

## MOTION WITHOUT NOTICE

### Requesting an Equitable Approach to the Canada Post Community Mailbox Conversions in Ward 1

Moved by: Councillor Crisanti

Seconded by: Councillor Holyday

#### Summary:

- Etobicoke North is home to many residents with mobility, health, and accessibility challenges. For these individuals, door-to-door mail delivery is an essential service that keeps them connected to healthcare, income support, and other government services they depend on.
- Canada Post's proposed shift to community mailboxes raises significant concerns, not just for impacted residents, but for the City of Toronto that is being asked to accommodate this change without proper engagement.
- If granted, a pause on the conversion from door-to-door mail delivery to community mailboxes in Etobicoke North would provide the City with the opportunity to assess the implications of the decision and allow for local collaboration on a plan that works for the people of Toronto.
- The challenges Canada Post is facing are recognized, as well as its goal to modernize service. Through collaboration with the City, approaches can be identified that balance operational objectives with the need to ensure equitable access to essential services, especially for seniors and people with accessibility needs.

#### Reason for Urgency:

On April 16, 2026, Canada Post announced the start of preliminary work for a multi-year community mailbox conversion program. Canada Post has already commenced preparation work, with Etobicoke North identified as the only community in Toronto where conversions are planned to begin in late 2026 and early 2027.

#### Recommendations:

1. City Council request that Canada Post pause their Community Mailbox Conversion Program in Etobicoke North until staff from Canada Post and the City of Toronto develop a plan to support program roll-out in collaboration with

the City Councillor and report back by June 2026.

2. City Council direct 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 including:
  - a. A detailed implementation timeline with key dates identified for internal planning purposes.
  - b. A consultation plan to guide site selection for community mailboxes, as well as a comprehensive communications plan to share this change with the public.
  - c. Details on the legal, fiscal, planning, and social impacts of the Community Mailbox Conversion Program to the City of Toronto.
3. City Council request the federal Minister of Government Transformation, Public Works and Procurement to pause the Community Mailbox Conversion Program until an implementation plan has been established that addresses the potential impact of the conversion on seniors, people with disabilities, and other marginalized communities.

Attachment 1: Letter from Councillor Crisanti to the Federal Minister of Government Transformation, Public Works and Procurement (Request for Pause - Canada Post Community Mailbox Conversions in Etobicoke North)

**Date:** April 22<sup>nd</sup>, 2026