

# CANADA POST REVIEW

TOWN HALL MEETING

TEMISKAMING SHORES

Tuesday, July 19, 2016

6:30 pm

325 Farr Drive, Haileybury, ON

15 Attendees

Anthony Rota thanked all for their attendance and participation. He said that the Government of Canada is inviting Canadians to share their views in an independent review on the future of Canada Post. This review will ensure Canadians receive quality service from Canada Post at a reasonable price.

He provided a presentation "Canada Post Review Consultation" that included the following topics :  
About the Canada Post Review; Canada Post Services Today; Your Views on Canada Post; Summary and Next Steps.

For further details and more ways to share your views, please see:

<https://www.canada.ca/CanadaPostReview>

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All concerns, comments, observations and suggestions are welcome!

Results will reflect the Temiskaming Shores region public opinion and help shape Canada Post's future!

## 1. How do you anticipate using Canada Post in the future?

*"Canada's public postal service owns the country's largest retail and logistics network. In every province and territory, the thousands of dedicated postal workers have thorough knowledge of their communities. CUPW is really proud of them. Let's develop our public postal service to its full potential." – Mike Palecek, Canadian Union of Postal Workers*

- We use Canada Post daily – receive bills – pay bills.
- Continue to send cards, remit payments not accessible on –line, send & receive parcels.
- Postal codes beginning with "P" were to be sorted in Sudbury but are now going to Toronto. Small business owners are negatively affected. Bring back local sorting!

## 2. What matters most when using Canada Post (e.g. speed, cost, frequency, reliability)?

- The speed of delivery is very important to us, as we deal with time sensitive documents.
- Reliability is also an important factor.
- All of the above. It seems whatever mail is being sent or received, if it's in the North it takes longer.
- Compared to courier services, which are usually overnight, post is 2-3 days for the same price.

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3. How often do you use Canada Post to receive and pay your bills, send letters or gifts, receive online orders?

- Daily.
- Weekly.

4. What other services do you wish to see from Canada Post?

- Improve the services they currently have. Our post-WWII mailboxes for example. The mail is always damp, the boxes are too low to the ground, especially for seniors. In winter it's buried in snow for days at a time. **Pictures attached.**
- Extend weekend hours / better accessibility to post offices boxes – Post office door was closed at 11 am on a Saturday – 80 mail boxes inside.
- Better training for postal front line staff – make any changes in consultation with front line staff.
- Postal banking is possibly a good idea but there are safety and security concerns.
- Small businesses require the ability to plan long term. More stable Canada Post service offerings would provide more certainty and stability.

## ADDITIONAL COMMENTS:

- 1. Improve delivery time; 2. Improve delivery venues; 3. Improve signage, include min days for delivery.

### Keith Bradford- CP Union Rep :

- Postal Banking – open a 4 year study to Canadians that indicate Canadian banks made approximately \$35 billion – Canada Post could provide this same service and gain a share.
- Politics are stumbling blocks to local sortation. Return to local sorting for faster mail delivery.
- Canada Post should take back the contract for sorting now held by a private company – Canada Post can provide better service for less money.
- Greening of Canada Post – invest in electric vehicle charging stations – many post offices could provide this service.
- Maximize existing Canada Post infrastructure – beneficial for many reasons. With the largest delivery network in the country Canada Post could deliver a lot more! i.e. local food, medicines.
- Do not privatize Canada Post!
- Keep Canada Post delivery service at 5 days a week – Canada Post is essential to small communities (50K or less).
- Government should invest in Canada Post to expand services to Canadians i.e. welfare checks on rural and elderly customers. “Blue Dot Program” – a blue dot on the mail box indicates that an elderly person lives at that address.

