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.
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.
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
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.

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

For 50 cents, anyone can send a letter, regardless of geographic location, to anywhere in the United States.
The Postal Service processes and delivers 47 percent of the world’s mail and is constantly innovating to make customer experiences better.
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.
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.
The Postal Service has the nation’s largest retail network — bigger than McDonald’s, Starbucks and Walmart combined, domestically.
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.
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.
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.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Annual Operating Revenue</td>
<td>$69.6 B</td>
<td>$71.4 B</td>
<td>$68.8 B</td>
<td>$67.8 B</td>
<td>$67.3 B</td>
<td>$65.2 B</td>
<td>$65.7 B</td>
<td>$67.1 B</td>
<td>$68 B</td>
<td>$74.9 B</td>
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<tr>
<td>Career Employees</td>
<td>503,103</td>
<td>508,908</td>
<td>491,863</td>
<td>488,300</td>
<td>491,017</td>
<td>528,458</td>
<td>557,251</td>
<td>583,908</td>
<td>623,128</td>
<td>663,238</td>
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<tr>
<td>Mail Volume</td>
<td>149.5 B</td>
<td>154.3 B</td>
<td>154.3 B</td>
<td>155.5 B</td>
<td>158.2 B</td>
<td>159.8 B</td>
<td>168.3 B</td>
<td>170.9 B</td>
<td>176.7 B</td>
<td>202.7 B</td>
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<tr>
<td>First-Class Mail Volume</td>
<td>58.7 B</td>
<td>61.2 B</td>
<td>62.6 B</td>
<td>63.8 B</td>
<td>65.8 B</td>
<td>68.7 B</td>
<td>72.5 B</td>
<td>77.6 B</td>
<td>82.7 B</td>
<td>90.7 B</td>
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<tr>
<td>Shipping/Package Volume</td>
<td>5.7 B</td>
<td>5.2 B</td>
<td>4.5 B</td>
<td>4 B</td>
<td>3.7 B</td>
<td>3.5 B</td>
<td>3.3 B</td>
<td>3.1 B</td>
<td>3.1 B</td>
<td>3.3 B</td>
</tr>
<tr>
<td>Marketing Mail Volume</td>
<td>78.3 B</td>
<td>80.9 B</td>
<td>80 B</td>
<td>80.3 B</td>
<td>80.8 B</td>
<td>79.5 B</td>
<td>84.0 B</td>
<td>81.8 B</td>
<td>81.8 B</td>
<td>98.4 B</td>
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<tr>
<td>Delivery Points</td>
<td>157.3 M</td>
<td>156.1 M</td>
<td>155 M</td>
<td>153.9 M</td>
<td>152.9 M</td>
<td>152.1 M</td>
<td>151.5 M</td>
<td>150.9 M</td>
<td>150.1 M</td>
<td>149.2 M</td>
</tr>
<tr>
<td>Address Changes</td>
<td>36.8 M</td>
<td>37 M</td>
<td>37 M</td>
<td>34.4 M</td>
<td>38.8 M</td>
<td>39.7 M</td>
<td>39.9 M</td>
<td>41.5 M</td>
<td>43.8 M</td>
<td>46 M</td>
</tr>
<tr>
<td>Total Retail Offices</td>
<td>34,340</td>
<td>35,423</td>
<td>35,520</td>
<td>35,649</td>
<td>35,434</td>
<td>35,369</td>
<td>35,756</td>
<td>36,222</td>
<td>36,496</td>
<td>36,723</td>
</tr>
<tr>
<td>Postal-Managed Retail Offices</td>
<td>30,825</td>
<td>31,585</td>
<td>31,606</td>
<td>31,662</td>
<td>31,702</td>
<td>31,857</td>
<td>32,146</td>
<td>32,528</td>
<td>32,662</td>
<td>32,741</td>
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<tr>
<td>Retail Customer Visits</td>
<td>857.1 M</td>
<td>877.4 M</td>
<td>919.5 M</td>
<td>948.7 M</td>
<td>989.1 M</td>
<td>986.2 M</td>
<td>1.02 B</td>
<td>1.06 B</td>
<td>1.12 B</td>
<td>1.16 B</td>
</tr>
<tr>
<td>Retail Revenue</td>
<td>$12.9 B</td>
<td>$13.5 B</td>
<td>$19.2 B</td>
<td>$19 B</td>
<td>$18.3 B</td>
<td>$17.5 B</td>
<td>$16.9 B</td>
<td>$17.5 B</td>
<td>$17.7 B</td>
<td>$18.7 B</td>
</tr>
<tr>
<td>Delivery Routes</td>
<td>228,483</td>
<td>229,104</td>
<td>226,777</td>
<td>244,365</td>
<td>225,152</td>
<td>227,000</td>
<td>228,160</td>
<td>230,600</td>
<td>232,900</td>
<td>244,800</td>
</tr>
<tr>
<td>Vehicles</td>
<td>230,939</td>
<td>227,896</td>
<td>214,933</td>
<td>211,264</td>
<td>211,654</td>
<td>212,530</td>
<td>213,881</td>
<td>215,625</td>
<td>218,684</td>
<td>221,047</td>
</tr>
</tbody>
</table>
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 \textit{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?
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.
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.
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.
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.
Our priority is and always will be delivering great service that’s affordable and dependable.
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.
in the mail.
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.
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.
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.
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.
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.
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.
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.
1 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.
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.
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 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.
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.
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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The Eagle Logo, the trade dress of USPS packaging, the Letter Carrier Uniform and the Postal Truck and the following marks are among the many trademarks owned by the United States Postal Service®: Certified Mail®, Click-N-Ship®, EDDM®, Every Door Direct Mail®, Express Mail®, First-Class™, First-Class Mail®, Forever®, Global Express Guaranteed®, gopost®, IMb®, Informed Delivery™, Intelligent Mail®, Metro Post®, My USPS®, Parcel Select®, P.O. Box™, Post Office™, Postal Inspection Service™, PostalOne!®, Postal Police®, Postal Service™, Postmaster General™, Premium Forwarding Service®, Priority Mail®™, Priority Mail Express®™, Priority Mail Express International®™, Priority Mail Flat Rate®, Priority Mail International®®, Priority: You®™, Return For Good™, Registered Mail™, Standard Mail®, The Postal Store®, United States Postal Inspection Service®, United States Postal Service®, U.S. Mail®, U.S. Postal Inspector™, U.S. Postal Service®, USPS®, USPS Blue Earth™, USPS Mobile®, USPS Tracking®™, usps.com®, ZIP+4® and ZIP Code™. This is not a comprehensive list of all Postal Service trademarks.

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