The attendees do not believe that any major changes from a legislative, legal, regulatory, or otherwise should be made to the Postal Service. They feel that the only major change necessary is an improved management and Corporate Governance. The attendees also believe that the USPS should handle more operations internally. They do not believe that additional work-sharing or contracting with the private sector is desirable and would cancel the Call Centers and the FedEx contract. They recommended that the USPS be required to earn a profit. They also stated that the Postal Service has all the flexibility it needs to close post offices and other locations. They defined “universal service” as providing mail service to all the addresses in the United States 6 days a week, but stated that delivery to the front door is not required. They do not believe that all packages should be standardized.