

CANADA POST REVIEW

TOWN HALL MEETING

Wednesday, July 20, 2016

6:30 pm

Elks Lodge #25, 325 Elks Lane, North Bay, ON

52 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>

TPSGC.ExamendeSPC-CPCReview.PWGSC@tpsgc-pwgsc.gc.ca

Twitter: #CPReview2016

Facebook: @CANADAPOSTREVIEW

Mailing Address: Canada Post Review CP 2200, Matane, QC G4W 0K8

As North Bay is a small city with many surrounding rural communities, it is important to have our opinion captured in the review.

All concerns, comments, observations and suggestions are welcome!

Results will reflect the North Bay/Nipissing 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

- Postal banking services that provide small town and indigenous communities with financial services.
- Return post offices to the community hubs they once were – a place that serves as a social and business connection for community members.
- Transition the existing Canada Post fleet to 100% renewable energy. Federal infrastructure could add a nation-wide network for charging electric vehicles – environmentally friendly low-carbon vehicles.
- Electric charging stations could be added to every post office and depot which would encourage public use and build infrastructure of electric vehicles.
- Maximize existing Canada Post infrastructure – beneficial for many reasons. With the largest delivery network in the country Canada Post could deliver a lot more!
- Expand door-to-door delivery services. Door-to-door delivery reduces use of fossil fuels considerably more than each customer driving to pick up their mail.
- Keep mail delivery at 5 days per week – fewer delivery days would mean Canada Post would lose its environmental advantage. A vehicle delivering letters and parcels together keeps down the cost and environmental impact of each piece.

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	<ul style="list-style-type: none">• Door-to-door mail carriers, already familiar with their neighbourhoods, could check on elders and those with mobility issues, deliver medicines and other services.• Provide delivery service for locally produced food.• Sending and receiving important documents, correspondence and packages.• Conducting some financial transactions.• Receive & receive bills, ship parcels.• I envision using Canada Post as I do now with additional services such as banking. Improvements would be valued.• Use Canada Post's community partners to support and promote CP. i.e. Union Gas currently uses Canada Post as a reliable partner to deliver information, bills, etc.• Create a stronger community bond with Canadian youth by reinstating school programs and events such as educational "Pen Pal and HOHO Letter Writing Programs" and Post Office tours.
2. What matters most when using Canada Post (e.g. speed, cost, frequency, reliability)?	<ul style="list-style-type: none">• Bring back local sortation! Change the sorting process to become more efficient: currently all letters (even local) are sent to Toronto to a central sorting depot. Local letters are then sent back to be delivered. Keep these jobs in the North! Makes more sense and is more efficient for timely mail delivery.• Door to door delivery and parcel pick up at Canada Post (use infrastructure) rather than depots in retail stores.• Cost especially when compared to large corporate rates. i.e. parcels sent by individuals are too expensive.• Reliability is major: there has been / is a feeling that Canada Post can be trusted but there is room for improvement.• Paper bills should be offered at no additional cost.• Canada Post has many good people – use them!• Frequency and reliability.• Cost and reliability.
3. How often do you use Canada Post to receive and pay your bills, send letters or gifts, receive online orders?	<ul style="list-style-type: none">• Request parcels that are delivered by Canada Post.• Prefer to pay (and receive) bills by post.• Gifts are often sent by Canada Post.• Professional correspondence by mail. i.e. receive hard copy.• Bill receipts and payments 7 times per month.• Online order deliveries 1-2 times per month.• Receive and pay 10 bills per month.

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

- Look for opportunities to improve Canada Posts role in the community!
- Put banks back into Canada Post country-wide!
- At one time all military bases had a post office that also acted as a bank.
- Go back to local sortation stations, postal banking, senior wellness check service, decommission super mailboxes, promote literacy, keep service in Canada Post – disallow privatization including in retail stores. Continue postal service Canada-wide.
- Wireless services, electric car recharging.
- Promote and exemplify “green” principles.
- Reinstate a Post Master General.
- Rebrand / rename “Canada Post” to “Canadian Postal Service”.
- Postal banking services.
- The government should protect jobs for Canadians! There are 64,000 postal workers.
- Make paper billing mandatory for all businesses and/or no charge for paper bills.

ADDITIONAL COMMENTS:

- Canada Post is a Crown Corporation – a not-for-profit, self-sustaining, federally regulated, tax paying corporation with its own Board of Directors. A Crown Corporation is held at arms -length from the Government and must break even or show even small profit.
- It’s time to redefine the definition of a Crown Corporation.
- A Canada Post review should be conducted every 5 years – it’s been approximately 10 years since the last one.
- “Management – especially upper – collect too much money\$\$ and do little to promote business – in fact – seem to be “appointed” by Government to destroy the business and get huge bonuses and parachutes at end of service (few years) while workers get (after 35 years) barely above poverty wage for retirement.”
- Rather than appointing management, find better criteria for promotion.
- Streamline top-heavy upper management.
- Make management more accountable for Canada Post’s success!
- Return Canada’s postal service to the Government!
- “Mail for rural Canada is a life line!
- Offer community members simple services such as photocopying.

