



POSTAL NEWS

FOR IMMEDIATE RELEASE
May 3, 2005

Contact: Media Relations
202-268-2155
News Release No. 05-037
www.usps.com

POSTAL SERVICE INVITES CUSTOMER COMMENT ABOUT FUTURE DIRECTION

Washington, D.C. — The U.S. Postal Service is seeking input from customers as it moves into the second phase of its Strategic Transformation Plan 2006-2010, the organization's blueprint that will outline its goals, targets and strategies through 2010.

The first phase of the plan was critical to the Postal Service achieving success in managing costs, delivering record service performance and customer satisfaction, providing quick, easy and convenient access to services and information, developing innovative products and services, and enhancing a performance-based culture. Several key achievements in the last three years include debt reduction of \$9.5 billion, net income of \$6.3 billion, productivity gains of 5.2 percent, and the elimination of accumulated deficits. The Postal Service is on track to achieve or exceed the 2006 target in the Transformation Plan of \$16 billion cumulative and \$5 billion incremental annual savings earlier than was planned.

"One of the reasons the Transformation Plan has been so successful is that it was based on the input of so many with an interest in the mail," said Postmaster General John E. Potter adding, "As we develop the Strategic Transformation Plan 2006-2010, we're asking our customers for help once again. Customer comment will help us create a plan that guides the Postal Service through a constantly evolving market environment as we work to meet our customers changing needs."

The plan will combine key elements of the agency's Five-Year Strategic Plan, the Annual Performance Plan, the original Transformation Plan, and the Transformation Progress Reports. "We're transforming the Postal Service for one simple reason: to continue to provide customers with products, services and performance they need at affordable prices," said Potter.

"If we have a vision," he said, "we make it happen."

Customers can submit comments through May 15, 2005 to:

USPS Office of Strategic Planning
Stakeholder Feedback
Room 5142
475 L'Enfant Plaza SW
Washington, DC 20260-5142

Or, email transform@usps.gov. For more information, see <http://www.usps.com/strategicplanning/2006-2010.htm>.

Since 1775, the Postal Service has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits 142 million homes and businesses every day and is the only service provider delivering to every address in the nation. The Postal Service receives no taxpayer dollars for routine operations, but derives its operating revenues solely from the sale of postage, products and services. With annual revenues of more than \$69 billion, it is the world's leading provider of mailing and delivery services, offering some of the most affordable postage rates in the world. The Postal Service delivers more than 46 percent of the world's mail volume-some 206 billion letters, advertisements, periodicals and packages a year-and serves seven million customers each day at its 37,000 retail locations nationwide.