

Minister of Transport



Ministre des Transports

Ottawa, Canada K1A 0N5

AVR - 8 2014
APR - 8 2014

Ms. Vanessa Robicheau
Legislative Coordinator
City Clerk's Office
City of Hamilton
City Hall, 1st Floor
71 Main Street West
Hamilton ON L8P 4Y5

Dear Ms. Robicheau:

Thank you for your correspondence regarding Canada Post. Please accept my apology for the delay in replying.

On December 11, 2013, Canada Post announced a Five-point Action Plan (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). 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.

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 increasingly out of step with today's reality.

As a commercial 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.

Canada

Thank you again 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