POSTAL FACTS

2011

A Decade of Historic Significance — 2001-2010

USPS.COM — This Post Office is Always Open

As the U.S. Postal Service continues its evolution as a forward-thinking, fast-acting company capable of providing quality products and services for its customers, it continues to remember and celebrate its roots as the first national network of communications that literally bound a nation together.

Ours is a proud heritage built on a simple yet profound mission: Connect every American, every door, every business, everywhere through the simple act of delivering mail. This idea of universal service is at the heart of a $900 billion industry that drives commerce, plays an integral part of every American community and remains the greatest value of any post in the world.

This is the promise and the potential of the Postal Service and it can be found on every page of "Postal Facts 2011."

Postal Facts 2011...

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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. We deliver to nearly 151 million homes, businesses and Post Office Boxes in every state, city, town and borough in this country. Everyone living in the U.S. and its territories has access to postal products and services and pays the same postage regardless of location.

By the Numbers

67 billion — revenue in 2010, in dollars

171 billion — number of mailpieces processed in 2010

563 million — average number of mailpieces processed each day

23 million — average number of mailpieces processed each hour

391,000 — average number of mailpieces processed each minute

6,516 — average number of mailpieces processed each second

40 — percentage of the world's card and letter mail volume handled by the U.S. Postal Service

1.9 billion — dollar amount paid every two weeks in salaries and benefits

574,000 — number of career employees

75 million — number of workhours reduced in 2010 — equal to 42,800 full-time employees

215,625 — number of vehicles in the Postal Service fleet — the largest civilian fleet in the world

1.25 billion — number of miles driven each year by our letter carriers and professional truck drivers

399 million — number of gallons of fuel used in 2010

31,871 — number of postal-managed retail locations nationwide

41.5 million — number of address changes processed in 2010

1.3 million — number of people who visit *usps.com* each day

223 million — dollar amount of online stamp and retail sales at *usps.com* in 2010

423 million — total revenue, in dollars, from Click-N-Ship label purchases in 2010

6.7 million — number of passport applications accepted in 2010

123.6 million — number of money orders issued in 2010

577 million — dollar amount generated from Automated Postal Centers in 2010

63,000 — number of stores, banks and ATMs that sell postage stamps

735,779 — number of new delivery points added to the network in 2010

0 — tax dollars received for operating the Postal Service

Mail is Big Business

The U.S. Postal Service is the core of the trillion-dollar mailing industry that employs more than 8 million people.*

These classes of mail brought in most of the $67 billion in revenue in 2010:

- First-Class Mail — $34.0 billion
- Advertising — $17.3 billion
- Shipping Services — $8.7 billion
- Periodicals — $1.9 billion
- Package Services — $1.5 billion

If it were a private sector company, the U.S. Postal Service would rank 29th in the 2010 Fortune 500.

In the 2010 Global Fortune 500 list, the U.S. Postal Service ranked 92nd.

*The Envelope Manufacturers Association reported in the "2008 Economic Jobs Study for the Mailing Industry" that there are 8.4 million jobs and over $1 trillion in revenue attributed to the mailing industry.

A Decade of Historic Significance — 2001-2010

By any measure, the Postal Service has experienced extraordinary change and achieved remarkable success in the past 10 years.

The decade began with the appointment of Postmaster General John E. Potter, the terrorist attacks on Sept. 11, and the anthrax attack the following month. Mail volume fell, and America's confidence in the U.S. Mail was shaken.

As the Postal Service emerged from the shocks of 2001, the *2002 Transformation Plan* became the roadmap to recovery. It re-instilled confidence among Postal Service employees and set challenging but achievable targets in service and cost management.

This plan served as the foundation for future business growth and enhancing that vision has

been an ongoing process. In 2006, the Postal Accountability and Enhancement Act provided the Postal Service with new flexibility to adapt products and pricing to market requirements, but it also burdened the organization with a retiree health benefits prefunding obligation that is borne by no other public- or private-sector entity.

The decade ended with the appointment of Postmaster General Patrick R. Donahoe, a dramatic recession-induced decline in mail volume and the very real need to adjust and rightsize every part of a national infrastructure that took decades to expand to its current size.

