

Canada Post announced massive cutbacks to our public postal service on December 11, 2014. They plan to eliminate door-to-door mail delivery, dramatically increase stamp prices and close public post offices. The Canadian Union of Postal Workers (CUPW) is working with allies from coast-to-coast-to-coast to ensure these cuts do not occur.

### The impact of the cuts

With the government's plan, the number of people who will have to walk or drive to get their mail will increase by 132%. Seniors and people with disabilities would have difficulty accessing the community mailbox sites, especially in winter. Furthermore, the mailboxes are notorious for theft, litter and lack of snow removal.

The stamp price increases will have a significant impact on small businesses, organizations, municipalities and charities. These are groups that help our society stay socially and economically strong and vibrant. Many of those affected by the cutbacks are coming forward to voice their concerns.

### The cuts are not necessary

Canada Post has been profitable for 17 out of the last 18 years. The only year Canada Post failed to make a profit was largely due to a pay equity settlement and postal worker lock out. In fact, Canada Post has paid over \$1.5 Billion to the federal government in the form of dividends and income taxes since 1996.

Canada Post relied on a faulty report from the Conference Board of Canada to justify the service cuts. It anticipated Canada Post would lose \$250 million in 2012 when it actually made \$98 million in profit.

How can we trust their projections for 2020 when they've already gotten the numbers wrong. Furthermore, the postal service commissioned the report and Canada Post CEO, Deepak Chopra, actually sits on the organization's board of directors, a clear conflict of interest.

### Little consultation

These are serious cuts to our public postal service that were announced with barely any consultation. Canada Post had an online comment section, and held invite-only meetings in 46 communities. This is not at all adequate given the scale of the cuts.

### Other options for our postal service

Canada Post does have to change. It could choose an innovative approach adopted by many postal administrations worldwide through postal banking and financial services. The UK, France, Italy, Switzerland and many other countries have profitable postal banks. Today we have thousands of communities with post offices but no banks; we have hundreds of thousands of citizens without bank accounts. Postal banking would fill this gap *and* help Canada Post remain financially sustainable.

### Action

CUPW encourages all individuals, non-profit and charitable organizations, municipalities and small businesses affected by the Canada Post cutbacks to voice their concern.

## **Save Canada Post: What you need to know**

### **1. Canada Post has been profitable for 17 out of the last 18 years.**

It has paid over \$1.5 Billion to the federal government in the form of dividends and income taxes since 1996.

### **2. The number of people with community mailboxes would increase by 132%.**

Right now, only 25% of households receive their mail at a community mailbox. Close to two thirds of households (63%) in our country currently get home delivery.

### **3. Stamp price increases affect individuals and small business the most.**

Individuals buying a single stamp face a 59% price increase versus pre-sorted lettermail, mostly used by big business, which only has a 15% increase.

Individuals or small businesses buying a book or coil of stamps will see a 35% price increase versus big business with a postal metre who face a 19% increase.

### **4. There was little consultation before introducing these cuts.**

Canada Post and the government barely consulted on these cutbacks, despite a government charter review of the postal service planned for 2014. They had an online comment section on the Canada Post website, and held invite-only meetings in 46 communities.

### **5. Many post offices worldwide have postal banking to remain financially strong.**

Italy: BancoPosta at Poste Italiane brought in 48% of this post office's net profits (2012).

Switzerland: PostFinance generated 71% of Swiss Post's operating results (2012).

France: Banque Postal at La Poste did well enough in 2012 that it paid € 186 million (\$253 million CAD) in dividends to La Poste.



## Postal cuts: What do they mean for our society?

**Canada Post's proposal to eliminate door-to-door mail delivery, dramatically increase stamp prices and close public post offices would have a significant impact on our families, our communities and our society. Let's work together to Save Canada Post.**

### Accessibility

Many individuals have mobility or vision issues that limit their ability to collect mail at a community mailbox. In 2012, 13.7% of Canadians aged 15 and older reported being limited in their daily activities due to a disability.<sup>i</sup> The presence of disability increases steadily with age. One-third of Canadian seniors aged 65 and older reported having a disability. **"I am the mother of two young boys. My youngest has cerebral palsy and uses a walker or wheelchair to get around. For me, Canada Post's decision would mean having to bundle them up and struggle through the snow with a wheelchair just to get our mail. And I am just one of thousands of Canadians who must already overcome mobility challenges on a daily basis."** –Susan Dixon<sup>ii</sup>

Moving to community mailboxes will make an accessible public service more inaccessible to the many people who have a mobility or vision impairment.

