



September 16, 2014

Mr. Denis Lemelin  
National President, CUPW  
377 Bank Street  
Ottawa, ON K2P 1Y3

Dear Mr. Lemelin,

I thank you for your letter dated September 9, 2014 re: Canada Post's plans to eliminate door-to-door mail delivery, increase stamp prices and close post offices, which will impact senior citizens in various ways.

Please be advised that the National Association of Federal Retirees (formerly FSNA) shares these concerns, and has already communicated them to the Honourable Lisa Raitt, Minister of Transport. You will find enclosed a copy of the letter we addressed to Minister Raitt and to Canada Post President and Chief Executive Officer Deepak Chopra on April 14, 2014. Also enclosed is the reply we received from Minister Raitt, dated May 14, 2014.

Sincerely,

Sylvia Ceacero, MBA, MA  
Chief Executive Officer

Encl.: Letter dated April 14, 2014 from FSNA National President Gary Oberg to the Honourable Lisa Raitt & Mr. Deepak Chopra  
Letter dated May 13, 2014 from the Honourable Lisa Raitt to FSNA National President Gary Oberg



April 14<sup>th</sup>, 2014

The Honourable Lisa Raitt  
Minister of Transportation  
330 Sparks Street  
Ottawa, ON K1A 0N5

Mr. Deepak Chopra  
Canada Post  
2701 Riverside Drive, Suite N1200  
Ottawa, ON K1A 0B1

Dear Ms. Raitt and Mr. Chopra:

I am writing on behalf of the National Association of Federal Retirees (FSNA) regarding the changes announced by Canada Post regarding mail delivery. On December 11<sup>th</sup>, 2013, Canada Post announced that it would phase out door-to-door delivery of regular mail and install community super-boxes in some areas, as well as increase postage costs in an effort to reduce financial losses.

FSNA is the leading advocacy organization in Canada representing federal pensioners and their survivors from the Public Service, Canadian Forces, Royal Canadian Mounted Police, as well as retired federally appointed judges. FSNA, with more than 185,000 members across Canada, is very concerned that these changes will pose significant difficulties for many of our members.

We recognize the realities with which Canada Post is faced, but federal retirees have serious concerns and questions about these plans.

Canadian winters are harsh, with significant snow volume and ice across many regions of Canada. For community mailboxes, this can mean that large snow banks block access to mailboxes, which individuals may try to climb in order to access their mailbox, or that ice builds up significantly. These are hazardous conditions that may make super-boxes inaccessible and unsafe. This may lead to delays in accessing cheques or other important time-sensitive documents, which may carry serious consequences, or injuries. How will Canada Post assure clear access to super-boxes through all seasons?

The location and accessibility of super-boxes also worries our members. If mailboxes are not situated in an accessible location, one that is free of barriers such as curbs or uneven ground, many Canadians will be unable to access their mail. Individuals with mobility aids, such as wheelchairs, may not be able to reach the mailbox they have been assigned, if the box is too high. What measures has Canada Post taken to ensure the super-boxes are fully accessible and are installed in accessible, sensible locations within communities?

The safety and security of community super-boxes is in question. CBC has reported over 4,800 incidents of vandalism, arson and theft from community super-boxes between 2008 and 2013. Mail theft is particularly disconcerting for seniors who receive cheques – their income – by mail. What measures will be taken to ensure that all Canadians, particularly seniors, will be safe when accessing their mail, and that community boxes are secure?

In addition, federal retirees question whether Canada Post has thoroughly investigated the viability of alternative solutions to address its financial concerns. For example, expansion into postal banking could be effective for Canadians who live in rural areas without access to banks, and a profitable business expansion for Canada Post. Postal banking was implemented with success, and continues, in the United Kingdom, France and Switzerland. Canada is the only country seeking to eliminate door-to-door delivery, which leads us to wonder whether lessons learned by postal industry leaders around the world could be adapted and implemented by Canada Post.

Finally, our members have taken serious issue with comments Mr. Chopra made in December. When asked how Canada Post would accommodate people with disabilities, Mr. Chopra said extra mailbox keys will be provided to allow others to retrieve mail. Mr. Chopra also said that seniors want more active lifestyles, based on feedback he had received at a session unrelated to the super-box matter, and that walking to community super-boxes would facilitate health and activity for seniors.

Assuming that all Canadians have social networks that would enable friends or neighbours to pick up mail is naïve, and it is not at all a response to the question of accessibility. This may open many individuals up to the very real possibilities of theft and financial abuse.

Seniors do want to live active, healthy lifestyles. They also expect leaders of Crown Corporations and elected representatives to make decisions based on relevant consultations taken in the appropriate context, and they want and deserve accessibility, safety and security. Federal retirees are not convinced that these are priorities for Canada Post.

I look forward to learning more from the Ministry of Transportation and from Canada Post on this matter, and to learning more about the questions federal retirees have raised.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gary Oberg', with a stylized flourish extending from the end.

Gary Oberg  
National President  
National Association of Federal Retirees

Minister of Transport



Ministre des Transports

Ottawa, Canada K1A 0N5

MAY 14 2014

Mr. Gary Oberg  
National President  
National Association of Federal Retirees  
1052 St. Laurent Boulevard  
Ottawa ON K1K 3B4

Dear Mr. Oberg:

Thank you for your correspondence of April 14, 2014, in which you provide the views of the National Association of Federal Retirees regarding Canada Post's planned reform. I note you have requested that Canada Post reconsider the proposed changes.

On December 11, 2013, Canada Post announced its Five-point Action Plan ([www.canadapost.ca/cpo/mc/assets/pdf/aboutus/5\\_en.pdf](http://www.canadapost.ca/cpo/mc/assets/pdf/aboutus/5_en.pdf)), which is intended to return the Corporation to financial self-sustainability by 2019 and is within the parameters of the Canadian Postal Service Charter ([www.tc.gc.ca/eng/mediaroom/infosheets-canadapost-1770.htm](http://www.tc.gc.ca/eng/mediaroom/infosheets-canadapost-1770.htm)).

Canada Post is required by law to operate on a self-sustaining financial basis. I look forward to seeing progress as Canada Post rolls out its plan for an efficient, modern postal service that protects taxpayers and is aligned with the choices consumers are making.

Canada Post has informed me that mobility issues will continue to be an important consideration for the Corporation as it converts the remaining households still receiving door-to-door delivery to community mailboxes over the next five years.

The reality is that Canadians are increasingly choosing to communicate in ways other than sending letters. Due to the lack of demand, mail volumes have dropped almost 25% since 2008 and continue to fall. The traditional postal business model that worked so well in the pre-digital era is more and more out of step with today's reality.

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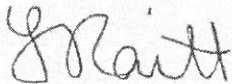
Canada



I appreciate your efforts in bringing to my attention the views of the National Association of Federal Retirees on this issue. As a Crown corporation that operates at arm's length from the Government, Canada Post is responsible for the management of its own operations. Therefore, I have forwarded a copy of your correspondence to Mr. Deepak Chopra, President and Chief Executive Officer of Canada Post, so that he is aware of your concerns.

Again, thank you for writing.

Sincerely,

A handwritten signature in cursive script, appearing to read "LRaitt".

The Honourable Lisa Raitt, P.C., M.P.  
Minister of Transport

c.c. Mr. Deepak Chopra