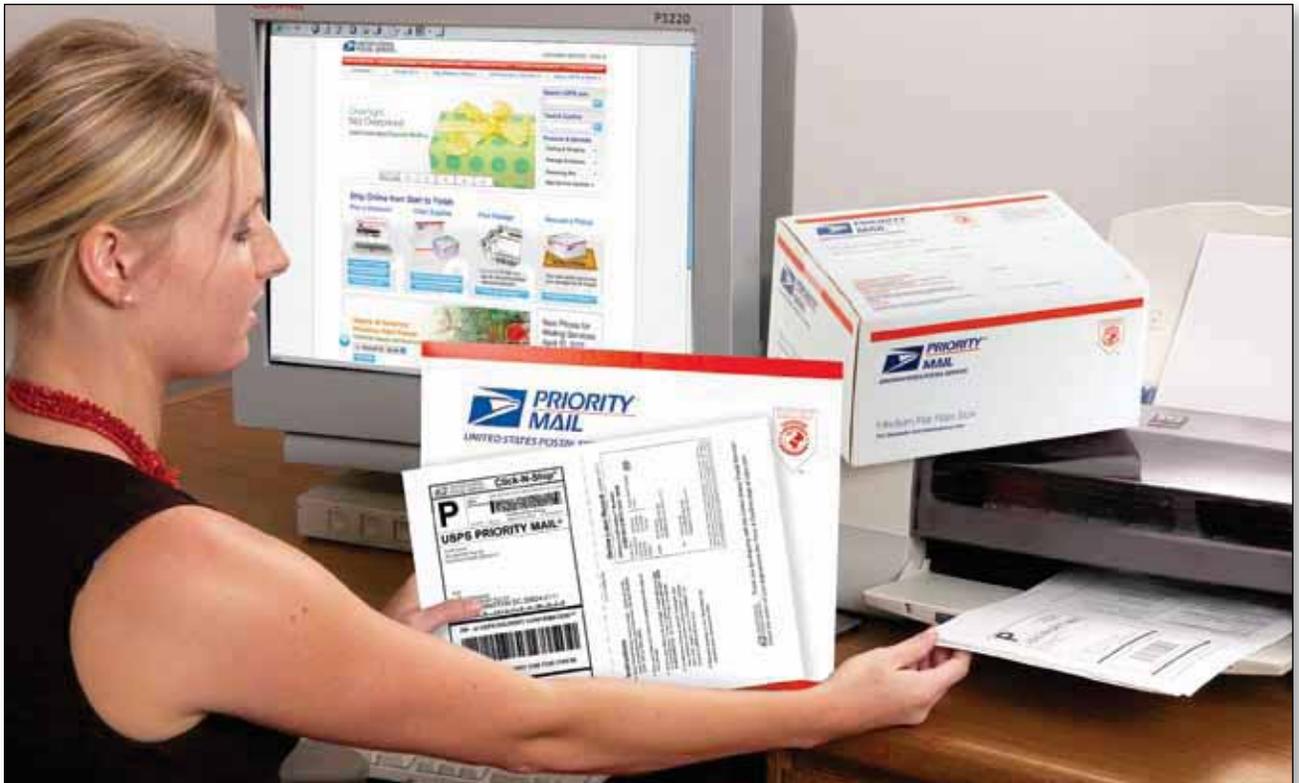|	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001
Total Mail Volume	171 B	177 B	202.7 B	212.2 B	213.1 B	211.7 B	206.1 B	202.1 B	202.8 B	207.5 B
First-Class Mail Volume	78.2 B	83.8 B	91.7 B	95.9 B	97.7 B	98.1 B	97.9 B	99.1 B	102.4 B	103.7 B
Stamped Mail Volume	28.6 B	31.8 B	35.3 B	42.2 B	44.4 B	45.9 B	47.7 B	49.2 B	52.0 B	53.6 B
Standard Mail Volume	82.5 B	82.7 B	99.1 B	103.5 B	102.5 B	100.9 B	95.6 B	90.5 B	87.2 B	89.9 B
Annual Revenue	$67.1 B	$68 B	$74.9 B	$74.7 B	$72.7 B	$69.9 B	$68.9 B	$68.5 B	$66.4 B	$65.8 B
Career Employees	574,000	623,128	663,238	684,762	696,138	704,716	707,485	729,035	752,949	775,903
Delivery Points	150.7 M	150 M	149.2 M	148.0 M	146.2 M	144.3 M	142.5 M	141.3 M	139.4 M	137.7 M
Total Retail Offices*	35,754	36,496	36,723	36,451	36,826	37,142	37,159	37,579	37,683	38,123
Total Customer Visits	1.07 B	1.12 B	1.17 B	1.21 B	1.27 B	1.28 B	1.23 B	1.27 B	1.30 B	1.36 B
Total Retail Revenue	$12.5 B	$13.1 B	$14.1 B	$14.6 B	$14.5 B	$14.9 B	$15.2 B	$15.5 B	$15.0 B	$14.8 B
Total Delivery Routes	230,600	232,900	244,800	246,500	244,700	243,000	241,200	240,300	241,000	242,600
Total Vehicles	215,625	218,684	221,047	219,522	216,004	214,146	213,321	212,798	208,860	210,102

* Including contract postal units

While change has been embraced in many ways during the past 10 years, the Postal Service's mission remains firm and unchanged — providing universal service. Every action taken then and now is guided by the commitment to keep mail affordable and accessible and to preserve the $8 trillion foundation for global communication and commerce.

If the past is indeed prologue, the past decade reflects a Postal Service that is adapting to a digital world despite a host of legal and regulatory constraints. If given the flexibility to meet changing demand and the ability to respond quickly to the marketplace, the Postal Service will continue to deliver impressive results for years to come.

Scenes Evidence Sustainably, Ship | Facts | Easy | Quick | Open | Historic | A Decade | A Day | Law Enforcement | Historic | By the Numbers | Technology | Quick | Ship | Fun Facts | Innovation | Security | Life... | Crime | Significance | Forensics | Always | Historic | A Decade | Crime | Size and Scope | Simpler Way | Ship | Always Open | Innovation | A Decade | Scenes | Evidence | By the Numbers | A Day | Scope | 2011 | Scope | Significance | Forensics | Scenes | Evidence | USPS | Convenient | Sustainability. | Size | Innovation | A Decade | Historic | Quick | A Decade of Historic Significance — 2001-2010 | Life... | Fun Facts | Security | A Decade | USPS.COM — This Post Office is Always Open | Always | Convenient

USPS.COM — This Post Office is Always Open

The Postal Service website — usps.com — is an online Post Office at your fingertips, and it is open for business 24/7.

