

# POSTAL FACTS

## 2017



*facts.usps.com*

## Size and Scope

The United States Postal Service delivers more mail to more addresses in a larger geographical area than any other post in the world. The Postal Service delivers to more than 156 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.

### By the Numbers\*

<b>71.4 billion</b>	—	2016 operating revenue
<b>153.9 billion</b>	—	number of mail pieces processed and delivered
<b>47</b>	—	percent of the world's mail volume handled by the Postal Service
<b>1.9 billion</b>	—	dollar amount paid every two weeks in salaries and benefits
<b>508,908**</b>	—	number of career employees
<b>130,881**</b>	—	number of non-career employees
<b>31,585</b>	—	number of Postal Service-managed retail offices
<b>227,896</b>	—	number of vehicles — one of the largest civilian fleets in the world
<b>16.6 million</b>	—	number of address changes processed
<b>13.5 billion</b>	—	total retail revenue
<b>877.4 million</b>	—	total number of retail customer visits
<b>24</b>	—	percent of retail revenue from alternative access channels
<b>1.7 billion</b>	—	total number of visits to <i>usps.com</i>
<b>280 million</b>	—	total Postal Store revenue on <i>usps.com</i>
<b>564 million</b>	—	number of Click-N-Ship labels printed
<b>\$1.3 billion</b>	—	total revenue, in dollars, from postage on Click-N-Ship labels
<b>90.3 million</b>	—	number of money orders issued
<b>5,989,439</b>	—	number of passport applications accepted at post offices
<b>\$149.7 million</b>	—	total revenue, in dollars, from passport applications
<b>\$440.2 million</b>	—	amount in revenue from 2,835 postal Self-Service Kiosks
<b>1.1 million</b>	—	number of new delivery points added to the network in 2016
<b>156.1 million</b>	—	total number of delivery points nationwide
<b>74</b>	—	Megan J. Brennan, 74th Postmaster General
<b>0</b>	—	tax dollars received for operating the Postal Service

\*all information based on Fiscal Year 2016 data, unless otherwise noted

\*\*as of Sep. 30, 2016

## Mail is Big Business

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

These types of mail brought in most of the \$71.4 billion in operating revenue in 2016:

First-Class Mail — \$27.3 billion

Marketing Mail — \$18.0 billion

Shipping and Package Services — \$17.3 billion

Periodicals — \$1.5 billion

If it were a private sector company, the U.S. Postal Service would rank **39th** in the 2016 Fortune 500.

In the 2016 Global Fortune 500 list, the U.S. Postal Service ranked **107th**.

\*The EMA Mailing Industry Job Study, 2015, reported that there are more than 7.5 million jobs and more than \$1.4 trillion in revenue attributed to the mailing industry.

## A Decade of Facts and Figures

The Postal Service delivers for America. Even in an increasingly digital world, the Postal Service remains part of the bedrock infrastructure of the American economy, serving its people and businesses, and binding the nation together. The core function of the Postal Service is to provide secure, reliable, affordable delivery of mail and packages to every address in America, its territories and military installations worldwide.

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Annual Operating Revenue	\$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	\$74.7 B
Total Career Employees <sup>1</sup>	508,908	491,863	488,300	491,017	528,458	557,251	583,908	623,128	663,238	684,762
Total Mail Volume	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	212.2 B
Total First-Class Mail Volume	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	95.9 B
First-Class Single Piece Mail Volume <sup>2</sup>	19.7 B	20.7 B	21.8 B	22.6 B	23.2 B	25.8 B	28.9 B	31.6 B	35.4 B	42.3 B
Total Shipping / Package Volume <sup>3</sup>	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	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	103.5 B
Stamped, Post & Presorted Cards	3 B	3 B	3.1 B	3.5 B	3.75 B	4.1 B	4.4 B	4.5 B	5.4 B	5.8 B
Delivery Points	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	148.0 M
Total Postal-Managed Retail Offices	31,585	31,606	31,662	31,702	31,857	32,146	32,528	32,662	32,741	32,695
Total Address Changes	37 M	37 M	34.4 M	38.8 M	39.7 M	39.9 M	41.5 M	43.8 M	46 M	45 M
Total Retail Offices	35,423	35,520	35,649	35,434	35,369	35,756	36,222	36,496	36,723	36,721
Total Retail Customer Visits <sup>4</sup>	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	1.18 B
Total Retail Revenue <sup>5</sup>	\$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	\$18.5 B
Postal-Managed Retail Office Revenue	\$10.2 B	\$10.4 B	\$10.7 B	\$10.8 B	\$10.7 B	\$10.9 B	\$12.1 B	\$12.7 B	\$13.7 B	\$14 B
Alternate Access Revenue <sup>5</sup>	\$3.2 B	\$8.8 B	\$8.3 B	\$7.5 B	\$6.8 B	\$6 B	\$5.4 B	\$5.1 B	\$5 B	\$4.4 B
Online Revenue – <i>usps.com</i> <sup>6</sup>	\$1.0 B	\$1.05 B	\$1 B	\$991 M	\$873 M	\$781 M	\$704 M	\$643 M	\$580 M	\$586 M
Total Delivery Routes	229,104	226,777	244,365	225,152	227,000	228,160	230,600	232,900	244,800	246,500
Total Vehicles	227,896	214,933	211,264	211,654	212,530	213,881	215,625	218,684	221,047	219,522

<sup>1</sup>As of Sep. 30, 2016

<sup>2</sup>Mail bearing postage stamps — bill payments, personal correspondence, cards and letters, etc.

