



Postal Regulatory Commission

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Press Release

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PRC Releases Analysis of USPS FY 2025 Performance Report and FY 2026 Performance Plan

The Postal Service did not meet any of the four performance goals in FY 2025

Washington, DC – Today, the Postal Regulatory Commission (Commission) released an [in-depth review of the Postal Service's Fiscal Year \(FY\) 2025 Performance Report and FY 2026 Performance Plan](#). This statutory review evaluates whether the Postal Service met its performance goals and assesses the viability of its planned targets. As part of its mandate, the Commission's report offers recommendations regarding the protection or promotion of key public policy objectives established by Congress for the postal system.

The Commission's thorough analysis revealed that, in FY 2025, the Postal Service failed to meet any of its four core performance goals:

High-Quality Service:

The Commission finds that the Postal Service failed to meet the High-Quality Service performance goal for FY 2025, with none of the targets for the eight public performance indicators achieved.

Excellent Customer Experience:

The Commission finds that the Postal Service did not meet the Excellent Customer Experience performance goal in FY 2025 because it met two targets but missed six targets.

Safe Workplace and Engaged Workforce:

The Commission finds the Postal Service did not meet the Safe Workplace and Engaged Workforce goal in FY 2025 because it missed targets for both the Total Accident Rate and Engagement Score.

Financial Health:

The Commission finds that the Postal Service did not meet the Financial Health performance goal in FY 2025.

The [full report](#), including a summary of the Commission's key observations and recommendations for each goal, is available in Appendix A of the report on the Commission's website: www.prc.gov.

The Postal Regulatory Commission is an independent federal agency that provides regulatory oversight of the Postal Service to ensure transparency and accountability and to foster a vital and efficient universal mail system. The Commission is comprised of five presidentially appointed and Senate-confirmed Commissioners, each serving a six-year term. The current leadership of the Commission includes Vice Chairman Robert Taub and Commissioners Tom Day, Ann Fisher, and Ashley Poling. Follow the PRC on LinkedIn.