■ *usps.com* is one of the most frequently visited government sites with more than 413 million visits in 2010 — averaging more than 1.3 million visitors each day.

■ The Postal Service has been named the Most Trusted Government Agency for six consecutive years and the sixth Most Trusted Business in the nation by the Ponemon Institute.

■ In 2010, stamp and retail sales at the Postal Store, the official online Post Office, totaled more than $223 million.

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

■ Click-N-Ship generated $423 million in sales in 2010.

■ CardStore, Premium Postcards and Click2Mail allow customers to create and send customized mailings from the convenience of a personal computer.

■ Internet Change-of-Address allows customers to change addresses, sign up for various services and order moving supplies from a personal computer. More than 11 million address changes were submitted online in 2010.

■ Customers can reserve and renew a Post Office Box online.

■ In 2010, Hold Mail Service allowed more than 10 million customers to have their mail held safely at local Post Offices while they were away from home. Scheduling can be done online.

■ In order of popularity, the top five *usps.com* sites in 2010 were:
1. Track & Confirm
2. ZIP Code Lookup
3. Calculate Postage
4. Click-N-Ship
5. Post Office Locator

Quick Easy Scenes Evidence Sustainable Ship Open Historic A Decade A Day Scenes Evidence Always By the Numbers Scenes Evidence Quick Facts Technology Ship Fun Facts Life... Significance Crime Forensics Crime Always Historic 2011 A Day A Decade Simpler Way Historic A Simpler Way to Ship Innovation Always Open Forensics Sustainability. Convenient Scope By the Numbers Size and Scope Sustainability. Scope Forensics Significance Scenes Evidence USPS Convenient Size Innovation Historic Quick A Decade A Simpler Way By the Numbers A Decade of Historic Significance — 2001–2010 Scenes Evidence Life... Fun Facts
USPS.COM — This Post Office is Always Open

Quick. Easy. Convenient.

Our customers are at the center of everything we do. With their needs in mind, we're making sure mail remains relevant and our products and services are quick, easy and convenient for them to use.

■ There's a Post Office on your phone. Some of the most popular functions currently available on *usps.com* —Track & Confirm, Post Office Locator and ZIP Code Lookup — are now available on cell phones and other mobile devices.

■ Since its launch in Oct. 2009, the Postal Service iPhone application has consistently been ranked in the top 10 free business applications.

■ Automated Postal Centers (APCs) provide customers with self-service access to the most frequently purchased postal products and services.

■ In 2010, 2,500 APCs generated more than $577 million in revenue through 92 million transactions.

■ More than 225,000 customers a day ship the self-service way.

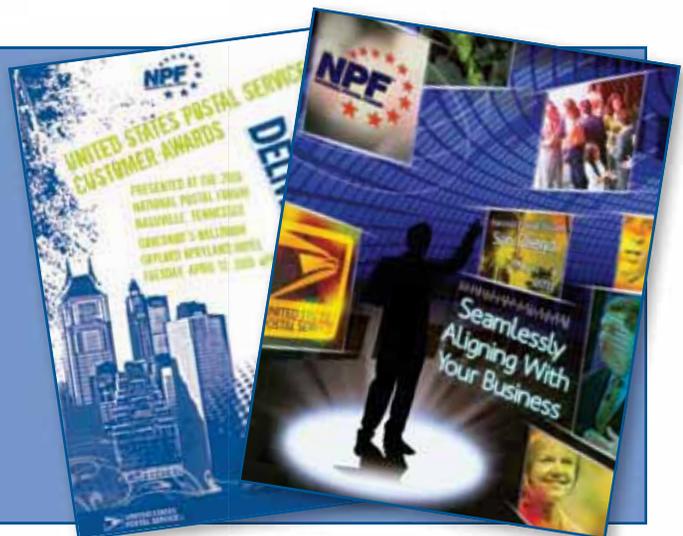■ Since the APCs launched in 2004, they have generated more than $2.7 billion in revenue.

■ Redelivery Service allows customers to schedule the delivery of the package they missed.

■ Going away for a while? Take your mailbox with you. Premium Forwarding Service forwards the mail from your permanent address to a temporary address once a week.

■ Working with the U.S. Department of State, the Postal Service accepted 6.7 million passport applications in 2010, generating $216 million in revenue.

National Postal Forum

The National Postal Forum is the mailing industry's premier educational venue, trade show and networking event for industry professionals. Since 1968, it has provided business mailers with ongoing training and education, and helped them keep pace with the mailing industry's rapid progress. Held once a year in the spring, the Forum offers a wide range of opportunities for attendees. Currently, more than 6,000 industry professionals attend the Forum each year and participate in more than 140 workshops on the hottest issues facing the mailing industry. For more information, go to *npf.org*.

People. Community. Social Responsibility.

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

■ Each year, postal employees around the country risk their own safety to save the lives of the customers they serve. In 2010, the Postal Service recognized 239 employee heroes.

