
USPS did not meet performance goals for 2018

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The Postal Regulatory Commission (Commission) has issued its analysis of the United States Postal Service (USPS – Postal Service) Fiscal Year (FY) 2018 Annual Performance Report (FY 2018 Report) and FY 2019 Performance Plan (FY 2019 Plan).

Each year, the Commission must review the USPS's performance goals, evaluate whether the Postal Service met those goals, and offer recommendations regarding the protection or promotion of public policy objectives.

The Commission's review finds that the FY 2019 Plan and FY 2018 Report retain many improvements made to the prior annual performance plan and annual performance report. The FY 2019 Plan complies with legal requirements and Commission directives to identify program activities and relate them to the performance goals.

However, while the FY 2018 Report meets some requirements, it contains several legal compliance issues due to the lack of comparability of FY 2018 targets and results, related issues with comparability of the results from the past three fiscal years, and insufficient explanations for why goals were not met.

The Commission's analysis also 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.

The Commission finds that the Postal Service either did not meet or only partially met each performance goal in FY 2018. The Commission provides related observations and recommendations for each performance goal to help the Postal Service meet the performance goal and better assess its performance in future years.

(Post & Parcel)