<sup>3</sup>Includes Priority Mail, Priority Mail Express, First-Class Packages, Package Services, Parcel Return Service and Parcel Select

<sup>4</sup>This metric was adjusted in FY2016. Total Retail Customer Visits was adjusted after implementing new POS software

<sup>5</sup>This metric was adjusted in FY2016. Total Retail Revenue and Alternative Access Revenue no longer include PC Postage

<sup>6</sup>These figures are included in Alternate Access Revenue

## The Top 12 Things You Should Know About the U.S. Postal Service

12. More than 6,000 mail carriers are attacked by dogs each year. All attacks are preventable. It's a serious problem the Postal Service addresses every day and customers are asked to restrain their pets when carriers are on their delivery routes. While the Postal Service routinely promotes safety tips to avoid dog attacks throughout the year, one week a year is dedicated to promoting education and public safety during the annual National Dog Bite Awareness Week in May.
11. The Postal Service has the country's largest retail network — larger than McDonald's, Starbucks and Walmart combined, domestically
10. Through the Carrier Alert Program, Postal Service letter carriers help monitor the well-being of elderly and disabled customers. If carriers notice an accumulation of mail that might indicate an accident or illness, they notify emergency personnel. In addition, each year postal employees go beyond the call of duty, some even risking their own safety to save the lives of the customers they serve. In 2016, the Postal Service recognized 325 employee heroes for going above and beyond.
9. The Postal Service processes and delivers nearly half of the world's mail — 47 percent.
8. The Postal Service embraces the heroic service of the United States' Armed Forces. More than 113,000 veterans are employed with the organization, and more than 140 stamps have been issued that reflect the nation's military history, including the current Medal of Honor series. (As of Jan 2016)
7. The Postal Service is the only organization in the country that has the resources, network infrastructure and logistical capability to regularly deliver to every residential and business address in the nation.
6. The Postal Service has more than 227,000 vehicles, one of the largest civilian fleets in the world. Part of this fleet is currently in the process of being replaced with next generation vehicles to incorporate the automotive industry's advances in ergonomics, safety features, fuel efficiency, low emissions and design flexibility.
5. The Postal Service can and does compete with the private sector — and it collaborates with it, too. UPS and FedEx pay the Postal Service to deliver hundreds of millions of their ground packages to residences, taking advantage of the Postal Service's expansive delivery network. The Postal Service pays UPS and FedEx for air transportation, taking advantage of their comprehensive air networks.
4. Mail is a great communication tool. It's personal. You can keep letters and cards forever. There are no monthly plans. No signal outages. No roaming charges. Regardless of geographic location, anyone in the country can send a letter for just 49¢ to anywhere in the United States, its territories and U.S. military and diplomatic installations worldwide.
3. Mail is trusted and secure — more than 200 federal laws protect the sanctity of the U.S. Mail. These laws are enforced by the U.S. Postal Inspection Service, one of the oldest law enforcement agencies in the country. U.S. Postal Inspectors are federal agents, mandated to safeguard the nation's mail — including the people who move it and the customers who use it.
2. The U.S. Postal Service is the core of the \$1.4 trillion mailing industry in this country that employs more than 7.5 million people.

And most importantly...

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

## This Post Office is Always Open – USPS.COM and USPS Mobile

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

- *usps.com* is one of the most frequently visited government sites with 1.7 billion visits in 2016 — averaging nearly 4.6 million visitors each day.
- In 2016, stamp and retail sales at The Postal Store, the official online Post Office, totaled nearly \$280 million.
- We’re multi-lingual — the Postal Service offers *usps.com* in Spanish and Simplified Chinese.
- Click-N-Ship allows customers to print shipping labels with postage for Priority Mail, Priority Mail Express, Global Express Guaranteed, Priority Mail International and Priority Mail Express International.
- Click-N-Ship customers created 564 million labels, which generated more than \$1.3 billion in sales in 2016.
- Internet Change-of-Address allows customers to change addresses online, and offers them coupons for move-related products and services. More than 37 million address changes were submitted online in 2016.
- In order of popularity, the top five *usps.com* sites in 2016:
  1. USPS Tracking      336 million visitors
  2. ZIP Code Lookup    32 million visitors
  3. The Postal Store    24 million visitors
  4. PO Locator          21 million visitors
  5. My USPS            19 million visitors
- 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* — USPS Tracking, Post Office Locator, ZIP Code Lookup, calculating postage, holding mail, requesting Package Pickup and ordering shipping supplies — are now available on most smart phones.
- Customers who have Android or Apple smart phones or tablets with cameras and have downloaded the USPS Mobile app can scan barcoded shipping labels to track packages and other mail.
- In 2016, the Postal Service app was downloaded 2.2 million times across all platforms.
- In 2016, there were more than 50 million visitors to the mobile site — *m.usps.com* — averaging more than 448,000 visits per day

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## History. Foundation. Art. Preservation

The Postal Service is very proud of its history — its foundation — and has worked hard to preserve it. Numerous postal buildings are listed with the National Historic Register and many other postal buildings house works of art from the Postal Fine Arts Collection.