■ Sales of the Breast Cancer Research semi-postal stamp have raised more than $71.7 million in voluntary contributions for breast cancer research since July 1998, and sales of the stamp have been extended until December 2011.

■ In 2010, 25.1 billion stamps were printed. These stamps reflect the American experience and highlight our values, heroes, history, achievements and natural wonders in a collection of miniature works of art.

■ Each year in May, the Postal Service supports *National Dog Bite Prevention Week*. This public safety campaign builds awareness concerning animal attacks.

■ Postal Service employees pledge an average of $38 million annually to the Combined Federal Campaign.

■ Since 1912, postal employees, charitable groups, individuals and corporations volunteer every holiday season to help children and families in need

have a better holiday 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 2010, more than 77.1 million pounds of food were collected. More than 1.1 billion pounds of food have been collected since the drive began in 1993.

■ The Postal Service, National Marrow Donor Program and Be the Match Foundation created the *Delivering the Gift of Life* campaign 14 years ago. More than 53,000 postal employees and their families have joined the *Be the Match* registry.

■ Working with Valassis, the National Center for Missing and Exploited Children and the U.S. Postal Inspection Service, the "Have You Seen Me" campaign demonstrates the power of the mail. The campaign has returned 149 missing children to their families (as of December 2010).

■ In 2010, for the 10th consecutive year, the Postal Service was named to the federal agency "top 10 list" for multicultural business opportunities by *diversitybusiness.com*. This recognition represents the voices of more than 600,000 U.S. women- and minority-owned businesses.

A Simpler Way to Ship.

With 2- to 3-day delivery, free shipping supplies, flat-rate options and easy online tools, Priority Mail offers a simpler way to ship.

- *If it Fits, it Ships*! Priority Mail Flat Rate Boxes and Envelopes eliminate the need to weigh packages or calculate postage.
- In 2010, Priority Mail Flat Rate Box volume increased more than 77 percent and revenue increased more than 66 percent since 2009.
- Click-N-Ship (CNS) allows customers to print shipping labels with postage for Priority Mail, Express Mail, Priority Mail International, Global Express Guaranteed and Express Mail International. CNS generated $423 million in sales in 2010.

- With Carrier Pickup, customers can go online to request that Express Mail and Priority Mail packages be picked up at their homes or offices — for free. In 2010, more than 56 million packages were picked up at homes and offices.
- Shipping supplies are free. Priority Mail and Express Mail boxes, envelopes and labels, international mailing products and customs forms are available at no charge. They can be ordered at *usps.com* or picked up at a local Post Office.
- Unlike other shippers, the Postal Service doesn't add surcharges for fuel, residential or Saturday delivery.

■ The Postal Service is the No.1 choice for eBay shippers!

■ More than 1 billion Priority Mail Flat Rate Boxes have been shipped since the product launched in 2004.

■ Environmentally friendly Priority Mail Flat Rate Boxes are available at no cost at any Post Office, or can be ordered online at *shop.usps.com*. Postage, labels and customs forms can be printed online anytime using Click-N-Ship.

■ The Postal Service is the only way to ship directly to APOs, FPOs and DPOs. 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 six Priority Mail Flat Rate Box options to ship to more than 190 international destinations and five available for domestic use.

Quick Scenes Evidence A Day Historic A Decade Facts Crime Technology Scope Significance Convenient Open Always Sustainability, Scenes Evidence USPS Easy Scenes Evidence Forensics Crime Forensics Scenes Evidence By the Numbers Ship Always Evidence Ship Life... Size and Scope Size Historic Innovation Scenes Evidence A Decade By the Numbers Significance Always Sustainability. Innovation Quick Sustainability. Quick Forensics Crime Historic 2011 A Day A Decade Simpler Way Convenient A Decade Security A Decade Always Open Forensics Historic By the Numbers A Decade Convenient Scenes Evidence Law Enforcement Scope Life... 2011

Sustainability

Our mission is simple — be a sustainability leader. The Postal Service is committed to actions that promote sustainability — meeting the needs of the present without compromising the future. We are working to create a culture of conservation among our 574,000 employees in more than 32,000 postal facilities.

Protecting the Environment

■ The Postal Service is the only shipping company that has earned Cradle to Cradle Certification for the environmentally friendly design and manufacturing of its stamps, postcards, Priority Mail and Express Mail boxes and envelopes.

■ Since 1995, the Postal Service has won more than 75 major environmental awards, including 40 White House Closing the Circle Awards for environmental stewardship, the 2009 Climate Action Champion Award and the 2009 Postal Technology International Environmental Achievement of the Year Award.

■ In 2010, the Postal Service received the Environmental Protection Agency's WasteWise Federal Government Partner of the Year award.

■ The Postal Service is the first federal government agency to publicly report its greenhouse gas (GHG) emissions and receive third-party verification of the results.

■ The Postal Service is helping to prevent prescription drugs from contaminating natural resources through a prescription mail-back initiative. This initiative expanded in 2010, enabling nearly 800,000 veterans in Baltimore, MD, Washington, DC, and WV to dispose of expired and unused prescriptions.

■ Mail is delivered by bicycle in locations throughout Arizona and Florida, reducing emissions and saving fuel.