### Public service

Canada Post provides a valuable and accessible public service. Having mail and parcel delivery to the home, accessible public post offices and affordable stamp prices are key features of that service. In fact, the Canadian Union of Postal Workers (CUPW) has long advocated for expanded services and innovation, including the expansion of door-to-door mail delivery. **"To me, Canada Post is as vital and as important as any police or fire service that we have and we should be able to count on them."**<sup>iii</sup>

–Terry Bertrand, resident of Keswick

In 2008, the Canada Post Corporation Strategic Review found "considerable if not unanimous support for maintaining a quality, affordable universal service for all Canadians and communities."<sup>iv</sup> The strategic review also noted that many Canadians viewed the universal service obligation as fostering Canada's social and economic network and development.<sup>v</sup>

### Public space

Canada Post's proposal would result in community mailboxes being installed on municipal and private property throughout dense urban and suburban neighbourhoods. These neighbourhoods were not designed or built for community mailboxes. Individuals and communities will fight against having unsightly metal boxes installed in their backyard, schoolyard or park. This will affect property values and inevitably have a negative impact on the look, feel and functionality of valued and limited public spaces. Furthermore, the problems with snow removal and litter have been well documented.<sup>vi</sup> Community mailbox sites are often unsafe, inaccessible and unattractive.

Many have also voiced concern over theft, vandalism and identity theft at community mailbox sites. Valuable parcels and financial documents would be left in community mailboxes that may be low-lit or not have much traffic. Several RCMP branches in British Columbia warned citizens to safeguard their mail due to community mailbox break-ins in late 2013.<sup>vii</sup>

### Environmental assessment

The switch from door-to-door to community mailbox delivery would inevitably have an environmental impact. How many residents will drive to their mailbox? How many will idle while they collect their mail? These are questions we need answered prior to any changes to Canada Post's delivery network. CUPW thinks Canada Post should release an environmental assessment of its proposed changes prior to any implementation.

## The impact on non-profit organizations

Many non-profit organizations have expressed concern that stamp price increases will affect their operations. Several non-profits have described the impact:

- World Vision Canada has estimated that the rate increases will cost them an additional \$300,000 per year, which equates to assisting five to ten thousand fewer children and their families struggling with poverty next year.
- The Toronto Symphony Orchestra estimates \$12,700 per year in donor dollars will be diverted from programming into administrative costs.
- The MS Society, which faces incremental postage costs of \$56,000, estimates the equivalent of 1,400 donations will need to be diverted from research and services.<sup>viii</sup>

The stamp price increases will put financial pressure on the many organizations that rely on the mail for their day-to-day operations.

## What you can do

Please consider writing Lisa Raitt, the Minister responsible for Canada Post (see enclosed template letter) and/or putting up a 'Save Canada Post' window sign. You may also want to tell your municipal councilor that you don't want community mailboxes in your neighbourhood

- Statistics Canada. 2012 Canadian Survey on disability. <http://www.statcan.gc.ca/daily-quotidien/131203/dq131203a-eng.htm>
- Susan Dixon, petition. <http://www.change.org/en-CA/petitions/don-t-let-canada-post-end-door-to-door-delivery>
- Riedner, Heidi. Keswick residents express anger at cancellation of home mail delivery. <http://www.yorkregion.com/news-story/4356184-keswick-residents-express-anger-at-cancellation-of-home-mail-delivery/>
- Canada Post Corporation Strategic Review. Executive Summary, viii.
- Canada Post Corporation Strategic Review. P. 18
- Toronto Star. The Fixer: Shameful littering at community mailbox. Jack Lakey Sun Nov 13 2011 [http://www.thestar.com/yourtoronto/the\\_fixer/2011/11/13/the\\_fixer\\_shameful\\_littering\\_at\\_community\\_mailbox.html](http://www.thestar.com/yourtoronto/the_fixer/2011/11/13/the_fixer_shameful_littering_at_community_mailbox.html); Globe and Mail. From theft to litter: Canada Post's delivery phase-out presents hurdles. Tu Thanh Ha, Dec. 12 2013, <http://www.theglobeandmail.com/news/national/from-theft-to-litter-canada-posts-delivery-phase-out-presents-hurdles/article15919435/>
- RCMP. Mail theft prevention Surrey, 2013-12-23 <http://surrey.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=79&languageId=1&contentId=32872>
- Imagine Canada. Letter to Hon. Lisa Raitt, PC, MP, January 20, 2014. [http://sectorsource.ca/sites/default/files/transport\\_canada\\_submission\\_canada\\_post\\_14-01-20.pdf](http://sectorsource.ca/sites/default/files/transport_canada_submission_canada_post_14-01-20.pdf)

