



Presentation to Markham

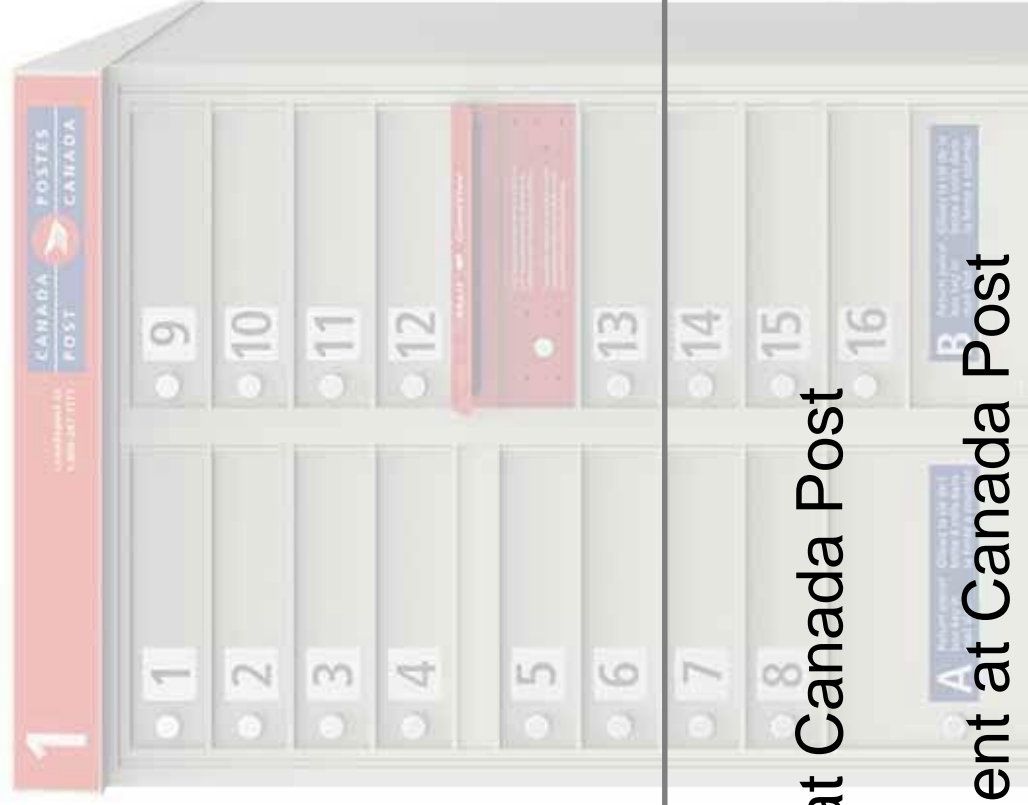
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