■ Three-wheeled electric delivery vehicles are being tested in Florida, California and Arizona. The T-3 has a 40-mile range, a maximum speed of 12 mph, can carry 450 pounds, averages 2 cents a mile in energy costs and has zero emissions.

■ Two-ton electric vehicles have been delivering mail in New York City since 2001.

■ More than $13 million in revenue was generated in 2010 through aggressive recycling and waste prevention.

■ The Postal Service has a "fleet of feet" — more than 30 percent of letter carriers deliver mail on foot, after driving to neighborhoods first. Nearly 9,000 carriers never get in a vehicle at all.

■ More than 220,000 tons of wastepaper, cardboard, cans, plastics and other materials are recycled annually through nationwide recycling and waste prevention programs.

■ The U.S. Mail offers an easy and efficient way to recycle items that, if disposed of improperly, could harm the environment. A free mail-back program allowing consumers to mail used electronic items, such as PDAs, cell phones and ink cartridges, for recycling is currently being tested.

■ For more information on the Postal Service's sustainability efforts, go to *usps.com/green*.

Building Green

■ The Postal Service has the largest green roof in New York City and one of the largest in the country, totaling 109,000 square feet, nearly 2.5 acres.

■ The Postal Service National Center for Employee Development in Norman, OK, was recognized by Oklahoma's travel and tourism board as being the greenest hotel in the state, receiving the highest sustainable travel certification offered by "Encouraging Conservation in Oklahoma."

■ Postal facilities are becoming greener. New buildings are being constructed, and older buildings are being renovated with the environment in mind, using green-friendly features like:
— Recycled fiberglass insulation
— Natural lighting
— Thermal window frames
— Solar electric systems
— Solar thermal systems
— Water tanks to harvest rainwater for reuse
— Vegetative roofs

— Native plant species for landscaping

■ The Postal Service is making facilities more sustainable with features like high-efficiency lighting and HVAC, recycled building materials, low-water use fixtures and low-volatile organic compound materials.
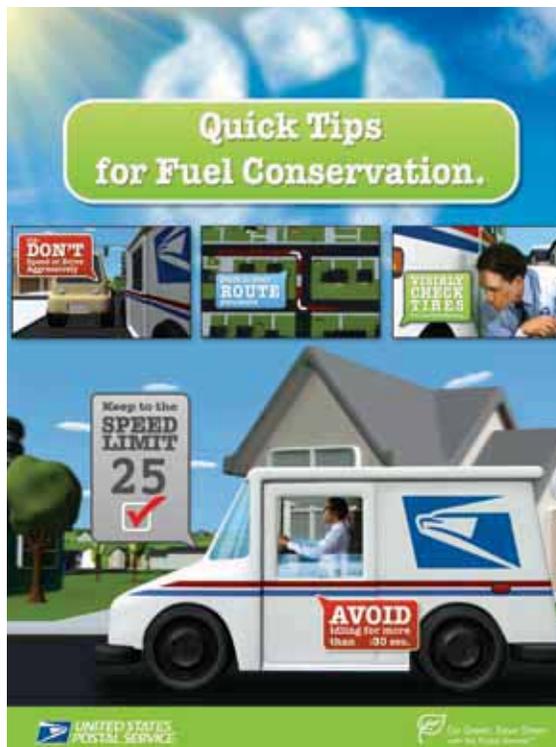
■ We are upgrading our buildings to reduce energy use. Our objective is to reduce facility energy consumption 30-percent by 2015. We have already achieved a 24-percent reduction.

Conserving Energy

■ The Postal Service operates the world's largest fleet of alternative fuel-capable vehicles — more than 44,000 — that can use fuels such as electricity, ethanol, compressed natural gas, liquid propane gas and bio-diesel.

■ More than 1 trillion British thermal units (Btu) of energy reductions have been identified and thousands of energy saving projects have been completed, saving an average of 900 billion Btu per year.

■ The Postal Service continues to use solar power from California to Rhode Island, with solar photovoltaic systems

that convert sunlight into electricity.

■ Detailed energy audits are ongoing at our largest energy-consuming facilities. These facilities represent about 40 million square feet of space and roughly 60 percent of the Postal Service's energy consumption.

■ The Postal Service is testing hydrogen fuel cell-powered vehicles, which emit pure water from their tailpipes, and is working with the U.S. Department of Energy on prototype electric vehicles.

This vehicle is powered by electricity.

Innovation and Technology

From the telegraph, to the telephone, to the terabyte, the U.S. Mail has complemented every new technology.

Information Technology

■ We have one of the world's largest e-mail systems. Nearly 16 million e-mails a day — or 4.4 billion e-mail messages annually — are delivered to nearly 207,000 e-mail accounts.

■ The Postal Service has the world's third-largest computing infrastructure and maintains one of the world's largest intranets.

■ The Postal Service has a total inventory of 939 applications with 478 classified as national applications. Of those, 275 are considered critical to postal business functions.

■ There are 4,071 remote locations within the postal system that receive Internet service via satellite.

■ Postal Service communications network supports and maintains nearly 127,600 desktop computers, 23,000 notebook computers, 85,000 printers, 11,000 BlackBerrys, 152,000 phone lines and 352,000 hand-held scanners.

