

Subject: Response to City of Toronto Motions MM40.39 and MM40.36 – Community Mailbox Conversion Program

To: Mayor and Members of Toronto City Council
Cc: Office of the City Manager

Dear Mayor and Members of Council,

Thank you for providing Canada Post with the opportunity to respond to Motions MM40.39 and MM40.36 regarding the Community Mailbox (CMB) Conversion Program. Several issues raised in both resolutions including program implementation, consultation, accessibility, and municipal impacts are the same or very similar. As such, this response will reply to both resolutions.

Canada Post recognizes and respects the strong interest of City Council to ensure that changes to mail delivery are implemented in a manner that is safe, equitable, and in consideration of community needs. We also acknowledge the role of the City of Toronto and local Councillors in raising constituent concerns. Canada Post has a well-established community outreach and CMB siting program which should address the concerns raised in both motions.

Canada Post operates as a federal Crown corporation under the Canada Post Corporation Act, with a legislated mandate to provide universal postal service to all Canadians while operating on a financially self-sustaining basis. For the past two years, Canada Post has been reliant on taxpayer-funded loans to stay financially solvent. Financial losses due to declining letter mail volumes, rising delivery and labour costs, and increasing operational pressures require Canada Post to modernize its delivery model. Community mailboxes are a long-established and nationally deployed service model that supports operational sustainability while maintaining universal access.

Timeline, numbers and locations:

In response to the requests for the number and location of CMBs in Toronto, and the number of customers to be converted, Canada Post will provide to the municipality the approximate number of customers and businesses to be converted from door-to-door to CMB delivery when work begins in the conversion areas. This is determined by several factors including the number of customers to be converted, the presence of existing CMB delivery within the FSA or Forward Sorting Area (the first three digits of the postal code), and assets available nationally to proceed.

Here is a current snapshot of delivery methods in Toronto:

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

The 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.

It should also be noted that not all door-to-door delivery may be converted. 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 we begin our transformation activities in your community. In certain circumstances, conversions may not proceed where they do not make logistical, operational, or fiscal sense for the Corporation.

Working with the municipality to select sites:

Through the Canada Post Act, Canada Post has the authority to place equipment for the collection and delivery of mail on public property including municipal easements. This authority has been supported by several court rulings. Canada Post is responsible for site selection and uses trained staff to do so. However, part of our siting process is to work with municipal staff to ensure optimal outcomes.

Canada Post has established contacts in the City Planning department and have cooperated with them on many projects over the years. We will continue to follow that process moving forward. Canada Post also has a long-established CMB siting procedure that incorporates safety, public convenience and municipal concerns. Canada Post will provide CMB siting guidelines to municipal staff and discuss issues of mutual concern such as traffic flow and volume, nearby municipal infrastructure and CMB maintenance.

Canada Post is responsible for clearing snow and ice directly in front of community mailboxes to ensure safe access for our customers. Concerns over the condition of specific CMB sites can be dealt with by calling 1-866-607-6301 or by going to Canadapost.ca.

Canada Post is not responsible for general municipal waste management at a CMB site. Our customers are expected to take their mail and parcels home and dispose of unwanted mail there. Unfortunately, from time to time, some people chose to dispose of unwanted mail at the CMB site. Should this be a concern to other customers, they may call our customer service line or create a ticket at Canadapost.ca to have the issue investigated. If customers do not want to receive advertising mail, they may ask to stop receiving it by placing a note where the letter carrier can see it in the CMB compartment. Our Government & Community Affairs team can provide more information on our Consumers Choice program if requested.

Canada Post does not provide compensation to municipalities for reviewing or approving proposed CMB locations. Our established approach is to work collaboratively with municipal staff to identify appropriate sites. Under the Canada Post Corporation Act, Canada Post is responsible for establishing, operating, and maintaining the infrastructure required to deliver universal postal service across Canada. Community mailboxes form part of this national postal network, and consistent with this federal mandate, municipalities are not compensated for the placement of postal infrastructure within public rights-of-way. Similarly, Canada Post operations are frequently affected by municipal construction activities or community events, and in those circumstances Canada Post does not seek compensation. This reflects a longstanding principle of mutual accommodation in the use of public space.

Communicating with our customers:

Canada Post has an established customer and municipal outreach plan to communicate changes to mail delivery. We are happy to discuss this with city staff. This plan will be followed in each area as we implement CMB delivery. Canada Post will communicate changes to our customers mail delivery by a series of letters delivered directly to the customer. They will inform the customers what is happening during various stages of the conversion including, where the CMB site will be, how to access their mail, and when the changes will begin. All questions from customers can be directed through our customer support team by calling 1-866-607-6301.

As well, Canada Post's Delivery Planning and Government & Community Affairs staff will provide information to municipal staff and elected representatives and are always ready to respond to questions from the municipality.

Seniors and accessibility:

Canada Post remains committed to ensuring equitable access to mail service. Seniors or others with mobility limitations who are unable to safely access a community mailbox may be eligible for Canada Post's Accommodation Program. This program is a core component of Canada Post's service model and is available nationally. Information about the Accommodation Program is communicated during conversion activities and remains accessible to residents on an ongoing basis. Residents may apply at any time, including after conversions have occurred. Further details are available on the Canada Post website, canadapost.ca, and through Canada Post Customer Service by telephoning 1-844-454-3009.

Request for a pause:

The federal government, through the Minister of Public Services and Procurement Canada sets the overall policy direction for Canada Post while respecting its operational autonomy.

Requests to pause or suspend the program fall under the exclusive authority of the federal government.

On April 16, 2026, Canada Post announced it was moving forward with the government's directive to transform the way it operates, including the conversion to CMB delivery of addresses still receiving mail at their door.

Canada Post has received no update to this directive as of the writing of this reply. Therefore, Canada Post will continue to comply with the directive to transform its operations.

Canada Post remains committed to working constructively with the City of Toronto staff, and elected officials to support a coordinated implementation, provide timely information, and address concerns where possible within the Corporation's mandate and operational framework. We appreciate Council's engagement on these matters and look forward to continued dialogue.

Respectfully,

Scott C. Watson

Scott Watson
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Canada Post Corporation