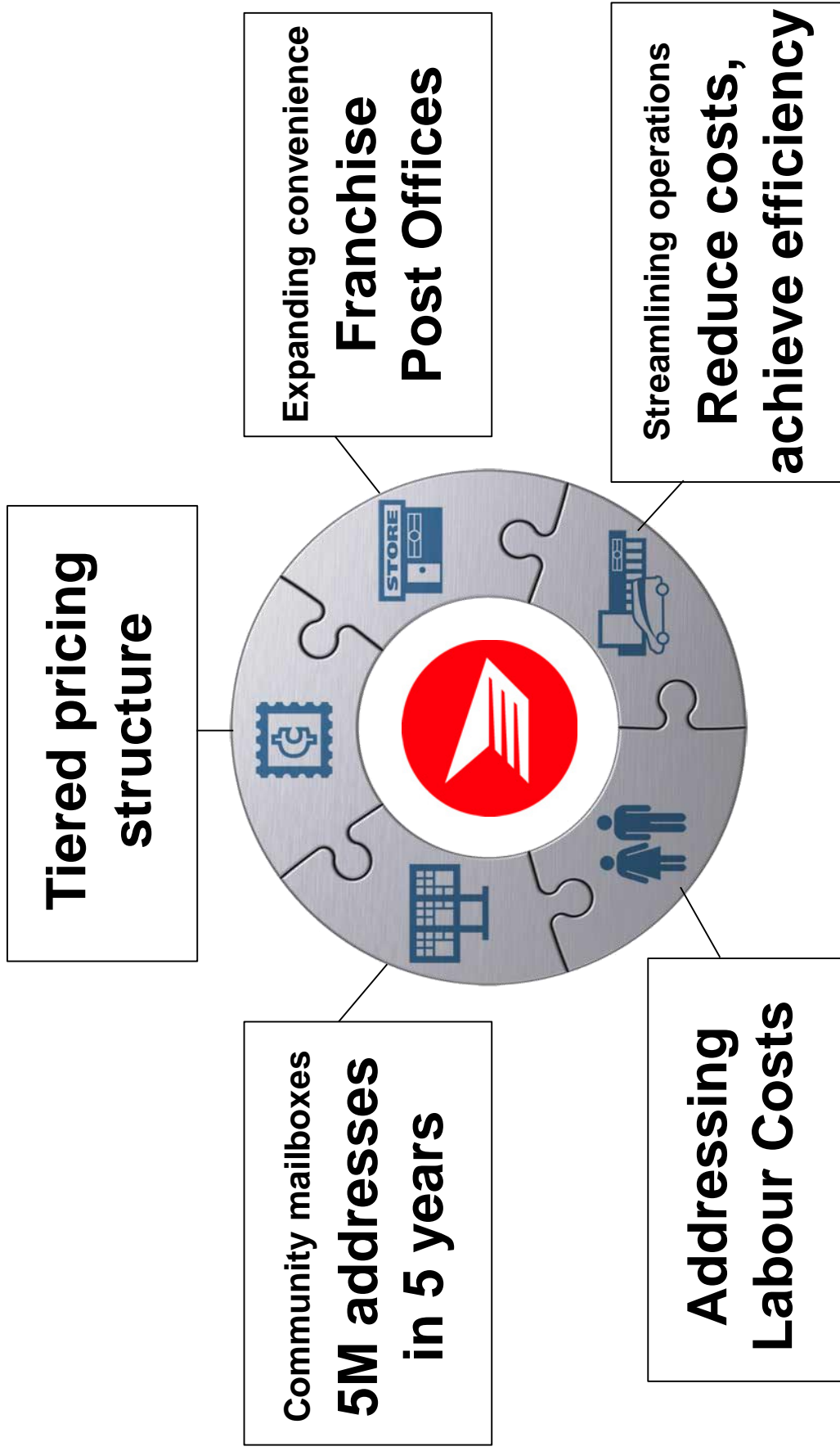
Shift from paper to digital



