

# POSTAL FACTS

2020

COMPANION



THE POSTAL SERVICE HAS  
DEPLOYED

140  
AUTOMATED GUIDED  
VEHICLES

IN 9 FACILITIES.

INTERNATIONAL MAIL  
IS A

\$2.5  
BILLION

BUSINESS WITHIN  
THE POSTAL SERVICE.

THERE ARE

1,069  
ZIP CODES

WITHIN THE MILITARY  
AND DIPLOMATIC  
POSTAL SERVICE  
AROUND THE WORLD.

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.

LEGISLATION WAS PASSED  
IN JANUARY 2020 TO  
AUTHORIZE THE IMMEDIATE  
SALE OF THE **SAVE  
VANISHING  
SPECIES**  
SEMIPOSTAL  
STAMP ONCE  
AGAIN.



CENTURIES  
OF INCLUSION

THE POSTAL SERVICE  
CONTINUES  
TO BE ONE OF  
THE MOST DIVERSE  
ORGANIZATIONS IN THE  
NATION.

38,000  
SOLAR PANELS

The Postal Service has a solar power generation system at its Los Angeles mail processing facility consisting of 38,000 solar panels. This expands our use of alternative energy and makes the USPS facility one of the largest buildings generating electricity through solar energy in the city.



## Innovative Technologies Systems at Work.

- The Postal Service operates 276 mail processing and distribution facilities across the country. The employees in these facilities accept, sort and dispatch the nation's mail.
- Located in Nashville, TN, the Music City Annex, built in 2019, is the newest mail processing facility.
- The largest processing facility, at 1.3 million square feet, is the New Jersey network distribution center.
- In 2019, the Postal Service deployed four electric yard tractors at the Richmond, CA, processing center. These tractors are used to moved trailers around postal property.
- The Postal Service has deployed 140 Automated Guided Vehicles (AGVs) in nine facilities. AGVs use sensors and navigation technology to move around processing facilities without human involvement.



More on Innovative Technologies inside.

## Curtailing Dangerous DRUGS

[uspis.gov/the-opioid-epidemic](https://uspis.gov/the-opioid-epidemic)

The Inspection Service is committed to stopping fentanyl traffickers with the most advanced technology available. Postal inspectors are using data, forensics, and citizens' tips to protect Americans and apprehend opioid dealers who send illegal drugs through the mail.



793 SYNTHETIC  
OPIOID SEIZURES  
BY USPIS FISCAL YEAR  
(FY) 2017 – 2019

594 POUNDS OF  
SYNTHETIC OPIOIDS  
SEIZED BY USPIS  
FY 2017 – 2019

747% INCREASE  
IN DOMESTIC  
OPIOIDS  
SEIZED BY USPIS  
FY 2017 – 2019

In 2019, the U.S. Postal Inspection Service unveiled a new contemporary website design aimed to educate and inform the American people. Go to [uspis.gov](https://uspis.gov) for additional information about the U.S. Postal Inspection Service, including a history timeline.

[USPIS.GOV](https://uspis.gov)

**PLAYING FAVORITES.**  
ACCORDING TO GALLUP, THE  
POSTAL SERVICE REMAINED  
AMERICA'S FAVORITE  
GOVERNMENT AGENCY IN  
2019, WITH 3 OUT OF  
EVERY 4 PEOPLE SAYING IT IS  
DOING AN "EXCELLENT" OR  
"GOOD" JOB.

74%



# MAIL IS BIG BUSINESS

The U.S. Postal Service is the core of the more than

**\$1.6 TRILLION**

mailing industry that employs more than

**7.3 MILLION PEOPLE.\***

These following types of mail brought in most of the \$71.1 billion in operating revenue in 2019:

**FIRST-CLASS MAIL**

**\$24.4 BILLION**

**MARKETING MAIL**

**\$16.4 BILLION**

**SHIPPING AND PACKAGE SERVICES**

**\$22.7 BILLION**

**PERIODICALS**

**\$1.2 BILLION**

If it were a private sector company, the U.S. Postal Service would rank 44th in the 2019 Fortune 500.

