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HIS WORSHIP MAYOR FRED EISENBERGER
CITY OF HAMILTON
71 MAIN ST W 2ND FLOOR
HAMILTON ON L8P 4Y5

Dear Mayor Eisenberger:

Thank you for your correspondence to Mr. Deepak Chopra, President and Chief Executive Officer, regarding a letter you received from the Canadian Union of Postal Workers (CUPW). We have since contacted the CUPW to provide clarification about the actions we are taking to secure the future of the company, and I am pleased to share the following information.

The decline in mail began almost a decade ago and is unstoppable, driving the need to make significant changes, including the move from door-to-door delivery to community mailboxes. Our first-quarter results showed that we started the year with one of the biggest declines in mail volumes ever recorded in Canada. The Five-point Action Plan we announced in December 2013 is therefore in full rollout and at various stages of deployment in 90 communities across the country. Our goal is to secure postal service for all Canadians while not becoming a drain on taxpayers.

With respect to mail delivery in dense urban areas, we have made it clear that business corridors would not be converted to community mailboxes. We have also stated that apartments and condos already have centralized delivery in the form of a lobby mailroom, so conversion to community mailboxes is unnecessary. Therefore, for a downtown core comprised of apartments, condos and businesses, nothing is going to change. That principle would be the same in any downtown core across the country.

As we have discussed previously and as you note, we would like to work with the city to develop the best course of action for our community mailbox implementation. We look forward to working with you as our plans progress.

Again, thank you for writing. I trust that I have clarified this matter.

Yours sincerely,



Susan Margles