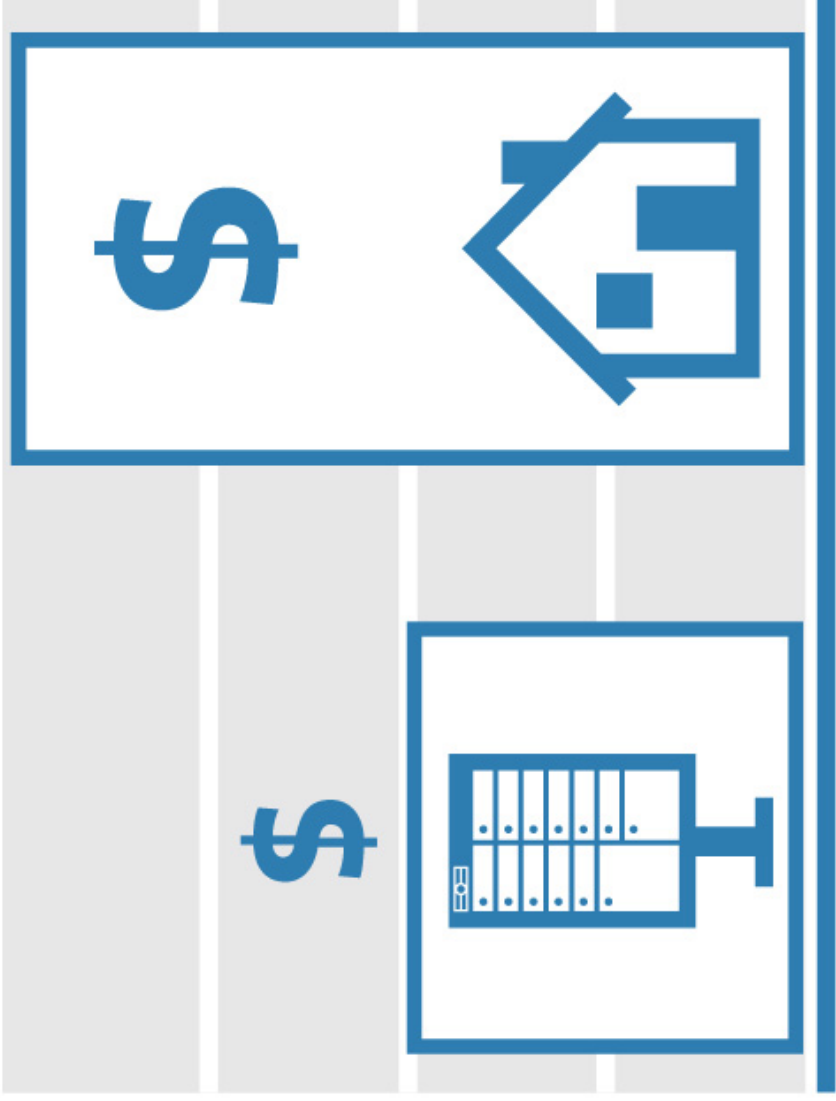
Changing the way
Canada Post delivers
mail across the country
will help secure the
postal service for all
Canadians