In the 2019 Global Fortune 500 list, the U.S. Postal Service ranked 136th.

\*The Envelope Manufacturers Association Mailing Industry Job Study, 2019, reported that there are more than 7.3 million jobs and more than \$1.58 trillion in revenue attributed to the mailing industry. More information can be found at [envelope.org](http://envelope.org).

## A 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 Postal Service. (Figures are averages.)

**7.1 MILLION**

people visit [usps.com](http://usps.com)

**\$157.3 MILLION**

is paid to postal employees in salaries and benefits

**472.1 MILLION**

pieces of mail are processed and delivered

**19.7 MILLION**

pieces of mail are processed each hour

**327,838**

processed each minute

**5,464**

processed each second

**181.9 MILLION**

pieces of First-Class Mail are processed and delivered

**118,152**

address changes are processed

**4,221**

addresses are added to our delivery network

**269,098 NUMBER**

of money orders issued

**\$236 MILLION**

revenue is received

**6,765**

letter carriers deliver mail entirely on foot

## Innovative Technologies Systems at Work.

The daily operations performed by the Postal Service depend 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 technology, with machines reading nearly **98 percent of all hand-addressed letters and 99.5 percent of machine-printed mail.**
- Is one of the largest material-handling systems in the world for moving mail. There are more than **200 miles of conveyors** within postal facilities.
- Has the **largest gantry robotic fleet in the world**, using 174 robotics systems to move 314,000 mail trays per day.

The Postal Service uses more than **8,500 pieces of automation processing equipment to sort nearly half the world's mail.**

The **Automated Delivery Unit Sorter** sorts packages and bundles of mail at a rate of 34,000 pieces per hour with a sort accuracy of 99.95 percent.

The brand new **Enhanced Package Processing System** in Portland, OR, sorts packages at 25,000 pieces per hour.

The **Robotic Containerization System** sorts trays and automatically loads rolling containers or pallets.

The **Advanced Facer Cancellor System** positions letter mail and postmarks stamps at 36,000 pieces per hour.

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

The **Automated Flat Sorting Machine** sorts flat mail at 17,000 pieces per hour.

The **Automated Package Processing System** sorts packages and bundles of mail at 9,500 pieces per hour.

The **High Throughput Parcel Sorter** sorts packages and bundles at 15,000 pieces per hour.

The **Automated Parcel and Bundle Sorter** sorts packages and bundles of mail at 6,000 pieces per hour.

**Mobile Delivery Devices** provide real-time scanning for daily delivery operations. There are more than 260,000 such devices in use nationwide.

Tray sorting machines sort more than **18 million trays** per day through conveyor systems.

[https://www.youtube.com/watch?v=WX16\\_52bHvg](https://www.youtube.com/watch?v=WX16_52bHvg)

## Environmental Management Putting our Stamp on a Greener Tomorrow®

Compliance with environmental requirements provides a foundation for healthier air and waterways and sustainability success.

- Environmental compliance reviews are the foundation of our compliance programs and the mechanism to implement national strategies. The Postal Service conducts environmental compliance reviews at approximately 500 prioritized Postal Service facilities cyclically. The reviews assess compliance and provide hands-on training and assistance at the locations.
- The Postal Service's "zero discharge" policy mandates that no pollutants will be released or discharged into storm-water systems, by USPS or by USPS third-party contractors. This policy applies to all vehicle and equipment washing. Our vehicle-washing procedures also require the use of environmentally preferable soaps and follow strict guidelines for the capture, recovery and safe disposal of water.
- Our operations generate a variety of common regulated wastes, such as used oil, batteries, electronic waste, used fluorescent lamps, medical waste and ink-related waste from mail processing. This includes recycling mailback options for common universal wastes, such as lamps and batteries.
- The Postal Service specifically prohibits the procurement and use of products containing 13 targeted chemicals that are known to be hazardous to human health and the environment.

