

Converting to a community mailbox

Canada Post will be making changes to delivery in your community next year. Most customers in your neighbourhood will start to receive their **mail and parcels in new locked community mailboxes**. We are looking for your input now, early in the process, to help us understand your priorities and preferences.

There will be no change in delivery for people living in apartment buildings, seniors' buildings and condominiums who already have mail delivered to boxes in the building lobby.

Making the decision to end mail delivery to the door has been difficult. Digital alternatives are replacing traditional mail and that trend will accelerate. As a result, people are using Canada Post differently than they have in past years. In 2013 Canadians mailed almost 1.2 billion fewer pieces of mail than they did in 2006. The changes we are making are necessary to secure the future of postal service in Canada and avoid becoming a burden on taxpayers. *scaremongering based on deception.*

While community mailboxes have served millions of Canadians for three decades, we understand this represents a significant change for affected customers and your community. Over the coming months, Canada Post will work to ease this transition. We will begin by working with your municipality to find locations for the community mailboxes that will best serve your neighbourhood.

As we prepare to transition mail delivery in your neighbourhood to community mailboxes, **we would greatly appreciate hearing directly from you**. Please take the time to let us know what you think. The information we receive from you and your neighbours will factor into our planning of the transition in your community.

Thank you in advance for your understanding and your input. *we really think!* Canada Post remains proud to serve you, and we are committed to making this transition as smooth and convenient for you as possible.

Sincerely,



Mary Traversy
Senior Vice-President, Business Transformation
Canada Post

We want to hear from you

1 Please fill out the **short survey** in this package. It will help us with implementation. This survey is also online.

Please respond to the survey within four weeks.

2 If you have more time, please participate in a more in-depth conversation through the **Community Mailbox Guidebook**.

To use these tools, or for more information about the conversion of mail delivery where you live, visit **canadapost.ca**

Conversion à une boîte postale communautaire

Postes Canada apportera des changements à la livraison dans votre communauté l'an prochain. La plupart des clients de votre quartier commenceront à recevoir **le courrier et les colis dans de nouvelles boîtes postales communautaires verrouillées**. Nous souhaitons vous consulter dès maintenant, au début du processus, afin de bien comprendre vos priorités et vos préférences.

Il n'y aura aucun changement au mode de livraison des personnes qui habitent dans un immeuble à appartements ou à condos ou une résidence pour personnes âgées et qui reçoivent déjà le courrier dans une case à l'entrée de l'immeuble.

Mettre fin à la livraison du courrier à la porte n'a pas été une décision facile à prendre. Les moyens de communication numériques remplacent de plus en plus la poste traditionnelle, et cette tendance s'accélère. Pour cette raison, les gens n'utilisent plus les services de Postes Canada de la même façon qu'ils le faisaient par le passé. En 2013, les Canadiens ont posté près de 1,2 milliard de lettres de moins qu'en 2006. Les changements que nous apportons sont nécessaires si nous voulons assurer l'avenir du service postal au Canada et éviter de devenir un fardeau pour les contribuables.

Les boîtes postales communautaires desservent des millions de Canadiens depuis 30 ans. Malgré cela, nous comprenons que la modification du mode de livraison représente un changement majeur pour les clients concernés et pour votre communauté. Au cours des mois à venir, Postes Canada travaillera à rendre la transition aussi facile que possible. Nous commencerons par collaborer avec votre municipalité afin de trouver les emplacements pour les boîtes postales communautaires qui permettront le mieux de bien desservir votre quartier.

Alors que nous commençons la transition du mode de livraison à des boîtes postales communautaires dans votre quartier, **nous aimerions beaucoup connaître votre point de vue**. Veuillez prendre le temps de communiquer directement avec nous. Vos commentaires et ceux de vos voisins seront pris en compte dans la planification de la transition dans votre communauté.

Je vous remercie à l'avance de votre compréhension et de vos commentaires. Postes Canada est toujours fière de vous servir. Nous nous engageons à rendre cette transition aussi fluide et pratique que possible pour vous.

Sincères salutations,



Mary Traversy
Première vice-présidente, Transformation de l'entreprise
Postes Canada

Nous voulons vous entendre

1 Veuillez répondre au **bref sondage** ci-joint. Vous nous aiderez ainsi à assurer une transition plus efficace. Vous trouverez aussi ce sondage en ligne.

Veuillez répondre au sondage d'ici quatre semaines.

