

## Door-to-door mail delivery curtailed

**By Mark Pavilons**

Many King residents will no longer enjoy mail delivery to their door.

King council received a letter from Canada Post recently, noting the move to community mail boxes (CMBs).

“As you know, we have come to a turning point in the history of Canada Post, and we have to make difficult decisions to secure the future of the postal service for all Canadians,” said Susan Margles, vice president of government relations and policy for Canada Post. “Digital alternatives are replacing traditional mail, and that trend will accelerate. We have to transform our business in the face of rapidly declining mail volumes that have put the national postal service at risk. We aim to remain an efficient, modern postal service that protects taxpayers and is aligned with the choices consumers are making.

She noted this conversion won't affect those who receive mail delivery at the end of their driveways, but will affect those in the villages and hamlets.

“The success of our endeavour rests with our ability to communicate, collaborate, and consult with affected municipalities, and we will continue our efforts in this regard. For more than 30 years, we have worked with municipal leaders as we have introduced CMBs across the country, and we will maintain an open dialogue with community representatives moving forward.

“Over the next few years, residents who are impacted by the change will also receive an information package informing them how they can express their priorities and preferences about their new delivery method. While we will not be holding supplementary public meetings, the feedback we receive will be shared with local leaders and planning departments so that we can collectively determine the best solutions.”

Margles stressed their staff will be considerate during the transition and keeping people's mail safe is paramount.

“We have also introduced a new, more robust generation of CMBs, and the test results of this equipment are encouraging. In addition, Canada Post acknowledges that it is our responsibility to maintain the CMB infrastructure, from removing snow to dealing with rare instances of vandalism.”

If you have any questions or concerns, contact Andrew Walasek of Canada Post's Municipal Engagement team, at 613-734-9317.

Canada Post reported a profit before tax of \$194 million in 2014, compared to a loss before tax of \$125 million in 2013. The results were mainly due to strong growth in the parcels business; lower employee benefit costs, and new pricing measures for Transaction Mail.

In 2014, the Five-point Action Plan resulted in significant progress in realigning the postal service with Canadians' increasing need for parcel delivery and declining use of paper letters, bills and statements. Canada Post is encouraged by the results of the plan's implementation so far, but recognizes the sustainability of the postal service can only be achieved by the completion of all the plan's initiatives.