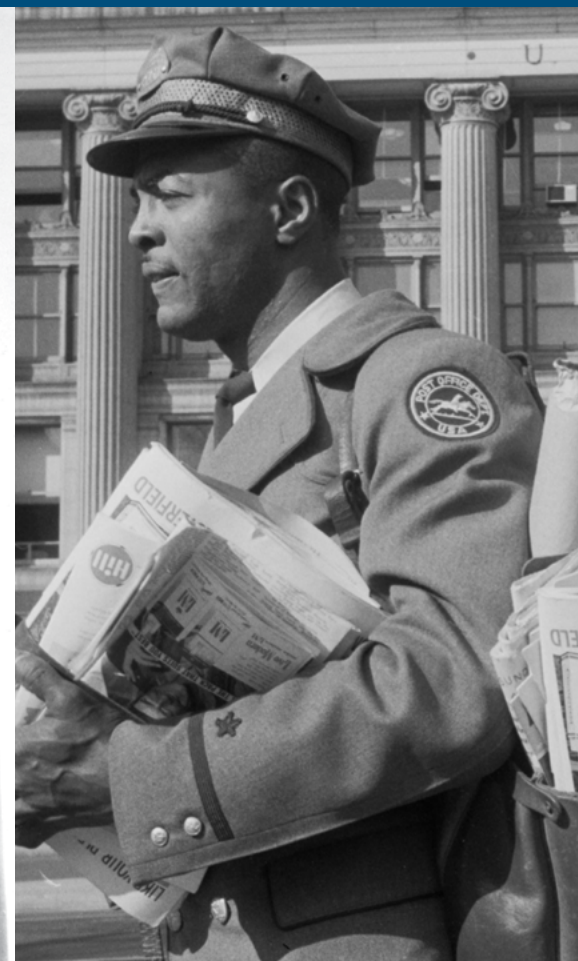


POSTAL FACTS

2020

C O M P A N I O N



About Postal Facts

You know we deliver for America. And you know we've been doing it for a long time. But do you know exactly how much we deliver? Every day? Each year? Did you know we don't use your tax dollars for our operations? Did you know we have programs designed to help the communities we serve? And what does the "ZIP" in ZIP Code mean, anyway? You can find these answers and more at facts.usps.com.

When you explore Postal Facts, you'll find information about postal operations and revenue, as well as some things on the lighter side of our business. Our history goes all the way back to the founding of the nation — and even before. Postal Facts is a great place to learn about where we've been and where we're going.

We're proud to provide secure, reliable and affordable delivery of mail and packages to every address in the United States, its territories and its military

installations worldwide. And consider this very important fact: Everyone in the U.S. and its territories has access to postal products and services and pays the same for a First-Class Mail postage stamp, regardless of location.

Want to know more about the United States Postal Service? You can connect with us in many ways, including:

Facebook

facebook.com/usps

Twitter

twitter.com/usps

Instagram

instagram.com/uspostalservice

LinkedIn

linkedin.com/company/usps

YouTube

youtube.com/usps

Do you have any comments, questions or suggestions for Postal Facts? Send us an email at PostalFacts@usps.gov.

Unless otherwise noted, all figures are based on the Postal Service's fiscal year.

Postal Facts 2020 provides the public with information about the Postal Service. The facts in this publication may be reproduced for the purpose of stating the fact itself, and in a business, informational, academic context and the like, and in the body of text discussing factual subject matter relevant to the fact being presented. However, these facts may become outdated after publication and seeking the latest information is advised.

FACTS.USPS.COM

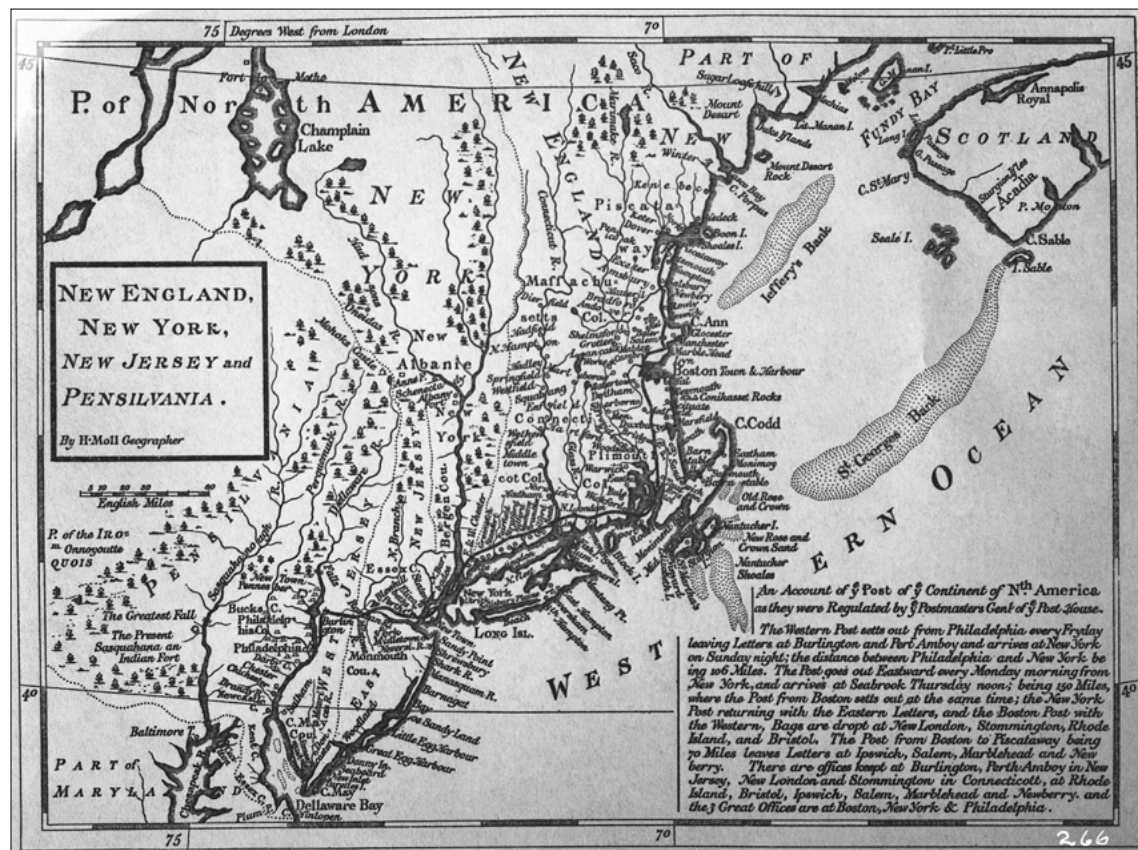
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When We First Started Out and Our Journey Forward

