



INFORMATION REPORT
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REPORT – INFORMATION REPORT # 2014-46

TO: Mayor and Members of Council
SLT/OLT

SUBJECT: Canada Post Switchover to Community Mailboxes

ORIGIN: Development & Infrastructure Services

COMMENTS

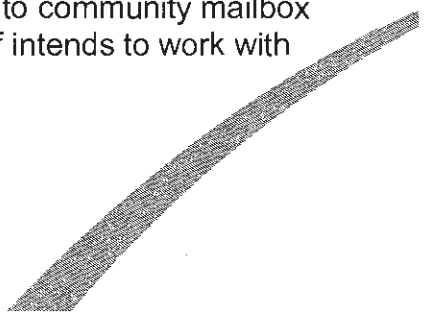
Earlier this year Canada Post announced a plan to convert the remaining addresses across Canada that have door-to-door delivery to community mailboxes. The process includes four general stages: community consultation, site selection, installation, and transition.

Community Consultation – residents receive a letter informing them that their delivery will convert to a community mailbox, and are invited to complete a survey and/or an online tool about their preferences. Newmarket residents recently received this survey.

Site Selection – Canada Post has advised that it will work with municipalities to determine suitable locations. Specific details of this process have not yet been made known to staff by Canada Post, however there are a number of issues that should be addressed during the site selection process, including:

- Accessibility (persons with disabilities; seniors)
- Maintenance (graffiti; snow removal)
- Drainage
- Compatibility with underground utilities
- Traffic safety
- Personal safety/security

In the design of new subdivisions, staff and Canada Post attempt to identify sites that are accessible by sidewalks, are on the sides of corner lots, are set back from intersections to provide clear sight lines, are along walkways or other public spaces, and that are close to street lighting where possible. With permission, Canada Post will also locate on private properties such as commercial plazas. Although the plan to switch from door-to-door delivery to community mailbox delivery is a retro-fit situation as opposed to a new subdivision design, staff intends to work with Canada Post to identify sites that achieve these goals, where possible.



Installation – Canada Post installs the community mailboxes. The specific timing will be explored by staff during the municipal consultation process.

Transition – Canada Post delivers keys and an orientation package advising residents when to start using the community mailbox.

Canada Post intends to communicate with residents throughout the four phases through a series of mailings, including:

- Feedback letter communicating the results of the public consultation;
- Location letter informing of the community mailbox locations and what to do in the case of hardship;
- Choice letter in which residents have the option to have keys delivered to their home or the post office of their choice;
- Key delivery in which keys are delivered along with a Community Mailbox Guide;
- Key follow-up informing residents what to do if their keys have not arrived;
- Postcard to direct residents to an online survey

Canada Post has also advised that it will meet with residents who live adjacent to sites where a community mailbox will be placed.

In accordance with the Procedure By-law, any Member of Council may request this Information Report be placed on an upcoming Committee of the Whole agenda for discussion.

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

Working with Canada Post to identify sites that are as unobtrusive as possible while meeting other goals such as accessibility, traffic and personal safety, etc., supports the *Well-respected* (e.g. partnerships and co-operation) and the *Living well* (e.g. safety and security) branches of the Community Strategic Plan.

HUMAN RESOURCE CONSIDERATIONS


Not applicable to this Information Report.

BUDGET IMPACT


There are no Capital or Operating Budget impacts associated with this Information Report.

CONTACT

For more information on this report, contact R. Nethery, Director of Planning & Building Services (rnethery@newmarket.ca), 905-953-5321, ext. 2451.


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