■ The Postal Service maintains 29,000 informational pages on its website, *usps.com*.

■ The Postal Service has 17 petabytes of storage capacity — equivalent to more than 46,000 years of songs on an MP3 player with no repeats.

■ MeetingPlace currently hosts more than 30,000 meetings per month, reducing travel costs and making meetings as easy as a phone call or computer click away.

■ The Postal Service maintains 47,000 point-of-sale (POS) terminals nationwide.

■ 355 million internal e-mail messages and more than 13 million external e-mail messages are scanned for viruses every month.

■ There are nearly 103,000 e-mail messages blocked monthly due to viruses and more than 281,000 blocked due to content.

■ The Postal Service has nearly 284,000 vendors doing $16 billion in business annually using electronic money transfers.

■ More than 340 million credit card transactions are processed annually in Post Offices and through *usps.com*.

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 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.

Innovative Technologies

■ The Postal Service is the world leader in optical character recognition technology — its machines read 93 percent of all hand-addressed letter mail.

■ The Postal Service uses more than 10,000 pieces of automated processing equipment to sort nearly half the world's mail.

■ Intelligent Mail increases the value of mail for both the Postal Service and its customers. The Intelligent Mail barcode (IMb) can identify individual pieces of mail, as well as trays, sacks and containers of mail, and tracks them through the processing system.

■ The Flats Sequencing System (FSS) is the Postal Service's latest piece of equipment. It sorts "flat mail" (large envelopes, magazines, etc.) at 16,500 pieces per hour in carrier walk sequence.

■ In 2010, the Postal Automated Redirection System (PARS) automatically intercepted and forwarded nearly 2.3 billion pieces of mail for the nearly 42 million address changes submitted.

■ The Advanced Facer Canceller 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) processes packages and bundles of mail at more than 9,500 pieces per hour.

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Security, Law Enforcement, Preserving the Trust.

The U.S. Postal Inspection Service is mandated to safeguard the entire Postal Service system — from the 574,000 employees who process and deliver the U.S. Mail to the millions of customers who use it daily.

■ One of the country's oldest federal law enforcement agencies, the U.S. Postal Inspection Service has a long, proud and successful history of protecting the Postal Service, securing the nation's mail system and ensuring public trust in the mail.

■ Postal Inspectors arrested more than 6,000 suspects for crimes involving the mail or against the Postal Service in 2010. About half of the arrests involved mail theft and more than 1,000 involved fraud related to the mail.

■ Postal Inspectors are members of the Identity Theft and Economic Crimes Task Force, national and state Joint Terrorism Task Forces and the National Center for Missing and Exploited Children, among others. They work closely with the financial service, airline and mail order industries to maintain America's confidence in the U.S. Mail.

■ In 2010, Postal Inspectors responded to more than 3,500 incidents involving suspicious items, substances, powders or liquids in the mail or at postal facilities. Of those incidents, 199 involved improvised explosive devices (IEDs).

■ Postal Inspectors arrested 128 suspects and reported 109 convictions for cases involving mailed threats, hoax powders, IEDs and other prohibited mail in 2010.

■ To quickly respond to incidents such as natural disasters, the Postal Inspection Service has 18 mobile command centers and a mobile mail-screening station ready for action.
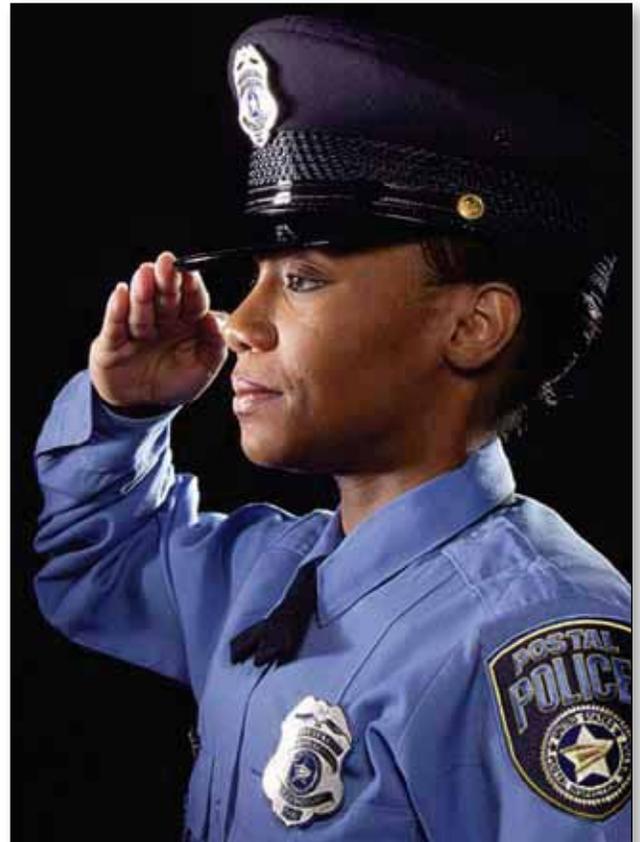
■ Postal Inspectors seized from the mail $7.7 million in proceeds related to illegal drugs in 2010.

■ Postal Inspectors participated in a multiagency effort targeting investment fraud named *Operation Broken Trust*, resulting in actions against 529 suspects. The 120,000 victims lost nearly $2 billion.