- The Postal Service employs a federal preservation officer and a historian.
- The Postal Service houses more than 1,400 murals and/or sculptures from President Roosevelt’s New Deal Programs in its Post Offices around the nation. The Works Progress Administration (WPA) was the largest and most ambitious New Deal agency, employing millions of people to carry out public works projects, including the construction of public buildings and roads. The WPA also employed musicians, artists, writers, actors and directors in large arts, drama, media and literacy projects.
- Most of the Post Office works of art were funded through commissions under the Treasury Department’s Section of Painting and Sculpture and Section of Fine Arts (later known simply as “the Section”) and not the WPA. For additional information, go to [wpamurals.com/history.html](http://wpamurals.com/history.html).
- As of December 2016, approximately 1,500 Postal-owned buildings are listed on the National Historic Register. For additional information, go to [www.nps.gov/nr/research/](http://www.nps.gov/nr/research/)
- The Smithsonian Institution’s National Postal Museum, located in Washington, DC, is dedicated to the preservation, study and presentation of postal history and philately. The museum uses exhibits, educational programs and research to make this rich history available to scholars, philatelists, collectors and visitors from around the world. In 2013, the [William H. Gross Stamp Gallery](#) — the world’s largest gallery dedicated to philately — opened its doors. The gallery provides an experience available nowhere else and offers something for everyone, from casual visitors to experienced collectors. For more information, go to [postalmuseum.si.edu/](http://postalmuseum.si.edu/).

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## People. Community. Social Responsibility

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

- Each year, postal employees go beyond the call of duty, some even risking their own safety to save the lives of the customers they serve. In 2016, the Postal Service recognized 325 employee heroes.
- Since 1912, postal employees, charities and individual and corporate volunteers have helped children and families in need experience the magic of the holiday season by answering letters to Santa.
- The Postal Service and the National Association of Letter Carriers hold the largest one-day food drive in the nation. In 2016, 80 million pounds of food were collected. Since the drive began in 1992, 1.5 billion pounds of food have been collected.
- Each year in May, the Postal Service supports National Dog Bite Prevention Week. This public safety campaign builds awareness concerning animal attacks. Last year, 6,549 postal employees were attacked in more than 2,743 cities.
- The Postal Service, National Marrow Donor Program and Be the Match Foundation created the “Delivering the Gift of Life” campaign 20 years ago. To date, nearly 61,000 postal employees and their families have joined the donor registry. (469 were added in FY16)
- The Carrier Alert Program recognizes that Postal Service letter carriers can help monitor the well-being of elderly and disabled customers. If carriers notice an accumulation of mail that might indicate an accident or illness, they notify emergency personnel.
- National Consumer Protection Week — The Postal Service and the U.S. Postal Inspection Service dedicate one week in March every year to educate consumers about identity theft and other fraud schemes and provide tools and information to combat these crimes.



## Postage Stamps

Postage stamps are miniature works of art designed to reflect the American experience and highlight heroes, history, milestones, achievements and natural wonders.

- The Postal Service printed 19 billion U.S. postage stamps in 2016.
- \$434 million in stamps and stamp product orders were received by mail, telephone (1-800-STAMP-24) and online at [usps.com/stamps](https://usps.com/stamps) in 2016.
- The first Forever stamp, issued in 2007, was an image of the Liberty Bell.
- Forever stamps can be purchased at the current First-Class Mail postage price — they remain valid for full postage no matter how prices change.
- Semi-postal stamps are First-Class Mail stamps sold by the Postal Service at a price above the cost of a regular stamp. These stamps raise money for causes designated by Congress.
- Four semi-postal stamps have been issued to date: *Breast Cancer Research* (issued 1998), *Heroes of 2001* (issued 2002), *Stop Family Violence* (issued 2003) and *Save Vanishing Species* (issued 2011). *Breast Cancer Research* and *Save Vanishing Species* are still available for purchase.
- The *Breast Cancer Research* semi-postal stamp has raised more than \$83.7 million for breast cancer research since 1998. To date, more than 1 billion stamps have been sold. The stamp is scheduled to remain on sale until December 2019.
- The *Save Vanishing Species* semi-postal stamp has raised more than \$3.6 million to support the Multinational Species Conservation Funds since 2011. To date, more than 35 million stamps have been sold.
- In 1992, the self-stick stamp began to replace the traditional version. By 2005, 98 percent of all stamps were self-stick, though some collectors still prefer the traditional wet-then-stick style.
- The first woman featured on a U.S. postage stamp was Queen Isabella in 1893. The first American woman featured was Martha Washington in 1902.
- The first Hispanic-American featured on a U.S. postage stamp was Admiral David Farragut in 1903.
- The first Native American to be featured on a stamp was Pocahontas in 1907.
- The first African American to be featured on a U.S. postage stamp was Booker T. Washington in 1940.
- Postal History was made in 2015 with the first non-denominational stamps issued at rates other than the First-Class Forever rate. Like Forever stamps, they will always be valid.
- The Smithsonian's National Postal Museum is dedicated to the preservation, study and presentation of postal history and philately. The Museum, located in Washington, DC, was created by an agreement between the Smithsonian Institution and the United States Postal Service in 1990 and opened to the public in 1993.
- In 2013, the William H. Gross Stamp Gallery — the world's largest gallery dedicated to philately — opened its doors. The gallery provides an experience available nowhere else and offers something for everyone, from casual visitors to experienced collectors. For more information, go to [postalmuseum.si.edu](http://postalmuseum.si.edu).
- In 2016, *Guinness World Records* presented the Postal Service with a record holder certificate: "The farthest distance travelled by a postage stamp is 5,250,843,896 km (3, 262,723,132 mi)." A postage stamp was inside the New Horizons Spacecraft which was launched from Cape Canaveral, FL, on January 19, 2006 and arrived on Pluto on July 14, 2015.
- In June 2016, at the World Stamp Show, the Classics Forever stamp featured the first water-soluble pressure-sensitive adhesive — enabling philatelists to remove the stamps from envelopes after they have been used by simply soaking them in plain water.

