



POSTAL FACTS

2018

COMPANION



CONNECTING
PEOPLE

CONNECTING
COMMERCE

The U.S. Mail is part of the fundamental infrastructure of this nation.

It is a basic connection between all of the people and all of their institutions.

BENJAMINFRANKLIN



The Post Office Department was founded in **1775** with Ben Franklin as the first Postmaster General. That makes USPS the second oldest federal department. Before 1971, the PMG was a Cabinet member.

Sizing it up.

We make the connection.

Friends and families, businesses and customers.

The United States Postal Service delivers to every address in America, from the biggest cities to the smallest hamlets.

This is our mandate — bind the nation together.

This is our commitment — provide secure, reliable, affordable delivery of mail and packages.

Always have, always will. It's what we do.

69.6

BILLION

Operating revenue.

36.8
MILLION

Number of
address
changes
processed.

6,578,439

Number of
passport applications
accepted at Post Offices.

157.3
MILLION

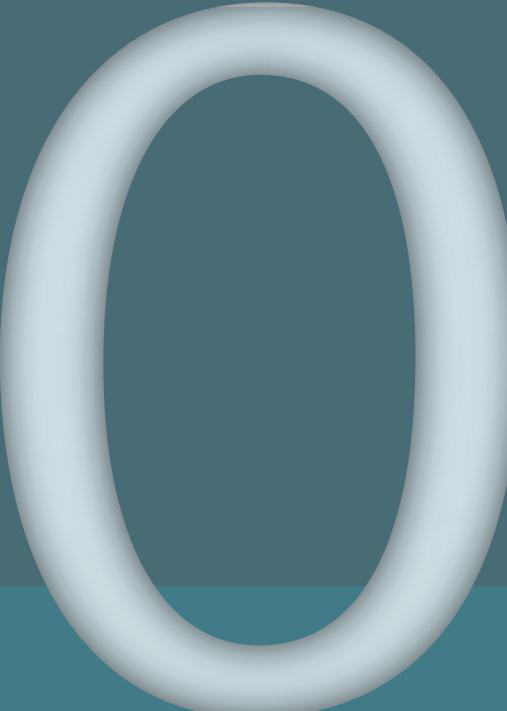
Number of delivery points
nationwide.



Megan J. Brennan,
74th Postmaster General

12

things
you should
know



taxpayer
dollars used

The Postal Service
receives **NO tax**
dollars for operating
expenses and relies
on the sale of
postage, products
and services to fund
its operations.

All heart.



2

The Postal Service is at the core of the
\$1.4 trillion United States mailing industry
that employs more than 7.5 million people.



3

Security.

U.S. Mail is protected by more than 200 federal laws enforced by the **Postal Inspection Service**, one of the nation's oldest law enforcement agencies.

4

The Postal Service is the only organization with the resources, network infrastructure and logistical capability to regularly deliver to every residential and business address in the nation.

Dependable.

**AFF
ORD
ABIL
ITY**

5

For 50 cents,
anyone can send
a letter, regardless
of geographic
location, to
anywhere in the
United States.



Global Business

6

The Postal Service processes and delivers
47 percent of the world's mail and is constantly
innovating to make customer experiences better.

COMPETITION & COLLABORATION

7

The Postal Service both competes and collaborates with the private sector. UPS and FedEx pay the Postal Service to deliver hundreds of millions of their ground packages, and USPS pays UPS and FedEx for air transportation.

8

The Postal Service has more than **230,000 vehicles**, one of the largest civilian fleets in the world. Next generation vehicles will have improved ergonomics, features and fuel efficiency, and design flexibility.



Vehicles

RETAIL GIANt

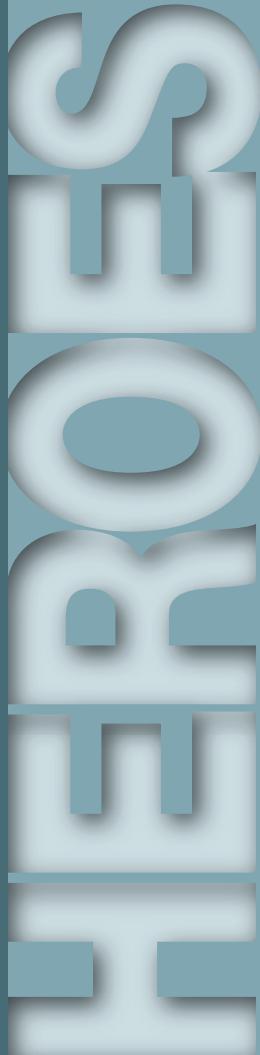
9

The Postal Service has the **nation's largest retail network** — bigger than McDonald's, Starbucks and Walmart combined, domestically.