■ Postal Inspectors deploy state-of-the-art screening equipment designed to identify hazardous substances and suspicious items in the mail and to ensure safety at postal facilities while keeping the mail moving.

■ In 2010, Postal Inspectors recovered nearly $2 million worth of stolen or misused postal equipment.

■ In 2010, Postal Inspectors prevented more than 40,000 fraudulent *usps.com* transactions,

valued at nearly $10 million. They also recovered 48,000 compromised credit cards belonging to postal customers.

■ In 2010, Postal Inspectors seized approximately 27,000 counterfeit postal money orders worth nearly $26 million mailed to the U.S. from West African criminal groups.

■ The Postal Inspection Service mailed more than 129 million fraud-prevention brochures to nearly every home in America, all paid for by funds seized from criminals.

■ Postal Inspectors instructed more than 3,100 groups — employees, mailers, media and government agencies — on mail security and crime prevention best practices in 2010.

■ For additional information about the U.S. Postal Inspection Service, go to *postalinspectors.uspis.gov*.

Forensics, Crime Scenes, Evidence.

The Postal Inspection Service's National Forensic Laboratory, composed of more than 40 highly trained forensic scientists, plays a key role in identifying, apprehending and convicting suspects responsible for criminal offenses against the Postal Service.

■ In 2010, the National Forensic Laboratory was accredited by the American Society of Crime Laboratory Directors Laboratory Accreditation Board. The accreditation process included 200 procedures, manuals and forms created to document forensic laboratory services operations and more than 350 records to support program compliance.

■ In 2010, Forensic Document Examiners reviewed more than 45,000 documents, fingerprints, controlled substances, audio and video files, and physical evidence related to ongoing criminal cases. Their examinations identified 479 subjects — 90 of whom were matched in the Automated Fingerprint Identification System (AFIS).

■ Forensic experts in the lab identify counterfeit stamps, altered postal money orders and controlled substances seized by Postal Inspectors. They also analyze handwriting and fingerprint evidence in assault cases against postal employees, robberies, mail theft and other postal investigations.

■ Forensic Scientists examine explosive devices and suspicious substances sent through the U.S. Mail to obtain key information pertinent to investigations.

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

Post Office Fun Facts

- Highest elevation — Leadville, CO — 10,150 feet above sea level
- Lowest elevation — Mecca, CA — 180 feet below sea level

- Westernmost in US — Wales, AK
- Easternmost in US — Lubec, ME
- Southernmost in US — Key West, FL
- Northernmost in US — Barrow, AK
- Closest to the geographical center of the 50 United States — Belle Fourche, SD
- Closest to geographical center of the 48 contiguous states — Lebanon, KS
- Smallest — Ochopee Main Post Office, Ochopee, FL — 61.3 square feet
- Largest — 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
- Coldest — North Slope area of Alaska, including Barrow and Wainwright
- Hottest — Death Valley, CA
- 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 isolated — Located in the farthest reaches of northern Alaska, the Anaktuvuk Pass Post Office is the only link to the outside world for the 300 residents who live there. There are no roads; everything must be flown in.
- Dual personality — Sitting on the border between TN and VA, the Post Office here has two different ZIP codes and serves customers in Bristol, TN, and Bristol, VA.
- 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.
- Clinton is the most common Post Office name. Madison is second, and Franklin and Washington are tied for third.
- The five most common street names in the country are Second, Park, Main, Maple and Oak.
- The longest Main Street in America is located in Island Park, ID (83429) — it's 33 miles long.

Just the Fun Facts

- The Postal Service:
  — is the nation's 2nd largest civilian employer
  — has the nation's largest retail network
  — has the world's largest civilian fleet of vehicles
  — has the world's largest alternative fuel-enabled fleet
- The Postal Service has a larger retail network than McDonald's, Starbucks and Wal-Mart combined (in US).
- The Postal Service has one of the largest learning management systems in the country.
- The Postal Service receives 90 percent of its retail revenue from 15,000 of its nearly 32,000 postal-operated retail locations.
- The Postal Service prints more than 800,000 IRS W-2 forms, 3.3 million payroll checks, 1.8 million non-payroll checks and 15.4 million payroll earnings statements annually.
- Most Unusual Delivery Method — mule trains in Arizona. 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 41,000 pounds per week.
- Another Unusual Delivery Method — boat in Michigan. The *JW Westcott* is a 45-foot contract mail boat out of Detroit, MI, that delivers mail to passing ships in the Detroit River. The *JW Westcott* has its own ZIP Code — 48222.
- Located in MD, the William F. Bolger Center for Leadership Development is a national training facility for the Postal Service. It is the only hotel in the country featuring an on-site Smithsonian exhibit.
- There are more than 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 regular rural route is Route 2 in Gridley, KS. The carrier travels 182.8 miles daily and delivers to 258 boxes.
- The shortest rural delivery route is Route 42 in Henderson, NV. The carrier travels 2.9 miles daily and delivers to 952 boxes.
- The Postal Service moves mail using planes, trains, trucks, cars, boats, ferries, helicopters, subways, float planes, hovercrafts, T-3s, street cars, mules, snowmobiles, bicycles and feet.