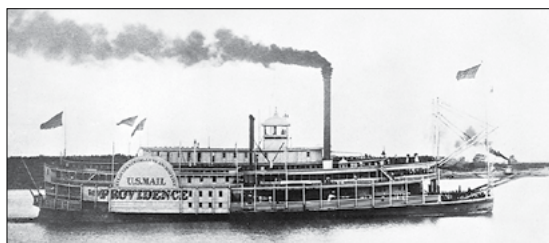
The First Post Road

This is the earliest known map of the Post Roads of the United States. This historical drawing shows the hamlets of the 13 colonies clustered along the coast line, bound one to the other by a single important path of communication: the First Post Road.



Delivery and collection

1815: Steamboats began carrying mail under contract.



1832: Railroads began carrying mail under contract.

1845: Inventor Samuel Morse hired by Post Office Department to superintend first telegraph service in the U.S.

1847: Postage stamps introduced.

1855: Registered mail began.

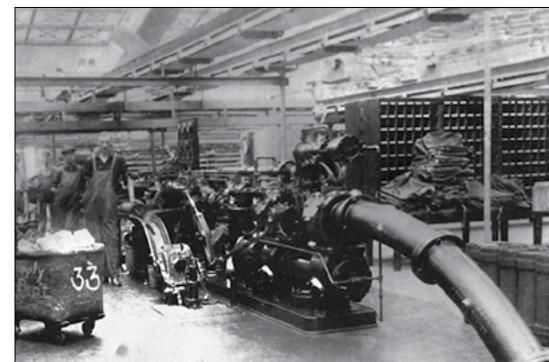
1860: The Pony Express began its 18-month run, the final 4 months under contract as a U.S. Mail route.

1863: Free city delivery introduced.

1864: Railway mail clerks began riding the rails in Railway Post Offices, sorting mail in transit.



1890: Mail began traveling via pneumatic tubes beneath the crowded streets of six cities.



1899: Electric automobile tested for city mail collection.

1918: Airmail service began.

1987: LLVs introduced.

2017: Informed Delivery available nationwide.



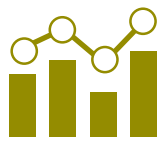
Take a closer look

They're treasures. But they're not hidden. Many of our buildings are historical landmarks. Inside — and outside — many of our Post Offices, you'll find impressive works of art that reflect the stories of our people and our nation.

More than 1,400 postal-owned buildings are listed on the National Register of Historic Places. www.nps.gov/nr/research/.

About 400 murals have images of American Indians, according to the Smithsonian National Museum of the American Indian.





A Decade of Facts and Figures

We make the connection. Friends and families, businesses and customers. We deliver to every address in the United

States, from the biggest cities to the smallest hamlets. This is our mandate — binding the nation together. This is our commitment — providing secure,

reliable, affordable delivery of mail and packages. Always have, always will. **It's what we do.**

