

Patrick R. Donahoe

former Postmaster General and Chief Executive Officer
United States Postal Service

Patrick Donahoe served as the 73rd Postmaster General and Chief Executive Officer of the United States Postal Service from October 2010 until his retirement in February 2015. He was responsible for the overall operation of US Postal Service, which delivers more than 140 billion pieces of mail and packages generating over \$70 billion in revenue to over 165 million business and residential addresses, six days per week employing over 620,000 people, while taking no tax revenue from the federal government.

In his capacity as Postmaster General, Donahoe was responsible for a number of significant actions that grew revenue, reduced costs and improved cash flow for the organization. During Donahoe's tenure, the Postal Service introduced new products, such as Every Door Direct Mail, an easy-to-use advertising medium. New services, such as Sunday delivery and grocery delivery were implemented. Priority Mail was rebranded. A strategic pricing structure for mail and packages was employed. New technologies such as real time tracking were introduced. These actions resulted in the Postal Service increasing package volume by 50% over his tenure and increasing yearly revenues by \$4.5 billion. On the cost side, Donahoe achieved substantial saving in a number of areas. He was instrumental in the negotiation of a breakthrough labor contract which set the stage for an annual reduction of labor costs by \$2.5 billion per year and relieved long-term liabilities by transforming the structure of the employment base. National logistics networks were streamlined and over a billion dollars was realized with the elimination of contract logistics, building leases and facility sales. Career employee headcount was also reduced from 550,000 to 485,000 people, resulting in an additional \$3 billion in annual savings. This was accomplished without layoffs. Operational net income moved from billions in losses to over \$1.2 billion profit in Donahoe's final two years. Cash on hand improved from close to zero to over \$6 billion during this time allowing the Postal Service to begin some much needed investments.

Donahoe also served as the Postal Service's Chief Operating Officer from 2001-2010, where he was responsible for the day-to-day activities of the largest retail and logistics network in the country, comprised of 600 mail processing facilities, 33,000 post offices and 215,000 vehicles. During his time as Chief Operating Officer, Donahoe implemented a Lean/Six Sigma program nationally. He was responsible for the national implementation of network contracts with Fed Ex and UPS. He managed the national recovery activities from the 2001 Anthrax attacks and Hurricane Katrina. Workplace safety improved as OSHA Illness/Injury rates were dramatically decreased. Donahoe implemented many productivity measures during his 9 years as COO which resulted in a career employee headcount reduction from 790,000 to 550,000 people without layoffs saving billions of dollars annually.

Donahoe has worked extensively with the Executive and Legislative branches of the federal government in efforts to design and implement legislation. He has testified before various committees in the US Senate and House over 12 times during the past 20 years.

Donahoe was a 39-year veteran of the Postal Service, having first entered as a clerk in Pittsburgh PA in 1975. He is a graduate of the University of Pittsburgh where he majored in Economics. He also graduated from the MIT Sloan School of Management where he was a Sloan Fellow.

Presently, Donahoe serves as the board chair for Postal Realty Trust, an NYSE listed REIT. He serves on the board of SG 360, one of the largest companies in the direct mail business in the US. He also serves on the advisory board for Seegrid, a manufacturer of cutting edge autonomous guided industrial vehicles. Additionally, he serves as a consultant for a number of nationally recognized firms.