## Postal cuts: What do they mean to small businesses?

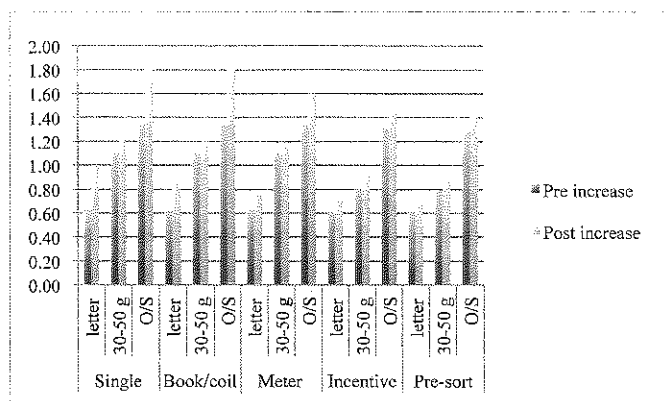
The small and medium sized business community has expressed concern at the recent cuts announced by Canada Post. Many businesses use the postal service as a cost-effective way to access new markets.<sup>1</sup> This is even more so for the e-commerce sector and in rural Canada.

### Price increases

Many small businesses have spoken publicly against the stamp price increases. Ruth Porter, a small business owner in BC, does approximately 85 per cent of her shipments through Canada Post. She is worried her customers will refuse to order by mail from her publishing business due to the stamp price increase.<sup>2</sup> Ruth Porter is not alone. Sixty-one per cent of small business owners said sending and receiving mail was very important to their business operations and 30 per cent said it was somewhat important in a recent poll from the Canadian Federation of Independent Business (CFIB).<sup>3</sup> "These hikes will have a significant impact on many small businesses that use the mail to connect with customers or invoice and pay suppliers," said Dan Kelly, CFIB president.

The dramatic price increases were implemented despite little consultation with the business community. Small and medium sized businesses said Canada Post paid insufficient attention to their needs relative to the attention given to large users in the 2008 Canada Post Corporation Strategic Review.<sup>4</sup> The graph to the right shows that the price increases will disproportionately affect individuals and small businesses rather than large volume mailers.

### Increases in stamp prices in Canada Post's Five Point Plan



\*O/S refers to oversized items

### Eliminating door-to-door mail delivery

Many businesses have also expressed concern at Canada Post's proposal to eliminate door-to-door mail delivery. In Vancouver, councillor George Affleck noted the significant number of home-based businesses who rely on Canada Post. He asked, "Given the number of home-based businesses in Vancouver, what impact will that have on the city's prosperity and operating businesses in the city?"<sup>5</sup> This question is yet to be answered because Canada Post failed to hold consultations with the small and medium sized business community about the proposed changes.

## Reliability, security and privacy

Many Canadians trust Canada Post to deliver their mail and parcels because of its reliability, security and privacy. This trust is linked to the established system of delivery to the door. Community mailboxes have less supervision and may be located in low-light areas where residents fail to pick up mail daily. This would result in an arrangement that is much more susceptible to theft, vandalism and identity theft.

Theft was such a problem that Surrey RCMP issued an alert to citizens about taking “necessary precautions to safeguard their mail year round but especially during the holidays.”<sup>6</sup> They stated that in the previous few weeks, communities in the British Columbia Lower Mainland had been victimized by community mailbox break-ins. In British Columbia, journalists have reported there were almost 4,880 incidents involving community mailbox theft from 2008-2013.<sup>7</sup>

The move to community mailboxes would also likely heighten the risk of identity theft. Businesses that issue or receive invoices or documents with sensitive financial information should be apprehensive. These security and privacy risks are of particular concern to businesses that are sending and receiving parcels and sensitive financial documents through the mail.

## What you can do

If your business is concerned with Canada Post’s recent cutbacks, please consider writing Lisa Raitt, the Minister responsible for Canada Post (see enclosed template letter) and/or putting a ‘Save Canada Post’ window sign up in your business.