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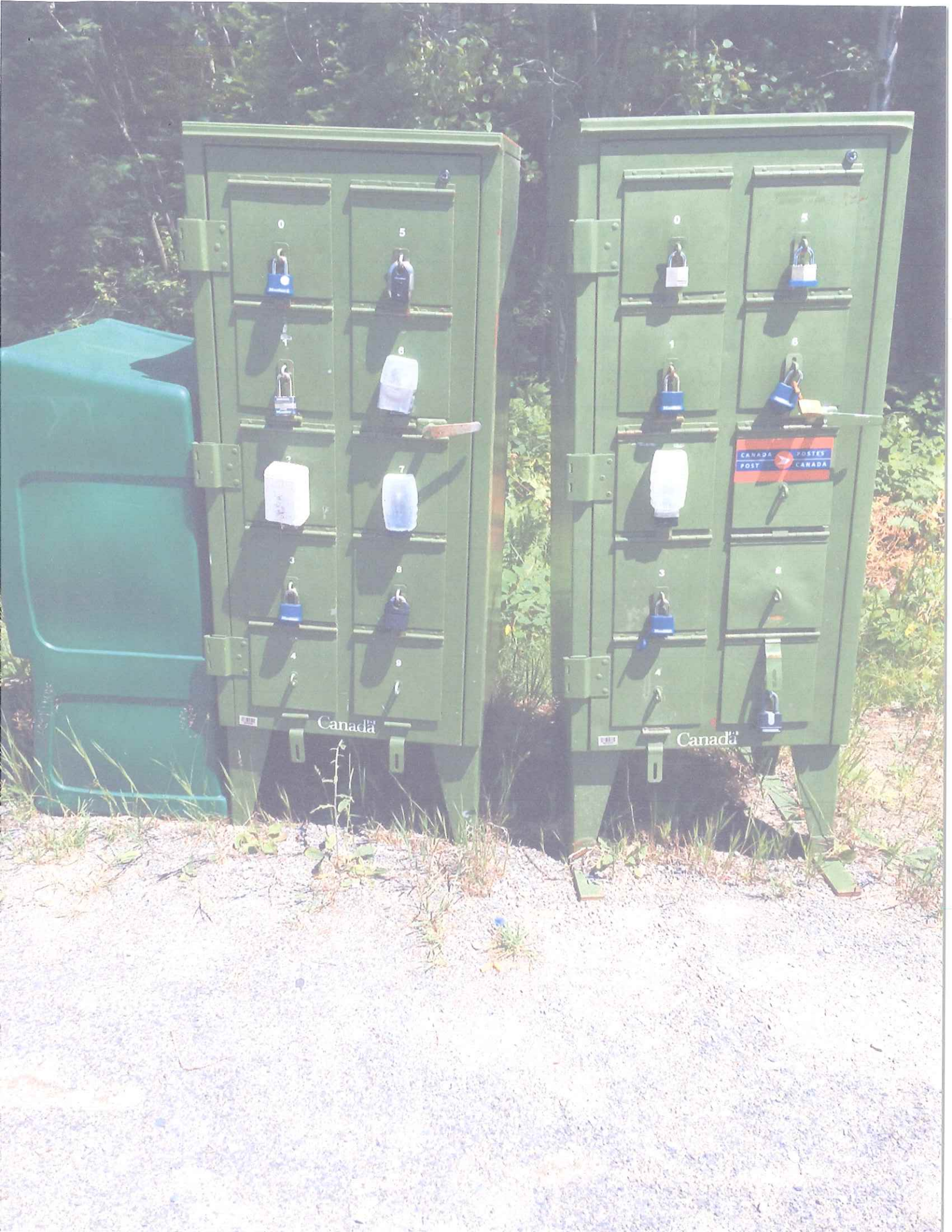
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- It was acknowledged that liabilities with such a service are a concern.
- Use Canada Post offices as electronic voting kiosks.
- Develop Canada Post as a 4<sup>th</sup> wireless cell phone carrier -- towers could be located at post office retail locations.
- Keep and use Canada Post store fronts – Eliminate / minimize Canada Post's outlet's in retail stores and sub-contracting.



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