Preface and acknowledgements

This book is a result of the Center for Research in Regulated Industries' (CRRRI) 19th Conference on Postal and Delivery Economics which was held on June 1–4, 2011 in St. Helier, Jersey. January 1, 2011 was an important year in the history of the postal sector in that postal markets for most countries in the European Union were fully opened up to competitive entry. This major change and the increasing impact of multi-modal completion, notably, email, social networks, and Internet advertising, 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. In 1990, the first Conference on Postal and Delivery Economics was held at Coton House, Rugby, England, July 22–25, 1990, in honor of the 150th anniversary of the Penny Post and the contributions of Sir Rowland Hill. To date there have been 19 conferences, three workshops and now 18 edited volumes as part of CRRRI's program on Postal and Delivery Economics.

The 2011 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 advice and encouragement, and for serving on the organizing committee. We would like to thank the following for their advice and comments: José Amado da Silva, Geoff Bickerton, Tim Brown, Lawrence Buc, Bernhard Bukovc, Philip Burns, Eduardo Cardadeiro, Gary Carroll, João Castro, Margaret Cigno, Julien Coulier, John Curran, Robert Curry, Bernard Damiens, Gene Del Polito, Paul Dudley, Richard Eccles, Charles Fattore, Stephen Ferguson, John Fletcher, Alessandra Fratini, Stephen Gibson, Ruth Goldway, Stefano Gori, Paul Hamilton, Robert Hammond, Greg Harman, John Hearn, Jan Bart Henry, Paul Hodgson, Stuart Holder, Derek Holt, George Houpis, Christian Jaag, Luis Jimenez, Denis Joram, George Kuehnbaum, David M. Levy, Martin Maegli, Walter Maschke, Leonardo Mautino, Heikki Nikali, Chris Osborne, Chris Paterson, Wolfgang Pickave, Leon Pintsov, Michael Ravnitzky, Ian Ridgway, Jim Sauber, Michael Scanlon, Gennaro Scarfiglieri, Rob Sheldon, Michael Shinay, Paul C. Smith, Nancy Sparks, Gregory Swinand, Joëlle Toledano, Urs Trinkner, Mark van der Horst, Joost Vantomme, Ian Volner, Sture Wallander, Tim Walsh, David Williams and Ralf Wojtek.

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We would like to thank our distinguished dinner speakers, Ian Carr formerly of Jersey Post, Tim Brown of Postcomm, and Stephen Agar of Royal Mail. 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.

We benefited from the contributions of Francelis Montes de Oca. Francelis, Assistant Director of CRRI, provided outstanding administrative support for this conference, CRRI's other conferences and assisted us with the production of this book. We would like to thank all authors and participants of the conference, without whom 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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