

Update on Implementation of the Community Mailbox Conversion Program in Toronto

Date: July 16, 2026

To: City Council

From: City Manager

Wards: All

SUMMARY

The purpose of this report is to provide a status update on Canada Post's implementation of the community mailbox program in Toronto, as requested by Council at its meeting on April 22-23, 2026. Following Council's direction, Canada Post officials sent a communication addressed to the Mayor and Members of Council (on May 14, 2026 - Attachment 1 to this report) that includes responses to requested information contained in Council's motions ([MM40.36](#) and [MM40.39](#)).

Discussions with Canada Post and City staff are ongoing, including providing feedback to Canada Post on the proposed community mailbox site locations in Ward 1 Etobicoke North, seeking additional details on the overall conversion project timeline and a city-wide implementation plan. City staff will report back to the appropriate Committee once comprehensive details have been provided by Canada Post and potential impacts have been thoroughly assessed.

RECOMMENDATIONS

The City Manager recommends that:

1. City Council receive this report for information.

FINANCIAL IMPACT

There are no financial implications resulting from the adoption of the recommendation in this report. City staff activities associated with the Community Mailbox Conversion Program will be accommodated within existing resources. Canada Post does not provide compensation to municipalities for reviewing or approving proposed locations, nor for the use of public rights-of-way. As a result, any ongoing municipal responsibilities related to public realm considerations and service impacts will be borne

by the City without cost recovery. Financial implications will continue to be assessed as additional implementation details become available.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information as presented in the Financial Impact Section.

DECISION HISTORY

At its meeting on April 22, 2026, City Council adopted two items related to community mailboxes:

- MM40.36 - Community Mailboxes: Protecting our Public Space - requested the City Manager to request information from Canada Post and report to City Council no later than the second quarter of 2026 with an assessment of impacts.
<https://secure.toronto.ca/council/agenda-item.do?item=2026.MM40.36>
- MM40.39 - Requesting an Equitable Approach to the Canada Post Community Mailbox Conversions in Ward 1 - directed the City Manager to work with Canada Post, the Executive Director, Transportation Services, the General Manager, Parks and Recreation, the Chief Planner and Executive Director, City Planning, other relevant city divisions, and the local Councillor to develop a plan to support the implementation of the Community Mailbox Conversion Program in Etobicoke North.
<https://secure.toronto.ca/council/agenda-item.do?item=2026.MM40.39>
- At its meeting on July 7, 8, and 9, 2015, City Council adopted PG5.7 - Canada Post Community Mailbox Program in Toronto, requesting detailed City-wide implementation information on the community mailbox program in Toronto.
<https://secure.toronto.ca/council/agenda-item.do?item=2015.PG5.7>

COMMENTS

Given that discussions between City staff and Canada Post officials are ongoing to determine the impacts of the Community Mailbox Conversion (CMB) Program in the City, this report provides a preliminary analysis based on communications with Canada Post officials, including correspondence received from Canada Post (Attachment 1) and subsequent discussions. City staff will report back to the appropriate Committee once comprehensive details have been provided by Canada Post and potential impacts have been thoroughly assessed.

The following comments are in response to Council direction to seek additional information from Canada Post.

Request for a pause on implementation

Canada Post indicates that the decision to proceed with the conversion to CMBs was a decision of the federal government, which sets the overall policy direction for Canada

Post. No response has been received from the federal department responsible to date; however, given that Canada Post has announced the continued rollout of additional CMB conversion sites across the country, it is unlikely to make an exception for Toronto. City staff will continue to follow up with federal officials.

Number and location of current residential and business mailboxes that will be affected and the number and location of CMB that will be installed

Canada Post indicates that they will provide the approximate number of customers and businesses to be converted from door-to-door to CMB delivery when work begins in the conversion areas. Currently in Toronto, Canada Post delivers to 1,199,509 residential addresses, of which:

- 26,055 use community mailboxes;
- 614,852 have apartment lobby delivery;
- 540,801 have door-to-door delivery; and
- 17,801 receive mail through other means.

In Ward 1 Etobicoke North, Canada Post is proposing to convert 15,522 residential addresses from door-to-door delivery to CMBs.

Canada Post indicates that not all door-to-door delivery may be converted to CMB. For example, some dense urban locations or business corridors may not be suitable for conversion to CMB delivery. This will be part of the review Canada Post undertakes as it begins transformation activities in Toronto. In certain circumstances, conversions may not proceed where they do not make logistical, operational, or fiscal sense for Canada Post.

