

Preface and acknowledgements

This book is a result of the Center for Research in Regulated Industries' (CRR I) 20th Conference on Postal and Delivery Economics which was held May 30 to June 2, 2012 at the Grand, Brighton, UK. The 1st Conference was held in 1990 in the UK. Over the twenty plus years after the 1st Conference the industry has seen considerable change. This is reflected particularly in the chapters by Jeff Colvin, Frank Rodriguez, Joëlle Toledano and Tim Walsh, which examine the changes taking place in North America, the UK and Europe during that period. These include the opening of postal markets to competition for most countries in the European Union on January 1, 2011. Even more important is the increasing impact of multi-modal competition, notably, email, social networks, and Internet advertising, which are raising important questions about the future of mail. The conference and this book attempt to address some of the challenges resulting. They follow earlier conferences and workshops. This is the 20th edited volume in CRR I's program on Postal and Delivery Economics.

The conference was made possible by the support of its generous sponsors. We would like to thank sponsors not only for financial support, but also for their intellectual contributions, advice and encouragement, and for service on the organizing committee: José Amado da Silva, John Baldwin, Geoff Bickerton, Larry Buc, Bernhard Bukovc, Peter Burge, Philip Burns, Eduardo Cardadeiro, João Castro, Margaret Cigno, Julien Coulier, John Curran, Robert Curry, Bernard Damiens, Richard Eccles, Colm Farrelly, Charles Fattore, Stephen Ferguson, John Fletcher, Alessandra Fratini, Richard Geddes, Damien Geradin, Ruth Goldway, Stefano Gori, Robert Hammond, Greg Harman, John Hearn, Jan Bart Henry, Paul Hodgson, Stuart Holder, George Houpis, Christian Jaag, Luis Jimenez, Denis Joram, George Kuehnbaum, David M. Levy, Francois Lions, Martin Maegli, Leonardo Mautino, Heikki Nikali, Chris Osborne, Chris Paterson, Ted Pearsall, Wolfgang Pickave, Michael Ravnitzky, Charlene Rohr, Jim Sauber, Michael Scanlon, Gennaro Scarfiglieri, Rob Sheldon, Michael Shinay, Paul C. Smith, Soterios Soteri, Nancy Sparks, Gregory Swinand, Urs Trinkner, Mark van der Horst, Joost Vantomme, Ian Volner, Navin Waghe, Tim Walsh, David Williams, F.W. Worth and Ralf Wojtek.

The host country plays an important role in these conferences, no more so than this year. This year's conference, benefited greatly from the efforts of our host, the Royal Mail Group. Paul Dudley and Marion Frederick were incredibly helpful. Paul provided us with a number of interesting ideas on content and organization. Paul and Marion were also very helpful during the conference, enabling it to operate very smoothly. They and their colleagues provided both advice and assistance on numerous occasions and contributed greatly to the success of the event.

We would like to thank our distinguished dinner speakers, Moya Greene, Chief Executive Officer, Royal Mail Group, Stuart McIntosh, Group Director, Competition Group, Ofcom, and Nick Wells, Chief Executive, TNT Post UK. These speeches

addressed current issues of regulation and postal reform against the background of increasing multi-modal competition in the postal sector, maintaining the conference tradition of stimulating presentations by distinguished leaders in the industry.

Finally, we thank all authors and participants of the conference. Absent their contributions, the conference and this book would not have been possible. The usual disclaimers are applicable. In particular, the views expressed reflect the views of the authors and are not necessarily those of the sponsors.

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