### THE POSTAL SERVICE IS...

**Sustainable.** We deliver mail using alternative fuel vehicles, on foot and even on bicycles. Our 2018 energy reduction in our buildings equated to powering more than 5,000 homes and we are expanding our solar-powered facilities in 2020. We are working every day to put our stamp on a greener tomorrow.

The Postal Service releases an Annual Sustainability Report. The latest report can be found at [usps.com/green](http://usps.com/green).



## Information Technology

The Postal Service has one of the world's largest computer networks — linking more than **31,000 facilities** and connecting 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.
  - **SPAM:** More than 1.2 million email messages are blocked monthly due to spam.
  - **Content:** More than 680,000 emails are blocked monthly because of inappropriate content.
  - **Malware:** More than 10,500 email messages are blocked monthly containing malware.
- The Postal Service communications network supports and maintains more than 147,000 desktop computers, 31,000 notebook computers, 86,000 printers, 23,000 smartphones, 250,000 phone lines and 310,000 hand-held scanners.
- The Postal Service has 90 petabytes of storage capacity — equivalent to playing more than 228,085 years of songs on an MP3 player with no repeats.

## Known Globally

The Postal Service is worldwide, shipping to more than 190 countries and working closely with other postal services to improve service and increase its annual share of the international shipping market.

**\$2.5 BILLION**

BUSINESS WITHIN THE POSTAL SERVICE

The Postal Service is one of 25 members of the **International Post Corporation (IPC)**. The IPC is a cooperative association of postal services in North America, Europe and Asia-Pacific. More information can be found at [www.ipc.be/](http://www.ipc.be/).

The Postal Service is a member of the **Universal Postal Union**. More information can be found at [upu.int](http://upu.int).

The Postal Service is a member of the **Express Mail Service Cooperative**. More information can be found at [ems.post/en/global-network](http://ems.post/en/global-network).

The Postal Service is one of 11 members of the **Kahala Post Group**. More information can be found at [kahalapostsgroup.com/](http://kahalapostsgroup.com/).

The Postal Service is a member of **PRIME**. More information can be found at [prime-posts.com/](http://prime-posts.com/).



# Commercial Mailing and Shipping Innovation

The Commercial Mail Acceptance program makes it possible for mailers to automate commercial mail verification, acceptance and payment. The Postal Service's 11,867 Business Mail Entry Units and more than 1,000 Detached Mail Units processed **27 million** commercial postage statements in 2019. Component programs include:

**The Enterprise Payment System (EPS)** allows customers to pay for and manage their use of Postal Service products and services online, using an integrated single payment account. In 2019, EPS collected **\$16 billion in revenue, a 700 percent increase over 2018.**

**\$16 BILLION**  
**700% INCREASE**

The **Full-Service Intelligent Mail** program uses Intelligent Mail barcodes to achieve end-to-end visibility within the postal mail stream and provides customers with cost-efficient pricing options by eliminating permit fees and providing complimentary address correction service, visibility, and tracking of mailings. More than 14,000 mailers submitted Full-Service mailings in 2019 and more than 93 percent of the eligible volume — **7.8 billion pieces** — were handled as Full-Service.

**7.8 BILLION**  
**FULL-SERVICE PIECES**

The **Seamless Acceptance** program automates payment verification of commercial mailings by leveraging electronic documentation (eDoc), Intelligent Mail barcodes and information collected from both hand-held sampling devices and mail processing equipment scans. In 2019, the Postal Service handled **45.7 billion mail pieces** from more than 500 mailers under Seamless Acceptance and collected **\$675,000 in additional postage.**

**\$675,000**  
**ADDITIONAL POSTAGE**

The **eInduction** process simplifies mail induction by leveraging eDoc, Intelligent Mail container barcodes and handheld scanner technologies to verify payment and preparation of commercial mail containers. In 2019, 1,108 mailers took advantage of eInduction.

**1,108**  
**EINDUCTION MAILERS**

## Serving Those Who Serve

It's not just any letter or package. It's a picture of the kids. It's a handmade scarf. It's a favorite candy bar.