10

Postal employees regularly go beyond the call of duty to protect the lives of customers they serve, including older and disabled customers through the **Carrier Alert Program**.

In fiscal year 2017, the Postal Service recognized **318 heroic employees**.



Veterans



The Postal Service employs more than **105,000 military veterans**, one of the largest employers of veterans in the country. The organization has also issued more than 140 stamps honoring the nation's military history, including the Service Cross Medals stamps.

SOCIAL RESPONSIBILITY



12

From facilitating the nation's largest one-day food drive, to dog bite awareness week, to educating customers on consumer protection and delivering holiday cheer to those in need, the Postal Service **supports communities.**

Ten Years of Facts.

The Postal Service delivers more mail to more addresses in a larger geographical area than any other post in the world.

We deliver to more than 157 million addresses in every state, city and town in the country. Everyone living in the United States and its territories has access to postal products and services and pays the same for a First-Class postage stamp regardless of their location.

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008
Annual Operating Revenue	\$69.6 B	\$71.4 B	\$68.8 B	\$67.8 B	\$67.3 B	\$65.2 B	\$65.7 B	\$67.1 B	\$68 B	\$74.9 B
Career Employees	503,103	508,908	491,863	488,300	491,017	528,458	557,251	583,908	623,128	663,238
Mail Volume	149.5 B	154.3 B	154.3 B	155.5 B	158.2 B	159.8 B	168.3 B	170.9 B	176.7 B	202.7 B
First-Class Mail Volume	58.7 B	61.2 B	62.6 B	63.8 B	65.8 B	68.7 B	72.5 B	77.6 B	82.7 B	90.7 B
Shipping/Package Volume	5.7 B	5.2 B	4.5 B	4 B	3.7 B	3.5 B	3.3 B	3.1 B	3.1 B	3.3 B
Marketing Mail Volume	78.3 B	80.9 B	80 B	80.3 B	80.8 B	79.5 B	84.0 B	81.8 B	81.8 B	98.4 B
Delivery Points	157.3 M	156.1 M	155 M	153.9 M	152.9 M	152.1 M	151.5 M	150.9 M	150.1 M	149.2 M
Address Changes	36.8 M	37 M	37 M	34.4 M	38.8 M	39.7 M	39.9 M	41.5 M	43.8 M	46 M
Total Retail Offices	34,340	35,423	35,520	35,649	35,434	35,369	35,756	36,222	36,496	36,723
Postal-Managed Retail Offices	30,825	31,585	31,606	31,662	31,702	31,857	32,146	32,528	32,662	32,741
Retail Customer Visits	857.1 M	877.4 M	919.5 M	948.7 M	989.1 M	986.2 M	1.02 B	1.06 B	1.12 B	1.16 B
Retail Revenue	\$12.9 B	\$13.5 B	\$19.2 B	\$19 B	\$18.3 B	\$17.5 B	\$16.9 B	\$17.5 B	\$17.7 B	\$18.7 B
Delivery Routes	228,483	229,104	226,777	244,365	225,152	227,000	228,160	230,600	232,900	244,800
Vehicles	230,939	227,896	214,933	211,264	211,654	212,530	213,881	215,625	218,684	221,047

RETAIL



Service.

Convenience.

Affordability.

Our priority is and always will be delivering great service that's affordable and dependable. We have the nation's largest retail network and our online Post Office at *usps.com* is always open.

This Post Office is always open.

The Postal Service website – *usps.com* – is like an online Post Office at your fingertips. It's open for business 24/7, and offers one convenient location for all your postal needs.

So what brought **1.9 billion customers** to *usps.com* in 2017, making it one of the most frequently visited government sites?

Customers love to shop online.

