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Postal Regulatory Commission

Press Release
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PRC Evaluates USPS 2017 Performance and 2018 Performance Plan
Report Finds Goals Not Met or Only Partially Met in FY 2017

Washington, DC – Today the Postal Regulatory Commission (Commission) issued its analysis of the United States Postal Service (Postal Service) fiscal year (FY) 2017 *Annual Performance Report and FY 2018 Performance Plan*. Each year, the Commission must review the Postal Service's performance goals, evaluate whether the Postal Service met those goals in the previous fiscal year, and offer recommendations regarding the protection or promotion of public policy objectives. The Commission's review finds that, for the first time, the Postal Service's *FY 2018 Plan* complies with legal requirements, and the *FY 2017 Report* meets most of the requirements.

The report further provides an in-depth evaluation 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, which either did not meet or only partially met FY 2017 targets:

Below is a summary of the Commission's findings.

1. *The Commission finds that the Postal Service partially met the High-Quality Service performance goal in FY 2017.*

2. *The Commission finds that the Postal Service partially met the Excellent Customer Experiences performance goal in FY 2017.*

3. *The Commission finds that the Postal Service did not meet the Safe Workplace and Engaged Workforce performance goal in FY 2017.*

4. *The Commission finds that the Postal Service did not meet the Financial Health performance goal in FY 2017.*

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.

[Commission Recommendations and Findings](#)