0	99.8%	No Data	0	491
17	Chris Caggiano	A165ECS403HWOP	587	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	100.0%	No Data	0	431
18	Chris Espejo	A3SFYBSK5F9AGZ	1360	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	97.0%	No Data	0	1034
19	Christopher Hampton	A3TZ5I08ZW1QTB	389	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	304
20	Cody Bowling	AACHNP2T0LR38	1155	No Data	0.0	0.0	0.0	0.0	0.0	0	0	92.8%	0	99.9%	No Data	0	832
21	Colby Morgan	A1QR8SXNJ0ZQ0H	1049	No Data	0.0	0.0	0.0	0.0	0.0	3856	0	99.6%	0	98.9%	No Data	0	625
22	Collin LaTour	A3VT6K2YN9KU48	810	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	99.8%	No Data	0	641
23	cristian chavez	AVSYFX9Q96N4W	250	No Data	No Data	No Data	No Data	No Data	No Data	0	0	99.2%	0	81.6%	No Data	0	158
24	Cristofer Martinez-Cowger	A3KI1IYFR3032C	1094	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.4%	0	99.3%	No Data	0	723
25	Dakota Doser	A1BWSTUC14KZ4J	994	No Data	0.0	0.0	0.0	0.0	0.0	0	0	98.5%	0	99.6%	No Data	0	734
26	Dakota Hill	A2Y98TXMFKFY5L	246	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.6%	0	100.0%	No Data	0	189
27	Dalton Ross	A1XASQRID6ZDT6	771	No Data	0.0	0.0	0.0	0.0	0.0	1300	0	99.9%	0	99.8%	No Data	0	608
28	Damian Wallace	A3GLP7I0BVRIGL	629	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	99.6%	No Data	0	467
29	Damon Gilmore	A35I7FCDU8XK70	902	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	100.0%	No Data	0	683
30	Derric Reed	A1BYE4ER7GIA8R	1215	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	99.7%	No Data	0	953
31	Devin Padilla	A2ARMRPRZR2AX2I	945	No Data	0.0	0.0	0.0	0.0	0.0	2134	0	99.7%	0	100.0%	No Data	0	729
32	Dexter Gleaton	A2VH111PUWRLAE	1045	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	95.9%	No Data	0	814

