



# Postal Regulatory Commission

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## Press Release

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### **PRC Reviews USPS 2016 Performance Goals and 2017 Performance Plan**

Report offers recommendations for meeting goals in the future

**Washington, DC** – Today the Postal Regulatory Commission (Commission) issued its analysis of the United States Postal Service (Postal Service) fiscal year (FY) 2016 Annual Performance Report and fiscal year 2017 Performance Plan. Each year, the Commission must review the Postal Service's performance goals, make findings as to whether the Postal Service has met those goals, and offer recommendations regarding the protection or promotion of public policy objectives.

The Commission's review finds that the Postal Service's FY 2016 Report and FY 2017 Plan comply with all but one of the legal requirements. In addition, the Commission recommends that future annual performance reports and plans clearly explain how the Postal Service's strategic initiatives relate to performance goals and performance indicators. The Commission also reiterates its prior recommendation that each strategic initiative have a unique performance measure that only measures performance for that initiative.

The report further provides an in-depth evaluation of the Postal Service's four performance goals: **1) Deliver High-Quality Service, 2) Provide Excellent Customer Experiences, 3) Ensure a Safe Workplace and Engaged Workforce, and 4) Sustain Controllable Income.**

Below is a summary of the Commission's findings.

- *The Commission finds that the Postal Service partially met the Deliver High-Quality Services performance goal in FY 2016.*
- *The Commission finds that the Postal Service partially met the Provide Excellent Customer Experiences performance goal in FY 2016.*
- *The Commission finds that the Postal Service partially met the Ensure a Safe Workplace and Engaged Workforce performance goal in FY 2016.*
- *The Commission finds that the Postal Service partially met the Sustain Controllable Income performance goal in FY 2016.*

A link to the full report, including a complete list of Commission findings and recommendations for each goal, is available on the Commission's website at [www.prc.gov](http://www.prc.gov).

### [Commission Recommendations and Findings](#)

*The Postal Regulatory Commission is an independent federal agency that provides regulatory oversight over the U.S. 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 Chairman is designated by the President. In addition to Chairman Robert G. Taub, the other commissioners are Vice Chairman Mark Acton and Commissioners Tony Hammond and Nanci Langley. Follow the PRC on Twitter: [@PostalRegulator](#)*