

## CANADA POST COMMUNITY MAILBOXES

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### EXECUTIVE SUMMARY

Canada Post is converting from door-to-door delivery service to community mailbox delivery. Canada Post have consulted with Administration to develop strategies and identified locations for accessible community mailboxes. This report describes the steps to date including engagement, design guidelines, and parking guidelines.

### ADMINISTRATION RECOMMENDATION(S)

That the SPC on Planning and Urban Development recommends that Council receive this report for information.

### RECOMMENDATION OF THE SPC ON PLANNING AND URBAN DEVELOPMENT, DATED 2014 DECEMBER 12:

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That the Administration Recommendation contained in Report PUD2014-0929 be approved.

### PREVIOUS COUNCIL DIRECTION / POLICY

At the 2014 May 12 Combined Meeting of Council, NM2014-24 was approved which directed Administration to “work in consultation with Canada Post to improve their community consultation process for the placement of community mail boxes.” Council also directed administration to “work with Canada Post to prioritize accessibility for seniors and persons with disabilities year round” and “identify impacts and costs of community mailboxes, including but not limited to waste and recycling, snow removal, traffic and safety” and report back to the Standing Policy Committee on Planning and Urban Development no later than December 2014.”

### BACKGROUND

Canada Post will be converting from door-to-door delivery service to community mailbox delivery. This is a five year national initiative. Canada Post understands this represents a significant change for customers and that there are many questions and concerns from residents. To-date, Canada Post has converted the communities of Dover, Erin Woods, Castleridge and Falconridge to community mailboxes.

### INVESTIGATION: ALTERNATIVES AND ANALYSIS

After the 2014 May 12 Combined Meeting of Council, Administration met with Canada Post to discuss their community consultation plan. Canada Post will lead the engagement process with residents. Their communication plan begins with residents receiving an initial letter informing them that their service will be converted to a community mailbox and are invited to offer feedback via a short survey or an online tool. After Canada Post identifies potential community mailbox sites, Canada Post staff will meet with residents by going door to door. Canada Post will meet with residents who live adjacent to sites where future community mailboxes are identified. After discussions with residents, Canada Post will finalize site locations.

Canada Post, under the Federal Canada Post Act, may install, erect or relocate in any public place, including a public roadway, any receptacle or device to be used for the collection, delivery or storage of mail. However, if residents have issues with the selected sites, they are

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encouraged to call Canada Post at 1-866-607-6301. Administration requested that Canada Post include community associations as part of their engagement plan. Canada Post has committed to examining this request for future community mailbox conversions.

For seniors and persons with disabilities, Canada Post is committed to ensuring everyone can access the postal service. Canada Post strives to install the community mailboxes adjacent to a sidewalk. Canada Post will ensure that the area in front of the community mailboxes is maintained and is cleared of snow and ice. If residents have significant mobility issues and lack alternatives to access the community mailboxes, they are asked to contact Canada Post so Canada Post can work with them to determine solutions. An example of a potential solution is to reserve the lower mail boxes for people with mobility issues. The community mailboxes can also be used as an option to mail letters similar to a post office box. If residents have accessibility issues enroute to community mailboxes, the City has a program which can install wheel chair ramps at intersection corners. Wheelchair ramps cost approx \$5000 per location.

When community mailboxes are installed, Canada Post will follow the City's process for construction which requires them to enter into an indemnification agreement and receive an excavation permit. Canada Post strives to install the community mailboxes beside a sidewalk to encourage alternate modes for collection of mail. This also provides opportunity for snow clearance. Canada Post will ensure that the area in front of the community mailboxes is cleared of snow and ice. If traffic becomes an issue at community mailboxes, 2 minute parking signs can be installed for citizen picking up mail via vehicles at the community mailboxes. Canada Post will fund the installation of these signs as required. If residents have concerns regarding Canada Post's snow clearing or graffiti, a phone number will be provided on the community mailboxes to call. Currently, Administration does not have any issues regarding waste or recycling at existing community mailboxes but Canada Post has assured Administration that if waste and recycling issues develop with the mailbox conversions, they have options to reduce waste and will work with Administration on specific issues.

### **Stakeholder Engagement, Research and Communication**

Administration has engaged Canada Post staff, relevant City departments, and Councillor Pincott.

### **Strategic Alignment**

This report aligns with the principles of the engage! Policy by encouraging civic engagement. The findings of this report align with Calgary Transportation Plan and the Municipal Development Plan including provision of reasonable accessibility for all citizens, universal access for all, and ensure transportation infrastructure is well managed.

### **Social, Environmental, Economic (External)**

This report has been reviewed for alignment with The City of Calgary's Triple Bottom Line (TBL) Policy Framework. The following implications were identified:

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Social: Strategies have been developed to create a safe and accessible area and interface the community mailboxes into the public realm.

Environmental: Sidewalks adjacent to community mailboxes, where possible, will promote alternate modes for collection of mail.

Economic (External): Calgary businesses and citizens expect easy access to community mailboxes and to be engaged in the process.

### **Financial Capacity**

#### **Current and Future Operating Budget:**

Current and future operating budgets are not impacted by this report.

#### **Current and Future Capital Budget:**

The impact to future capital budget can be accommodated within existing Roads capital budget.

### **Risk Assessment**

There is a risk that residents will associate the mailbox conversion project with The City of Calgary as mailboxes are placed within road right of way and adjacent to City infrastructure. The City's role as a liaison for citizen's concerns Canada Post will mitigate potential conflicts.

### **REASON(S) FOR RECOMMENDATION(S):**

Canada Post's mailbox conversion falls under the federal Canada Post act however Canada Post has assured Administration that they will work with Administration on specific issues should they arise.

### **ATTACHMENTS**

None.