	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010
Annual Operating Revenue	\$71.1 B	\$70.6 B	\$69.6 B	\$71.4 B	\$68.8 B	\$67.8 B	\$67.3 B	\$65.2 B	\$65.7 B	\$67.1 B
Career Employees*	496,934	497,157	503,103	508,908	491,863	488,300	491,017	528,458	557,251	583,908
Mail Volume	142.6 B	146.4 B	149.5 B	154.3 B	154.3 B	155.5 B	158.2 B	159.8 B	168.3 B	170.9 B
First-Class Mail Volume	54.9 B	56.7 B	58.7 B	61.2 B	62.6 B	63.8 B	65.8 B	68.7 B	72.5 B	77.6 B
First-Class Single Piece Mail Volume**	16.5 B	17.5 B	18.5 B	19.7 B	20.7 B	21.8 B	22.6 B	23.2 B	25.8 B	28.9 B
Shipping/Package Volume***	6.2 B	6.2 B	5.7 B	5.2 B	4.5 B	4 B	3.7 B	3.5 B	3.3 B	3.1 B
Marketing Mail Volume	75.5 B	77.3 B	78.3 B	80.9 B	80 B	80.3 B	80.8 B	79.5 B	84.0 B	81.8 B
Delivery Points	160 M	158.6 M	157.3 M	156.1 M	155 M	153.9 M	152.9 M	152.1 M	151.5 M	150.9 M
Address Changes	35.8 M	36.8 M	36.8 M	37 M	37 M	34.4 M	38.8 M	39.7 M	39.9 M	41.5 M
Total Retail Offices	34,613	34,772	34,340	35,423	35,520	35,649	35,434	35,369	35,756	36,222
Postal-Managed Retail Offices	31,322	31,324	30,825	31,585	31,606	31,662	31,702	31,857	32,146	32,528
Retail Customer Visits	811.8 M	838.7 M	857.1 M	877.4 M	919.5 M	948.7 M	989.1 M	986.2 M	1.02 B	1.06 B
Total Retail Revenue	\$12.7 B	\$12.7 B	\$12.9 B	\$13.5 B	\$19.2 B	\$19 B	\$18.3 B	\$17.5 B	\$16.9 B	\$17.5 B
Postal-Managed Retail Office Revenue	\$10.1 B	\$9.8 B	\$9.9 B	\$10.2 B	\$10.4 B	\$10.7 B	\$10.8 B	\$10.7 B	\$10.9 B	\$12.1 B
Alternate Access Revenue	\$2.5 B	\$2.9 B	\$3.1 B	\$3.2 B	\$8.8 B	\$8.3 B	\$7.5 B	\$6.8 B	\$6 B	\$5.4 B
Alternate Access Revenue Percentage	19.8%	23%	23.75%	23%	45.7%	43.7%	41%	39.1%	35.5%	30.7%
Delivery Routes	231,807	231,843	228,483	229,104	226,777	244,365	225,152	227,000	228,160	230,600
Vehicles	228,940	232,372	230,939	227,896	214,933	211,264	211,654	212,530	213,881	215,625

*As of Sept. 30, 2019

**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

PO This Post Office is Always Open

The Postal Service website — usps.com — is like an online Post Office at your fingertips, open for business 24/7. The Postal Service's smartphone apps make it more convenient to use the most popular functions on usps.com — anytime, anywhere.

USPS.COM

In order of popularity, here are the top five usps.com sites in 2019:

1. USPS Tracking
457 million visitors
2. Informed Delivery
43 million visitors
3. Post Office Locator
29 million visitors
4. The Postal Store
26 million visitors
5. ZIP Code Lookup
23 million visitors

In 2019, stamp and retail sales at **The Postal Store**, the official online Post Office, totaled nearly **\$301 million**.

We're **multilingual** — the Postal Service offers usps.com in Spanish and simplified Chinese.

2.3 BILLION [USPS.COM](https://usps.com) VISITS

In 2019, usps.com recorded **2.3 billion** visits — averaging **6 million visitors each day**. It's one of the most frequently visited government sites.

35.5 MILLION CLICK-N-SHIP LABELS

Click-N-Ship customers created more than **35.5 million labels**, which generated more than **\$432 million** in sales in 2019.

Click-N-Ship allows customers to print shipping labels with postage for Priority Mail, Priority Mail Express, Global Express Guaranteed, Priority Mail International, Priority Mail Express International and First-Class Package International Service.

57 MILLION VISITORS TO [M.USPS.COM](https://m.usps.com)

There's a Post Office on your phone. The Postal Service app — **USPS Mobile** — is available on Apple and Android platforms. 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 now available on most smartphones.

In 2019, the USPS **Mobile app** was **downloaded more than 2.1 million** times from the Apple App and Google Play stores.

In 2019, there were more than **57 million visitors to the mobile site** — m.usps.com — averaging more than **156,000 visits per day**.

Online Change-of-Address allows customers to change addresses online, and it offers them coupons for move-related products and services. More than **16.5 million address changes** were submitted online in 2019.

SUNDAY PACKAGE DELIVERY

Our Sunday best. In 2019, the Postal Service continued to expand Sunday package delivery to meet the shipping needs of customers shopping online.

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

The Postal Service also has a **presence on eBay** at www.ebaystores.com/US-Postal-Service-Store, where customers can purchase stamps and related products.

FREE

We give you a free hand. 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.**

The best things in life are free. That's right, Priority Mail offers you free insurance, up to \$50, for most shipments.

It's a free-for-all. Priority Mail and Priority Mail Express boxes, envelopes and labels, international mailing products and customs forms are available at no charge. They can be ordered at usps.com and delivered to your door or picked up at a local Post Office.

Red, white, blue and green. Priority Mail is the environmental choice. You can pick up free recyclable Priority Mail Flat Rate boxes at any Post Office or you can order online at usps.com/shop or by calling (800) 610-8734.

Globally

Click-N-Ship allows customers to print shipping labels with postage for Global Express Guaranteed, Priority Mail International, Priority Mail Express International and First-Class Package International Service. For more information, go to usps.com/ship/.

PRIORITY: YOU

The Postal Service priority is — and always will be to serve. With free shipping supplies, flat-rate options, \$50 worth of free insurance, improved tracking and easy online tools, **Priority Mail** offers one of the best values in the shipping business.

