



# Postal Regulatory Commission

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## Press Release

July 2, 2024

### PRC Questions the Reliability of USPS Service Performance Measurement System

**Washington, DC** – The Postal Regulatory Commission has opened an inquiry into the Postal Service’s internal Service Performance Measurement (SPM) system for Market Dominant mail products. The Commission’s goal in this proceeding is to address concerns that the SPM may not accurately represent customer experience in the current environment.

The Commission intends to carefully examine how measurements reported by the SPM are derived and whether the SPM is currently producing accurate, reliable, and representative results as the law requires. If the Commission’s review reveals that the SPM is not producing accurate, reliable, and representative results, the Commission would identify changes to the SPM to align it with legal requirements.

If changes to comply with the law are impractical, the Commission may consider the feasibility of requiring the Postal Service to return to an external service performance measurement system. The Postal Service used an external measurement system prior to adopting the SPM in 2018.

The Commission’s Order No. 7247 along with information on how the public can participate in these proceedings may be found [here](#).

*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 comprises 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 Tom Day and Commissioners Ashley Poling, Ann Fisher, and Robert Taub. Follow the PRC on X: @PostalRegulator and LinkedIn.*