2 Si vous avez un peu plus de temps, nous vous invitons à participer à une conversation plus approfondie en consultant votre **Manuel sur les boîtes postales communautaires**.

Pour accéder à ces outils ou pour en savoir plus sur la conversion du mode de livraison dans votre région, veuillez visiter le site postescanada.ca

Questions you may have

Why are you taking away mail delivery to my door?

With Canadians mailing less and less each year, **we have to make difficult decisions to secure the postal service for everyone.** We know people don't want us to become a burden on taxpayers. This change protects your mail delivery but reduces the cost of providing it. Delivering your mail to a community mailbox will cost half as much as delivering it to your door.

false premise

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

Why are you starting in my neighbourhood?

We looked at several factors in deciding where to begin our implementation. In most cases, we chose neighbourhoods **near or similar to communities** where we have been delivering mail to community mailboxes for many years. This way, our decades of experience with CMBs will help make for a smooth transition.

What's going to happen ... and when?

It will be **several months** before your community mailbox is ready for you to use. We'll give you plenty of notice. Meanwhile, using your feedback, we will work with your municipality to choose suitable locations.

more mail theft, like in Surrey B.C.

What's it like to have a community mailbox?

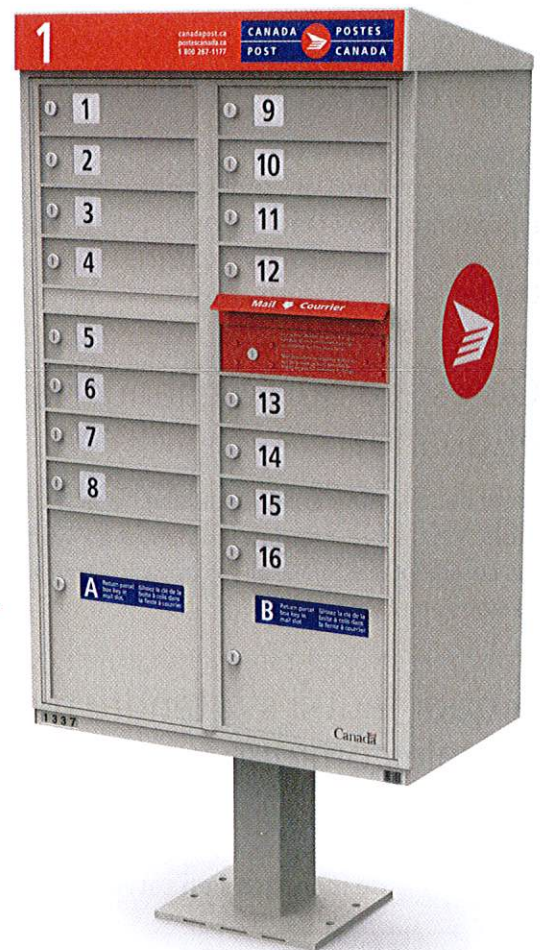
not! They're a safe, secure, convenient way to get mail and parcels delivered to a locked compartment. They've been in use for 30 years, and **millions of Canadian households already rely on them.**

What if I have a disability that means I can't get to my community mailbox?

We understand that some seniors and some people with disabilities may not be able to get to their community mailbox. If you need special accommodation because you have significant mobility issues and lack alternatives to access a community mailbox, **please call us directly at 1-844-454-3009.**

and what about medical privacy?

who decides? what is "significant"?



Have a question about community mailboxes?

Ask, read, or share a question in our **Q&A Forum** on canadapost.ca

Pourquoi éliminez-vous la livraison du courrier à ma porte?

Puisque les Canadiens envoient chaque année de moins en moins de courrier, **nous devons prendre des décisions difficiles afin de préserver le service postal pour tout le monde**. Nous savons que les gens ne veulent pas que Postes Canada devienne un fardeau pour les contribuables. Ce changement préserve la livraison du courrier mais réduit le coût du service. La livraison à votre porte coûte deux fois plus cher que la livraison à une boîte postale communautaire.

Pourquoi commencez-vous par mon quartier?

Nous avons examiné plusieurs facteurs avant de choisir où commencer la mise en œuvre. Dans la plupart des cas, nous avons choisi des quartiers **à proximité de secteurs** où nous livrons déjà le courrier à des boîtes communautaires depuis de nombreuses années, **ou des quartiers semblables**. Ainsi, notre longue expérience de ces boîtes facilitera la transition.

Qu'est-ce qui va changer exactement, et quand?