In 2017, stamp and retail sales at the Postal Store,

the official online

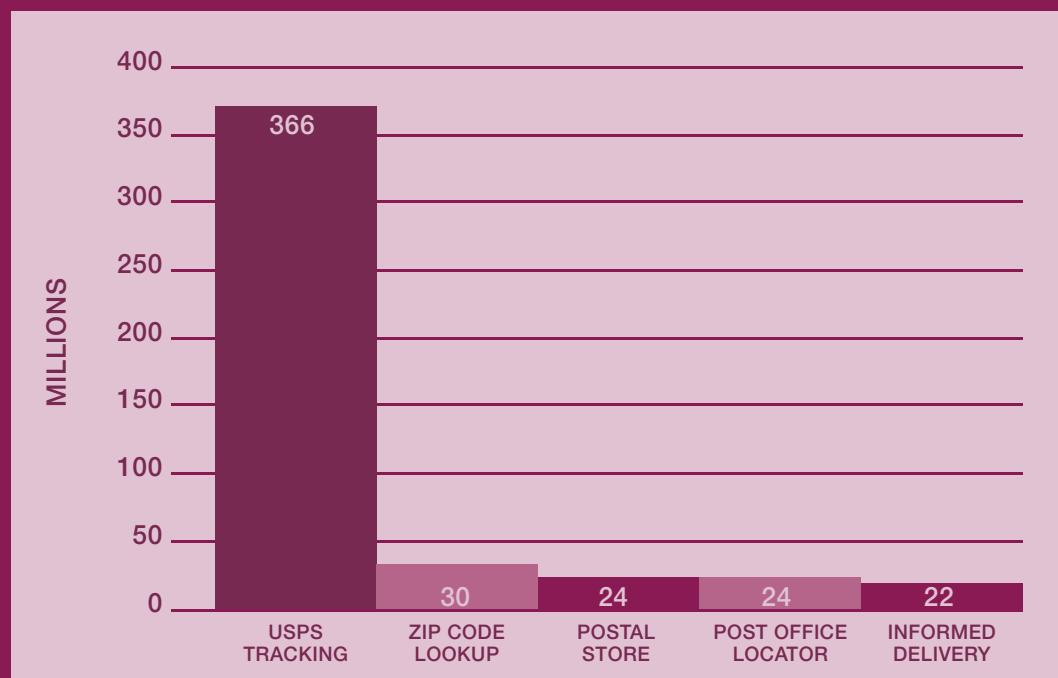
Post Office, totaled

\$297.8 million.



POPULARITY CONTEST.

The most visited *usps.com* sites in 2017:



There's a Post
Office on your
phone.

The Postal Service
app – USPS

Mobile – was
downloaded **2.5 million times** in 2017. Some
of the most popular functions currently available on
usps.com – Informed Delivery, USPS Tracking,
Post Office locator, ZIP Code lookup, calculating
postage, holding mail, requesting Package Pickup
and ordering shipping supplies – are available on
most smart phones.

There's an
APP
for that!

UPWARDLY MOBILE



In 2017, there were more than **62 million visitors** to the mobile site — *m.usps.com* — averaging more than **450,000** visits per day.



Serving **COMMUNITIES**

The Postal Service is part of the fabric of the nation with employees making a difference in every community across the country.

CARRIER ALERT

If mail carriers notice something unusual at a customer's home—especially older or disabled customers—that might indicate an accident or illness, like mail accumulation, the employee will alert emergency personnel through this monitoring service.

National **DOG BITE** PREVENTION WEEK

With our carriers delivering to homes where there are pets, the Postal Service highlights safety initiatives and **dog bite prevention** tips to protect employees and customers. In 2017, more than **6,000 postal employees** were attacked by dogs in more than **2,500 cities**.



STAMP OUT HUNGER

Food Drive



The Postal Service and the National Association of Letter Carriers hold the largest one-day food drive in the nation. Almost **1.6 billion** pounds of food have been collected and donated since the campaign began in **1993**.

OPERATION SANTA



For **105 years**, postal employees, charities and individual and corporate volunteers have helped spread the magic of the holiday season to families in need by answering and “adopting” letters mailed to Santa.

**PEOPLE,
PLACES,
POSTAGE.**

Postage stamps are miniature works of

art designed to reflect the American experience.

They highlight heroes, history, milestones,

achievements and natural wonders.