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<sup>1</sup> Canada Post Corporation Strategic Review. P. 18.

<sup>2</sup> Letter from Ruth Porter, Poestar Calendars Ltd. to Lisa Raitt, January 9, 2014.

<sup>3</sup> CFIB. Small business alarmed by Canada Post price hikes.

<http://www.cfib-fcei.ca/english/article/5746-canada-post-release.html>

<sup>4</sup> *ibid.* p.19

<sup>5</sup> Crawford, Emma. Business Vancouver. City to Canada Post: Don’t slash home delivery. January 22, 2014.

<http://www.biv.com/article/20140122/BTV0109/140129969/city-to-canada-post-don-8217-t-slash-home-delivery>

<sup>6</sup> RCMP. Mail theft prevention Surrey, 2013-12-23

<http://surrey.rcmp->

[grc.gc.ca/ViewPage.action?siteNodeId=79&languageId=1&contentId=32872](http://grc.gc.ca/ViewPage.action?siteNodeId=79&languageId=1&contentId=32872)

<sup>7</sup> CBC News. Are Canada Post's community mailboxes really safe?

<http://www.cbc.ca/news/canada/british-columbia/are-canada-post-s-community-mailboxes-really-safe-1.2460515>

December 1, 2014

## CUPW AND ALLIES FILE COURT CHALLENGE

A Federal Court Challenge to fight the elimination of door-to-door delivery was filed on Tuesday, November 4, 2014 by our Union as well as:

- The DisAbled Women's Network (DAWN-RAFH)
- The Alberta Network for Mental Health (ANMH)
- ARCH Disability Law Centre (ARCH)
- La Confédération des organismes de personnes handicapées du Québec (COPHAN)
- The National Pensioners Federation (NPF)
- The Congress of Union Retirees of Canada (CURC)
- Patricia Israel (North York, Ontario)
- Susan Dixon (Cambridge, Ontario)

Paul Cavalluzzo, one of Canada's foremost constitutional lawyers, will be arguing the case. The challenge is based on the principle that such a drastic decision exceeds Canada Post's jurisdiction and should be made by the Parliament of Canada.

The Notice of Application asks the court to declare that CPC's elimination of mail delivery to homes is contrary to the *Canada Post Corporation Act* ss. 15 (1) and Section 1 of the *Canadian Charter of Rights and Freedoms* as well as the *Canadian Human Rights Act*, the *Convention on the Rights of Persons with Disabilities*, the Canadian Postal Service Charter and Canada's Universal Service Obligation. As such, the court is asked to order Canada Post to stop implementing its decision to eliminate home mail delivery.

At this time, all applicants are preparing their affidavits for the Court.

### Our Struggle Continues

Canada Post, backed by the Conservatives, announced its decision with little to no consultation or accountability last December 11, 2013. Since then, a massive groundswell of opposition has been steadily growing. CUPW members have worked hard and successfully to keep the issue in the spotlight and to rally public support.

Our Court Challenge is a major part of our struggle against the attack on public postal service and decent jobs. We will keep you informed as the matter proceeds.

In solidarity,

Gayle Bossenberry  
1<sup>st</sup> National Vice-President

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# Canada Post MailBox Report Card

## *Retrofitting Community Mailboxes into Kanata/Beaverbrook*

V1.7

Thursday, November 20, 2014

### Detailed History of Changes

Ver.	Date	Who	Detailed description of Changes
1.7	20Nov2014	NJT	Canada Post has responded to the most serious safety issue and is provided information on the grass ruts problem.  Document issues with drivers using a “drive through” technique to get mail by pulling across the street (against traffic) to reach their mailbox through their driver’s window without getting out of the car (also rutting the grass and damaging the mailbox installation)
1.6	13Nov2014	NJT	Updated to include issues 3 weeks after Oct 20, 2014 start of service – most notably increasing ruts on the grass before and after community mailboxes due to cars pulling off the road to get their mail.

### Canada Post Grade

Overall, the KBCA would offer Canada Post no better than a C- grade on how Community Mailboxes were retrofitted into Beaverbrook.

A further comment would be:

Needs to work better with others – namely Community groups/Associations and the local City Councillor. Canada Post clearly lacked key information about the community (e.g. new schools, sidewalks, traffic patterns) that these sources could have provided and had no forum to understand how to resolve mailbox safety and location issues that was in the best interests of the entire Community.