Priority Mail Express offers you overnight delivery to most U.S. locations with up to \$100 of insurance coverage included with most shipments.

And — no kidding — there's nothing hidden. Priority Mail is transparent and has no hidden surcharges, no fuel or residential delivery surcharges, and no surcharge for regular Saturday delivery.

No need to calculate with our flat rate. With Priority Mail Flat Rate boxes and envelopes, there is no need to weigh or calculate postage of packages up to 70 pounds.

We're easy as pie. Click-N-Ship allows customers to print shipping labels with postage for Priority Mail, Priority Mail Express, Global Express Guaranteed, Priority Mail International, Priority Mail Express International and First-Class Package International Service.

Who cares? We care. The Postal Service is the best way to send care packages to the ones you loved stationed overseas. You can ship directly to APO, FPO and DPO locations with the specially priced **Military Care Kit**. The kit contains six Priority Mail Flat Rate Boxes — two large and four medium — six address labels, one roll of tape and six customs forms, and can be ordered at no charge at usps.com/shop and by calling (800) 610-8734.





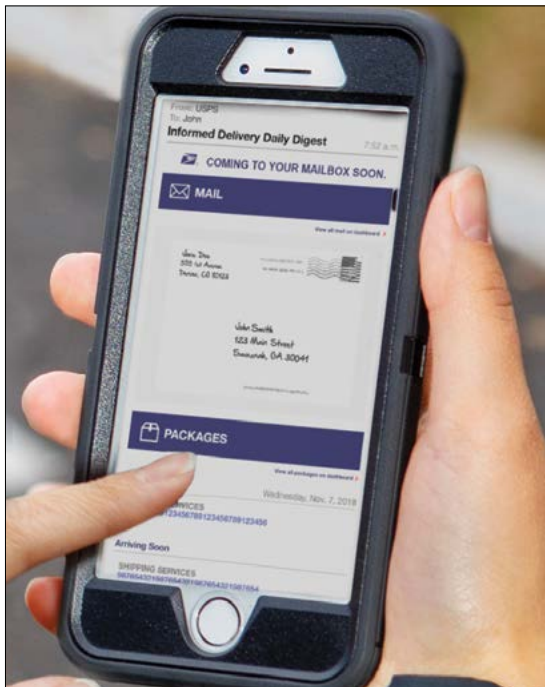
Innovation in the Mail

The Postal Service strives to increase the impact, excitement and value of mail. Here are some innovations designed to improve the mailing experience.

DIGITAL MAIL PREVIEW INFORMED DELIVERY

Informed Delivery. This free service allows users to digitally preview their incoming mail and manage their packages from a computer, tablet or mobile device. More than **20 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/informedelivery.



\$3.5 BILLION IN REVENUE (EDDM)

Every Door Direct Mail (EDDM). This online service uses demographic data to help business mailers target their marketing mail pieces to customers in a select neighborhood, city or ZIP Code. Since 2011, EDM has resulted in more than **20 billion mail pieces** and **\$3.5 billion in revenue**.

INTELLIGENT MAIL BARCODE (IMB)



Intelligent Mail barcode (IMb). End-to-end mail stream visibility is possible with a unique IMb, which identifies individual pieces of mail, trays, sacks and containers to track them through the processing system from induction to delivery.

Irresistible Mail. By using mobile-technology, business customers can increase the impact of their direct mail with customized QR codes and augmented reality to help turn interest into action and create interactive experiences. Learn more about combining pixels and paper at the Irresistible Mail website. Visit <http://www.irresistiblemail.com>.

Picture Permit Indicia. Commercial mailers can modify the permit imprint indicia on First-Class and Standard Mail with a corporate logo, brand image or trademark to raise brand awareness or market products and services.

INNOVATION PARTNERS

The Postal Service is proud to partner with a variety of customer organizations to create, share and collaborate on new mailing innovations, including:

- **Postmaster General's Mailers Technical Advisory Committee.** Representing select mailing associations, this group works to enhance the value of mail by providing technical advice and recommendations to the Postal Service. More information can be found at postalpro.usps.com/mtac.

MAILERS PROVIDING TECHNICAL ADVICE

- **National Postal Forum.** The annual mailing industry conference provides educational and networking opportunities for thousands of business customers. Attendees learn about the latest mail trends and innovations

through more than 100 workshops and seminars. More information can be found at npf.org.

- **Postal Customer Councils (PCCs).** These Postal Service-affiliated networks connect business mailers with local Post Office leadership to develop more effective and profitable mailings through training and information sharing. Since the 1960s, PCCs have been the go-to local resource for helping mailers learn, innovate and build their business. More information can be found at postalpro.usps.com/pcc.
- **Supplier Recognition.** This year marks the 30th anniversary of the Postal Service's annual supplier recognition, highlighting the efforts of suppliers who make a positive impact towards the success of the Postal Service with bottom-line savings, including cost reduction, cost avoidance, revenue generation, environmental advancement and operational performance improvements. More information can be found at about.usps.com/suppliers/diversity-program.htm.

Commercial Mailing and Shipping Innovation

Mail Entry and Payment Technology defines the processes and programs to collect postage and accept mailings and shipments from commercial customers across the nation.

\$57 BILLION IN POSTAGE

More than **\$57 billion in postage** was collected from commercial mailers through permits, meters and PC Postage in 2019.

