



# POSTAL NEWS

FOR IMMEDIATE RELEASE  
October 10, 2006

Contact: Media Relations  
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News Release No. 06-064  
www.usps.com

## **POSTAL SERVICE WANTS "TO CONTINUE TO LOOK LIKE AMERICA"**

*Postmaster General speaks to Hispanic postal employee organization during National Hispanic Heritage Month*

San Antonio, TX – Postmaster General John E. Potter told a conference of Hispanic postal employees over the weekend that there has never been a better time to prepare for future career opportunities at the Postal Service. The Postal Service will soon experience more turnover than ever before due to the baby boomer generation reaching retirement age. Potter said attracting qualified people from diverse populations—including Hispanics—and promoting them based on performance is important because “it’s our goal to continue to look like America, even as the face of America continues to change.”

Potter made his remarks at the Hispanic Organization of Postal Employees (HOPE) conference in San Antonio, TX. Hispanics are now the largest minority population in the United States, comprising about 14 percent of the population. By 2050, it is estimated that almost 25 percent of the nation will be of Hispanic descent.

Potter also said the Postal Service must identify and meet the needs of new demographic groups when it comes to customers. “We have to meet customers on their terms, overcome language barriers, and offer services relevant to different lifestyles.” For Hispanic customers, the Postal Service is accomplishing this through the efforts of its National Hispanic Program by working with national Hispanic organizations, helping stage passport fairs in local ethnic communities, and designing Postal Service Automated Postal Centers (APCs) to communicate in Spanish.

Susan LaChance, Vice President, Employee Development & Diversity, told the HOPE attendees that the Postal Service has created programs that they and all postal employees should take advantage of in order to climb the career ladder. Noting that Postmaster General Potter started his postal career as a clerk and she started hers as a clerk and letter carrier, LaChance said “I’m proud that postal jobs at all levels continue to offer so much to those who hold them. But as a manager responsible for development, I also want to make it as simple as possible for every employee to move as high up in this organization as their talents and tenacity will take them.”

The National Hispanic Program is one of many Postal Service diversity programs designed to ensure that all employees have an equal opportunity to compete in every aspect of employment.

Since 1775, the United States Postal Service and its predecessor, the Post Office Department, have connected friends, families, neighbors and businesses by mail. An independent federal agency that visits more than 144 million homes and businesses every day, the Postal Service is the only service provider delivering to every address in the nation. It 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 \$70 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 U.S. Postal Service delivers more than 46 percent of the world’s mail volume—some 212 billion letters, advertisements, periodicals and packages a year—and serves 10 million customers each day at its 37,000 retail locations nationwide.

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