Five-point Action Plan

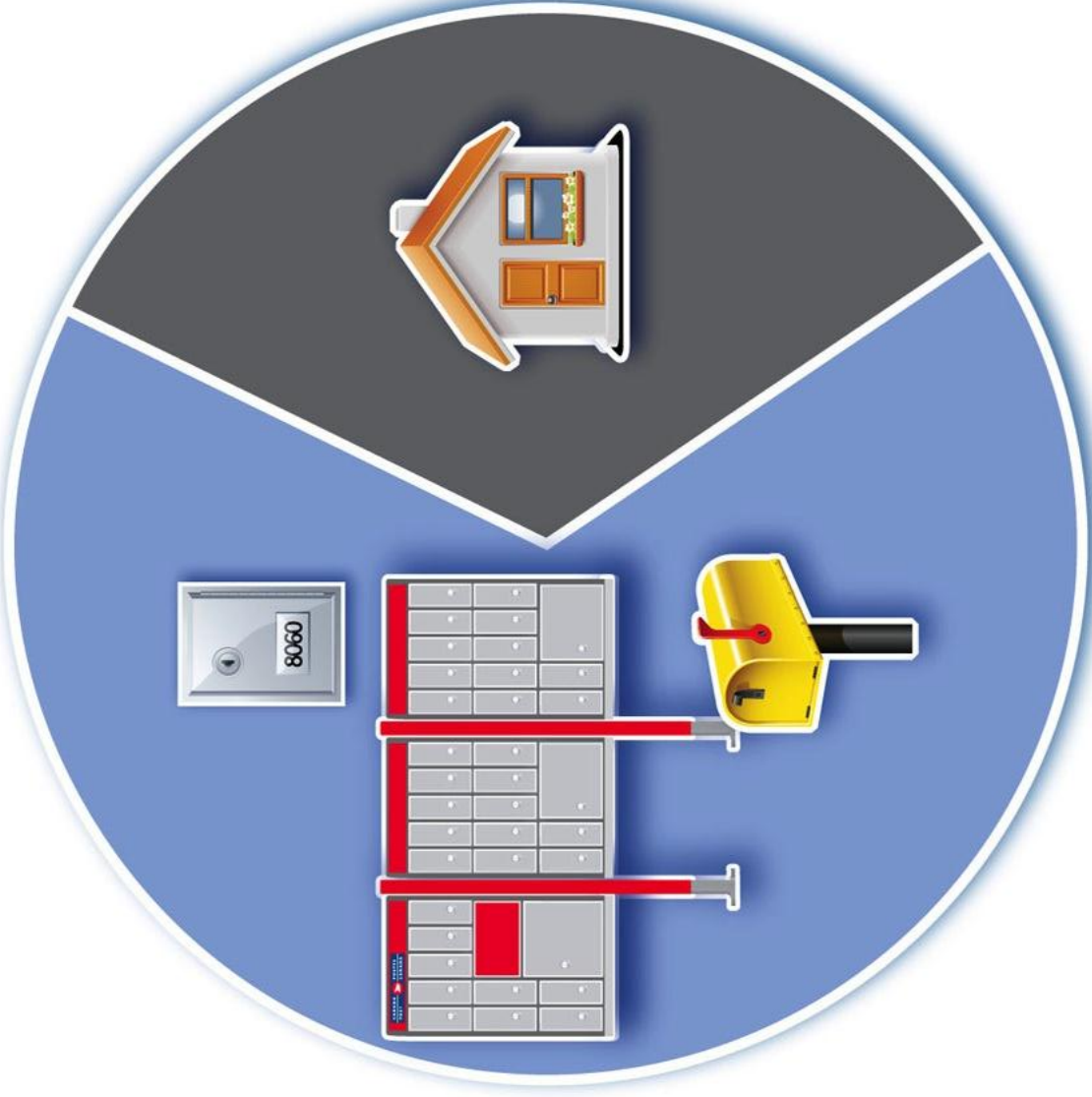


Delivery cost comparison



Delivery to the door costs *twice as much* as delivery to a community mailbox

Delivery breakdown – all Canadians



2/3

1/3



Unique

Tailored

Individual
circumstances





- **On public easements**
 - As unobtrusive as possible;
 - As close as possible to the customers it will serve;
 - Sidewalks are present; if available
 - Sides of corner lots, away from windows and driveways;
 - Set back from intersections to provide clear sight lines (metres minimum);
 - Walkways or other public spaces;
 - Close to street lighting wherever possible.
- **On private property with permission**
 - Church parking lot, convenience store, strip mall, gas station, etc.

Features and benefits





- **Canada Post will:**
 - Engage early and often with mayors and councillors
 - Communicate regularly with residents and hold meaningful consultation
 - Share residents' feedback with mayors, councillors and city planners
 - Provide preliminary siting maps to planning departments
 - Work closely with planning departments to determine suitable locations for CMBs

A one-size-fits-all approach will not work.



- 1. Notification package mailed to every address**
 - Survey (paper & online options)
 - Guidebook
- 2. Support customers throughout the conversion process**
 - Dedicated toll-free number and team
 - Online Q&A forum
- 3. Send summary of community feedback to all impacted households**



CMB conversion process (continued)

4. **Meet face-to-face with residents of homes immediately adjacent new mailbox sites**
5. **Advise all customers by mail of future location of community mailbox**
6. **Deliver keys and community mailbox user guide**
 - Answers to common questions
 - Describes mailbox features

