

# POSTAL FACTS

2015

# IT'S A FACT

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

**153.9**  
million  
delivery points  
nationwide

**244,365**  
total  
delivery routes

**32,000**  
total  
facilities



**W**elcome to the 11th annual edition of the award-winning *Postal Facts*. Last year's edition won the PR News Platinum Award for best external or online publication—a great achievement—and we are proud of the recognition. But we aren't resting on our laurels. Each year we work to improve this publication so that it continues to be a valuable resource and reference for everyone. Only a fraction of the facts and trivia are inside these pages. Please go to [usps.com/postalfacts](https://usps.com/postalfacts) for the entire story.

Megan J. Brennan

Postmaster General  
and Chief Executive Officer

# SIZE AND SCOPE

**T**he 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 **154 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 postage regardless of their location.

If it were a private sector company, the U.S. Postal Service would rank **43rd** in the 2014 Fortune 500.

In the 2014 Global Fortune 500 list, the U.S. Postal Service ranked **134th.**

# 5 YEARS FACTS AND FIGURES

5 Years of Facts and Figures	2014	2013	2012	2011	2010
Annual Revenue	\$67.8 B	\$67.3 B	\$65.2 B	\$65.7 B	\$67.1 B
Total Career Employees*	486,822	489,727	522,144	551,570	583,908
Total Mail Volume	155.4 B	158.4 B	159.9 B	168.3 B	170.9 B
Total First-Class Mail Volume	63.6 B	65.8 B	68.7 B	72.5 B	77.6 B
First-Class Single Piece Mail Volume**	21.5 B	22.6 B	23.2 B	25.8 B	28.9 B
Total Shipping / Package Volume***	4 B	3.7 B	3.5 B	3.3 B	3.1 B
Delivery Points	153.9 M	152.9 M	152.1 M	151.5 M	150.9 M
Total Postal-Managed Retail Offices	31,662	31,702	31,857	31,900	32,028
Total Retail Offices	35,641	35,074	35,369	35,756	36,222
Total Retail Revenue	\$19 B	\$18.3 B	\$17.5 B	\$16.9 B	\$17.5 B
Alternate Access Revenue Percentage	43.7%	41%	39.1%	35.5%	30.7%
Online Revenue – <i>usps.com</i> ****	\$1 B	\$873.3 M	\$787 M	\$704 M	\$643 M
Online Customers	500 M	435.4 M	366.8 M	423.6 M	373.2 M
Total Delivery Routes	244,365	225,152	227,000	228,160	230,600
Total Vehicles	211,264	211,654	212,530	213,881	215,625

\*As of Feb. 15, 2015

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

\*\*\*Includes Priority Mail, Priority Mail Express, First-Class Packages, Package Services, Parcel Return Service and Parcel Select.

\*\*\*\*These figures are included in Alternate Access Revenue.

# THE POST OFFICE IS ALWAYS OPEN *USPS.COM* AND USPS MOBILE

**T**he Postal Service website — *usps.com* — is like an online Post Office at your fingertips, and is **open** for business **24/7**.

**33.9%**  
online customer  
increase since  
2010

## Click-N-Ship

customers created

**48.8 million labels,**  
which generated more than  
**\$534.8 million**  
in sales in 2014.

**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.

In 2014, the  
**Postal Service**  
**app**  
was downloaded  
**1.7 million**  
times  
across all platforms.

In 2014,  
there were more than  
**63.4 million visitors**  
to the mobile site  
— ***m.usps.com*** —  
averaging  
**224,000**  
visits per day.

**usps.com**

is one of the  
most frequently visited  
government sites with

**1.2 billion visits**

since last year —  
averaging more than

**3.9 million**

visitors

**each day.**

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In order of popularity,  
the top **usps.com** sites  
last year:

USPS Tracking

ZIP Code Lookup

Click-N-Ship

Postal Store

Domestic Rate Calculator

Stamp and  
retail sales at

**The Postal Store,**

the official

online Post Office,

totaled more than

**\$296 million.**

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Online revenue  
increased

**55.5%**

and

**alternate access  
revenue** increased

**53.7%**

both

in the last  
5 years.

There is a  
Post Office  
on your phone  
**m.usps.com**

# PEOPLE. COMMUNITY. SOCIAL RESPONSIBILITY.

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

“Delivering the Gift of Life”  
more than  
**59,000**  
postal employees and  
their families have joined  
the donor registry.

- 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 2014,  
the Postal Service  
recognized  
**262**  
employee heroes.

- The Postal Service and the National Association of Letter Carriers hold the largest one-day food drive in the nation. More than 1.3 billion pounds of food have been collected since the drive began in 1993.

In 2014,  
more than  
**73 million pounds**  
of food were collected.

- 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.

In 2014,  
the Postal Service  
celebrated the  
**102nd anniversary**  
of the Letters to Santa  
program.

Last year,  
**5,581**  
postal employees  
were **attacked** in more  
than  
**62 cities**  
due to  
**dog bites.**



# POSTAGE STAMPS

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

This semi-postal stamp has raised more than

**\$80.1 million** for breast cancer research since 1998.



**19.4 billion**

U.S. postage stamps were printed in 2014.

**19 billion**

postage stamps were sold in 2014 —

**69.5%**

of them in the popular **Forever** format.

**\$636.3 million**

in stamps and stamp product orders was received by mail, telephone (1-800-STAMP-24) and online at *usps.com/stamps* in 2014 — an increase of **10%** from last year.

In 2014,

**\$78.9 million**

in philatelic products was sold, **UP**

**212.1%**

from last year.

