



Evaluating Postal Performance

Perceptual

- “The USPS is a bloated bureaucracy, with lousy service.”
- “The USPS is the most anti-consumer organization in the country.”
- “The USPS is full of waste, fraud, and abuse.”
- “The USPS is the last dinosaur.”

Sources: Cato Foundation, Lexington Institute, Citizens Against Government Waste, etc.

Quantitative

- “The USPS is one of the best managed government agencies.”
- “The USPS is the most improved service.”
- “The USPS is rated extremely favorably by consumers.”
- “The USPS is essential to a growing economy.”

Sources: Government Executive Magazine, American Service Quality Index, President's Commission on Postal Service