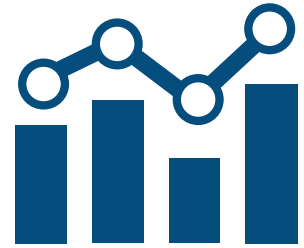


POSTAL FACTS® 2022 | A DECADE OF FACTS AND FIGURES

We make the connections. Friends and families. Businesses and customers. We deliver to every community in America, from the biggest cities to the smallest villages. This is our mandate — to bind the nation together. This is our commitment — to provide secure, reliable, affordable delivery of mail and packages. It's what we do.



	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
ANNUAL OPERATING REVENUE	\$77 B	\$73.1 B	\$71.1 B	\$70.6 B	\$69.6 B	\$71.4 B	\$68.8 B	\$67.8 B	\$67.3 B	\$65.2 B
CAREER EMPLOYEES*	516,636	495,941	496,934	497,157	503,103	508,908	491,863	488,300	491,017	528,458
TOTAL MAIL VOLUME	128.9 B	129.2 B	142.6 B	146.4 B	149.5 B	154.3 B	154.3 B	155.5 B	158.2 B	159.8 B
FIRST-CLASS MAIL VOLUME	50.7 B	52.6 B	54.9 B	56.7 B	58.7 B	61.2 B	62.6 B	63.8 B	65.8 B	68.7 B
FIRST-CLASS SINGLE PIECE MAIL VOLUME**	13.9 B	15.2 B	16.5 B	17.5 B	18.5 B	19.7 B	20.7 B	21.8 B	22.6 B	23.2 B
SHIPPING / PACKAGE VOLUME***	7.6 B	7.3 B	6.2 B	6.2 B	5.7 B	5.2 B	4.5 B	4 B	3.7 B	3.5 B
MARKETING MAIL VOLUME	66.2 B	64 B	75.7 B	77.3 B	78.3 B	80.9 B	80 B	80.3 B	80.8 B	79.5 B
DELIVERY POINTS	163.1 M	161.4 M	160 M	158.6 M	157.3 M	156.1 M	155 M	153.9 M	152.9 M	152.1 M
ADDRESS CHANGES	36 M	35.9 M	35.8 M	36.8 M	36.8 M	37 M	37 M	34.4 M	38.8 M	39.7 M
THE POSTAL STORE REVENUE	454.1 M	425 M	325 M	301 M	297.8 M	280 M	276.8 M	296 M	273.3 M	246 M
TOTAL RETAIL OFFICES	34,223	34,451	34,613	34,772	35,005	35,423	35,520	35,649	35,434	35,369
POSTAL-MANAGED RETAIL OFFICES	31,247	31,330	31,322	31,324	31,377	31,585	31,606	31,662	31,702	31,857
RETAIL CUSTOMER VISITS	749.1 M	768.1 M	811.8 M	838.7 M	857.1 M	877.4 M	919.5 M	948.7 M	989.1 M	986.2 M
TOTAL RETAIL REVENUE	\$13 B	\$12.7 B	\$12.7 B	\$12.7 B	\$12.9 B	\$13.5 B	\$19.2 B	\$19 B	\$18.3 B	\$17.5 B
POSTAL-MANAGED RETAIL OFFICE REVENUE	\$10.5 B	\$10.1 B	\$10.1 B	\$9.8 B	\$9.9 B	\$10.2 B	\$10.4 B	\$10.7 B	\$10.8 B	\$10.7 B
ALTERNATE ACCESS REVENUE	\$2.7 B	\$2.5 B	\$2.5 B	\$2.9 B	\$3.1 B	\$3.2 B	\$8.8 B	\$8.3 B	\$7.5 B	\$6.8 B
ALTERNATE ACCESS REVENUE PERCENTAGE	20.2%	19.8%	19.8%	23%	23.75%	23%	45.7%	43.7%	41%	39.1%
DELIVERY ROUTES	233,171	231,579	231,807	231,843	228,483	229,104	226,777	244,365	225,152	227,000
VEHICLES	232,368	231,541	228,940	232,372	230,939	227,896	214,933	211,264	211,654	212,530

*As of Sep. 30, 2021

**Mail bearing postage stamps — bill payments, personal correspondence, cards and letters, etc.

***Includes Priority Mail, Priority Mail Express, First-Class Package, Parcel Return Service and Parcel Select