

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Before Commissioners:

Michael Kubayanda, Chairman;
Ann C. Fisher, Vice Chairman;
Mark Acton;
Ashley E. Poling; and
Robert G. Taub

Annual Compliance Report, 2021

Docket No. ACR2021

NOTICE REQUESTING COMMENTS ON THE POSTAL SERVICE FY 2021 ANNUAL
PERFORMANCE REPORT AND FY 2022 ANNUAL PERFORMANCE PLAN

(Issued January 6, 2022)

I. INTRODUCTION

Each year the Postal Service must submit to the Commission its most recent annual performance plan and annual performance report. 39 U.S.C. 3652(g). On December 29, 2021, the Postal Service filed its FY 2021 Annual Report to Congress in Docket No. ACR2021.¹ The FY 2021 Annual Report includes the Postal Service's FY 2021 annual performance report (FY 2021 Report) and FY 2022 annual performance plan (FY 2022 Plan). FY 2021 Annual Report at 32-53.

¹ United States Postal Service Fiscal Year 2021 Annual Report to Congress, Library Reference USPS-FY21-17, December 29, 2021, folder "USPS-FY21-17" folder "FY21.17.Annual.Report" file "FY 2021 Annual Report to Congress.pdf" (FY 2021 Annual Report).

The FY 2022 Plan reviews the Postal Service's plans for FY 2022. The FY 2021 Report discusses the Postal Service's progress during FY 2021 toward its four performance goals:

- High-Quality Service
- Excellent Customer Experience
- Safe Workplace and Engaged Workforce
- Financial Health

Each year, the Commission must evaluate whether the Postal Service met the performance goals established in the annual performance plan and annual performance report. 39 U.S.C. 3653(d). The Commission may also "provide recommendations to the Postal Service related to the protection or promotion of public policy objectives set out in" title 39. *Id.*

Since Docket No. ACR2013, the Commission has evaluated whether the Postal Service met its performance goals in reports separate from the Annual Compliance Determination.² The Commission continues this current practice to provide a more in-depth analysis of the Postal Service's progress toward meeting its performance goals and plans to improve performance in future years. To facilitate this review, the Commission invites public comment on the following issues:

² See Docket No. ACR2013, Postal Regulatory Commission, Review of Postal Service FY 2013 Performance Report and FY 2014 Performance Plan, July 7, 2014; Docket No. ACR2014, Postal Regulatory Commission, Analysis of the Postal Service's FY 2014 Program Performance Report and FY 2015 Performance Plan, July 7, 2015; Docket No. ACR2015, Postal Regulatory Commission, Analysis of the Postal Service's FY 2015 Annual Performance Report and FY 2016 Performance Plan, May 4, 2016; Docket No. ACR2016, Postal Regulatory Commission, Analysis of the Postal Service's FY 2016 Annual Performance Report and FY 2017 Performance Plan, April 27, 2017; Docket No. ACR2017, Postal Regulatory Commission, Analysis of the Postal Service's FY 2017 Annual Performance Report and FY 2018 Performance Plan, April 26, 2018; Docket No. ACR2018, Postal Regulatory Commission, Analysis of the Postal Service's FY 2018 Annual Performance Report and FY 2019 Performance Plan, May 13, 2019; Docket No. ACR2019, Postal Regulatory Commission, Analysis of the Postal Service's FY 2019 Annual Performance Report and FY 2021 Performance Plan, June 1, 2021; Docket No. ACR2020, Postal Regulatory Commission, Analysis of the Postal Service's FY 2020 Annual Performance Report and FY 2021 Performance Plan, June 2, 2021.

- Did the Postal Service meet its performance goals in FY 2021?
- Do the FY 2021 Report and the FY 2022 Plan meet applicable statutory requirements, including 39 U.S.C. 2803 and 2804?
- What recommendations should the Commission provide to the Postal Service that relate to protecting or promoting public policy objectives in title 39?
- For the Excellent Customer Experience performance goal, are there any customer experience (CX) metrics the Postal Service should add to measure CX?³
- What recommendations or observations should the Commission make concerning the Postal Service's strategic initiatives?⁴
- What other matters are relevant to the Commission's analysis of the FY 2021 Report and the FY 2022 Plan under 39 U.S.C. 3653(d)?

II. REQUEST FOR COMMENTS

Comments by interested persons are due no later than March 1, 2022. Reply comments are due no later than March 15, 2022. Pursuant to 39 U.S.C. 505, Katalin K. Clendenin is appointed to serve as Public Representative to represent the interests of the general public in this proceeding with respect to issues related to the Commission's analysis of the FY 2021 Report and the FY 2022 Plan.

III. ORDERING PARAGRAPHS

It is ordered:

1. The Commission invites public comment on the Postal Service's FY 2021 Report and FY 2022 Plan.

³ In FY 2021, the Postal Service measured CX based on surveys of residential, small/medium business, and large business customers. See Docket No. ACR2021, Library Reference USPS-FY21-38, December 29, 2021.

⁴ See FY 2021 Annual Report at 52-53.

2. Pursuant to 39 U.S.C. 505, the Commission appoints Katalin K. Clendenin to serve as Public Representative to represent the interests of the general public in this proceeding with respect to issues related to the Commission's analysis of the FY 2021 Report and the FY 2022 Plan.
3. Comments are due no later than March 1, 2022.
4. Reply comments are due no later than March 15, 2022.
5. The Secretary shall arrange for publication of this Order in the *Federal Register*.

By the Commission.

Erica A. Barker
Secretary