Brilliant Student Student 1

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AP English III, Period 4

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Restructure the United States Post Office

**Introduction**:

The United States Postal Service (USPS) has delivered communications for more than two centuries. During the nineteenth century, the USPS helped to expand the boundaries of the United States by providing efficient and reliable communication across the country. Between 1790 and 1860 alone, the number of post offices in the United States grew from 75 to over 28,000. With this growth came job opportunities for postal workers and a boom in the cross-country rail system. The twentieth century brought substantial growth to the USPS, including large package delivery and airmail. Over the past decade, however, total mail volume has decreased considerably as competition from electronic mail and various package delivery companies has taken business away from the USPS. The loss of revenue has prompted the USPS to consider cutting back on delivery days and other services.

**Assignment:**

Carefully read the following seven sources, including the introductory information for each source. Then synthesize information from at least three of the sources and incorporate it into a coherent, well-developed essay that argues a clear position on whether the USPS should be restructured to meet the needs of a changing world, and if so, how.

Make sure your argument is central; use the sources to illustrate and support your reasoning. Avoid merely summarizing the sources. Indicate clearly which sources you are drawing from, whether through direct quotation, paraphrase, or summary. You may cite the sources as Source A, Source B, etc., or by using the descriptions in parentheses.

Source A (Stone)

Source B (graph)

Source C (O’Keefe)

Source D (Hawkins)

Source E (McDevitt)

Source F (Cullen)

Source G (photo)

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**Source A**

Stone, Daniel. “Flying Like an Eagle?” *Newsweek*.

Newsweek, 5 Oct. 2009. Web. 24 Sept. 2010.

*The following is excerpted from an online article in a national news magazine.*

Anyone who’s waited, and waited, in line at the old letter hub knows the service could probably be run better. NEWSWEEK asked a variety of management consultants and business futurists how to turn the old pony express into a sleek, 21st-century moneymaker—or, at the very least, a breaker-even. Listen up, Postal Service (and Congress): for this advice, we’ll let you cut in line.

1) Get into the e-business. More people are e-mailing? So meet their needs. “Give every American an e-mail address when they’re born,” suggests futurist Watts Wacker. Might they look elsewhere for a different one? Sure, but at least you’ll maintain relevance in their mind. Plus, you can sell lucrative advertising on those accounts.

2) Increase service. Don’t drop from six- to five-day delivery; go the other way, says Kellogg School marketing prof Richard Honack—to all seven. It seems counterintuitive to add service when you’re losing money, but people have less faith in the system precisely because of spotty service. Consider tightening hours, but the USPS could be the first carrier to reliably deliver all week.

3) Advertise with coupons. It sounds like an archaic way to attract customers in a new era, but if people are flocking to the Internet, give them an incentive to come back. “We’re a coupon-cutting society,” says futurist and business strategist Marlene Brown. “Make people feel like there’s value added.”

4) Make a play for control of government broadband [Internet access]. With Congress considering an expansion of broadband access, why not put it under the USPS, asks futurist David Houle. “That would define the Postal Service as a communications-delivery service, rather than just a team of letter carriers. Don’t let the service’s tie to Congress make it fizzle. If used right, why not use it as an advantage?”

5) Rebrand. No one knows what the Postal Service stands for, says Wacker. “Fly like an eagle, what does that even mean?” A company’s brand is its most valuable tool, or its biggest liability. Contract out to find a new logo and slogan that actually convey what you do and how you do it. And then use them. (In this week’s NEWSWEEK magazine, we asked three design firms to get started.)

6) Close branches if you must, but do it strategically. Franchise services by region, posits business strategist Gurumurthy Kalyanaram. You don’t need a full-service post office every few blocks in New York, for example. Some centers could be for letters only, others for packages. That way you cut down on staff size and service required to and from each.

ncentives: if a worker saves money,