- In May 2016, the first Postal Service Stamp app was introduced — the only official U.S. stamp collecting app — which includes a reference library along with user-generated content for philatelists to upload and manage stamp their collections.
- In May 2016, for the first time, the 42nd edition of the *Guide to U.S. Stamps* was offered in a digital format.

## Priority: YOU

With free shipping supplies, flat-rate options, free insurance up to \$50, improved tracking and easy online tools, Priority Mail offers customers one of the best values in the shipping business.

- Priority Mail was reinvented in 2013 with a new look, improved USPS Tracking, free insurance up to \$50 for most shipments, day-specified delivery. The “Priority: You” campaign continues today.
- Priority Mail Express offers overnight delivery to most U.S. locations with up to \$100 of insurance coverage included with most shipments.
- Priority Mail Flat Rate boxes and envelopes eliminate the need to weigh or calculate postage of packages up to 70 pounds.
- Click-N-Ship allows customers to pay for and print shipping labels with postage for Priority Mail, Priority Mail Express, Priority Mail International, Global Express Guaranteed and Priority Mail Express International.
- With Package Pickup, customers can go online to request Priority Mail Express and Priority Mail packages be picked up at their homes or offices as part of the mail carrier’s regular route — for free.
- Shipping supplies are free. 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](http://usps.com) or picked up at a local Post Office.
- In 2015, the Postal Service expanded Priority Mail Metro Post — a same-day delivery service specifically designed for e-commerce companies — to New York City and Phoenix.
- In 2016, the Postal Service continued to expand Sunday package delivery to meet the shipping needs of customers shopping online.
- Environmentally friendly, recyclable Priority Mail Flat Rate boxes are available at no cost at any Post Office or can be ordered online at [shop.usps.com](http://shop.usps.com). Postage, labels and customs forms can be printed online anytime using Click-N-Ship.
- The Postal Service is the best way to ship directly to APO and FPO locations. The Military Care Kit and special pricing make it easier than ever before to send care packages to loved ones stationed overseas.
- The Military Care Kit contains six Priority Mail Flat Rate Boxes — two large and four medium — six address labels, one roll of tape and six customs forms. The kit can be ordered at no charge by calling 1.800.610.8734.
- Priority Mail Flat Rate Boxes can be used to ship around the country or around the world. There are seven Priority Mail Flat Rate Box options to ship to more than 180 countries and five available for domestic use.
- [gopost](http://gopost) electronic parcel lockers provide customers with an automated, secured, self-service package delivery and shipping solution at no additional cost. Units are being tested with customers in New York City and suburban Washington, DC.

## Innovation in the Mail

- My USPS, launched in 2015, is a simple way for customers to track and manage their incoming postal packages. Customers who have signed up for this service can check the status of their packages at any time from a computer or smart phone. As of Dec. 31, 2016, 5.7 million customers had signed up for My USPS.
- Informed Delivery provides participating customers with images of the mail that will be placed in their mailbox each day. Black and white images of the actual letter-sized mail pieces, processed by Postal Service sorting equipment, will be provided to you each morning. Catalogues and magazines may be added in the future. As of Jan 2017, more than 100,000 customers had signed up for this service.
- Every Door Direct Mail is an online service that allows business mailers to reach customers by neighborhood, city or ZIP Code. Since the service was launched in 2011, the Postal Service has handled about 3 million transactions, resulting in more than 13 billion pieces of mail and more than \$2.2 billion in revenue.
- 3rd Ounce Free is one way the Postal Service is adding value to First-Class Mail Commercial Presort Letters. Commercial mailers can use the free third ounce to enclose promotional materials, advertising, coupons and other messages for their customers.
- Intelligent Mail barcodes increase the value of mail for both the Postal Service and its customers. The IMB identifies individual pieces of mail, trays, sacks and containers of mail and tracks them through the processing system — from induction to delivery — allowing end-to-end visibility of the mail stream.
- The Postal Service works with third-party sites to help customers create direct mail, Certified Mail, newsletters and greeting cards, as well as customized stamps, and personalized envelopes and postcards. For more information, go to [usps.com/ship/custom-mail-stamps.htm](http://usps.com/ship/custom-mail-stamps.htm).
- USPS Picture Permit Imprint Indicia, introduced in 2012, allows commercial mailers to customize the permit imprint indicia on their First-Class and Marketing Mail letters and cards with a corporate logo, brand image or trademark. Picture Permit can raise brand awareness and market a company's products and services. For additional information, go to [usps.com/business/postage-options.htm](http://usps.com/business/postage-options.htm).
- Direct mail and technology — together, they can increase the impact and excitement of direct mail.
  - ▶ QR codes help turn interest into action. The customer scans a 2-D barcode on the mail piece with their smart-phone or tablet to directly link to websites and other online media.
  - ▶ Augmented reality turns printed information into a virtual experience, heightening engagement with the mail piece and increasing impact and use. The customer scans an image, photo, or code on the mail piece with their smart phone or tablet to begin the virtual experience.

## National Postal Forum

The NPF is an annual mailing industry conference that provides educational and networking opportunities for thousands of business customers. Attendees learn about the latest trends and innovations in the mailing industry through more than 100 workshops and seminars.

## The Postmaster General's Mailers Technical Advisory Committee

MTAC represents a group of mailing associations that provide technical advice and recommendations to the Postal Service on matters concerning mail-related products and services. The purpose of MTAC is to enhance the value of mail for the mutual benefit of the entire mailing supply chain, including the Postal Service.

## Postal Customer Councils

PCCs are postal-affiliated organizations that provide members with information about postal products and services to help them grow their businesses. PCCs provide a communication channel between business customers and local postal leadership. Today there are more than 155 local PCCs with about 80,000 members.