Implementation Timelines

Canada Post indicates that its CMB conversion project is being completed on a national scale with the intent to have the approximately four million Canadians who receive mail at their door converted to CMB delivery over the next five years.

Canada Post identified Ward 1 Etobicoke North as the only area to be converted in Toronto in their first phase. Canada Post has not provided any information about when additional postal codes in Toronto would be converted but has advised that conversions will be ramped up year-over-year as they work towards their end goal.

The next round of conversions announced for 2027 did not include any communities in Toronto. On June 11, 2026, Canada Post announced that it would be converting an additional 485,000 addresses in 33 communities across the country in 2027, of which 158,000 are in Ontario, in the communities of Ajax, Brampton, Hawkesbury, Kitchener, London, Mississauga, Ottawa, and Pickering.

Site Selection

Discussions between Canada Post and City staff related to Canada Post's community mailbox siting guidelines (see Attachment 2) are ongoing. According to Canada Post's

guidelines, CMB sites are chosen in compliance with the American Association of State Highway and Transportation Officials (AASHTO) and Transportation Association of Canada (TAC) design guidelines and apply the TAC "Clear Zone Concept" (the "clear zone" is defined as the traversable area provided beyond the edge of the traveled way, which should be kept free of obstacles). In general, CMB locations are meant to be safe, walkable, and non-intrusive. Priority is given to locations near parks, public spaces, and side-lot locations to avoid placing mailboxes directly in front of homes. Locations under streetlights and along sidewalks are also preferred to help maximize safety for both residents and Canada Post delivery employees.

For potential CMB site selection in Etobicoke North (Ward 1), preliminary staff discussions with Canada Post and analysis are underway to determine any required approvals, permits and by-law compliance of potential sites.

Criteria for City staff's review of potential CMB sites include, but are not limited to:

- General conformity with the City's [Universal Equipment Placement Guidelines](#);
- Impacts on traffic, consideration of sightlines, any conflicts with no standing/stopping restrictions or curbside parking;
- Impacts to municipal operations and maintenance obligations, such as TTC bus stops or City sidewalk snow clearing;
- Accessibility standards;
- Setback requirements from public utility plants and infrastructure;
- Potential overlap with future bicycle lane or sidewalk expansions;
- Potential impacts on parkland; and
- Potential impacts on the tree canopy.

Communications

Canada Post indicates that they intend to initiate a communication process with residents in Ward 1 Etobicoke North, to ensure each resident has an opportunity to ask questions and become aware of what the changes will mean for them. Canada Post estimates that they will deliver a series of letters directly to affected customers, beginning with those living at properties adjacent to proposed CMB sites in August 2026.

Addressing barriers to access

Through direct discussions with Canada Post, they have indicated a commitment to ensuring equitable access to mail service, and that residents facing barriers to accessing a CMB can access its existing Delivery Accommodation Program. Canada Post will send information about the Delivery Accommodation Program to affected residents as part of the communication process and have confirmed that residents will be able to request access to the program through mail, over the phone, or through the internet. Canada Post has also advised that they have increased staff resourcing to accommodate the anticipated increase in volume of requests to switch over. Further details about the Delivery Accommodation Program are available at the following link:

<https://www.canadapost-postescanada.ca/cpc/en/our-company/accessibility/delivery-accommodation-program.page>.

Cost Recovery

Canada Post advises that they do not provide compensation to municipalities for reviewing or approving proposed locations, and are not responsible for street lighting, traffic management or litter collection. Municipalities are not compensated for the placement of postal infrastructure within public rights-of-way. Canada Post is responsible for clearing snow and ice directly in front of CMB sites.

Next Steps

City staff will continue to engage with Canada Post officials on potential CMB sites in Ward 1 Etobicoke North and facilitate cross-divisional engagement and review. Staff will also seek additional details from Canada Post on the overall CMB conversion project timeline and a city-wide implementation plan, including public engagement, and will report back once Canada Post provides comprehensive details and potential impacts have been thoroughly assessed.

CONTACT

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SIGNATURE

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ATTACHMENTS

Attachment 1: Canada Post response to April 2026 Toronto City Council motions on community mailboxes

Attachment 2: Canada Post Community Mailbox Siting Guidelines