Preface and acknowledgments

This book is a result of the Center for Research in Regulated Industries' (CRRI) 15th Conference on Postal and Delivery Economics, which was held on May 30 to June 2, 2007 in Semmering, Austria. The conference and the book follow our 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 15 conferences, three workshops and now 14 edited volumes as part of CRRI's program on Postal and Delivery Economics. The conference has grown significantly from 65 participants in 1990 to 216 in 2007.

The 2007 conference was made possible by the support of the following organizations: CRRI, Rutgers Business School, Rutgers University; Royal Mail; Deutsche Post World Net; United States Postal Service; Bank of America; Canada Post Corporation; FedEx; La Poste; La Poste / De Post; Österreichische Post AG; R.R. Donnelley & Sons Company; UPS; Swiss Post; CTT Correios de Portugal S.A.; Pitney Bowes; Postcomm – Postal Services Commission; Siemens AG; United States Postal Regulatory Commission; Posten AB; Itella Corporation; Canadian Union of Postal Workers; International Post Corporation; Anacom; An Post; ARCEP; A.T. Kearney GmbH; Communication Workers Union; LECG; NERA Economic Consulting; Poste Italiane; Posten Norge AS; Postwatch; Sidley Austin LLP; TNT Post; IBM Global Business Services; Haldi Associates; Bird & Bird; ComReg; Frontier Economics; O'Connor and Company; Oxera; Association for Postal Commerce; d'Alcantara Economic Consulting; Kirkpatrick & Lockhart Preston Gates Ellis LLP; London Economics; National Association of Letter Carriers; New Zealand Post; Parcel Shippers Association; SLS Consulting, Inc.; and Venable LLP.

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The host country plays an important role in these conferences. This year's conference, the 15th Conference on Postal and Delivery Economics, benefited greatly from the efforts of our host PO, Österreichische Post. Their representative Jutta Fabjan, and her colleagues Peter Koppe, Alexandra Nagle, Dietlinde Wagner, and Sophie Weiner, were gracious hosts. As well as arranging two wonderful excursions for the conference participants, they 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, Louis F. O'Brien, Stefan Keh, and Anton Wais. In the tradition of these conferences, we very much enjoyed the speech by Anton Wais, Chief Executive Officer of Österreichische Post AG. His keynote speech provided an outlook on the future of postal and delivery networks from the unique perspective of Österreichische Post. Louis F. O'Brien, Senior Vice President of Parcels, Canada Post, gave an interesting discussion of postal reform and challenges facing Canada Post. Stefan Keh discussed the role of technology in the future direction of postal and delivery services.

Finally, we would like to thank Jeremy Guenter, Assistant Director of CRRI, for his assistance and efforts on behalf of the conference and this book. We would like to thank him not only as editors but also on behalf of the authors, speakers, discussants, chairs, and participants to whom he provided considerable assistance.

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