\$45 MILLION COLLECTED AUTOMATED PACKAGE VERIFICATION

The **Automated Package Verification** program automates the detection and collection of postage due for short-paid mail pieces through the use of automated package processing equipment. The Postal Service collected **\$45 million** in short-paid revenue and turned away more than **\$198 million** in short-paid postage in 2019.

\$9.8 BILLION ELECTRONIC VERIFICATION SYSTEM

The **Electronic Verification System (eVS)** allows high-volume package mailers and package consolidators to document and pay for postage, including extra service fees, using electronic manifest files. In 2019, eVS processed **3.6 billion** packages from 3,219 shippers and collected **\$9.8 billion in revenue**, an increase of 11 percent over 2018.

The Postal Service's **Mailing and Shipping Solutions Center (MSSC)** was deployed nationally April 26, 2019, to provide first-contact solutions and standardized responses to frequently asked questions for commercial mailers and shippers.

- The center is staffed by Mailing Requirements Clerks (MRCs) throughout the nation. The MRCs give commercial customers consistent guidance on mail preparation regulations and commercial acceptance programs, such as Full-Service, Seamless Acceptance, eInduction and Move Update.
- In the past, customers had to call multiple help desks to receive support on payment, mail acceptance and mail preparation. These help desk calls were not monitored or measured for accuracy and quality improvement. MSSC provides one centralized number for customers to get support for their commercial mailing and shipping needs.



Delivering Protection to Every Address in America

Defending the frontier. Enforcing the law. Established on Aug. 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.

The Inspection Service does this with more than

2,456

EMPLOYEES, INCLUDING NEARLY

1,289

POSTAL INSPECTORS AND ROUGHLY

581

UNIFORMED POSTAL POLICE OFFICERS,

ensuring American's confidence in the U.S. Mail.

Keeping America's postal system secure

5,759
ARRESTS

4,995
CONVICTIONS

These arrests and convictions are primarily for mail theft, mail fraud and prohibited mailings.

\$1.7 million. Value of misappropriated or stolen mail transport equipment recovered.

3,289
SUSPICIOUS MAIL INCIDENTS

Postal Inspectors responded to and investigated **3,289 suspicious mail incidents.** No fatalities.

40,489 pounds. \$22.4 million. Illegal narcotics and drug-trafficking assets seized.

2,252
ASSETS
\$143 MILLION

This is the value of assets seized, with **63 percent of seizures** from illegal narcotics and related proceeds.

More than **125,000 physical evidence** items were examined by forensic scientists at the Postal Inspection Service's state-of-the-art National Forensic Laboratory, with 999 suspects identified.

2,562
ARRESTS
FOR ILLEGAL
NARCOTICS-RELATED
CASES

Postal Inspectors investigated the use of mail to **sexually exploit children with nine arrests and 11 investigations**

200
FEDERAL LAWS ENFORCED

The 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.



Making an impact.

We educate the 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.

In 2019, there were 14 national mail screening events, including **Super Bowl LIII**. Thousands of mail pieces and private courier deliveries were screened at the events, heightening safety and security for all.

OPERATION PROTECT VETERANS

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

Curtailing Dangerous Drugs

uspis.gov/the-opioid-epidemic

USPIS has deployed the most advanced innovations currently available to support efforts to curtail the flow of dangerous drugs through the mail:

- Data Unleashed
- Real-time Intelligence
- Accelerated Interceptions
- Advance Electronic Data
- Rapid Substance Identification — State-of-the-Art Forensics

Explore our history.

From the widely known — Postal Inspectors made sure the priceless Hope Diamond was delivered safely through the mail — to the proudly notable — in 1971, the Postal Inspection Service became one of the first federal law enforcement organizations to hire female agents — our history reflects the history of law

enforcement in our nation. Postal Inspectors have investigated consumer fraud schemes such as foreign lotteries/sweepstakes scams, fake charities insider trading on Wall Street, worldwide art fraud rings and crooked televangelists. The Postal Inspection Service also played an integral role in terrorist investigations, including the Unabomber, and ricin and anthrax cases.



Postal Blue Goes Green

The United States Postal Service has long been an environmental leader. We consider it our responsibility to be good stewards of the environment, leaving a green footprint.

In 2018, we recycled

**5,537 TONS
OF PLASTIC**

Manufacturing products from recycled material uses less energy than virgin material. The energy saved in recycling 5,537 tons of plastic is equivalent to removing more than 1,500 cars from the road.

**177,612 TONS
OF PAPER**

and

**39,792 TONS
OF CARDBOARD**

Recycling this material saves nearly 720,000 cubic yards of landfill space.

The Postal Service releases an Annual Sustainability Report. The latest report can be found at usps.com/green.

In 2018, we purchased

**\$440 MILLION
ENVIRONMENTALLY
PREFERRED PRODUCTS**

with one or more of these attributes:

**RECYCLED
CONTENT**

BIO-BASED

**ECO-LABEL
CERTIFIED**

**ENERGY
EFFICIENT**

**WATER
EFFICIENT**

These purchases help prevent pollution and increase U.S. industry competitiveness.

More than

**74,000
LETTER CARRIERS**

drive to neighborhoods and then deliver the mail on foot. Nearly

**7,000
CARRIERS DELIVER MAIL
SOLELY ON FOOT**

Delivering mail entirely on foot releases zero greenhouse gas emissions and reduces traffic congestion in cities.