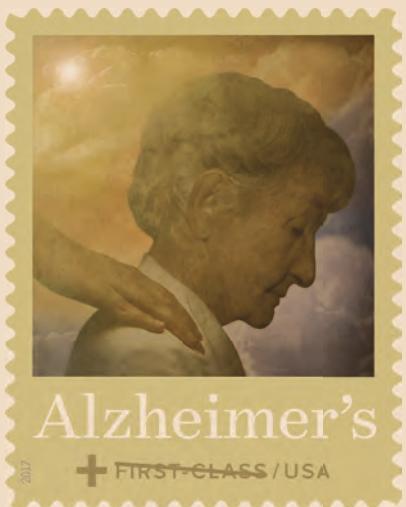
There's a story behind every stamp.

2017 HIGHLIGHTS

19 billion U.S. postage stamps printed.

\$436 million in stamps and stamp product orders received by mail, telephone (1-800-STAMP-24) and online at *usps.com/stamps*.

SUPPORTING CAUSES



Semipostal stamps are First-Class Mail stamps sold at a price above the cost of a regular stamp and raise funds for designated causes.

LEARNMORE

The Smithsonian's
National Postal
Museum in
Washington, DC,
includes the world's
largest gallery
dedicated to
philately.



For more information, go

to *postalmuseum.si.edu.*

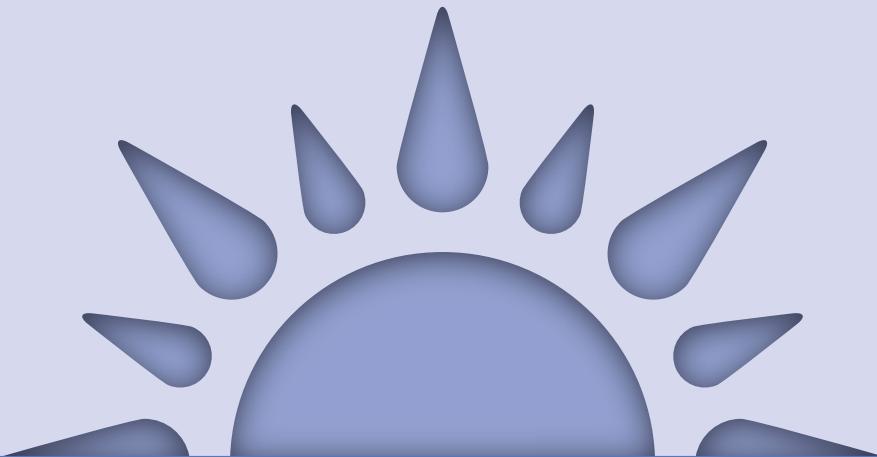
PRIORITY: YOU!

Our priority is and always

will be delivering great

service that's affordable

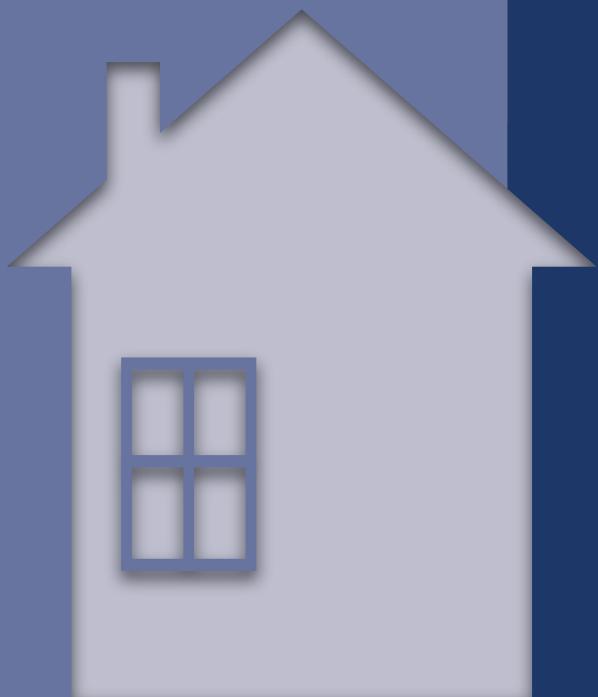
and dependable.



Our **SUNDAY BEST**

In 2017, the Postal Service continued to expand **Sunday package delivery** to meet the shipping needs of customers shopping online.

We'll
PICK IT UP
for you.