**IT'S A PIECE OF HOME**

The Postal Service helps make sure these very special letters and packages make it to those who serve in the military — and their families with them — wherever they are around the globe.

The Postal Service offers a **Military Care Kit** to ship directly to APO, FPO and DPO locations. The kit contains Priority Mail Flat Rate Boxes, address labels, tape and customs forms, and can be ordered at no charge at [usps.com/shop](https://usps.com/shop) or by calling (800) 610-8734.

## Military and Diplomatic Mail

- The Military Postal Service provides service in **67 countries**. Diplomatic Mail service is provided in **113 countries**.
- There are **678 land-based** and **389 on-board ship** Post Offices. There are **140 Diplomatic Post Offices**.

## STAMPS

### What a great idea!

In 2019, the Postal Service released several stamps that highlighted printing technologies in the production of its stamps.

- The "1969: First Moon Landing" stamps were printed on a metallic chrome foil to give a sense of the mirrored effect on NASA space suits.



- The "Transcontinental Railroad" stamps had intricate gold foil represent the Golden Spike and frame the two train engine stamps.



- The "Spooky Silhouettes" stamps used rainbow holographic foil to give a sense of lighted windows behind the Halloween themes.



- The "Tyrannosaurus Rex" stamps were the second lenticular stamp issued by the United States Postal Service. The stamp showed movement of T. rex roaring and added flesh to the bone display. It also combined regular-printed stamps with lenticular\* on the same pane.



\*Lenticular is a specialized printing process that shows depth or animation.

**MORE THAN**  
**1,400 MURALS**  
**AND/OR SCULPTURES**

from President Franklin Roosevelt's New Deal Program are in our Post Offices around the nation.



## Centuries of Inclusion!

The Postal Service is — and continues to be — one of the most diverse organizations in the nation. Our workforce reflects the diversity of the customers it serves. The strength of the Postal Service lies in its amazingly diverse workforce.

### Some history

- Women served as Postmasters in this country more than a century before they won the right to vote.
- African Americans worked as Postmasters, clerks and carriers, beginning in the 1860s — 100 years before the Civil Rights Era opened widespread opportunity in the American workplace.
- More can be found in "The United States Postal Service: An American History" at [about.usps.com/who-we-are/postal-history/welcome.htm](https://about.usps.com/who-we-are/postal-history/welcome.htm).

### So many firsts

The Postal Service is proud of its many notable firsts in diversity and inclusion. Some of these are:

- First female Postmaster in the United Colonies: Mary Katherine Goddard, Baltimore MD, 1775.
- First known female mail carrier: Sarah Black, mail messenger, Charlestown, MD, 1845.
- First known African American Postmaster: James W. Mason, Sunny Side, AR, 1867.
- First known African American letter carrier: James B. Christian, Richmond, VA, 1869.
- First known African American postal inspector: Isaac Myers, Baltimore, MD, 1870.
- First African American postal executive: Ronald B. Lee, Assistant PMG of Planning and Marketing, 1969.

- First female postal inspectors: Jane Currie and Janene Gordon, 1971.

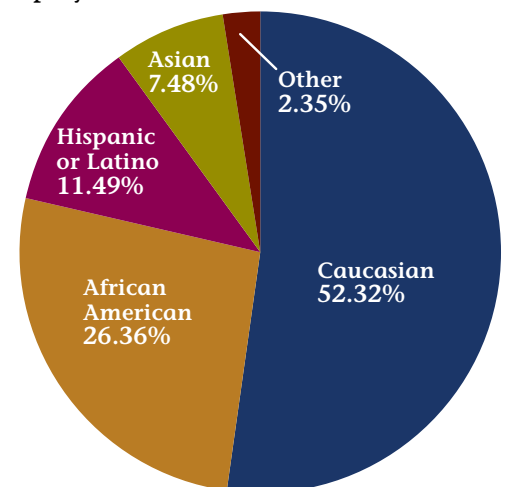


- First female executive: Nancy L. George, Assistant Postmaster General of Employee Relations, 1979.
- First female Postmaster General: Megan J. Brennan, Washington, DC, 2015.