The USPS BlueEarth® Federal Recycling Program transports and recycles used electronics for federal agencies with no shipping or item disposition costs. This free program is available to all Federal agencies.

USPS BlueEarth® 
Federal Recycling Program

Use of the USPS BlueEarth® Product Carbon Accounting service continued to grow in 2019. The service provides large commercial customers a customized statement of carbon emissions associated with the customer's mailings.

USPS BlueEarth® 
Carbon Accounting

The Postal Service works with suppliers to maximize the use of recycled content materials in the manufacturing of stamps, postcards and packaging.



Postal customers can recycle their mail at participating Post Offices. Recycle bins are available at many Post Office lobbies nationwide.

Our free **Priority Mail boxes** meet Sustainable Forestry Initiative or Forest Stewardship Council certification standards. This means the paper for our boxes comes from well-managed forests. In addition, our boxes include at least

30%
RECYCLED CONTENT

The **USPS National Recycling Operation** uses our existing transportation network to backhaul recyclables, particularly mixed paper, from Post Offices to central collection hubs for consolidation.

In 2018, we diverted

51.7%
**OF OUR WASTE FROM
LANDFILLS**

The Morgan Mail Processing Facility and New York City benefits from a green roof seven stories above the street. The green roof helps filter water that flows to the New York municipal water system. The Postal Service has a second green roof in Syracuse, NY. This green roof filters 226,000 gallons of water each year.



25%
REDUCE ENERGY GOAL

The Postal Service has a goal to reduce energy used per square foot of building space 25 percent by 2025. From 2015 to 2018, energy was reduced 1.5 percent, the equivalent of powering more than 5,300 homes for one year.

The Postal Service has a goal to reduce Scope 1 & 2 greenhouse gas emissions 25 percent by 2025. From 2008 to 2018, emissions were reduced 22.1 percent, the equivalent of removing nearly 250,000 passenger vehicles from the road for one year.

44,000
**ALTERNATIVE FUEL
VEHICLES**

The Postal Service operates a fleet of more than 44,000 alternative fuel-capable vehicles, most of which are equipped to use ethanol. There are electric, compressed natural gas and liquid propane gas vehicles in the fleet as well.



The Top 13 Things You Should Know About the Postal Service

13. Social responsibility

From facilitating the nation's largest one-day food drive, to working with customers to prevent dog bites, to educating customers on consumer protection, to delivering holiday cheer to those in need, the Postal Service supports communities nationwide.

12. Veterans

The Postal Service employs 97,000 military veterans, making it 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 and Purple Heart Medals stamps.

11. Heroes

Postal employees regularly go beyond the call of duty to protect the lives of customers they serve, including older and disabled customers, through the PMG Heroes program. In fiscal year 2019, the Postal Service recognized 233 heroic employees.

10. Retail giant

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

9. Greener than you think

Free Priority Mail boxes meet Sustainable Forestry Initiative and Forest Stewardship Council certification standards. This means the paper for those boxes comes from well-managed forests. In addition, the boxes include at least 30-percent recycled content.

8. Vehicles

The Postal Service has more than 228,000 vehicles, one of the largest civilian fleets in the world. New next-generation vehicles will have improved ergonomics, safety features, fuel efficiency and design flexibility.

7. Competition and collaboration

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.

6. Global

The Postal Service processes and delivers 48 percent of the world's mail and is constantly innovating to make customer experiences better.

5. Affordability

For 55 cents, anyone can send a letter, regardless of geographic location, to anywhere in the United States.

4. Dependable

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.

3. Security

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

2. All heart

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

1. ZERO TAX 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.



Serving Communities Coast to Coast

The Postal Service is part of the fabric of the nation, with employees making a difference in every community across the country. Here's a look at some of the programs the organization supports.

Carrier Alert Program

If mail carriers notice something unusual, such as uncollected mail, at an at-risk customer's home, the employee will alert emergency personnel.

Postmaster General's Heroes' Program

Employees nominated for going beyond the call of duty to rescue customers from emergencies and dangerous situations receive commendation letters from the Postmaster General. The Postal Service recognized 233 employee heroes in fiscal year 2019.

233
EMPLOYEE HEROES

National Consumer Protection Week

During the Federal Trade Commission's annual awareness campaign, the Postal Service and U.S. Postal Inspection Service provide customers with education, tools and information to combat identity theft and mail fraud. More information can be found at consumer.ftc.gov/features/national-consumer-protection-week.

National Dog Bite Awareness Week

Thousands of carriers deliver to homes with dogs every day. The Postal Service promotes safety initiatives and shares prevention tips to protect employees and customers from dog bites. In 2019, 5,777 employees were attacked by dogs in over 2,270 cities.

5,777
POSTAL EMPLOYEES
ATTACKED BY DOGS

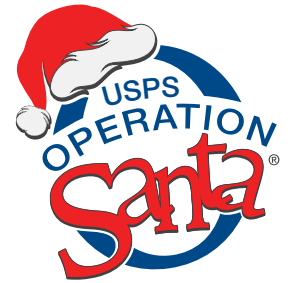
Stamp Out Hunger Food Drive



The Postal Service and the National Association of Letter Carriers hold the largest one-day food drive in the nation. In 2019, 75.7 million pounds of food were collected in more than 10,000 cities and towns in all 50 states plus the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands. This figure brought the 26-year total to more than 1.7 billion pounds of food collected since the campaign began in 1993.