**\$43.6 million**

was generated by the sales of Souvenir Sheets.

# INNOVATION IN THE MAIL

**T**he Postal Service is embracing innovation and encouraging the use of technologies that make mail more interactive and effective for customers.

The Intelligent Mail barcode identifies individual pieces of mail, trays, sacks and containers of mail and tracks them through the processing system — from acceptance to delivery.

## 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

**1.2 million** transactions, resulting in more than

**6.4 billion** pieces of mail and more than

**\$1.2 billion** in revenue.

# INNOVATION TECHNOLOGIES SYSTEMS AT WORK

**T**he service provided daily by the Postal Service depends on an astonishing network of people and technology that collects, transports, processes and delivers the nation's mail.

The Delivery Barcode Sorter (DBCS) reads the barcode on letters and sorts them at  
**36,000 pieces per hour.**

The new  
**Mobile Delivery Devices —  
or **MDD** —**  
are providing real-time scanning for daily delivery operations.  
When implementation is complete in 2015, there will be 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 [npm.si.edu/systemsatwork/exhibit.html](http://npm.si.edu/systemsatwork/exhibit.html).

# SECURITY. LAW ENFORCEMENT. PRESERVING THE TRUST.

**A**s one of the nation's oldest federal law enforcement agencies, the U.S. Postal Inspection Service is mandated to safeguard the entire Postal Service system — including the hundreds of thousands of employees

who process and deliver the mail and the millions of customers who use it. U.S. Postal Inspectors, assisted by their security force of uniformed Postal Police Officers, ensure public trust in the U.S. Mail.

Postal Inspectors reported approximately

**6,000 arrests**  
and about

**5,300 convictions**

related to criminal, security and prevention investigations of postal crime in 2014.

Inspectors responded to more than

**2,546 incidents**

involving suspicious items, substances, powders or liquids in the mail or at postal facilities.

Of those,

**83 involved**

**potential improvised  
explosive devices.**

No injuries or fatalities were reported.

Inspectors recovered nearly  
**64,000 plastic pallets**  
and other postal equipment worth about  
**\$2.7 million**

that was being misused, stored unnecessarily or located outside the postal network.

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Inspectors seized and destroyed  
**1.3 million fraudulent**  
foreign lottery mailings at U.S. borders, preventing thousands of American customers from becoming victims of fraud.

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Inspectors seized  
**11,000 counterfeit**  
postal money orders worth nearly  
**\$11 million**  
that were mailed to U.S. consumers from criminals overseas.

Inspectors seized more than  
**42,000 pounds**  
of illegal narcotics and  
**\$23 million**  
in drug-trafficking proceeds from the mail.

# MILITARY POSTAL SERVICE AGENCY

**A**n 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.

Military mail moves within the United States via the Postal Service transportation network.

In 2014, more than  
**65 million**  
**pounds of mail**  
were delivered from the U.S. to  
military installations  
around the world.

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There are  
**168**  
land-based  
Post Offices  
and  
**160**  
on ships.

There are nearly  
**1,300**  
delivery  
ZIP Codes  
for military mail  
around the world.

# JUST ONE DAY BY THE NUMBERS

**E**ach 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. (Figures are averages.)

**\$1.6 million**  
spent at self-service kiosks in Post Office lobbies

**5,935**  
average number of mailpieces processed each **second**

**512.8 million**  
number of mailpieces processed and delivered

**356,103**  
average number of mailpieces processed each **minute**

**209.9 million**  
pieces of First-Class Mail processed and delivered

**21.3 million**  
average number of mailpieces processed each **hour**

**265.1 million**  
pieces of Advertising Mail processed and delivered

**\$223.7 million**  
revenue received

# THE TOP 10 THINGS YOU SHOULD KNOW ABOUT THE U.S. POSTAL SERVICE:

- 10.** The Smithsonian Institution’s National Postal Museum is dedicated to the preservation, study and presentation of postal history and philately. 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).
- 9.** The phrase by Herodotus etched atop the James A. Farley Building in Manhattan — “Neither snow nor rain nor heat nor gloom of night stays these couriers from the swift completion of their appointed rounds” — is not the official Postal Service motto. The Postal Service does not have a motto.
- 8.** The Postal Service is environmentally friendly and is a respected sustainability leader. It promoted sustainable practices long before doing so was encouraged, mandated or governed.
- 7.** The Postal Service is the only organization in the country that has the resources, network infrastructure and logistical capability to deliver to every residential and business address in the nation.
- 6.** The Postal Service has the country’s largest retail network — larger than McDonald’s, Starbucks and Walmart combined, domestically.



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. No monthly plans. No signal outages. No roaming charges. Regardless of geographic location, anyone 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 reliable, 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. 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 Postal Service continues to improve customer service by increasing access to postal services online, on smartphones and in the places people visit every day: grocery stores, drug stores, ATMs and local retailers.

## AND MOST IMPORTANTLY...

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

\$0

# FUN FACTS

## 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.

The **lowest**  
ZIP Code is

**00501,**

a unique ZIP Code for the Internal Revenue Service in Holtsville, NY.

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The **longest** rural delivery route is in Mangum, OK. The carrier travels **187.6 miles daily** and delivers to **240** boxes.

The **highest**  
ZIP Code is

**99950**

in Ketchikan, AK.

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The **shortest** rural delivery route is in Carrollton, TX. The carrier travels **1.2 miles daily** and delivers to **312** central delivery boxes.

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Please go to  
***usps.com/postalfacts***  
for the  
entire story.

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