Face-to-face meetings

CMB location letter

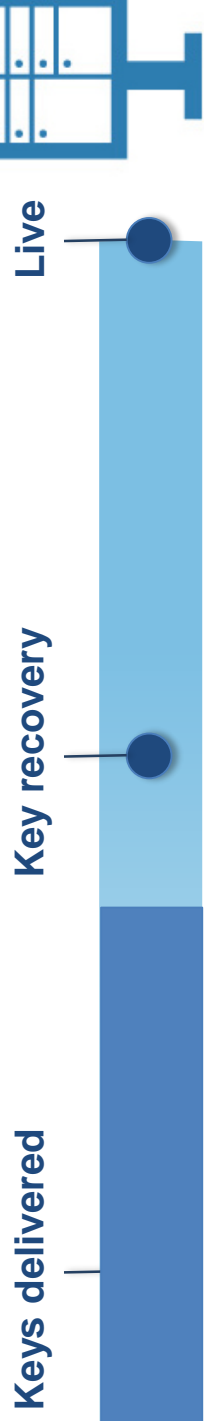
Keys delivered



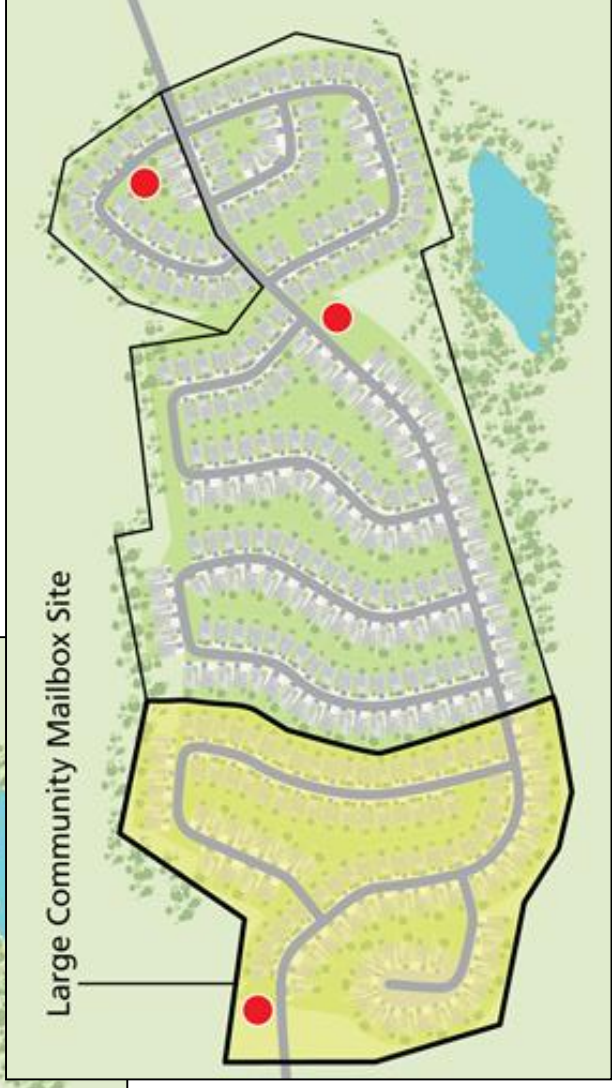
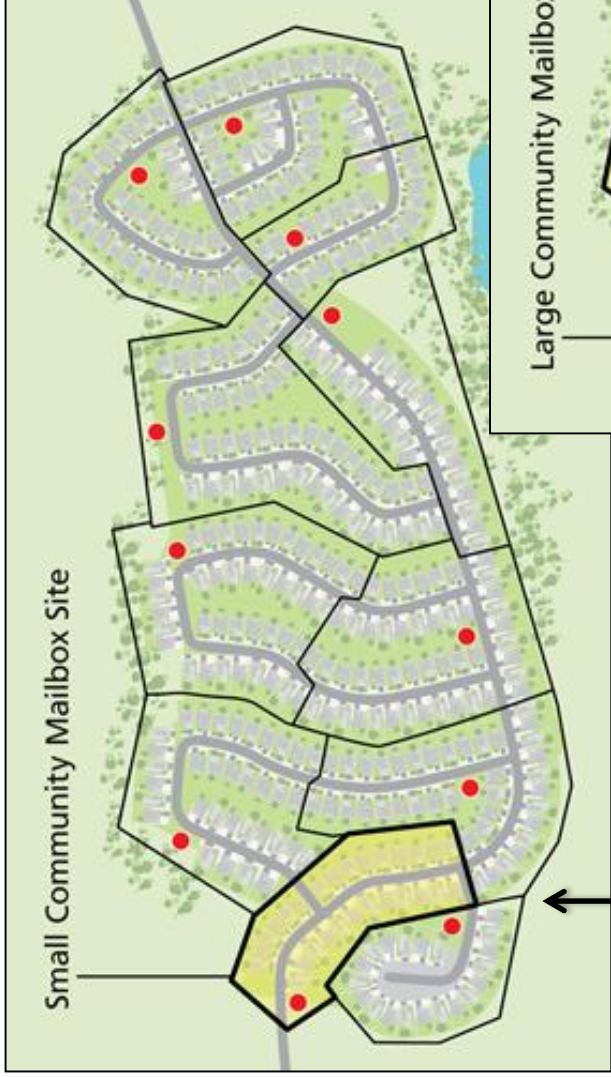
CMB conversion process (continued)



7. **Follow-up with every customer to ensure they have received their keys; if not, change lock and issue new keys**
8. **Continue to support customers following the conversion**



Results from feedback



Residents are overwhelmingly choosing small sites



Thank you