## Postal Blue Goes Green

### USPS BlueEarth® Our Sustainability Brand

- The Postal Service launched the *BlueEarth® Secure Destruction* mail service nationwide in 2014. The relatively new and innovative sustainable mail service allows mailers to have First-Class Mail that is undeliverable, automatically intercepted and destroyed securely at a postal facility, for no additional charge, instead of being returned to the sender.
- The USPS *BlueEarth® Federal Recycling Program* continued to transport and recycle used electronics for federal agencies with no shipping or item disposition costs.
- Use of the *USPS BlueEarth® Product Carbon Accounting* service continued to grow in 2016. The service provides large commercial customers a customized statement of carbon emissions associated with the customer's mailings.
- The Postal Service works with suppliers to maximize the use of recycled content materials in the manufacturing of stamps, postcards and packaging. Customers can get Priority Mail and Priority Mail Express boxes and envelopes from the Postal Service at no charge, in Post Offices or online.
- Postal customers can recycle their read mail at the Post Office. More than 22,000 secure recycle bins are available at nearly 12,000 Post Office lobbies. The Postal Service makes it easy for customers to recycle. Look in the Post Office lobby for the container labeled: "READ, RESPOND, RECYCLE."
- The USPS National Recycling Operation utilizes our existing unique transportation network to backhaul recyclables from post offices to distribution centers for consolidation and diversion from landfill to recycling.
- Customers can skip the trip to the Post Office and reduce their carbon footprints! Using the Postal Service website [usps.com](http://usps.com), customers can order boxes, envelopes, postage and schedule package pick-ups. Customers also can use the USPS Mobile app too. Skipping a trip saves time and is a smart choice for the Earth.
- Every year the Postal Service releases an Annual Sustainability Report reflecting performance in the previous year. See more at <http://about.usps.com/publications/sar2015/sar2015/welcome.htm>. For more information on the Postal Service's sustainability efforts, go to [usps.com/green](http://usps.com/green).
- The Postal Service released a Climate Change Adaptation Plan. The plan addresses steps being taken now to ensure a more resilient Postal Service and focuses on employees, infrastructure, and fleet. It can be found at: <http://about.usps.com/what-we-are-doing/green/climatechange.htm>

## Conserving Energy

- Between 2003 and 2015, the Postal Service reduced overall building-related energy consumption by 32 percent.
- The Postal Service operates a fleet of more than 48,000 alternative fuel-capable vehicles, most of which are equipped to use ethanol. There are electric, compressed natural gas, liquid propane gas vehicles in the fleet as well.
- More than 75,000 letter carriers drive to neighborhoods and then deliver the mail on foot. More than 7,100 deliver solely on foot.
- Mail is delivered by bicycle on select routes in Arizona and Florida, reducing emissions and saving fuel.
- Two-ton electric vehicles have been delivering mail in New York City since 2001.
- The Postal Service has one of the largest green roofs in New York City, totaling 109,000 square feet, nearly 2.5 acres. Green roofs save energy and can contribute to better water quality. The Postal Service's second green roof is in Syracuse, NY. Designed to conserve water and energy, the new roof has been built at no cost to the Postal Service, thanks to an innovative collaboration with Onondaga County, NY.

## Innovative Technologies — Systems at Work

The services provided daily by the Postal Service depends on an astonishing network of people and technologies that collect, transport, process and deliver the nation's mail.

- The Postal Service is the world leader in optical character recognition (OCR) technology with machines reading nearly 98 percent of all hand-addressed letter mail and 99.5 percent of machine-printed mail.
- The Postal Service uses more than 8,500 pieces of automated processing equipment to sort nearly half the world's mail.
- The Postal Service has one of the largest material-handling systems in the world for moving mail. There are more than 200 miles of conveyors within postal processing facilities.
- Tray sorting machines sort more than 18 million trays per day through the conveyor systems.
- 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 Flats Sequencing System (FSS) sorts "flat mail" (large envelopes, magazines, etc.) in carrier walk sequence up to 12,000 pieces per hour.
- The Advanced Facer Cancellor System (AFCS) positions letter mail and cancels stamps at 36,000 pieces per hour.
- The Delivery Barcode Sorter (DBCS) reads the barcode on letters and sorts them at 36,000 pieces per hour.
- The Automated Flat Sorting Machine (AFSM) sorts flat mail at 17,000 pieces per hour.
- The Automated Package Processing System (APPS) sorts packages and bundles of mail at 9,500 pieces per hour
- The Automated Parcel and Bundle Sorter (APBS) sorts packages and bundles of mail at 6,000 pieces per hour.
- The Mail Transport Equipment Ordering (MTEOR) system was introduced in 2012. MTEOR standardizes the ordering process for mail transport equipment (MTE), allowing mailers to order MTE online and improve equipment management efficiency.
- Most packages with tracking barcodes are scanned throughout the postal system. In the past year, the APBSs have been upgraded with improved camera technology and increased barcode read rates.
- Mobile Delivery Devices – or MDDs – provide real-time scanning for daily delivery operations. Implementation was completed in 2015 and there are more than 263,000 MDDs in use nationwide.

For more information about the Postal Service's impressive operations, check out the "Systems at Work" video at [postalmuseum.si.edu/systemsatwork/exhibit.html](http://postalmuseum.si.edu/systemsatwork/exhibit.html).

