

Presentation to London



Shift from paper to digital



2006



1.2 BILLION

ABC Enterprises
123 MARTIN AVE
MONTREAL QC H4B 1E3

ALAN SMITH
123 MIN ST NW
ANYCITY MB R3C 1E3

CANADA POSTES
POST CANADA
32

2013



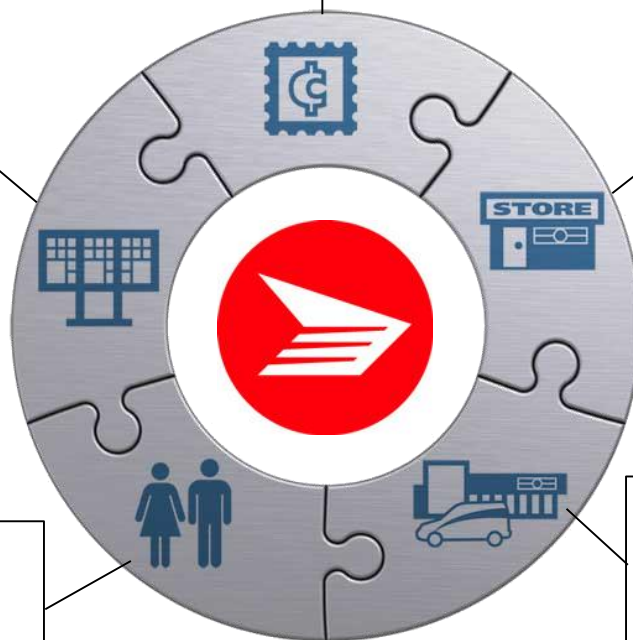
Tiered pricing structure

**Community mailboxes
5M addresses
in 5 years**

**Expanding convenience
Franchise
Post Offices**

**Addressing
Labour Costs**

**Streamlining operations
Reduce costs,
achieve efficiency**





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

Delivery breakdown – all Canadians



2/3



1/3



Regarding **conversion of dense urban cores**

These will be addressed in the final stages of the multi-year project.



Regarding **seniors and disabled Canadians**

We have developed alternative approaches for those with significant challenges.



Regarding **delivery types with no change**

No change to delivery in the lobby of an apartment, condo or seniors' residence, or to a rural mailbox.



Our Guiding Principles

as we convert door-to-door mail delivery to community mailboxes



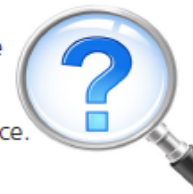
Regarding **delivery to businesses**

Those in "commercial corridors" or with larger volumes of mail will see no change in delivery.



Regarding **significant challenges that arise**

We will be flexible and thoughtful, while protecting future postal service.



Regarding **where the boxes will be located**

We will work with your local officials to choose safe and appropriate sites.



Regarding **the views of affected citizens**

We welcome feedback through surveys and online tools.





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





- 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**





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





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**

Keys delivered

Key recovery

Live





Thank you