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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.
33	Dustin Dahlgren	A1D8VGWEUB6YKC	1070	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	813
34	Dylan Youngblood	A222KUIBGOWNM	39	No Data	0.0	0.0	0.0	0.0	0.0	25641	0	90.7%	0	100.0%	No Data	0	28
35	Eli Fraser	A19DFRTFJKN30M	703	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	95.0%	No Data	0	536
36	Esteban Saldana	A1EIUT3RE6R77J	205	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.0%	0	100.0%	No Data	0	167
37	Ethan Boston	A1W9IS8Q73DJRD	985	No Data	0.0	0.0	0.0	0.0	0.0	4085	0	98.9%	1015	99.4%	No Data	1	711
38	Ethan Hashimoto	A2MPHJAZEYBYCC	1035	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.6%	0	99.9%	No Data	0	736
39	Evin Ferrara	A32K1AHIO6ACV8	843	No Data	0.0	0.0	0.0	0.0	0.0	2378	0	99.8%	0	99.4%	No Data	0	634
40	Finn Fable	A1MX4SW2UBQTTP	700	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	100.0%	No Data	0	513
41	Galo SaldarriagaMarcillo	A1EJJSO4U937K8	82	No Data	0.0	0.0	0.0	0.0	0.0	No Data	0	97.6%	12195	98.1%	No Data	1	53
42	Garrett Parker	A1UJ70HRNGJU3P	736	No Data	0.0	0.0	0.0	0.0	0.3	1370	0	99.9%	0	99.8%	No Data	0	548
43	Guadalupe Ortiz	A1Q32LPFY2L5HT	861	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.8%	0	100.0%	No Data	0	632
44	Hayden Chapman	A37RK7D1S4M87F	758	No Data	0.0	0.0	0.0	0.0	0.0	1326	0	99.9%	0	99.6%	No Data	0	570
45	Henry Cook	A1ZE6RMUMDFXHW	767	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	100.0%	No Data	0	489
46	Isaac Lord	A25A1PR5QM49UY	1069	No Data	0.0	0.0	0.4	0.0	0.0	4708	0	97.3%	0	98.5%	No Data	0	847
47	Jacob Sotelo	A3UT4ZYU910GRK	1175	No Data	0.0	0.0	0.0	0.0	0.0	1704	0	99.2%	0	99.4%	No Data	0	839
48	Jaden Ewalt	A2P1VFBF2FOWPP	612	No Data	0.0	0.0	0.0	0.0	2.0	1642	0	100.0%	0	99.1%	No Data	0	465
49	Jaren Sunier	A16CEVUW4Q241T	1061	No Data	0.0	0.0	0.0	0.0	0.0	943	0	99.9%	0	99.4%	No Data	0	844
50	Johnny Jr Faris	ALZDPGCLVZSJF	1151	No Data	0.0	0.0	0.0	0.2	0.0	0	0	99.7%	869	99.8%	No Data	1	848
51	Jordan Perone	A4V3AAAXTPDGOY	796	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	98.2%	No Data	0	627
52	Jose Figueroa	A2F4YQBFA1GD2S	503	No Data	0.0	0.5	0.0	0.0	0.0	0	0	99.8%	1988	100.0%	No Data	1	273
53	Joseph Hogan	A3NAFMI9MSVN5U	941	No Data	0.0	0.0	0.0	0.0	0.0	2148	0	99.8%	0	100.0%	No Data	0	715
54	Joshua Alvarez	A30TCXQ4SYJNWL	882	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	99.8%	No Data	0	635
55	Justin McFarren	A1IJQT0A2TR2JM	964	No Data	0.0	0.0	0.0	0.0	0.0	1038	0	99.9%	0	99.5%	No Data	0	751
56	Kara Krogmann	A2RGUXB0BF2WJD	235	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	169
57	Krista Randall	A1X5HI4QRZMVNX	727	No Data	0.0	0.0	0.0	0.0	0.0	1383	0	99.9%	0	99.6%	No Data	0	552
58	Kylee Artis	A1EUDYG4200CNO	328	No Data	0.0	0.0	0.0	0.0	0.0	3076	0	100.0%	0	99.2%	No Data	0	260
59	Lewis Fletcher	A3609VNH5FLT0H	765	No Data	0.0	0.0	0.0	0.0	0.3	2648	0	99.1%	1307	98.3%	No Data	1	515
60	Logan Kelley	A3NHKSQC0NMA79	263	No Data	0.0	0.0	0.0	0.0	0.0	0	0	98.1%	0	99.4%	No Data	0	171
61	Loren Ledrew	A1AYSE2L7VTW9N	658	No Data	0.0	0.0	0.0	0.0	0.0	1534	0	100.0%	0	99.6%	No Data	0	450
62	Lukascaiden Klingenfuss	A2ZS8WBBLYKK3V	389	No Data	0.0	0.0	0.0	0.0	0.0	2596	0	100.0%	0	100.0%	No Data	0	263
63	Matthew Fury	A1UG5QCPRQXHBV	615	No Data	0.0	0.0	0.0	0.0	0.0	1634	0	99.4%	0	100.0%	No Data	0	418
64	Michael Casillas	A15NSXVVBG9PKV	474	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.4%	0	99.7%	No Data	0	354
65	Michael Deleon	A2WOC9HTEC7FZT	844	No Data	0.0	0.0	0.0	0.0	0.0	3559	0	100.0%	0	100.0%	No Data	0	534