## Information Technology

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 12 million legitimate emails a day delivered to more than 214,000 email accounts.
- There are 575 remote locations within the postal system that receive network connectivity via satellite.
- Our communications network supports and maintains more than 145,000 desktop computers, 23,000 notebook computers, 81,000 printers, 12,500 smart-phones, 400,000 phone lines and 310,000 hand-held scanners.
- 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.
- Nearly 105,000 meetings per month are hosted online, representing more than 32 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.
- There are nearly 1.45 million email messages blocked monthly due to spam, more than 400,000 blocked emails due to content, and 21,000 blocked malware attempts.
- More than 381 million credit and debit card transactions are processed annually through IT systems in Post Offices and through *usps.com*.
- There were 10 billion page views on *usps.com* in 2016.

## Decoding the Code.

The Zone Improvement Plan (ZIP) Code was launched in 1963 to better handle increasing volumes of mail. The first number in the code represents a general geographic area of the nation, “0” in the East, moving to “9” in the West. The next two numbers represent regional areas, and the final two identify specific Post Offices. The ZIP+4 Code was introduced in 1983. The extra four numbers allow mail to be sorted to a specific group of streets or to a high-rise building. In 1991, two more numbers were added so that mail could be sorted directly to a residence or business. Today, the use of ZIP Codes extends far beyond the mailing industry, and they are a fundamental component in the nation's 911 emergency system.

## Security. Law Enforcement. Preserving the Trust.

The U.S. Postal Inspection Service is the federal law enforcement, crime prevention, and security arm of the U.S. Postal Service. Founded by Benjamin Franklin and established on August 7, 1775, the Inspection Service is one of the nation's oldest federal law enforcement agencies.

- Inspectors and Postal Police Officers are mandated to protect the entire Postal Service system—including its employees and customers. Last year, out of 460 applicants, 62 new Inspectors and 52 Postal Police Officers successfully completed the rigorous training program at the Inspection Service Training Academy in Potomac, MD, to join the ranks.
- Postal Inspectors reported over 5,351 arrests and about 4,400 convictions related to postal crimes, primarily those involving mail theft, fraud and prohibited mailings in 2016.
- The Inspection Service helped recover misappropriated or stolen mail transport equipment worth more than \$1.6 million, including the recovery of 25,677 plastic pallets worth more than \$500,000.
- Inspectors respond to suspicious mail incidents every day. Last year, Inspectors responded to more than 2,500 incidents with no resulting fatalities.
- More than 37,000 pounds of illegal narcotics and \$23.5 million in illegal assets were seized by Inspectors from drug-trafficking through the mail.
- Assaults and threats receive priority attention from Postal Inspectors. Last year, Inspectors responded to 606 cases of threats and assaults against Postal employees, with 211 arrests resulting in 149 convictions.
- Court-ordered forfeitures valued at nearly \$52 million were collected by Inspectors. The primary recipients of those funds were the victims of fraud, who recouped all, or a portion, of the money they lost.
- Postal Inspectors work to protect and educate the American public about current fraud trends and fraudulent use of the US Mail. More than 50 million Americans were able to tune-in on Saturday mornings to the dramatic television series, *The Inspectors*. The half-hour scripted television series, based on real-life Postal Inspection Service cases, teaches viewers of all ages how to avoid becoming crime victims.
- The Postal Inspection Service's Consumer Alert News Network (CANN) provides fraud prevention and consumer awareness tips to views through the 120 television stations in the network. Each of the 72 segments aired reach an estimated audience of 3.8 million views. Since its inception, more than 500 segments, which include interviews with Inspectors and victims, have been produced and aired during local network news shows.
- Inspectors investigated the use of mail to sexually exploit children, identifying victims and reporting 36 investigations, resulting in 46 arrests.
- Inspectors ensure the safety of the mail, conducting mail screenings for the Democratic and Republican Conventions in 2016. More than 39,000 mailpieces and private courier deliveries were screened at eleven associated events, adding a layer of protection and assuring safety and security for all.
- Forensic Scientists at the Postal Inspection Service's state-of-the-art National Forensic Laboratory examined more than 125,000 physical evidence items. The Forensic Laboratory Services' Fingerprint Unit processed more than 60,000 items leading to the identification of more than 4,000 latent prints.
- In March 2016, a Postal Inspector accompanied the first mail flight from Miami to Cuba in more than 50 years. Postal Inspectors provided additional support of the historic resumption of service to Cuba by conducting security reviews and participating in the preceding formal negotiations.



## Defending the Frontier. Enforcing the Law.

As our country's oldest federal law enforcement agency, modern day Postal Inspectors, in the same way the early surveyors and special agents, have a proud and successful record of fighting criminals who attack the nation's postal system and misuse it to defraud, endanger, or otherwise threaten the American public.