Keith Bradford- CP Union Rep :

- “Canada Post is shovel ready and shovel worthy!”
- Maximize use of Canada’s Post’s infrastructure.
- Open and transparent CP Management appointments.

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- 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.
- Keep and use Canada Post store fronts – Eliminate / minimize Canada Post’s outlet’s in retail stores and sub-contracting. Canada Post employees are more knowledge about CP services and provide less expensive service.
- Reinstate local sorting and distribution.
- Keep Canada Post delivery service at 5 days a week.
- Pre-authorized parcel drops to eliminate need for customers to pick up undelivered parcels – much like the process Purolator uses.
- Make Canada Post parcel pick-up depots within 1.5 km of customer addresses – not 3km which is inconvenient for most customers.
- Use Canada Post offices as electronic voting kiosks.
- Canada Post can be an affordable delivery service for food, medicines, etc.
- Develop Canada Post as a wireless cell phone carrier.
- Develop a partnership with community schools and youth education.
- Government should invest in Canada Post to expand services to Canadians i.e. welfare checks on rural and elderly customers.
- Greening of Canada Post – invest in electric vehicle charging stations – many post offices could provide this service.
- Reinstate the position of Post Master General.
- Enact a law to make paper copies mandatory – people must be able to have a choice between paper and electronic bills, invoices, correspondence.
- One price for everyone for all letter and parcel delivery! These services are more expensive at retail store outlets.
- Focus on affordable, reliable Canada Post service(s) rather than profits at retail store fronts!

- **RESOLUTION MUNICIPALITY OF CALLANDER – June 28, 2016**
Resolution attached

- **RESOLUTION CORPORATION OF THE CITY OF NORTH BAY – June 16, 2016** Resolution attached

REFERENCE DOCUMENTS ATTACHED: “Resolution Municipality of Callander” - dated June 28, 2015
“Resolution Corporation of the City of North Bay” – dated June 16, 2016

2016/06/147

RESOLUTION MUNICIPALITY OF CALLANDER

June 28, 2016

Moved by Councillor 

Seconded by Councillor 



WHEREAS Canada Post announced cutbacks to our public postal service in December 2013, including plans to end home mail delivery in our country;

AND WHEREAS there was a huge public outcry in response to the cutbacks and stiff opposition from most federal parties, including the Liberal Party, which promised to halt the delivery cuts and conduct a review of Canada Post, if elected;

AND WHEREAS the delivery cuts were halted and our Liberal government is currently conducting a Canada Post Review, starting with an independent task force that will collect input from Canadians, do research, gather facts and draft a discussion paper in September of 2016, identifying viable options for postal service in this country;

AND WHEREAS the Municipality of Callander contains a mix of urban and rural residents with limited access to high speed internet that rely on home mail delivery service and our local post office;

AND WHEREAS the proposed cuts would have a significant impact on Callander residents and those of small Northern Ontario communities.

THEREFORE BE IT RESOLVED AS FOLLOWS:

- A. That Council for the Corporation of the Municipality of Callander ("Municipality") requests that the Federal Government reconsider any proposed cutbacks to the public postal service and cancel any plans for post office closures while also restoring home mail delivery and maintaining daily delivery; and
- B. That Council for the Municipality of Callander requests that Municipalities such as Callander be provided with an opportunity to provide input during the review process; and
- C. That a copy of this resolution be sent to Deepak Chopra, President and CEO Canada Post, the Honourable Judy Foote, Minister of Public Services and Procurement, MP Anthony Rota, AMO and FONOM.

FYI
include in report
to Canada Post
review committee



The Corporation of the
City of North Bay

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June 16, 2016

This is Resolution No. 2016-306 which was passed by Council at its Regular Meeting held Monday, June 13, 2016.

Resolution No. 2016-306:

"That Council direct staff to provide input to the Government of Canada on behalf of the City of North Bay by June 23, 2016 as part of the Review of Canada Post, reiterating the City's support for door-to-door postal delivery and increased access to financial services through postal banking, and appending copies of the previously approved resolutions on these issues."

Yours truly,

A handwritten signature in black ink that reads "K McIsaac". The signature is written in a cursive, flowing style.

Karen McIsaac
City Clerk

CC/jb

SIRE/C09/2016/MOTION/GENERAL