



The Corporation of the Town of LaSalle
Regular Meeting of Council
Addendum

Tuesday, March 9, 2021, 6:00 p.m.

Council Chambers, LaSalle Civic Centre, 5950 Malden Road

Clerk's Note: Members of Council will be participating electronically and will be counted towards quorum. The Minutes will reflect this accordingly. The Electronic Meeting can be viewed at www.youtube.com/c/TownofLaSalleOntario

Accessible formats or communication supports are available upon request. Contact the Clerk's Office, abala@lasalle.ca, 519-969-7770 extension 1234.

Pages

D. Delegations

- *2. Serenity Circle Community Mailbox Location Petition

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Clerk's Note: Attached are the written submissions provided by residents (listed below) in relation to the Serenity Circle Community Mailbox Location Petition Report (PW-05-2021).

- Stephen Shanfield
- Bernie Renaud

SUPPLEMENTARY SUBMISSIONS

Honourable Mayor, distinguished members of Council. This is not the first time this issue has come before Council.

Serenity Circle is a one-street cul-de-sac, adjacent to Ellis Street, consisting of 21 homes and a road with two boulevards. I appear before you to express the unanimous will, as demonstrated in the petition, of every single one of the 21 homeowners on Serenity Circle. The request is for Council to:

- a) pass a resolution expressing to Canada Post that it is the strong will of Council that the community mailboxes serving only residents of Serenity Circle, currently located on Ellis Street, be relocated to the cement pad on the West end of the most Easterly of the two boulevards on Serenity Circle,
- b) amend the Town's parking by law to specifically permit Canada Post vehicles to park with their left wheels against a curb, if necessary, for purposes of unloading mail into the community mailboxes.
- c) Instruct Administration not only to communicate your decision to Canada Post, but to support it, by strenuously arguing, without reservation, that the boxes are considered a danger to the public in their current location and must be relocated as requested.

Last time, on July 25, 2017, when residents were appealing to Canada Post for this relocation, Council supported residents' efforts to move those community mailboxes from Ellis Street, to Serenity Circle, specifically rejecting Public Works' report, which catalogued the same objections to the move that we are presented with tonight.

Unfortunately, following Council's approval, the wrong message, a negative one, was conveyed to Canada Post which we believe resulted in their refusal to approve the move, Canada Post appearing to believe that it was Council's wishes, as opposed to Administration's wishes, that the relocation not be made.

I won't repeat the reasons for that conclusion, as they are set out in my written submissions before you.

I will also not repeat the ambiguities in the parking by-law which I pointed out in my written submissions, portions of which were cited by Mr. Marra in his earlier report, to stand for the proposition that it would be illegal for a mail truck to stop to unload mail, which presumption formed a large part of the reasoning of Canada Post in refusing to relocate the boxes last time around.

The main issue here, even more now than it was back in 2017, is safety.

Briefly, the reasons which make this move even more imperative than back in 2017 are as follows:

1. Traffic on Ellis Street has presented a danger to residents who stop at the mailboxes in their current location, to retrieve their mail. You have before you, a letter written by Mr. Bernie Renaud, resident on Serenity Circle which illustrates the dangerous nature of stopping to retrieve mail at a place where there is no lay-by to pull off the road.
2. When the original request was made in 2017, there were only a handful of homes built on Serenity Circle. Now, all lots are fully built up, with more residents stopping on Ellis to pick up mail.
3. Valente Construction has received permission from Council to rezone the vacant property behind the Malden Zehr's store, which property is immediately across Ellis street from Serenity Circle, with a plan to build 178 condominium units called Creekside. It doesn't take a stretch of imagination to predict what that will do to traffic on Ellis Street.
4. A new development planned for the vacant land on the corner of Ellis and Wyoming Streets, East of the Home Hardware, will add multiple new apartment units, again, increasing traffic on Ellis.
5. Those walking to the mailboxes on Ellis Street face a long walk down a sidewalk which has no snow-clearing in the winter, and upon which slush is thrown by snowplows clearing Ellis Street.
6. There are many elderly people and some disabled residents who find the current location of the mailboxes treacherous to access.

On October 22, 2019, you may remember Mr. Karl Tanner, of Dillon Consulting appeared before Council to speak to the Valente Creekside rezoning application. In that meeting, Mr. Tanner referred to a traffic study undertaken in support of that proposal. He told Council that Ellis Street is an arterial road, designed to handle 10-12,000 vehicles per day, and that their study shows that currently, 3500 vehicles use that road daily. It's not hard to imagine the danger that presents for not only residents, getting out of their cars to retrieve their mail, but also for traffic that has to bypass residents' stopped vehicles, and daily, a mail delivery van, as well.

By what measure does it make any sense to have a community mailbox on a street with nowhere to pull off and get out, that currently sees 3,500 vehicles a day travel on it? And how much worse will this get with increasing traffic by reason of more development in the coming days and months?

Now, picture Serenity Circle - a sleepy cul-de-sac street with 21 homes on it that sees MAYBE a few delivery or service vehicles in a day, in addition to the few residents who come and go.