- In 1737, Benjamin Franklin as the Postmaster at Philadelphia, visited and audited the accounts of existing Post Offices. His additional duties included "regulating the several Post Offices and bringing the Postmasters to account."
- In 1772, the Post Office Department had expanded to the point that regulating Post Offices and auditing postal accounts required the creation of a new position — Surveyors. Surveyors were the first Postal Inspectors, required to investigate thefts of mail or postal funds, often by a rider, innkeeper or other person entrusted with the US Mail.
- In 1801, an issue was ordered changing the title of Surveyor to Special Agent.
- In 1812, Special Agents observed and reported on movements of the British fleet on the Potomac River during the War of 1812.
- In 1830, a separate Office of Instructions and Mail Depredations was formed to be the investigative and inspection branch of the Post Office Department. By then, laws and regulations were being enacted by Congress which made certain violations against the United States postal system federal crimes.
- In 1835, Preston S. Loughborough was placed in charge of this new investigative and inspection branch which was the predecessor to the Office of the Chief Postal Inspector.
- In 1853, there were 18 total Special Agents in the Postal Office Department who were assigned responsibility for specific territories.
- In 1872, Congress enacted the Mail Fraud Statute to combat a rash of swindles by mail which erupted after the Civil War.
- In 1873, Congress enacts the Postal Obscenity Statute based on the urging of Special Agent Anthony Comstock. The total number of Special Agents had jumped to 63.
- In 1880, a law passed by Congress establishing the title of Chief Post Office Inspector and changed the designation of a Special Agent to Post Office Inspector.
- In 1916, Postal Inspectors investigated and solved the last known stagecoach robbery in the U.S. The stagecoach from Rogerson, ID to Jarbidge, NV was robbed, the driver murdered and over \$3,000 taken from the mail. Within five days the robbers were caught by Inspectors.
- In the 1920s and 30s, mail train robberies were a new challenge to the postal system. Trains transported high value mail shipments, such as diamonds, increasing the need to protect valuables sent through the mail. Post Office Inspectors became the first federal law enforcement officers to carry the Thompson submachine gun — one of the most widely recognized firearms in the world — to combat the rash of robberies. The Post Office Department was the first government agency to purchase and use the "Tommy Gun" in an effort to curb the increase in mail robberies.
- Between 1937 and 1941, more than 500 railroad cars carried \$15.5 billion in gold by registered mail between New York and Fort Knox. Inspectors were responsible for all the plans for the movement and protection of the gold, and the transfer was accomplished without mishap.
- During World War II, 247 Inspectors were assigned to create a mail system for the troops — the Army Post Offices (APOs) and the Fleet Post Offices (FPOs). What they established still remains as today's military mail system.
- In the 1940s, Robert Moon, while working as a Postal Inspector in Philadelphia, developed the idea for the ZIP Code. He's sometimes called "Mr. ZIP" and is considered the father of the ZIP Code. His system used only the first three digits of what became a five-digit, and later a nine-digit, system.

- In 1958, owners of the Hope Diamond sent the priceless jewel to the Smithsonian Institution by U.S. Mail. Postal Inspectors ensured that the gem arrived safely at its destination.
- In 1971, the Postal Inspection Service becomes one of the first federal law enforcement agencies to hire female agents.
- The Postal Inspection Service has a longstanding reputation as a leader in the battle against child sexual exploitation and was the first law enforcement agency to aggressively identify, target and arrest child pornography distributors and their customers. Postal Inspectors have investigated child sexual exploitation and the distribution of pornography for more than 30 years. Since the enactment of the Federal Child Protection Act of 1984, Postal Inspectors have arrested thousands of child molesters and pornographers.
- Postal Inspectors have investigated insider traders on Wall Street, world-wide art fraud rings, crooked televangelists, and fake charities. In recent years, the Postal Inspection Service has played an integral role in terrorist investigations, including the Unabomber, anthrax and ricin cases.

***For additional information about the U.S. Postal Inspection Service, go to [postalinspectors.uspis.gov](http://postalinspectors.uspis.gov).***

## Fun Facts

Postal Service superlatives — everything you've ever wanted to know — and more.

### Post Office Fun Facts

- **Highest** — Alma, CO (80420) — 10,578 feet above sea level
- **Lowest** — Death Valley, CA (92328) — 282 feet below sea level
- **Coldest** — North Slope of Alaska: Barrow (99723) and Wainwright (99782)
- **Hottest** — Death Valley, CA (92328)
- **Wettest** — Mt. Waialeale, near the Kapaa Post Office (96746) in Hawaii
- **Driest** — Death Valley, CA (92328)
- **Westernmost** — 48 contiguous — La Push, WA (98350)
- **Westernmost** — 50 states — Adak, AK (99546)
- **Easternmost** — 48 contiguous — Lubec, ME (04652)
- **Easternmost** — 50 states — Lubec, ME (04652)
- **Southernmost** — 48 contiguous — Key West, FL (33040)
- **Southernmost** — 50 states — Naalehu, HI (96772)
- **Northernmost** — 48 contiguous — Angle Inlet, MN (56711)
- **Northernmost** — 50 states — Barrow, AK (99723)
- **Most Centered (all 50)** — closest to the geographical center of the 50 states — Belle Fourche, SD
- **Most Centered (48)** — closest to geographical center of the 48 contiguous states — Lebanon, KS
- **Smallest Post Office** — Ochopee Post Office, Ochopee, FL — 61.3 square feet
- **Largest Retail Space** — James A. Farley Post Office, New York, NY — 393,000 square feet
- **Oldest** in same building — Hinsdale, NH, since 1816
- **2nd oldest** — Castine, ME, since 1833
- **Most Common Post Office Names** — Clinton is the most common Post Office name with 26 locations. Madison is second with 25. Franklin and Washington are third with 24. Chester and Marion are next with 23 each. Then Greenville and Springfield with 22 each.
- **Most Extraordinary** — Peach Springs, AZ, Post Office has walk-in freezers for food destined for delivery to the bottom of the Grand Canyon by mule train.
- **Most Needing a Bridge** — the Point Roberts, WA, Post Office can be reached by car only by driving through British Columbia, Canada. Only a boat or float plane can travel directly there.
- **Most Subterranean Facility** — Stamp Fulfillment Services, located in Kansas City, MO, is located in a limestone cave 150 feet under-ground. It is the Postal Service's only facility located in such an under-ground environment. The consistent, year-round temperatures and humidity levels in the caves allow the stamps to be maintained in mint-quality condition. The underground facility also keeps the inventory and employees safe from snow, flooding, winds and tornadic activity common in the Midwest.

