



Postal Regulatory Commission

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Press Release

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PRC Releases Report Evaluating USPS FY 2021 Performance Report and FY 2022 Performance Plan

Washington, DC – Today, the Postal Regulatory Commission (Commission) issued its analysis of the United States Postal Service (Postal Service) Fiscal Year (FY) 2021 Annual Performance Report (*FY 2021 Report*) and FY 2022 Performance Plan (*FY 2022 Plan*). The Commission is required by statute to review whether the Postal Service has met its goals and may offer recommendations to the Postal Service regarding the protection or promotion of public policy objectives in title 39 of the United States Code.

Overall, the Commission's analysis finds that the Postal Service substantially complied with the requirements of 39 U.S.C. §§ 2803 and 2804. The Postal Service's *FY 2022 Plan* complies with all provisions of the law. The Commission performed a comprehensive review of the Postal Service's four performance goals: 1) High-Quality Service, 2) Excellent Customer Experiences, 3) Safe Workplace and Engaged Workforce, and 4) Financial Health and finds that:

- The Postal Service partially met the High-Quality Service performance goal. While it exceeded its target for the USPS Marketing Mail and Periodicals Composite, the Postal Service fell short of all the seven other targets for the High-Quality Service performance indicators.
- The Postal Service partially met the Excellent Customer Experience performance goal. It missed six of eight CX performance target indicators, only surpassing the targets for both Business Service Network and Customer Care Center (CCC).
- The Postal Service partially met the Safe Workplace and Engaged Workforce goal. The Postal Service exceeded the FY 2021 Total Accident Rate target but missed the FY 2021 Survey Response Rate target.

- The Postal Service met the Financial Health performance goal. The FY 2021 Controllable Income (Loss) result exceeded the target.

In addition, the *FY 2021 Report* presents a specific shortcoming related to strict compliance of the CCC performance indicator with the applicable portion of title 39 of the U.S. Code. Performance indicators must use a methodology that makes the indicators comparable over a period of time, or else the Postal Service must note that the annual results are not comparable and provide an explanation. The *FY 2021 Report* lacks an indication that CCC results from FY 2018 through FY 2021 are not comparable. The Commission's analysis outlines the steps the Postal Service must take for full compliance in the *FY 2022 Report*. In general, the Postal Service must include comparable results for each performance indicator for FYs 2019, 2020, 2021, and 2022. To be comparable, results for each fiscal year must be calculated and expressed using the same methodology.

The full report, including an appendix containing the Commission's findings and recommendations for each goal, is available on the Commission's website at www.prc.gov.

The Postal Regulatory Commission is an independent federal agency that provides regulatory oversight over the Postal Service to ensure the transparency and accountability of the Postal Service and foster a vital and efficient universal mail system. The Commission is comprised of five Presidentially-appointed and Senate-confirmed Commissioners, each serving terms of six years. The President designates the Chairman. In addition to Chairman Michael Kubayanda, the other commissioners are Vice Chairman Ann Fisher and Commissioners Mark Acton, Ashley Poling, and Robert Taub. Follow the PRC on Twitter: @PostalRegulator and LinkedIn.