

## **John E. Potter**

### **Postmaster General and Chief Executive Officer**

Named the 72<sup>nd</sup> Postmaster General of the United States on June 1, 2001, Jack Potter has led the Postal Service to record levels of service, customer satisfaction and efficiency. After serving nearly 10 years as Postmaster General and 32 years of service to the organization he leads, Potter announced he will retire on Dec. 3. Potter is the longest serving Postmaster General in nearly two centuries and leaves with an impressive record of service and accomplishment during his tenure. Potter's accomplishments include:

#### **Leadership**

- Led the Postal Service and the nation through the anthrax terrorist attack following 9/11.
- Created a 10-year action plan that is a blueprint for necessary operational, legislative and regulatory changes to the current business model to ensure a viable Postal Service for decades to come.
- Responded decisively in the face of devastating natural disasters, including Hurricane Katrina, to insure the delivery of mail and the safety of Postal Service employees. The Postal Service often was the first service provider to restore a sense of normalcy to the impacted area.
- Testified before Congress on a variety of issues, most notably the need for legislative and regulatory change to enable a more progressive, market responsive Postal Service.
- Potter's efforts led to the Postal Service being named the Most Trusted Government Agency six consecutive years and as one of the Top 10 Most Trusted Companies in America.

#### **Managing Costs**

- Eliminated more than \$20 billion in costs during the last 10 years, with cumulative savings of more than \$50 billion.
- Reduced career employment from 787,000 positions in 2001 to about 583,000 today through attrition, using strong and focused management practices.
- Implemented a performance-based compensation system that has become a model for both government and private sector industry.
- Critical investments made in automation to increase efficiency in mail preparation, processing, transportation, delivery and retail. Today, more than 405,000 mailpieces are processed every minute.

#### **Generating Revenue**

- Managed a company with annual revenue exceeding \$68 billion. If the Postal Service were a private-sector company, it would rank 28<sup>th</sup> in the Fortune 500.
- Established relationships with Secretaries of States to promote use of the mail to aid in voting. Twenty-nine states now allow absentee voting through the use of First-Class Mail.
- Encouraged and then strengthened a relationship with eBay to be the shipper of choice for eBay buyers and sellers, resulting in more than \$1 billion in revenue annually.
- Introduced Priority Mail Flat Rate Envelopes in 2003, the popularity of which led to the development of Flat Rate Boxes. Revenue in Flat Rate Boxes has increased more than 50 percent in the past two year.

**(MORE)**

**Improving Service**

- On-time delivery of First-Class Mail increased steadily during the decade to record-high levels. Service measurement has been expanded from First-Class Mail to all classes of mail.
- Introduced Automated Postal Centers, similar to ATMs, as a consumer convenience and oversaw expansion of usps.com to provide quick, easy and convenient alternatives for customers from home or office.
- Scanning and tracking technologies have been developed to meet the needs of a rapidly evolving mailing industry, including the development of the information rich Intelligent Mail barcode.
- Signed agreements with FedEx and UPS for air transport of mail, increasing the speed and efficiency for mail delivery.

**People**

- Established a track record of negotiated contracts with four national unions.
- Embraced and encouraged workplace diversity: the Postal Service was named one of 40 Best Companies for Diversity by Black Enterprise magazine; placed on Hispanic Business magazine's Diversity Elite 60; and was given the number one spot by Career and Disabilities magazine.
- Built a leaner, more flexible workforce and increased efficiency and productivity through technology and the expansion of automation in mail processing and delivery.
- Reduced EEO complaints by 50 percent.
- Work-related injuries have dropped by nearly 50 percent in the last 10 years.
- Developed innovative contract administration manuals, unique to the federal government, that detail guidance for every article in three negotiated labor contracts, creating uniform and consistent interpretation. The number of cases pending arbitration was reduced from 93,530 in 2001 to 18,750 in 2009 because of these manuals.

**Corporate Social Responsibility**

- Created the first Vice President of Sustainability in the federal government. The Postal Service has been the first federal agency to publicly report its greenhouse gas emissions and publicly commit to reduce emissions by 20 percent by 2020; the Postal Service is the only shipping company to earn Cradle to Cradle certification for environmentally friendly design and manufacturing of packages and stamps.
- Supported the Stamp Out Hunger annual food drive led by the National Association of Letter Carriers that has collected and donated 1 billion pounds of food to communities across the country.
- Leveraged the power of the mail to strengthen a partnership with Vlassis and the National Center for Missing and Exploited Children. The "Have You Seen Me?" program has returned 150 children to their families and celebrated its 25<sup>th</sup> anniversary in 2010.
- Honored by the Be the Match Foundation for leadership in helping to establish "Delivering the Gift of Life" campaign at the Postal Service. More than 49,000 Postal employees and family members have joined the marrow donor registry to date.

**For more information, please contact Joanne Veto at [joanne.m.veto@usps.gov](mailto:joanne.m.veto@usps.gov) or 202.285.2168.**

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A self-supporting government enterprise, the U.S. Postal Service is the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no direct support from taxpayers. With 36,000 retail locations and the most frequently visited website in the federal government, the Postal Service relies on the sale of postage, products and services to pay for operating expenses. Named the Most Trusted Government Agency five consecutive years and the sixth Most Trusted Business in the nation by the Ponemon Institute, the Postal Service has annual revenue of more than \$68 billion and delivers nearly half the world's mail. If it were a private sector company, the U.S. Postal Service would rank 28th in the 2009 Fortune 500.

