

MOTION WITHOUT NOTICE

Ensuring Residents Continue to Receive Important Notices During Mail Disruptions

Moved by: **Councillor Rachel Chernos Lin** _____

Seconded by: **Deputy Mayor Mike Colle** _____

SUMMARY:

Residents rely on mail deliveries to stay informed about work planned by the City and upcoming meetings, including Community Consultation Meetings. For many, these mailings are the first and only direct notification they receive about developments, roadwork and other important events within their communities. Ensuring that adequate notification is provided to residents is essential to public participation.

Disruptions to postal service, such as those brought on by the recent Canada Post labour disruption, pose significant challenges for our public consultation and notification process. Residents are left feeling blindsided, often missing important meetings or finding out about construction work planned in their community once it has already begun.

The current processes by which the City provides alternative notice in the event of a mailing disruption are insufficient in a modern context. In the case of Community Consultation Meetings, the standard practice is to issue public notices through newspapers, which do not always reach all target audiences.

With the uncertainty introduced by changes to the mandate of Canada Post on the horizon, it is important that the City takes time to review its process for issuing public notices at times when mailed notices are not a viable option. Whether it be through targeted digital advertising and social media posts, or through postings in the common areas of residential buildings, it is essential that we take all the steps we can to ensure that Torontonians remain informed and engaged in civic processes.

This motion is urgent as there is a current mail disruption that is impacting the regular send-out of notices. Any interim solutions that may be put in place during this disruption could help address these impacts and improve public awareness around important meetings, planned work and City initiatives.

RECOMMENDATIONS:

1. City Council request the Chief Communications Officer and the City Clerk, in consultation with relevant divisions to:

- a. consider implementing additional notification options during the current labour disruption, including digital advertising, social media and flyers, for example in the common areas of residential buildings, libraries and community centres; and
- b. review processes for issuance of notice to residents in instances where mailing is disrupted and report back to City Council in Q1 2027 on recommended improvements for notice distribution that meet statutory requirements.

Date: October 7, 2025