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66	Michael Phillips	A1ZJ067K80VDYI	582	No Data	0.0	0.0	0.0	0.0	0.0	3448	0	99.8%	0	97.6%	No Data	0	453
67	Michael Spadino	A2HCTEBM9ZPA0P	324	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	226
68	Muhammad Burney	A1PRE3HD6UTL9T	1221	No Data	0.0	0.0	0.0	0.0	0.0	1645	0	99.8%	0	99.7%	No Data	0	922
69	Naoluong Thao	A2VHPRC2KCZTFE	977	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	789
70	Nathan Berg	A1O3VVAD9PQTIU	870	No Data	0.0	0.3	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	698
71	Nathan Mercier	A1N5MCL76YEP7N	650	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	485
72	Noah Arrance	A2WJ1VEUW3OZ4G	744	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.6%	0	99.5%	No Data	0	558
73	Noah Coe	AHLTS9XBVBMEN	872	No Data	0.0	0.0	0.0	0.0	0.0	1148	0	99.4%	0	99.0%	No Data	0	608
74	Pedro Ibarraj	A3VQN36TH7ULS7	1056	No Data	0.0	0.0	0.0	0.0	0.0	959	0	100.0%	0	99.8%	No Data	0	832
75	Ray Page	A3C36D494QECMU	883	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.9%	0	99.2%	No Data	0	631
76	Raymond Burns	A1OBB38T4J70D	429	No Data	0.0	0.0	0.0	0.0	0.0	2370	0	100.0%	0	99.1%	No Data	0	319
77	Ripley Shakespeare	AANZWU9I96TYF	659	No Data	0.0	0.5	0.0	0.0	0.0	1522	0	99.8%	0	99.8%	No Data	0	484
78	Rishi Wason	A26GDMBFR3YC81	884	No Data	0.0	0.0	0.0	0.0	0.0	1134	0	99.2%	0	100.0%	No Data	0	613
79	Rochelle Carey	A1OGLTMEIWZRCE	361	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	99.7%	No Data	0	287
80	Ronan Cichelli	A230BIVUB93862	267	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	207
81	Roniel Tapado	A3QPEWGS75LSN1	1021	No Data	0.0	0.0	0.0	0.0	0.0	986	0	99.9%	0	99.7%	No Data	0	770
82	Ross Reinberg	A1U9H0073KBX97	517	No Data	0.0	0.0	0.0	0.0	0.0	1933	0	100.0%	0	99.2%	No Data	0	388
83	Rui Qian	AP8I6652QYTHV	567	No Data	0.0	0.0	0.0	0.0	0.0	1773	0	99.3%	0	99.1%	No Data	0	432
84	Ryan Sheffer Iavalleur	A3VZY3ZFYJUED1	333	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	99.6%	No Data	0	235
85	Sebastian CoronadoSerracin	ALEKP2BK5LSGX	903	No Data	0.0	0.0	0.0	0.0	0.0	2230	0	99.8%	0	99.4%	No Data	0	692
86	Socorro Navarro Segura	A86FEZCW6A80L	338	No Data	0.0	0.3	0.0	0.0	0.0	2984	0	100.0%	0	100.0%	No Data	0	228
87	Travis Rubinstein	A109NPAF7B65JK	258	No Data	1.0	0.0	0.0	0.0	0.0	0	0	98.9%	0	100.0%	No Data	0	179
88	William Lockhart	A1CY45N6A9ZC6O	762	No Data	0.0	0.0	0.0	0.0	0.0	2632	0	99.9%	0	98.3%	No Data	0	545
89	William Wardrobe	A1HUNPIX05URQO	684	No Data	0.0	0.0	0.0	0.0	0.0	0	0	99.7%	0	99.8%	No Data	0	533
90	Zachary Syth	A311Q2OVU5MMRE	1188	No Data	0.0	0.0	0.0	0.0	0.0	0	0	100.0%	0	100.0%	No Data	0	902

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. **47.5%**
- 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. **11.7%**
- 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. **11.7%**
- 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. **11.7%**
- 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. **7.5%**
- 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). **5.0%**
- 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. **12.7%**
- 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, **12.7%**

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.	3.1%
	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.	19.0%
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.	6.3%
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.	12.7%

Pickup Quality

- i **Pickup Success Behaviors (PSB):** Pickup Success Behaviors (PSB) measures successful visits to all pickup stops across various pickup programs (Amazon Shipping, Counter and Doorstep Pickups, and AMXL) on a Delivery Associate's itinerary on a given day. This metric is calculated as defects per 100 opportunities and carries a 5% weight on the overall Scorecard, evaluating behaviors that lead to successful pickups such as geolocation accuracy, time adherence (where applicable), Contact Compliance, Picked Up-Not Returned defects, and Out of Return Label defects. For DSPs with fewer than 10 total pickup stops in a week performing at the Fantastic level, their PSB metric performance will be displayed as Fantastic, while those with fewer than 10 stops performing below the Fantastic level will not have their PSB metric calculated and will be marked as "Coming Soon" to ensure that a single defect doesn't prevent DSPs from reaching the Fantastic tier.

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'.	0.0%
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.