Votre boîte postale communautaire ne sera pas prête avant **plusieurs mois**. Vous serez informés longtemps à l'avance. Entre-temps, grâce à vos commentaires, nous allons travailler avec votre municipalité à trouver de bons emplacements.

À quoi faut-il s'attendre avec une boîte postale communautaire?

Ces boîtes sont un moyen sûr et pratique de recevoir du courrier et des colis dans un compartiment verrouillé. On les utilise depuis 30 ans et **des millions de ménages s'en servent**.

Et si je suis une personne handicapée et que je ne peux pas me rendre à ma boîte communautaire?

Nous comprenons que certaines personnes âgées ou handicapées pourraient avoir des difficultés à se rendre à leur boîte communautaire. Si vous avez besoin d'un accommodement en raison de graves problèmes de mobilité et que vous n'avez pas d'autre option pour accéder à une boîte communautaire, **veuillez communiquer avec nous au 1 844 454-3009**.

Changer le mode de livraison du courrier partout au pays va permettre de sauvegarder le service postal pour tous les Canadiens.



Des questions au sujet des boîtes communautaires?

Posez des questions, lisez et partagez les réponses dans notre **forum de Q et R** à postescanada.ca.

Your views will help the transition to community mailboxes.



Corporate mail boondoggles.

N6H2E 1496

MAIL RECIPIENT
85 FORWARD AVE
LONDON ON N6H 1B8

Please fill out this survey and return it within four weeks.

Mark each answer that best reflects your opinion with an X, and return the survey in the enclosed postage-paid envelope.

Canada Post is proud to serve you, and is committed to making your transition to community mailboxes as smooth and convenient as possible. You are part of this change and understanding your preferences will help us implement this initiative.

Or, if it is more convenient, visit canadapost.ca, enter your access code and fill out this survey online.

The access code is used so that only those who are affected by a change in service delivery fill out the survey.

Your access code is: 653-256-566

Your participation in this survey is completely voluntary. All responses you provide will be treated in accordance with Canadian privacy laws, will remain confidential and will only be used for purposes related to this program. The reporting of the data we collect will be in aggregate, meaning we will group many responses together and report on findings from groups of respondents.

misleading
1 Canada Post has been serving Canadians through community mailboxes (CMBs) for three decades, installing them in new developments as they have been built all across Canada. Did you know that 10 million Canadian homes already receive their mail through some form of centralized delivery such as a community mailbox, boxes in apartment or condo lobbies, or at post offices?
 YES NO *only 25%* *63% get home, lobby or post office delivery.*

2 Over the past three years, has the volume of mail you send gone up or down?
1 GONE DOWN 2 3 4 SAME 5 6 7 GONE UP

3 Thinking ahead over the next year, do you think the amount of online shopping you do will go up or down?
1 GO DOWN 2 3 4 SAME 5 6 7 GO UP

4 When it comes to CMBs, which of the following do you think is most important to you? Please choose only one answer.
 LOCATION PERSONAL SAFETY ACCESSIBILITY SECURITY OF YOUR MAIL DESIGN AND MAINTENANCE
maintaining current door to door service
these are false choices.

A single CMB usually has 16 locked boxes (one per home) and two locked parcel compartments. The two types of CMB sites seen most often are Small Sites (groups of 3-4 boxes serving 45-50 customers) and Larger Sites (many boxes serving up to 200 customers). Small Sites are spread throughout neighbourhoods; they are often on the sides of people's corner lots and are a walking distance for the customers they serve. Larger Sites are at a central location for a neighbourhood; they are often on public spaces and are farther away from the customers they serve.

5 Which type of CMB site would you prefer? SMALL SITE LARGER SITE
I prefer my current service - where should I check?

6 How concerned would you be if a small site of CMBs is placed on the side of the nearest corner lot to you?

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

another false choice

7 How concerned would you be if your mail is delivered to a larger public site that is farther away?

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

I am primarily concerned about the loss of a profitable public service.

How concerned are you about the following:

8 Your ability to use a CMB

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

9 Your safety at CMBs

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

10 Traffic safety at CMBs

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

11 Seniors' ability to use CMBs

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

12 Persons with disabilities' ability to use CMBs

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

13 Security of your mail at CMBs

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

14 Keeping CMB locations clean and well maintained
 (litter, graffiti and snow removal)

1 2 3 4 5 6 7
 NOT AT ALL CONCERNED ← SOMEWHAT → VERY CONCERNED

at whose cost? may municipal taxes?