### Recommendations

For any Community where Canada Post is planning a Community Mailbox retrofit, we recommend to Community Associations and City Councillors that they insist:

- That Canada Post works with them more closely vs. attempting to bypass them and go directly to the individual residents.
- That Canada Post identify a representative (email, phone), preferably the Community Mailbox installation program Project Manager for their neighborhood, so that the local Community Association and the local City Councillor can raise and resolve issues in a timely manner.

### Summary

Beaverbrook (Kanata) was one of the first communities to be retrofitted with community mailboxes from existing door to door delivery, which was completed in Oct 2014.



Canada Post announced a rollout plan which included community consultation and that they would strive to provide safe and accessible mailboxes that would be sidewalk accessible, near lighting and avoid encroaching on private property – if possible.

As the process unfolded, Canada Post's behavior when dealing with mailboxes on city property vs. condominium corporation private land was very different.

In the case of condominiums within the community, Canada Post had to consult directly with the condominium associations and get approval for each location as this is private land. Feedback from condo owners is they were happy with the result.

In the case of publically (City) owned land in the rest of the community, with the exception of some early meetings with the Kanata Beaverbrook Community Association (KBCA) and our City Councillor, Canada Post avoided meeting with the KBCA and went directly to residents in the immediate vicinity of proposed mailbox locations.

Those residents were directly contacted by letter and provided a phone number with which they could raise a service ticket on safety or other issues with a proposed mailbox location. What unfolded is that mailboxes were moved due to genuine safety issues and to complaints. In many cases the change in location was made without notifying residents close the final location. A number of residents complained that they had service tickets with Canada Post, which they never followed through on.

Communication with Canada Post, whether to ask for information or to provide input or feedback on mailbox locations was, and continues to be, almost impossible. There are no phone numbers or email addresses on the Canada Post site for other than specific issues that Canada Post is willing to deal with.

Once the installations were complete, we did a survey of the installations, the net result is that of an observed 32 post boxes of which 1 has substantial pedestrian/vehicle safety issues, 9 are unnecessarily immediately opposite driveways, plus a number of installations present wheelchair accessibility issues and potential hazards in winter months due to relatively short, steep ramps and very shallow flat areas immediately in front of the mailboxes.

In conclusion, a case of superficial consultation, with an unnecessarily flawed outcome.

As of Nov 13, after a month operation with the new Community Mailboxes, in a community with no roadside curbs, we are seeing safety issues and substantial property damage due to residents pulling their cars up onto the grass beside the mailboxes.

Nov 14, we received a phone call from a Canada Post representative who is involved with the installation of Community Mailboxes in our neighborhood who acknowledge the safety concerns for the #1 issue we had raised and outlined what is being done to correct the problem (see later in this report for details)

As of Nov 20 several drivers have been witnesses crossing to pull on to the grass and community mailbox ramp/pad, against traffic, to access their mailbox "drive through" style through their driver's window without leaving their car damaging the adjacent grass verge and mailbox interlocking brick installation.

The full report can be accessed here: [KBCA Canada Post Report Card](#)

## Introduction

Kanata/Beaverbrook is one of the first communities in Canada to have mailboxes retrofitted into the neighborhood to replace door-to-door delivery.

The Kanata Beaverbrook Community Association has prepared this report on the experience so that other communities can benefit from understanding what to expect from Canada Post and to understand what issues they may encounter.

It covers the timeline from initial announcement of guiding principles – Jan 29, 2014 - to the first day of actual delivery to the mailboxes - Oct 20, 2014.

We'll cover:

- The process as defined by Canada Post
- How the process worked in practice for both the general public and for condominium corporations
- What are some of the outstanding issues with mailbox installations, including one serious safety issue that is in the process of being resolved.
- Unexpected hazardous traffic behavior of residents who drive to pick up mail from Community Mailboxes and the property, greenspace and mailbox installation damage they have caused in less than a month.

## The Process

### As Defined by Canada Post

Publically and to community residents by letter, Canada Post defined the following:

- A notification to all community residents of the change to community mailboxes and the timeline (completion, Fall 2014)
- A survey on the location of the mailboxes and publication of the results
- A “door knocking” campaign to those residents who would have a mailbox installed in the immediate vicinity of their home
- Provision of a service phone number for residents to raise issues or concerns with mailbox locations

### What actually happened

Early in the process (March and April 2014) informal meetings were held at which some members of the KBCA, Canada Post, the City of Ottawa, and our City Councillor, Marianne Wilkinson, took part. The first meeting was quite promising. By the second meeting, Canada Post had backed away from giving the KBCA more specific site information. Marianne Wilkinson was able to insist on Canada Post providing details (including maps and photos) of proposed mailbox locations, which were posted on the KBCA web site.