You can go online to request Priority Mail Express and Priority Mail packages be picked up at your home or office as part of your mail carrier's regular route — **for free.**

INNOVATION



in
the
mail.

Informed DELIVERY

With this free service you can **digitally preview** your incoming mail and manage your packages from a computer, tablet or mobile device. **Nearly 10 million** customers have enrolled since it launched in 2017. Residential consumers and residential PO Box customers can sign up for the service at *usps.com/informeddelivery*.

Every Door Direct Mail



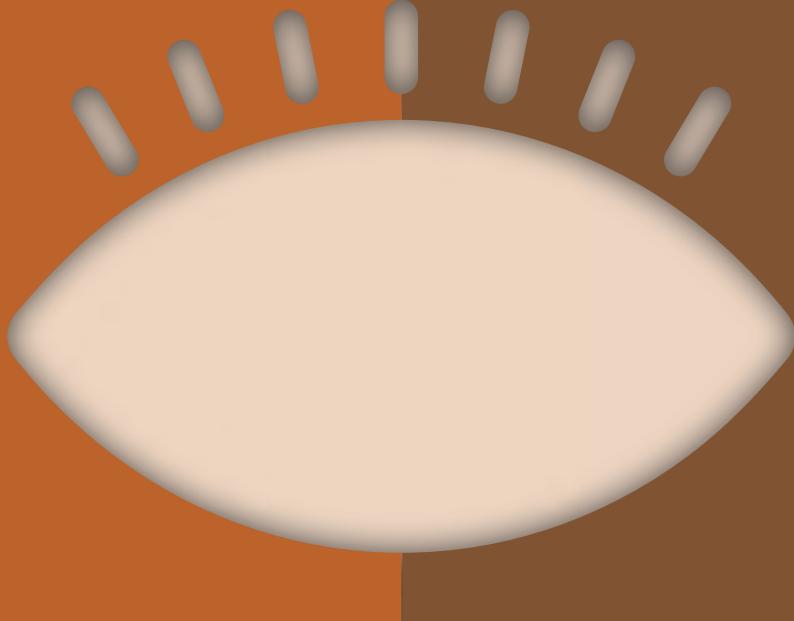
This online service uses demographic data to help business mailers make sure their marketing messages reach the right customers in a select neighborhood, city or ZIP Code. Since 2011, there have been more than 3.4 million transactions, 6 billion mailpieces and \$2.6 billion in revenue.

SYSTEMS AT WORK

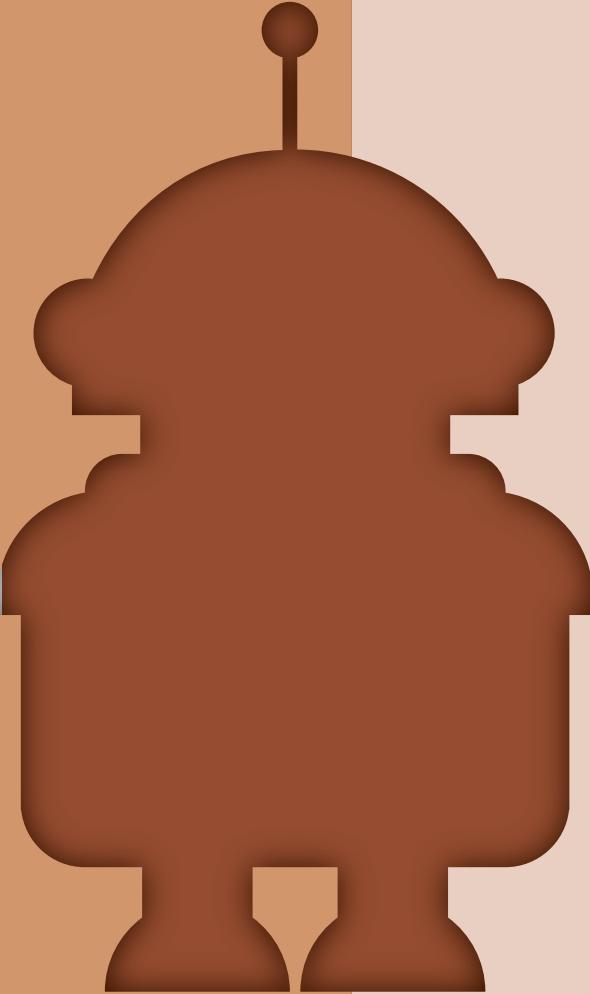
A collage of various delivery-related images, including packages, delivery trucks, and people handling packages, serving as the background for the word "WORK".

