



Postal Regulatory Commission

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Press Release

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PRC Analyzes USPS FY 2022 Performance Report and FY 2023 Performance Plan

Washington, DC – Today, the Postal Regulatory Commission issued its analysis of the United States Postal Service Fiscal Year (FY) 2022 Annual Performance *Report* and FY 2023 *Performance Plan*. Each year, the Commission reviews the Postal Service’s performance goals, makes findings as to whether it has met those goals, and offers recommendations regarding the protection or promotion of public policy objectives in Title 39 of the United States Code. 39 U.S.C. § 3653(d).

Overall, the Commission’s report provides an in-depth analysis and several recommendations regarding each 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. Principally, the Commission finds that:

- The Postal Service partially met the High-Quality Service performance goal because it met seven of the eight targets for the High-Quality Service performance indicators. In FY 2022, the Postal Service failed to meet its target for Single-Piece First-Class Mail, 3-5-Day.
- The Postal Service partially met the Excellent Customer Experience performance goal because it exceeded targets for three performance indicators (Business Service Network, Customer Care Center, and *usps.com*) but missed targets for five other performance indicators.
- The Postal Service partially met the Safe Workplace and Engaged Workforce performance goal because it exceeded the FY 2022 Total Accident Rate target but missed the FY 2022 Grand Mean Engagement Score target.

- The Postal Service met the Financial Health performance goal because the FY 2022 Controllable Income (Loss) result was better than the target.

Further, the Commission finds the *FY 2022 Performance Report* partially complies with 39 U.S.C. § 2804. Specifically, the Excellent Customer Experience performance goal does not comply with § 2804(c), because the Customer Care Center performance indicator results are not comparable from FY 2019 through FY 2022, and the Postal Service did not provide the required explanations. Additionally, the *FY Performance 2023 Plan* complies with 39 U.S.C. § 2803.

The full report 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 Mark Acton and Commissioners Ann Fisher, Ashley Poling, and Robert Taub. Follow the PRC on Twitter: @PostalRegulator and LinkedIn.