## Just the Fun Facts

- **Most Common City Names** — Franklin is the most common city name with 31 locations. Clinton and Washington are second, with 29 each. Arlington is third with 28. Chester, Georgetown, Madison and Salem are next with 27 each. Then Fairfield, Greenville, Kingston, Marion, Riverside and Springfield all with 26 locations.
- **Most Common Street Names** — the five most common street names in the country are Main (by far the most common with nearly 13,000), 2nd, Maple, Oak, Park, 3<sup>rd</sup> and 1st — in that order — with more than 8,000 each.
- **Longest Main Street** — the longest Main Street in America is located in Island Park, ID (83429) and is 33 miles long.
- **Most Unusual Delivery Method** — Mule train delivery in AZ. Each mule carries about 130 pounds of mail, food, supplies and furniture down the 8-mile trail to the Havasupai Indians at the bottom of the Grand Canyon, averaging 4,000 pounds per day.
- **Another Unusual Delivery Method** — boat delivery on the Detroit River in Michigan. The *JW Westcott* is a 45-foot contract mail boat out of Detroit that delivers mail to passing ships. The *JW Westcott* has its own ZIP Code — 48222.
- **Another Unusual Delivery Method** — dock-to-dock delivery on the Magnolia River in Alabama. A 15-foot contract mail boat delivers to 176 dock-side mailboxes on a 31-mile stretch of the river.
- There are nearly 42,000 ZIP Codes in the country.
- The **lowest ZIP Code** is 00501, a unique ZIP Code for the Internal Revenue Service in Holtsville, NY.
- The **highest ZIP Code** is 99950 in Ketchikan, AK.
- The **easiest ZIP Code** to remember is 12345, a unique ZIP Code for General Electric in Schenectady, NY.
- The **longest rural delivery route** is in Mangum, OK. The carrier travels 182.75 miles daily and delivers to 248 boxes.
- The **shortest rural delivery route** is in Athens, GA. The carrier travels 0.18 miles daily and delivers to 280 central delivery boxes and one regular mailbox for a total of 281 deliveries.
- The Postal Service moves mail using planes, trains, trucks, cars, boats, ferries, helicopters, subways, float planes, hovercraft, mules, bicycles and feet.
- More than 657,000 tires were used on the postal fleet in 2016. If stretched end-to-end, these tires would span 145 miles.
- The Postal Service ordered more than 700 million rubber bands in 2016.

## History

- There is an entire publication dedicated to Postal Service history which can be found at [about.usps.com/who-we-are/postal-history/welcome.htm](http://about.usps.com/who-we-are/postal-history/welcome.htm).

## Just **One Day** in the Life of the U.S. Postal Service . . . By the Numbers

Each day the Postal Service picks up, processes and delivers millions of letters and packages. No single operation in the world comes close to this level of connectivity to so many households and businesses. Here's just **ONE day** in the life of the United States Postal Service. (Figures are averages.)

<b>235.2 million</b>	—	revenue received, in dollars
<b>160.2 million</b>	—	dollars paid to postal employees in salaries and benefits
<b>506.4 million</b>	—	number of mailpieces processed and delivered
<b>21.1 million</b>	—	average number of mailpieces processed each hour
<b>351,656</b>	—	average number of mailpieces processed each minute
<b>5,861</b>	—	average number of mailpieces processed each second
<b>200.4 million</b>	—	pieces of First-Class Mail processed and delivered
<b>7,131</b>	—	number of letter carriers who deliver mail entirely on foot — <i>The USPS Fleet of Feet</i>
<b>54,490</b>	—	number of address changes processed
<b>3,748</b>	—	number of addresses added to our delivery network
<b>4.6 million</b>	—	number of people who visit <i>usps.com</i>
<b>\$2.7 million</b>	—	dollar amount of online stamp and retail sales at <i>usps.com</i>
<b>1.5 million</b>	—	number of Click-N-Ship labels printed
<b>297,004</b>	—	number of money orders issued
<b>0</b>	—	tax dollars received for operating the Postal Service

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## Military Postal Service Agency

An extension of the U.S. Postal Service, the Military Postal Service Agency (MPSA) provides Department of Defense personnel, their family members and other authorized users with mail services around the world.

- The Military Postal Service Agency is the managing authority over Military Postal Service (MPS) operations.
- MPS customers receive virtually the same level of service as if they were at home in the United States. Differences are based on the country in which they are stationed and the type of military operation in which they are involved.
- Until 1980, each military service and government agency managed its own mail program. In 1980, the MPSA was formed and the Department of Defense designated the Secretary of the Army as the single military mail manager.
- Created to link all the partners together with a common goal, the MPS provides postal services to military personnel around the world.
- Military mail moves within the United States via the Postal Service transportation network to major postal mail processing facilities.
- If the mail is via First-Class Mail, Priority Mail or Priority Mail Express, it will move from major airport gateways in the U.S. to overseas airport gateways on commercial U.S.-owned aircraft. From the overseas airport gateways, mail is then moved by various methods to the designated Post Office facilities for delivery to the individual service member.
- The MPSA provides service to 110 countries.
- There are 224 land-based Post Office facilities and 143 on ships.
- There are 952 ZIP Codes for military mail around the world, with more than 1.2 million delivery points.

## Other Facts

- The Postal Service's Judicial Officer Department is a court system which 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. The Judicial Officer Department uses an advanced and widely acclaimed electronic filing and case management system in all its cases, resulting in virtually paperless litigation. The electronic system is designed to provide maximum, easy, and free access to the postal court system for all parties.

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