

FOR IMMEDIATE RELEASE
March 8, 2005

Contact: Media Relations
202-268-2155
News Release No. 05-016
www.usps.com

DEPUTY PMG NOLAN TO RETIRE IN MAY

After a 24-year career with the U.S. Postal Service, Deputy Postmaster General John M. Nolan will retire in May. The DPMG is a member of the Board of Governors and serves on its Capital Projects Committee.

Nolan became DPMG in February 2000. He resumed his postal career after working 11 years as a director of a private-sector print and mail business.

As DPMG, he was instrumental in the creation of the Mailing Industry Task Force in 2001, which he co-chairs. The goal of the task force, whose leaders include chief executives of 11 industry-leading companies, is to better respond to customers' needs, make mail more competitive, and help unify the industry. The task force has advanced a wide range of customer-focused initiatives including Intelligent Mail®, expanded access, and innovations in pricing and ratemaking.

Nolan entered the Postal Service as a management intern in 1970 rising to lead the world's largest Post Office as New York City Postmaster and General Manager of the New York Division in 1985. In that position, he was instrumental in improving service and productivity and exceeding safety goals. Most significantly, he made dramatic improvements in labor-management relations that enabled smooth implementation of automated operations, operational changes, and workforce reduction.

He also served as Director, Support Operations at the New York International Bulk Mail Center in Jersey City, New Jersey beginning in 1973. In 1981 he became the Director of Customer Services for the Northeast Region. As regional director, Nolan developed strategic and operational goals; shaped the direction of delivery and retail operations as well as sales and customer goals. As a result of his efforts, the Northeast Region was recognized as the top sales performer in the country, resulting in Nolan's receipt of a Postal Service Special Achievement Award for Sustained Performance. He also has been recognized for management excellence, receiving the PMG's Award in 1987 and the Partnership for Progress Award in 1988.