The Canada Post community survey was very shallow, asking about concerns such as the relative importance of safety, lighting, security, accessibility, plus the only question which actually mattered, which was how mailboxes should be distributed – a choice of either a larger number of locale mailbox clusters or a smaller number of more centrally located mailboxes.

After the survey was complete, Canada Post did not meet with the KBCA nor did any Canada Post representatives attend any public meeting. Both the KBCA and City Councillor were unable to get any further meaningful response out of Canada Post. Canada Post never updated the list of mailbox locations provided to the KBCA nor the City Councillor.

Canada Posts next step was to do a “door knocking” campaign which was a combination of mailings and door to door notification of exact mailbox locations for those residents in the immediate vicinity.

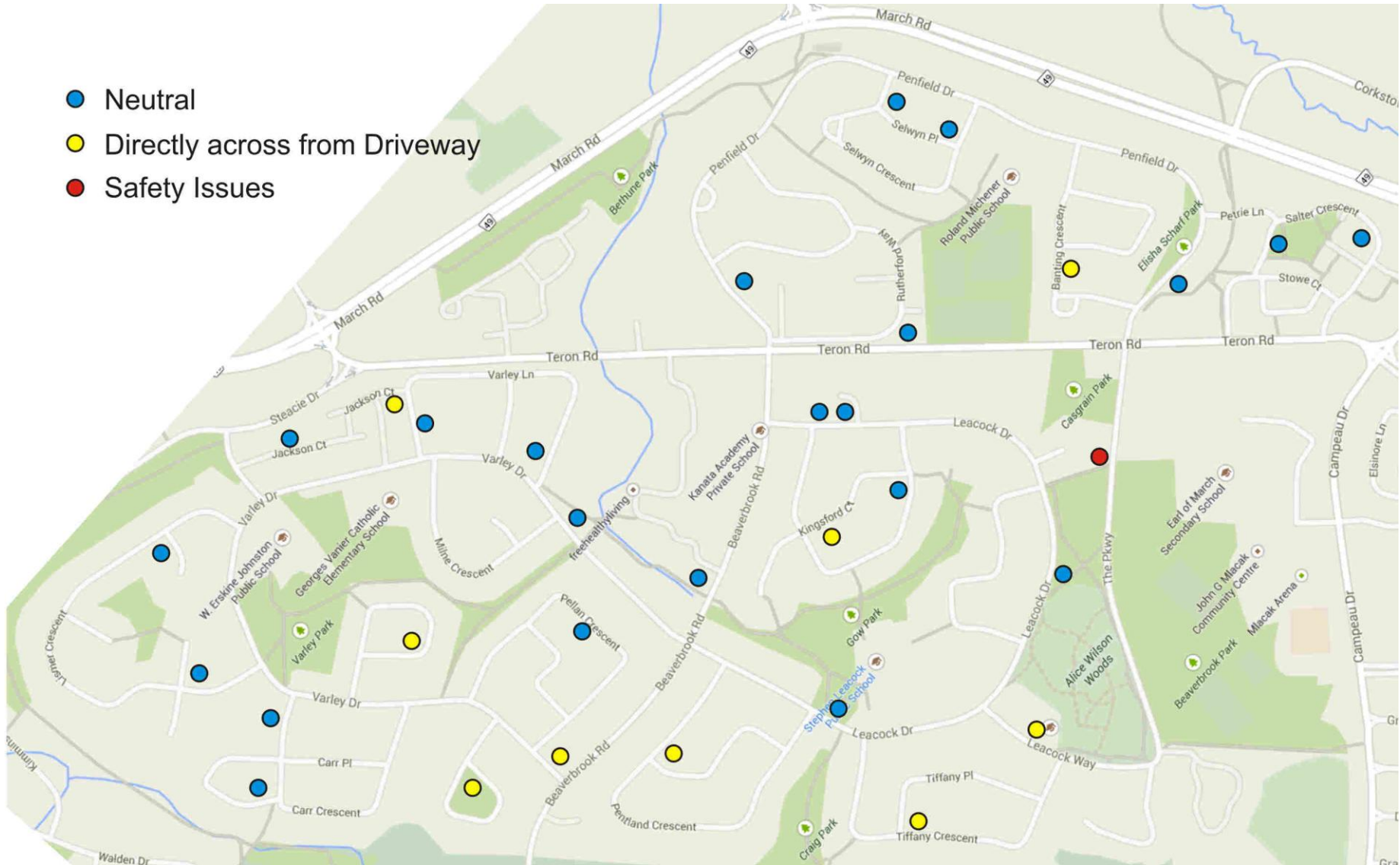
Residents were given a phone number and a few were able to obtain Canada email addresses with which to raise issues for which Canada Post provided "service tickets". In several cases, residents that did raise issues and obtained service tickets never heard from Canada Post again.