Operation Santa

For 107 years, postal employees and the public have helped spread the magic of the holiday season one letter to Santa at a time. In 2019, thousands of people went to USPSOperationSanta.com, read and adopted more than 12,000 letters to help families and children have a happy holiday when they otherwise might not have.



National Slip, Trip and Fall Prevention Week

From painted porches to neglected icy surfaces, hazardous conditions on customer property pose serious threats to postal employees delivering mail. The Postal Service uses this week to promote awareness of this issue to help reduce the number of carrier injuries in local communities.



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.

2019 highlights

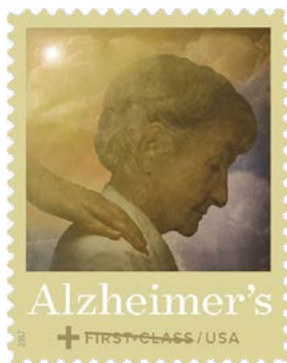
**16.5 BILLION
U.S. POSTAGE STAMPS
PRINTED**

Stamps and stamp product orders received by mail, telephone (1-800-STAMP-24) and online at usps.com/stamps generated **\$658 million** in revenue.

\$658 MILLION

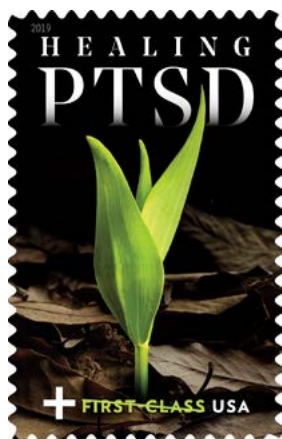
Supporting causes in the public interest

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



The first “discretionary” semi-postal stamp, released in 2017, raised nearly **\$1 million** for research into a cure for Alzheimer's disease. More than

7 million stamps have been sold. It's the first of five stamp subjects — at the discretion of the Postal Service — to be issued over a 10-year period.



The second “discretionary” semi-postal stamp, Healing PTSD, was issued Dec. 2, 2019, to help raise funds for those diagnosed with post-traumatic stress disorder. A portion of the proceeds will be distrib-

uted to the U.S. Department of Veterans Affairs to fund PTSD research. 1.6 million stamps were sold in the first month, generating more than \$1 million in revenue.

Four congressionally mandated semi-postal stamps have been issued: Breast Cancer Research (1998), Heroes of 2001 (2002), Stop Family Violence (2003) and Save Vanishing Species (2011).

Learn more.

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.



The Breast Cancer Research semi-postal stamp has raised more than \$90 million for breast cancer research since 1998. More than 1.6 billion stamps have been sold.



The Save Vanishing Species semi-postal stamp raised more than \$5.7 million to support multinational species conservation

funds from 2011 to 2018. More than 50 million stamps were sold. The stamp went off sale on January 31, 2018. Legislation was passed in Jan. 2020 to authorize sale of this stamp once again.

Historically speaking

The first **Forever** stamp, issued in 2007, was an image of the Liberty Bell. Forever stamps are purchased at the current First-Class Mail postage price and remain valid for full postage, no matter how prices change.

Stick the landing! In 1992, pressure sensitive self-adhesive stamps rolled out nationally. By 2005, 98 percent of all stamps were this type.



Information Technology

- **First woman** to appear on a U.S. postage stamp: Queen Isabella, 1893.
- **First American woman** honored on a U.S. stamp was Martha Washington, 1902.
- **First Hispanic American** featured on a stamp was Admiral David Farragut, 1903.
- **First Native American** individual featured on a stamp was Pocahontas, 1907.
- **First African American** featured on a U.S. stamp was Booker T. Washington, 1940.

The Postal Service has one of the **world's largest computer networks** — linking nearly **32,000 facilities** and making communication possible between hundreds of thousands of employees and hundreds of systems.

With one of the largest corporate email systems, the Postal Service handles more than **3.5 million legitimate emails** a day delivered to more than 222,000 email accounts.

Our **communications network supports** and maintains more than

145,000
DESKTOP COMPUTERS

23,000
NOTEBOOK COMPUTERS

97,000
PRINTERS

21,000
SMARTPHONES

400,000
PHONE LINES

310,000
HAND-HELD SCANNERS

There are **575 remote locations** within the postal system that receive network connectivity via satellite.

The Postal Service has **35 petabytes** of storage capacity — equivalent to playing more than **88,700 years of songs** on an MP3 player with no repeats.

More than 128,000 meetings a month are hosted online, representing more than 39 million minutes of conference time.

The Postal Service maintains **45,000 point-of-sale terminals** and **2,837 self-service retail kiosks** nationwide supported by the IT team.

Authorized **\$12B+ per year in debit/credit revenue** for the Postal Service.

Blocking Bad Actors

More than

9 MILLION
EMAIL MESSAGES ARE
BLOCKED MONTHLY DUE
TO SENDER REPUTATION

Our CISO team
monitors and
protects employees
and the USPS
infrastructure from
bad actors.





