

Canada Post Community Outreach & Customer Interaction Activities in 2015 for London N5V, N5W, N5X, N5Y, N6G & N6H

Total number of sites planned: **1,496** (Actual number of locations are fewer as some smaller sites are combined at one location)

Number of calls to our customer contact centre (1-844-454-3009): **2,235**

- 52% related to mailbox issues such as keys and/or locks, and mailbox location issues.
- 48% questions related to receiving mail such as general conversion process, small business inquiries, and delivery accommodation inquiries.

Customer door knocks and contacts re location: (approx.) **1,730**

Currently just over 120 sites have been moved based on customer and municipal staff feedback. We continue to investigate alternate locations as they are brought forward.

Community Associations:

Contacted by 9 groups

- 4 meetings: good exchange of information and ideas with representatives of four separate groups.
- 1 group raised concerns by email over a CMB site location; issue investigated and resolved; no meeting requested.
- 1 group wanted information only which was supplied.
- 1 group wanted us to attend a public meeting which we declined. We offered to meet with their representatives and they declined initially, but after several weeks requested a meeting with some of their representatives. Unfortunately, we were not available during the time they requested.
- 2 groups not in conversion areas; agreed to wait for activities to begin.

All affected customers have received communication by mail at significant points such as the initial announcement and the Community Engagement Report which was also provided to Members of Council in January 2015.