### Today

The Postal Service workforce remains one of the most diverse in the nation. Our pride in serving the American public is a common thread that unites us.

- Women make up nearly 46 percent of our workforce..
- Minorities represent nearly 48 percent of our workforce.
- The Postal Service employs more than 97,000 veterans.
- The Postal Service employs nearly 32,000 employees with disabilities.



**IN THE PUBLIC DOMAIN.**  
**THE POSTAL SERVICE**  
**OWNS**

**1,884**  
**INTERNET DOMAINS**

**POSTAL FACTS 2020**



# Really? You didn't know this?

**One of a kind.** There is a **24-hour**, unstaffed, self-service post office in Northern Virginia that allows customers to conduct most shipping and mailing transactions quickly and easily themselves. The Self-Service Post Office provides round-the-clock accessibility to PO Boxes, self-service kiosks and an automated package drop. In 2019, more than **10,000 customers** took advantage of this convenient office.

**Whatever it takes!** The Postal Service moves mail by planes, hovercraft, trains, trucks, cars, boats, ferries, helicopters, subways, bicycles, mules and feet.

**That's no pony, that's a horse!** The official name for the "Pony Express" actually was the Central Overland California & Pike's Peak Express Company. Before they were hired, riders had to swear on a Bible not to curse, fight or abuse their animals.

**Orphans were preferred.** The service was in operation only from April 3, 1860, to Oct. 26, 1861. It operated as a U.S. Mail route during its final four months.

**Iconically ours.** Those iconic blue collection boxes on street corners weren't always blue. Before 1970, they were green, then red, then white, then green again, and finally — beginning in 1955 — red, white and blue. **If the 141,900 blue boxes were placed side-by-side, they would stretch for more than 58 miles!**

**Boing!** The Postal Service ordered more than **750 million rubber bands** in 2019, totaling about 41,096 miles of rubber bands that could **wrap around Earth 1.7 times!**

**Want a receipt?** If the amount of point-of-sale receipt tape used annually in Post Offices from coast to coast was stretched end to end, it would be nearly **964 million feet** and could circle the world more than seven times — or gift wrap the Washington Monument 2,105 times!

**Grandma, can you babysit?** Although it was against postal regulations, in the early days of Parcel Post, a few parents managed to mail their children to stay with relatives. In 1913, an 8-month-old baby in Ohio was mailed by his parents to his grandmother, who lived a few miles away. The baby was safely delivered!

## Got mules?

The most unusual mode of delivery used by the Postal Service is the mule train. Since the 1930s, mules have been carrying mail and goods to the Havasupai people living in the Grand Canyon.

- **10-22 mules** are used daily, 6 days a week, along with one wrangler on horseback, to travel **9 miles** down into the canyon to the Supai Post Office.
- **Freezers for food delivery.** The Post Office in Peach Springs, AZ. includes walk-in freezers for food destined for delivery by the mule train.
- It takes **3 hours** to get down and **5 hours** to get back up.
- On the way back up, the wrangler untethers the mules and sends them back up on their own.
- Each mule can carry up to **200 pounds** and the weight is loaded equally on each side for balance.
- The Supai Post Office has a special Mule Train postmark.



**First!** The Postal Service traces its origin to 1775, when **Benjamin Franklin** was appointed the first Postmaster General (PMG) of the United Colonies, predecessor of the United States. His annual salary was \$1,000. From 1872 to 1971, the PMG was a Cabinet member.

## ABOUT THAT MOTTO ..

Nope, it's not this phrase: "Neither snow nor rain nor heat nor gloom of night stays these couriers from the swift completion of their appointed rounds." The words are engraved on the front of the James A. Farley Post Office in New York City, set in stone by the architectural firm that built it. The phrase is taken from an ancient book by the Persian historian Herodotus and refers to messengers in the Persian Empire. But we approve of the sentiment.

*We deliver.*

#POSTALPROUD

## Fun Facts

Now you know. More.