Size and Scope

The United States Postal Service delivers more mail than any other post in the world. The Postal Service delivers to 160 million

addresses in the country — covering every state, city and town. Everyone living in the United States and its territories has access to postal products

and services and pays the same for a First-Class Mail postage stamp, regardless of location.

By the Numbers*

\$71.1 billion	2019 operating revenue
142.6 billion	number of mail pieces processed and delivered
48 percent	of the world's mail volume handled by the Postal Service
\$2 billion	amount paid every two weeks in salaries and benefits
496,934	number of career employees
136,174	number of non-career employees
31,322	number of Postal Service-managed retail offices

35.8 million	number of address changes processed
\$12.7 billion	retail revenue
811.8 million	total number of retail customer visits
2.6 billion	number of visits to <i>usps.com</i>
\$325 million	Postal Store revenue on <i>usps.com</i>
80 million	number of money orders issued
6.6 million	number of passport applications accepted at Post Offices

\$298 million	revenue from passport applications
\$291.8 million	revenue from 2,732 postal self-service kiosks
1.34 million	number of new delivery points added in 2019
228,000	number of vehicles
160 million	number of delivery points nationwide
74th PMG	Megan J. Brennan, 74th Postmaster General
\$0 tax dollars	received for operating the Postal Service

**All information based on fiscal year 2019 data, unless otherwise noted.*

Trademarks

The Eagle Logo, the trade dress of USPS packaging, the Letter Carrier Uniform, the Postal Truck and the following marks are among the many trademarks owned by the United States Postal Service®: Click-N-Ship®, EDDM®, Every Door Direct Mail®, Express Mail®, First-Class™, First-Class Mail®, Forever®, Global Express Guaranteed®, IMb®, Informed Deliv-

ery™, Intelligent Mail®, Parcel Select®, P.O. Box™, Post Office™, Pony Express®, Postal Inspection Service™, PostalOne!®, Postal Police®, PostalProud®, Express International®, Priority Mail Flat Rate®, Priority Mail International®, Priority: You®, 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 Operation Santa®, USPS Tracking®, *usps.com*®, ZIP+4® and ZIP Code™. This is not a comprehensive list of all Postal Service trademarks.

Non-Postal Trademarks

Forest Stewardship Council®, Sustainable Forestry Initiative®, McDonald's®, Starbucks® and Walmart®.

The Postal Service is ...

Employee-centric

Processing and delivering the U.S. Mail to 160 million addresses requires a large workforce. The Postal Service is comprised of more than 630,000 people in 2,200 functions, ranging from letter carriers, mail processing clerks, tractor trailer operators, engineers, mail handlers, nurses, Postmasters, mechanics, and more, to the Postmaster General — and many more jobs all working together to make sure you get your mail..

Universal

It is the Postal Service's mission to provide trusted, affordable and universal service. Everyone living in the United States and its territories (Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Northern Mariana Islands) has access to postal products and services and pays the same for a First-Class Mail postage stamp, regardless of their location.

Customer-focused

With more than 34,000 retail locations, more than 6 million daily visits on **usps.com** and deliveries to hundreds of millions of residences and businesses at least 6 days a week, the Postal Service is committed to providing a world-class customer experience.

Self-sufficient

The Postal Service is an independent establishment of the executive branch. It receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations. Since it is not funded by appropriations, it is not subject to requirements of the Office of Management and Budget, including government shutdowns.

Resilient

The Postal Service has a long, storied history of creating new technologies for the American people — enabling faster, more efficient communication and safer, more secure delivery of correspondence and merchandise. For nearly two-and-a-half centuries, it has adapted to meet the evolving needs of its customers.

Empowering

The Postal Service invests more than \$590 million a year in training for its workforce, including onboarding 100,000 new employees. More than 8,000 employees are enrolled in leadership programs and the organization encourages all employees to take advantage of any of 3,200 online professional development courses.

The Postal Service also has partnerships with 23 universities and educational organizations that offer discounts to our employees toward degree and certification programs.

Diverse

The strength of the Postal Service lies in its amazingly diverse workforce. Minorities comprise nearly 40 percent of all our employees.

Technology-enabled

The Postal Service uses advanced technology to deliver world-class solutions and products that make it more competitive in an increasingly digital world. The Postal Service uses a vast network of people and technologies to collect, process, transport and accurately deliver the nation's mail.

Data-driven

The Postal Service uses data not only to ensure its operations run smoothly, but also to help businesses make better use of the mail. Its mission is to provide the right information to the right people in real time using advanced technology.

Sustainable

The Postal Service is working hard to put its stamp on a greener tomorrow. Postal carriers deliver mail using alternative fuel vehicles, on foot and even on bicycles. The 2019 energy reduction in postal buildings equated to powering more than 5,000 U.S. homes and the Postal Service is expanding solar powered facilities in 2020.

Patriotic

The Postal Service employs more than 100,000 veterans and is one of the largest employers of veterans in the country.

Social

The Postal Service is present and active on social media.

Facebook

[facebook.com/usps](https://www.facebook.com/usps)

Twitter

twitter.com/usps

Instagram

[instagram.com/uspostalservice](https://www.instagram.com/uspostalservice)

LinkedIn

[linkedin.com/company/usps](https://www.linkedin.com/company/usps)

YouTube

[youtube.com/usps](https://www.youtube.com/usps)

#POSTALPROUD