A Day in the Life...
By the Numbers

Each day the Postal Service processes, delivers and picks up 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 a day in the life of your United States Postal Service. (Figures are averages.)

221.3 million — revenue received, in dollars

563 million — number of mailpieces processed and delivered

258.1 million — pieces of First-Class Mail processed and delivered

272.4 million — pieces of Advertising Mail processed and delivered

136 million — dollars paid to postal employees in salaries and benefits

185,700 — number of packages picked up through Carrier Pickup

4.1 million — number of miles driven by letter carriers and truck drivers

1.4 million — number of gallons of fuel used

8,800 — number of letter carriers who deliver mail entirely on foot — The USPS Fleet of Feet

135,974 — number of address changes processed

2,428 — number of addresses added to our delivery network

1.3 million — number of people who visit *usps.com*

608,219 — dollars spent on *usps.com*

1.4 million — dollars spent on postage for Click-N-Ship labels

22,112 — number of passport applications accepted

407,267 — number of money orders issued

252,352 — number of transactions processed on 2,500 APCs

1.9 million — dollars spent at APCs

7 million — customers served at more than 36,000 retail locations

105 million — number of postage stamps canceled on automation equipment

0 — tax dollars received for operating the Postal Service

A self-supporting government enterprise, the U.S. Postal Service is the only delivery service that reaches every address in the nation, 150 million residences, businesses and Post Office Boxes. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. With 32,000 retail locations and the most frequently visited website in the federal government, usps.com, the Postal Service has annual revenue of more than $67 billion and delivers nearly 40 percent of the world's mail. If it were a private sector company, the U.S. Postal Service would rank 29th in the 2010 Fortune 500. Black Enterprise and Hispanic Business magazines ranked the Postal Service as a leader in workforce diversity. The Postal Service has been named the Most Trusted Government Agency six consecutive years and the sixth Most Trusted Business in the nation by the Ponemon Institute.

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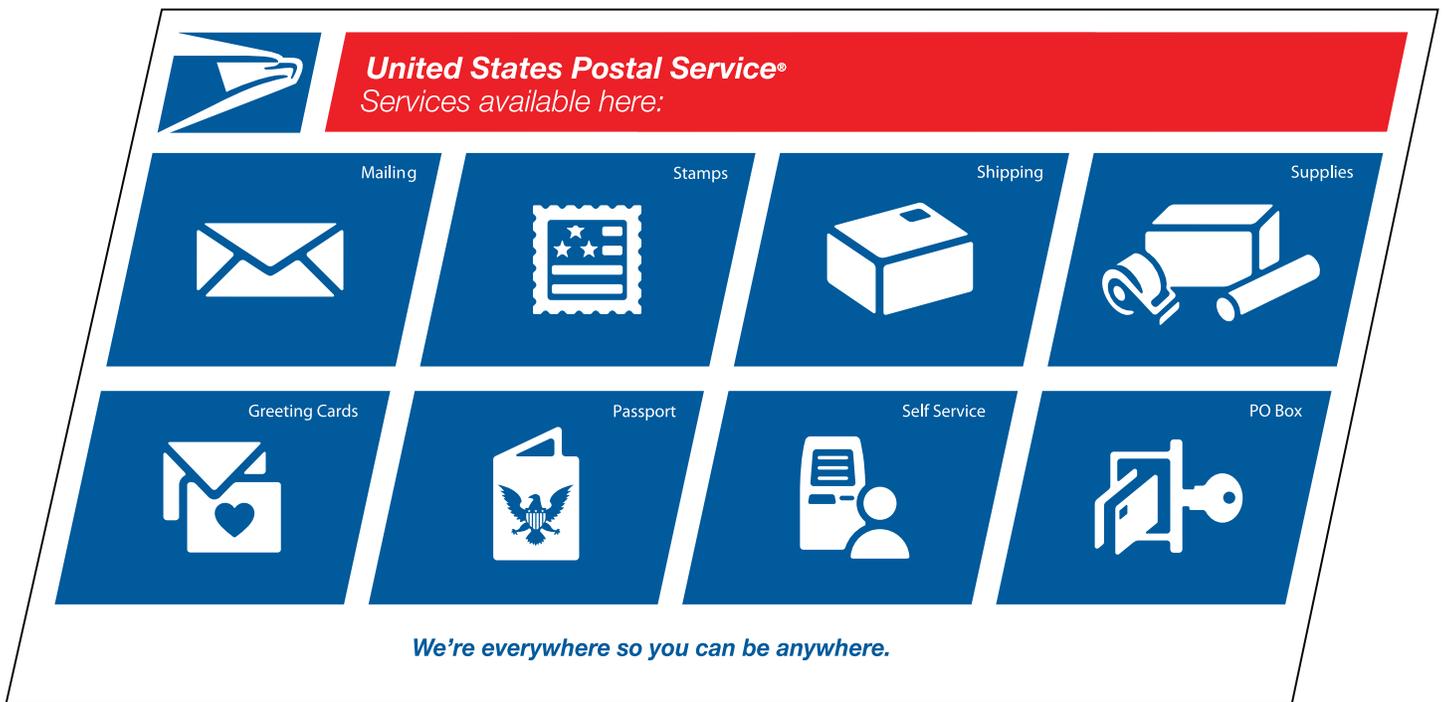
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