People, machines, vehicles, **technology** – it's an impressive feat to get that card from grandma or that package from your favorite online store to your doorstep.

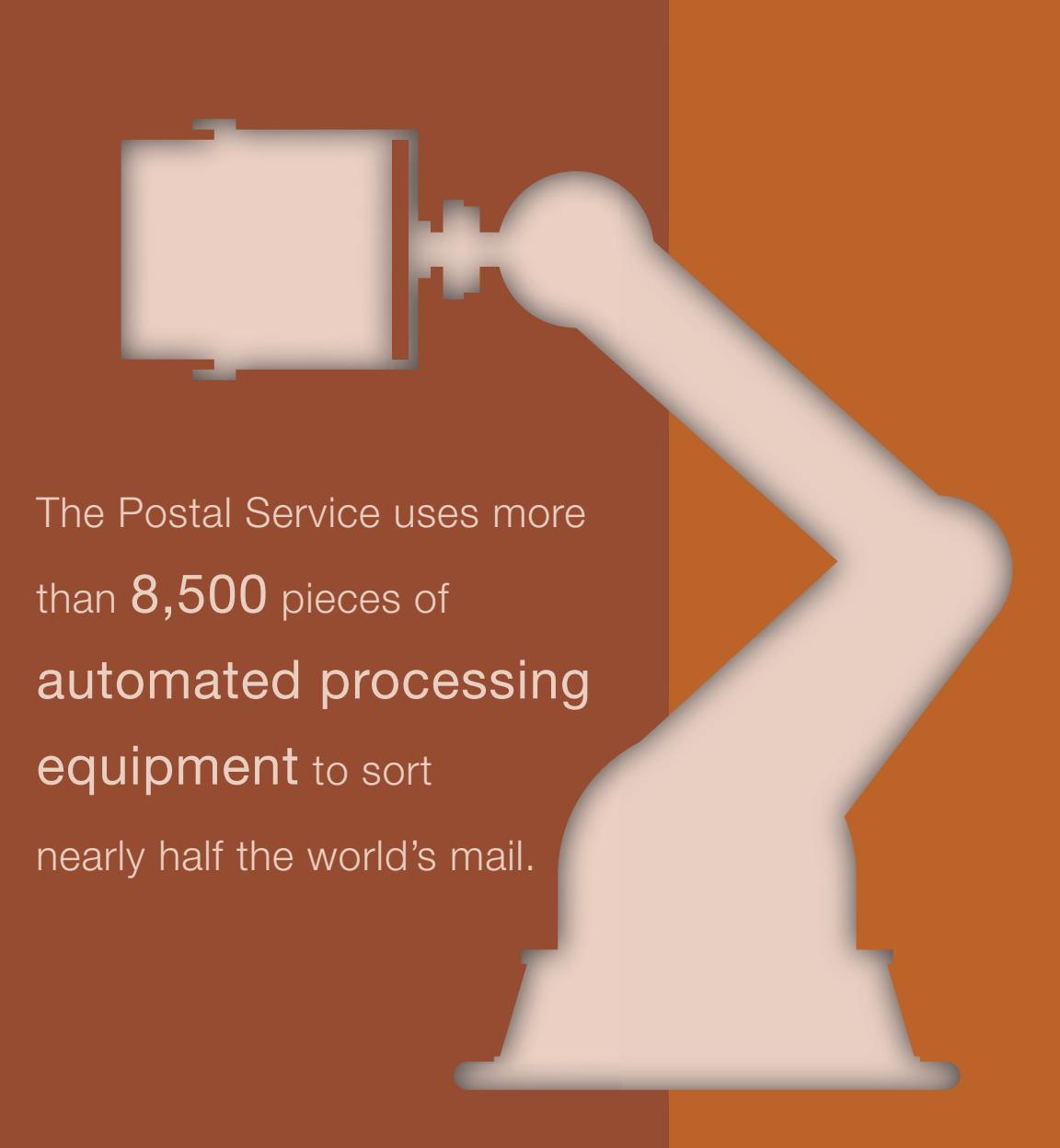
For more information and to see our systems at work, check out
<https://www.youtube.com/watch?v=WX16-52bHvg>



The Postal Service is the world leader in **optical character recognition technology** with machines reading nearly 98 percent of all hand-addressed letters and 99.5 percent of machine-printed mail.