**Impress people with your knowledge of these facts about the lighter side of our business.**

**Main Street America is here and here and ...**

The most common street name in the country is **Main** — more than **13,000** of them — followed by 2nd and Maple, with more than 8,000 each. The longest Main Street is located in Island Park, ID, and is 33 miles long.

**Ben, this one's for you.**

**Franklin** is the most common city name — **31** so named — with Clinton and Washington tied for second (29 each) and Arlington at third (28). The most common Post Office name is Clinton, with 26 locations, followed by Madison at second (25) and Franklin and Washington tied for third (24).

**Quick! What's that ZIP Code?**

The ZIP Code was introduced in 1963. The first number represents a general geographic area of the nation, "0" in the

East moving to "9" in the West. The next two numbers indicate regional areas and the final two, specific Post Offices or postal zones in larger cities. Make it a ZIP+4 Code, introduced in 1983, and mail can be sorted to specific streets, buildings, houses and businesses. Today, ZIP Codes are important parts of the nation's 911 emergency system. ZIP = Zone or Zoning Improvement Plan.

There are **41,701 ZIP Codes** in the country. They range from 00501, belonging to the Internal Revenue Service in Holtsville, NY, to 99950 in Ketchikan, AK. Easiest to remember? How about 12345, a unique ZIP Code for General Electric in Schenectady, NY.

**These roads taken — and delivered.**

- The **longest rural delivery route** is Rural Route 001 in Sidney, MT. The carrier travels 190.7 miles daily and delivers to **272 boxes**.
- The **shortest rural delivery route** is Route 019 in Parker, CO. The carrier travels **2.3 miles** daily and delivers to **837 boxes**.
- The ZIP Code with the **most possible street deliveries** is Cathedral Station, NY, 10025 — with **46,167!**

Z	M	Q	U	E	N	Z	H	B	R	R	I	E	B	C	DELIVERY
G	K	R	M	N	K	E	H	C	O	E	Z	A	V	S	FRANKLIN
O	B	O	L	W	X	V	G	D	M	N	J	U	N	Z	INSPECTOR
H	E	G	P	E	T	Y	U	A	P	N	S	P	I	I	LETTER
N	L	I	R	Z	Y	M	Y	L	K	A	X	X	J	R	MAILBOX
U	V	H	I	B	H	R	A	M	Z	C	L	F	T	U	PACKAGE
I	U	M	O	Z	E	S	Y	I	R	S	A	H	N	I	POSTMASTER
B	E	N	R	V	L	T	T	O	L	J	I	P	V	H	PRIORITY
K	R	Q	I	E	C	N	T	A	A	B	C	U	G	L	SCANNER
L	B	L	T	V	B	C	R	L	M	G	O	I	H	P	SOCIAL
I	E	T	Y	U	E	U	C	X	S	P	S	X	C	C	STAMP
D	E	Q	M	P	M	R	V	Y	E	U	K	B	R	E	UNIVERSAL
R	E	T	S	A	M	T	S	O	P	Z	L	H	D	U	WPAMURALS
A	Q	N	P	B	P	F	R	A	N	K	L	I	N	B	
G	I	W	E	N	V	T	X	A	L	M	R	O	C	N	

## THIS IS OUT OF THIS WORLD AWESOME.

**DURING 2019, POSTAL SERVICE EMPLOYEES TRAVELED 1.34 BILLION MILES TO DELIVER YOUR MAIL, EQUIVALENT TO 53,640 LAPS AROUND EARTH, 5,305 TRIPS TO THE MOON OR 14.4 TRIPS TO THE SUN.**

**Our Post Offices are everywhere.**

**Highest:** Alma, CO, (80420) is 10,578 feet above sea level.

**Lowest:** Death Valley, CA, (92328) is 282 feet below sea level.

**Coldest:** North Slope of Alaska: Barrow (99723) and Wainwright (99782).

**Hottest:** Death Valley, CA, (92328).

**On Time. Every time!**

The Postal Bulletin, a nationally distributed biweekly publication, serves as a source for official policy and procedure updates and departmental news for all USPS functions, and has never missed a deadline since its inception in 1880.