In talking with a number of residents, plus emails forwarded to the KBCA of resident/Canada Post exchanges, plus comparison of the original proposed mailbox locations vs. the final installations, there were quite a few changes made; some due to safety concerns and others due to complaints. In many cases, the residents near the final locations were not informed of those changes until the installation crews pulled up and started digging.

In conclusion, a case of superficial consultation, with an unnecessarily flawed outcome.

As the Summary provides, things are still ongoing in this story...

## Survey Results



In total, 32 community mailbox installations were reviewed of which 22 are neutral (no major issues, but some residents wanted them somewhere else), 9 are directly across from home driveways and 1 which is a clear safety hazard. Not all community mailbox locations were viewed – such as those located on Condominium properties (such as Bethune and Rutherford).



## Community Mailboxes directly across from driveways

Quite a number of homeowners have complained of community mailboxes being located directly opposite their driveway, citing issues of difficulty when backing out and possibly being blocked by cars parked as people pick up their mail. This also poses a risk for those accessing the mailbox as it may be difficult for someone backing out of a driveway to see them.

What is really unclear is why Canada Post placed these mailboxes where they did. In almost all cases there clearly is room for the mailbox to have been located several meters left or right of their current location, which would have resolved this problem.

The following is a typical example. The first photo shows that the postbox could have been located anywhere along the strip of grass it sits on.



Yet they chose to put it directly opposite this home's driveway.



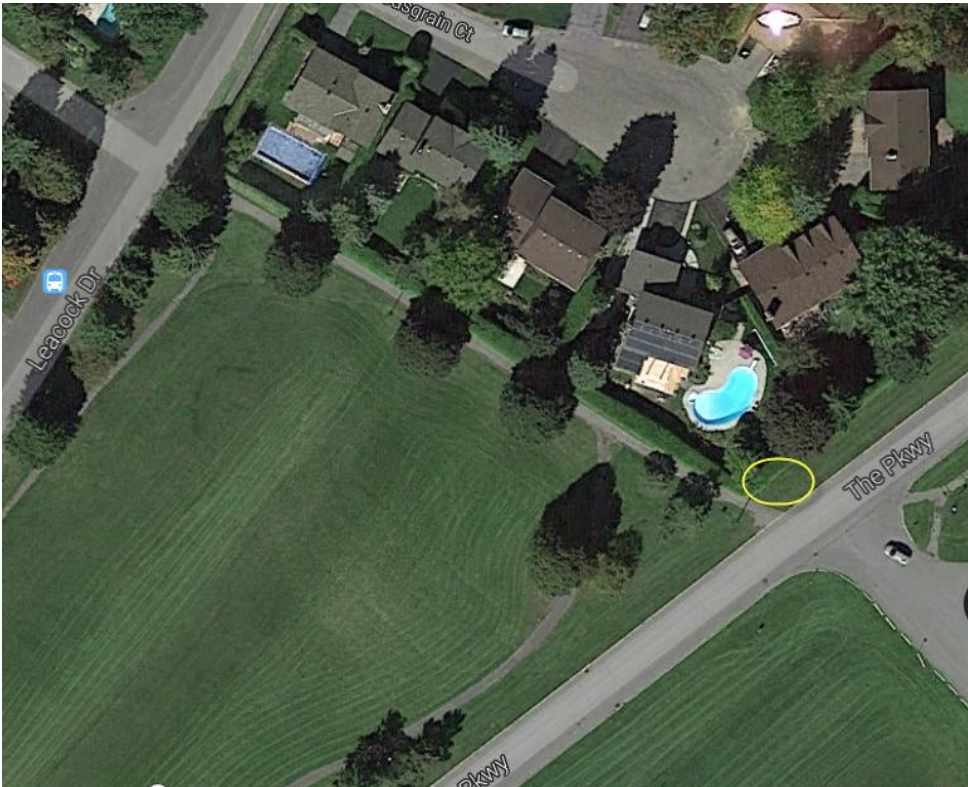
What is also unclear is why the postbox is not facing the sidewalk/pathway that is directly behind the mailbox, which would provide for safer access and deeper setback.