The Postal Service
has **the largest**
gantry robotic
fleet in the world
using 174 robotics
systems to move
314,000 mail trays
per day.



The Postal Service uses more than **8,500** pieces of **automated processing equipment** to sort nearly half the world's mail.

SUSTAINABILITY

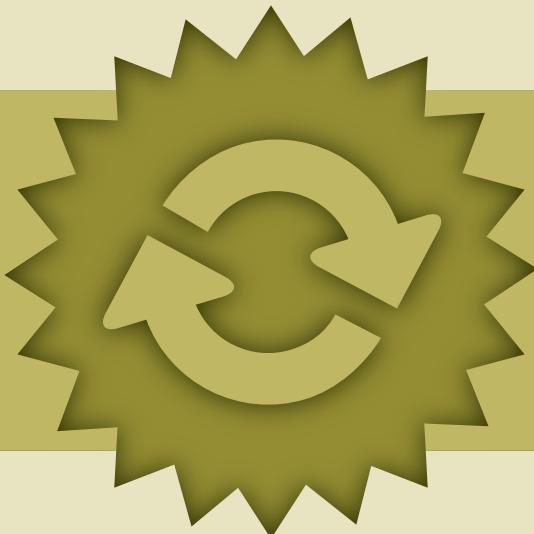


Good for the environment.

Good for business.

We're committed to environmental stewardship and leading by example. With every delivery, the Postal Service is committed to making a positive impact on the environment—doing our part to ensure a healthy planet for future generations.

The Postal Service has a **solar power generation system** atop its Los Angeles mail processing facility and adjoining carports.



The system, comprised of **31,000** solar panels, expands the organization's use of alternative energy and makes the Postal Service facility the largest building generating electricity through solar energy in the city.

There's
an
annual

SUSTAINABILITY REPORT

Every year the Postal Service releases an Annual Sustainability Report reflecting the performance of the previous year.

Additional information on the Postal Service's sustainability efforts is located at *usps.com/green*.

INSPECTION SERVICE

Defending
the frontier.

Enforcing
the law.

Established
on August 7, 1775.



WE PROTECT YOU and your MAIL

The U.S. Postal Inspection Service enforces federal laws, prevents crimes and keeps customers, employees and the mail safe. It's one of the oldest law enforcement agencies in the nation. These days our Inspectors are out there still keeping up with the criminals — targeting theft, disrupting drug traffickers, warning about fraud scams, and more.

KEEPING AMERICA'S POSTAL SYSTEM **SECURE**

5,538 arrests.

4,679 convictions.

Primarily mail theft, mail fraud and prohibited mailings.

117,227

physical evidence items examined
by forensic scientists at the
Postal Inspection Service's
state-of-the-art **National
Forensic Laboratory.**

940 suspects identified.



Making an impact.

We educate the American public about scams and how to avoid them.

A weekly TV series, *The Inspectors*, is based on real-life Postal Inspection Service cases.

The Inspectors is an innovative outreach program in the living room of 1 million viewers weekly.

Watch *The Inspectors* on CBS Saturday mornings.



Postal Inspectors in partnership with AARP
launched **Operation Protect Veterans**
to raise awareness of scams that are targeted
toward military veterans.



Judicial Officer DEPARTMENT

The Postal Service's **Judicial Officer Department** is a court system that conducts hearings and neutrally resolves a wide variety of disputes involving postal matters. Its independent decisions involve contract disputes, employee debt disputes, mail disputes and mail fraud, among many other areas.



