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AUG 6 2015

MS. LINDA ROWE
DEPUTY CITY CLERK
THE CORPORATION OF THE CITY OF LONDON
300 DUFFERIN AVE
PO BOX 5035
LONDON ON N6A 4L9

Dear Ms. Rowe:

Thank you for your letter sent to Mr. Andy Paterson, Manager of Municipal Engagement, enclosing a resolution passed by the London Municipal Council at its meeting of July 28, 2015. Further my April correspondence about the upcoming delivery changes in London, I appreciate the opportunity to provide further information and specifically address the items raised in the resolution.

We share Council's view expressed in the resolution that members of the public need a mechanism to express concerns, and we have designed our public consultation process accordingly. As mentioned in my earlier correspondence, we solicited input from residents by way of information packages sent with surveys that gave customers the opportunity to tell us which issues matter most to them. Of the many respondents who replied to the online and mail-in surveys, the majority of residents showed a preference for smaller groups of boxes close to their home as opposed to groupings clustered away from their neighbourhood. We shared this report with the Mayor and planning department and used this input when developing site plans that we provided to your planning department, beginning in January 2015.

Canada Post continued its outreach process with approximately 1500 customers living adjacent to proposed locations. Our representatives knocked on doors and met with these residents to answer their questions. Any issues raised were given thorough consideration, and City staff have been notified of all consequential site location moves. My team has also engaged regularly and directly with Councillors. All of this dialogue has resulted in more than 100 adjustments to date, and each site location move has been shared with City staff.

Our goal throughout the transition has been to ensure that the change is handled in a thoughtful and responsible manner. Canada Post applies its well-established criteria to select the best possible sites that meet our guidelines for safety, accessibility, and proximity to the residents served. We look for locations away from high-traffic areas and busy intersections, and we do install the boxes using existing street lighting and sidewalks where feasible.

After careful deliberation, all affected residents were subsequently sent letters in May informing them of the specific location of their CMB. We encourage residents who have any concerns to contact us at 1-844-454-3009. We try as much as possible to accommodate site suggestions, and we work to ensure that all concerns are addressed in a way that is appropriate and respectful.

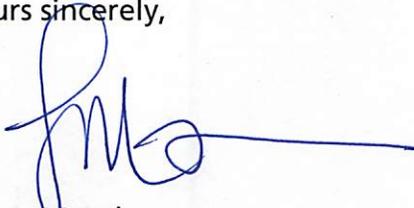
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The resolution also contemplates an agreement with the City formalizing responsibilities. You may be aware that we shared a copy of our CMB installation agreement with the City in January 2015. This agreement, developed through years of experience installing CMBs across the country, addresses a number of issues related to the installation process including points raised in the resolution such as costs, maintenance responsibilities, lighting near CMBs, and curb cutting. We would be pleased to pursue the execution of this agreement as expeditiously as possible.

We are well on our way towards taking the next steps with the conversion in London this fall. In order to ensure as smooth a transition as possible for your residents, we need to keep moving forward with the conversion activities without delay. We will continue to review any site concerns and to relocate the boxes where necessary and feasible.

Again, thank you for writing and sharing the views of the City of London. Andy Paterson is always available to answer any questions or concerns you may have. You can feel free to contact him directly at 519-457-5247.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'SM', with a long horizontal line extending to the right.

Susan Margles