## Community with Safety Issues

The Community shown below, which is marked as having safety issues in the map, is a very odd and unsafe installation:



This box is near no homes, at the edge of a park, across from the Earl of March High school.



This Google Maps overhead also illustrates the location. The homes that are adjacent are separated by a 20 foot high unbroken hedge both to the North and East, so have no access.

The community mailbox is located on a primary path for students to get to and from the Earl of March High school (grades 9-12) and soon to be intermediate school (grades 7 to 9)

It blocks a pedestrian's view of traffic (coming from the left) as they exit from beside the hedge and in turn blocks the view for drivers of pedestrians.

This will only be aggravated once there are snow banks.



After emailing this report on Nov 13 to a number of Canada Post email personnel via email, we got a response from Canada Post by phone on Nov 14 on this specific issue. They acknowledged the problem and indicated that they would do 2 things. The first is to relocate one of the “pods” to the property of the condo group of buildings at the corner of Teron Road



and the Parkway. This will allow those residents to walk only a few feet to their community mailbox vs. driving to the current location and then doing a U turn. The second “pod” will be located at the other end of the street to service those residents.

### **Community Mailboxes with Accessibility issues**

New Community Mailboxes in Kanata which are accessed directly from the street (as opposed to a sidewalk or pathway) are much closer to the road than post boxes in surrounding newer communities that have had post boxes for years:

In addition where there is an existing concrete curb, the curb has been cut down to street level with a short, relatively steep ramp and a very shallow flat area immediately in front of the postboxes. It is easy to see inadvertently stepping back onto the ramp when swinging open a postbox and falling over backwards, particularly in winter. This is particularly a concern for wheel chair accessibility. The following is one example:



## Residents driving to pick up mail from Community Mailboxes causing property damage

Less than a month after the community mailboxes were installed in Beaverbrook, we are seeing property damage due to residents who drive to pick up their mail parking with two wheels on the grass verge due to safety concerns on busy residential streets, which is possible in communities without roadside curbs

Clearly residents feel the need to drive onto the grass verge because they do not feel safe exiting their cars on a busy collector near locations where there are curves in the road and multiple intersections. Cars turn onto Penfield quickly and generally are travelling close to the speed limit. Drivers have little time to react if a car door opens. Most people who are driving to the boxes probably stop on the way home in the evening, when it is dark and there is naturally more traffic. The lack of street lighting at these locations further adds to the fear of not being visible.

The sequence from left to right shows the week to week deterioration in only 3 weeks.



We also discussed this issue with Canada Post in their Nov 14 phone call and they indicated that they were also aware of this problem.

As of Nov 20, we have had several sightings of drivers performing a “mailbox drive through” which involves pulling across the street (now facing oncoming traffic), driving up on the grass and onto the interlocking brick (which can be seen as a ramp leading to the concrete pad the mailboxes are mounted on) and reaching through their driver’s window to open their mailbox without getting out of the vehicle, then driving off. This would explain the damaged interlock installations (already sagging into the ground with a tire wide indentation).

This is only possible due to the combination of:

- Mailboxes facing the road
- Mailboxes much closer to the side of the road than past installations (e.g. in surrounding neighborhoods that have had community mailboxes for some time)
- No curbs or other barriers to pulling onto the grass and up to the mailbox in a vehicle.

So this is not only damaging a number of locations, it also poses an unnecessary additional traffic hazard.

## Missed Opportunities

- Community Mailboxes have been placed without consideration for planned sidewalks which are in City plans to be installed in the next 2 years.
- Issues with community mailboxes directly opposite driveways would have been ameliorated if these boxes were set back farther from the road
- Community compatibility - I'm sure that Canada Post wants their post boxes to stand out as a marketing vehicle. However, that's what Canada Post wants, not what the community wants.

Canada Post's post box colour scheme - brushed aluminum, gray and silver with red highlights - looks like an Air Canada aircraft in the middle of a park.

I'm sure it would have been possible to have an all green colour scheme which would have blended into the community in a much more compatible manner.

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