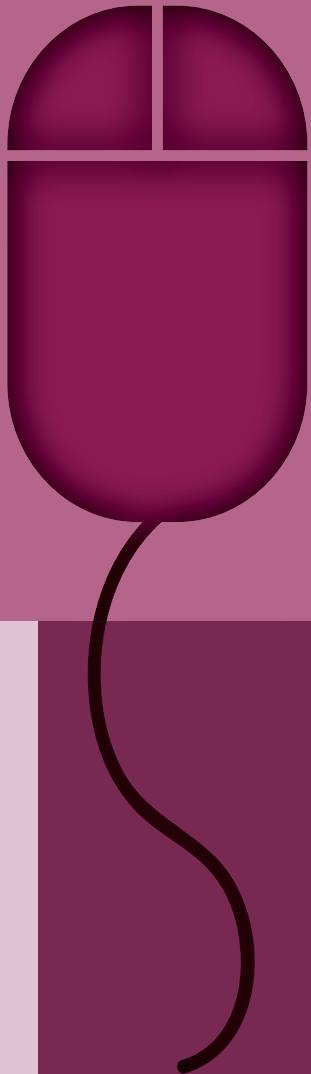


DAY in the life

493.4
MILLION
mailpieces
processed and
delivered.

6.3
million

visits to
usps.com

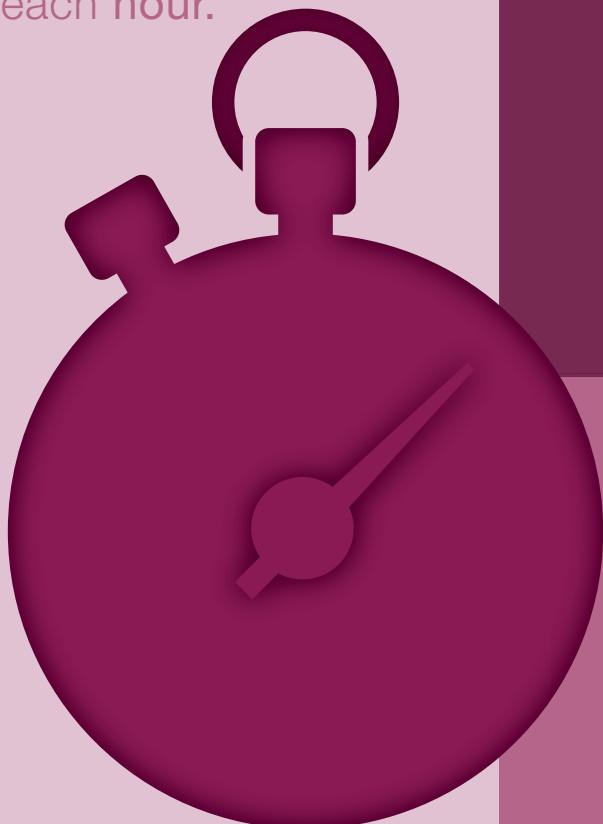


6,995

letter
carriers
deliver
on
foot.

20.6 million

Average number of
mailpieces processed
each hour.



342,638

Average number of
mailpieces processed
each minute.

5,711

Average number of
mailpieces processed
each second.

**FUN
FACTS**
-now you know.

More.

Main Street America is here and here and...

The most common street name in the country is Main — more than 13,000 of them — followed by 2nd and Maple, with more than 8,000 each. The longest Main Street is located in Island Park, ID, and is 33 miles long.



These roads taken — and delivered.

The longest rural delivery route is in Erie, KS.

The carrier travels **185.4 miles** daily and delivers to **174 boxes**.

The ZIP Code with the most possible street deliveries is Cathedral Station, NY's 10025 — with **45,742!**



The shortest rural delivery route is in Athens, GA.

The carrier travels **0.18 miles** daily and delivers to **280 boxes**.



YOU'VE GOT

The most unusual delivery method used by USPS is a mule train in Arizona. The mules carry mail, food and supplies down an 8-mile trail

MULES

to the Havasupai Indians at the bottom of the Grand Canyon. Elsewhere, USPS moves mail by planes, hovercraft, trains, trucks, cars, boats, ferries, helicopters, subways, bicycles and feet.

ZIP

What's it all mean?

The Zone Improvement Plan — ZIP — was introduced in 1963. The first number represents a general geographic area of the nation, such as “0” in the East moving to “9” in the West. The next two numbers are for regional areas and the final two for specific Post Offices. Make it a ZIP+4 Code, introduced in 1983, and mail can be sorted to specific streets, buildings, houses and businesses. Today, ZIP Codes are important parts of the nation’s 911 emergency system.

THIS IS out of this world **AWESOME**



During FY 2017,
USPS traveled
1.5 billion miles
to deliver your mail,
equivalent to:
61,217 laps around Earth,
6,381 trips to the moon or
16 trips to the sun.

United States Postal Service

**WE
DELIVER.**

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