Presentation to London
Shift from paper to digital

2006

1.2 BILLION

2013
Five-point Action Plan

- Tiered pricing structure
- Expanding convenience
- Franchise Post Offices
- Streamlining operations
- Reduce costs, achieve efficiency
- Addressing Labour Costs
- Community mailboxes
- 5M addresses in 5 years
Delivery to the door costs *twice as much* as delivery to a community mailbox.
Delivery breakdown – all Canadians

2/3

1/3
Our Guiding Principles

Regarding conversion of dense urban cores
These will be addressed in the final stages of the multi-year project.

Regarding delivery to businesses
Those in “commercial corridors” or with larger volumes of mail will see no change in delivery.

Regarding seniors and disabled Canadians
We have developed alternative approaches for those with significant challenges.

Regarding significant challenges that arise
We will be flexible and thoughtful, while protecting future postal service.

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.

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.
Accessibility and delivery accommodations

Unique

Tailored

Individual circumstances
What we look for in a CMB site

• **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
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
Thank you