

Councillor Sponga:

WHEREAS the installation of community mailboxes raises several of the same concerns as the installation of above-ground plant (e.g. utility boxes) in municipally-owned right-of-way; and

WHEREAS the installation of community mailboxes might require installation requests for additional sidewalks where no sidewalks currently exist; and

WHEREAS the installation of community mailboxes might require installation of additional sidewalk approach ramps for easier access, for persons with disabilities or pushing strollers and/or seniors; and

WHEREAS increased snow clearing responsibilities for adjacent property owners and the Town would be needed; and

WHEREAS the installation of additional sign posts, adjacent to community mailboxes for parking regulation changes will be needed; and

WHEREAS the installation of community mailboxes might require additional streetlight requests to improve visibility to and from community mailbox locations and security at these locations.

NOW THEREFORE BE IT RESOLVED that Council direct the Mayor to send a letter, copied to Members of Parliament, Ontario Members of Provincial Parliament, and all Ontario municipalities, that requests the Federal Minister of Transport, who oversees Canada Post, to require Canada Post to halt installation of community mailboxes immediately and to adhere to its Five-point Action Plan requirement to engage in full and meaningful consultation with all stakeholders, including the Town and its residents;

BE IT FURTHER RESOLVED THAT Council direct staff to bring forward recommendations to the next Committee of the Whole meeting to align the Town's by-laws with the City of Hamilton's By-law Number 15-091 which regulates the installation of equipment on roads; and

BE IT FURTHER RESOLVED THAT Council direct staff to develop appropriate standards to require Canada Post to apply for permits with an appropriate fee that reflects the resources required and costs incurred by the Town to install and maintain community mailboxes in established neighbourhoods; and

BE IT FURTHER RESOLVED THAT staff bring back a new by-law for Council's enactment.

Susan Margles

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APR 30 2015

MS. LISA LYONS
DEPUTY CLERK
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P.O. BOX 328 STN MAIN
NEWMARKET ON L3Y 4X7

Dear Ms. Lyons:

Your correspondence and copy of the Town of Newmarket's Information Report titled "Canada Post Switchover to Community Mailboxes" was recently brought to my attention. We very much appreciate receiving the views of your Council and City Staff on behalf of the residents of Newmarket.

As you know, Canada Post's five-year initiative is a complex but necessary action that we are taking to transform our business in order to address the ongoing decline of Lettermail volumes in a manner that respects our statutory mandate. Last year, we began to transition the first of the one third of Canadian households that still receive their mail at the door to community mailbox delivery. To date, roughly one million households across the country have either been converted or are in the process of being converted. In so doing, Canada Post's intent is to consult and collaborate with municipalities and their staff during the conversion process. We reiterate our commitment in this regard for all impacted communities, including Newmarket.

We first advised the Mayor and Council of our intention to convert roughly 9,000 households to community mailbox delivery in November, 2014. When we began the conversion in Newmarket, we sent information packages with detailed surveys to all affected residents by which they could express their priorities and preferences. We had significant response to both the online and mail-in surveys which gave residents the opportunity to tell us which issues matter most to them. Surveys were mailed to all 9,000 homes, with 94% of respondents preferring smaller groups of boxes close to their home as opposed to groupings clustered away from their neighbourhood. We analyzed the information and shared the feedback with the Mayor, Councillors, city staff and residents in December.

In January we provided city staff with our draft siting plan so we could address any issues that might be identified by them with potential locations, particularly with respect to possible conflicts that sites may encounter with other infrastructure. We have continued our consultative process with customers and have knocked on the doors of approximately 315 addresses of residents who live adjacent to proposed locations. City staff were notified of all consequential site location moves. Andrew Walasek of our Municipal Engagement team has also been engaged regularly and directly with some of your Councillors, and this dialogue has resulted in a number of adjustments, which we have also shared with staff.

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We are pleased with the level of progress regarding the conversion in the Town of Newmarket. We are well on our way towards taking the next steps with the conversion, including advising residents of the specific location of their community mailbox. We will continue to review any site concerns and to relocate the boxes where appropriate. In order to ensure as smooth a transition as possible for your residents, we need to continue to move forward with conversion activities and are unable to accommodate your request for a 180-day delay.


We note that you have engaged the Newmarket Accessibility Committee for comment regarding the implementation of community mailboxes. Canada Post considers safety and accessibility as part of our siting guidelines for community mailboxes, and we have also created a comprehensive and confidential accommodations process to ensure customers with disabilities can continue to access their mail and parcels. Every person's situation is unique, and we tailor our solutions to individual circumstances on a case-by-case basis.

Customers who have concerns about their ability to access a community mailbox are invited to call 1-844-454-3009. We will then send an information package and a questionnaire to the customer to better understand his/her concerns, while respecting privacy. After receiving a customer's completed questionnaire, a member of our dedicated and specially trained delivery accommodation team contacts the customer to discuss his/her unique needs and the solutions we can offer.

Throughout the transition process, Canada Post applies its well established criteria to ensure that community mailbox sites are safe. The safety of our customers is paramount, and we take that into account as part of our siting guidelines. 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. Canada Post is also responsible for all installation and maintenance related to the community mailboxes and has been since they were introduced 30 years ago. This includes addressing instances of graffiti and litter, as well as removing snow.

Thank you for writing. Should you have any questions, please do not hesitate to contact Andrew at 613-734-9317.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Susan Margles', with a long horizontal flourish extending to the right.

Susan Margles