Mr. Marra submits to you as Exhibit 5 to his report, a photograph taken by someone, on February 19th. It shows snow plowed onto the area where residents propose the mailbox be moved to. That was after a significant and increasingly rare snowfall of 6 3/4" on February 15th. His intent seems to be to demonstrate that this is an area that will be blocked with snow in the winter and is therefore inappropriate to locate mailboxes there. Just because snow is pushed into that area now, does that mean it is the only place that snow can go? What he doesn't show you is that there is an area on the opposite or East end of that boulevard, in the much larger cul-de-sac area where snow is piled by the plow that can easily accommodate the snow which is plowed onto the area to which the mailboxes are proposed to be located. Furthermore, out of 365 days of the year, most likely 350 days would be without any concerns relating to snow clearing. Do 15 days a year justify refusing to consider residents' safety and convenience?

Now, compare and contrast the current location of the mailboxes, in the winter, with the proposed location.

Residents of Serenity Circle are diligent in clearing snow from the sidewalks and driveways in front of their houses and the street is also cleared of snow. It is a quick and safe walk to the boulevard. If you look at the photograph on page 9 of my submissions, taken by a resident on February 6th, residents who chose to walk to their mailboxes on Ellis have to trudge about 175' from Serenity Circle, through snow and slush which does not get cleared.

I ask you, who does the Town seek to convenience? 21 tax paying residents whose properties contribute a cumulative assessed value of \$21,000,000 to the Town, or the snow-plow driver?

Mr. Marra also unfortunately refers to the proposed location of the mailboxes, (which, incidentally, we are given to understand was the preferred location by former Town Engineer Bob Hayes) as being in the "middle of the road", as if to infer the spot is in a dangerous location. We watched, over the past few years, while the houses were being constructed on the street, contractors parking in front of that area, due to the limited parking on the street. Their trucks were easily accommodated there, with no obstruction to traffic at all, because the road is open and wide. And they parked there in all seasons...

And it is not only the safety of residents that a relocation of the mailboxes will gain. Those concerns have been expressed by, and held in common with Canada Post.

There is no logical or rational reason for the Town (or, indeed, Canada Post) to oppose relocation of these mailboxes. To the contrary, as your predecessor Council concluded, it makes eminent sense.

And, the Town is not a silent partner, but has a voice, when it comes to the location of these mailboxes. Indeed, Canada Post policy, as expressed in their 2015 Policy Statement, included in the materials I have submitted, clearly states the following:

“At Canada Post we are committed to working with municipalities as we convert the remaining one third of Canadian households that receive door-to-door mail delivery to community mailboxes. Working with municipal leaders and staff has been our approach since community mailboxes were first introduced in the late 1980’s and remains our guiding principle as we install them in many communities...”

It goes on to say:

“We work closely with municipalities to find the safest, most convenient locations for each neighbourhood to ensure city staff resources can be used most efficiently.”

It may be understood, therefore that the attitude and approach taken by the Town is extremely important in the decision as to where these mailboxes are to be located. It may be inferred that the 2017 communication to Canada Post following Council’s resolution of support of the residents, by the inclusion of the Administration’s negative report, with all its perceived drawbacks, and the omission of the content of the resolution, sent the wrong signal to the Ombudsman and clearly resulted in Council’s wishes being misconstrued by Canada Post.

Should Council approve of the petition of the residents, Canada Post needs to be reminded of their guidelines, and Town administration should select a person to convey that message both verbally and in writing, who is capable of expressing Council’s will clearly, unequivocally and in no uncertain terms.

In conclusion, the residents ask you to:

- a) review and amend the parking by-law, as necessary, to remove any ambiguities which would prevent Canada Post vehicles from delivering mail legally, to the proposed location,
- b) pass a resolution expressing the imperative wish that the Community Mailboxes be relocated to the West end of the Easterly boulevard on Serenity Circle on the concrete pad poured specifically for that purpose,
- c) Instruct Administration not only to communicate your decision to Canada Post, but to support it, by strenuously arguing, without reservation, that the boxes are considered a danger to the public in their current location and must be relocated as requested.

Thank you for your patience and consideration.

SERENITY CIRCLE COMMUNITY SUBMISSIONS

Mr. Mayor, distinguished members of Council,

CANADA POST COMMUNITY MAILBOXES

This issue has been raised before, when Serenity Circle was less than half developed, and before a development of the nature of Creekside was ever considered. Many of you who served on Council in the previous term may recall the issue. The Community Mailboxes, serving Serenity Circle were located on Ellis Street, about 15 yards from Serenity Circle and served as a temporary location until Serenity Circle was developed. In the beginning, there were a few houses on Serenity that received their mail in those boxes. There had been some discussion by the developer of re-locating the mailboxes to a cement pad which he had poured on the easterly boulevard of Serenity Circle. An email exchange between Public Works Director, Mr. Marra, and a representative of Canada Post confirmed this. As a result of unspecified 'safety' issues, Canada Post preferred not to relocate the boxes.

Residents discussed the issue and agreed that that decision was arbitrary, illogical and unsupportable by the evidence, and launched an appeal to the Ombudsman for Canada Post. We petitioned LaSalle Council, asking for the Town to support the appeal for relocation.

It was in response to that petition that a report was generated by Mr. Marra, dated July 17, 2017, regarding the proposal. Mr. Marra, in consultation with Canada Post, cited numerous reasons why this would not be acceptable to him as Director of Public Works. To summarize, Mr. Marra's objections were:

- a) mailboxes are typically located on the right side of the road or on laybys (a road inlet, which the developer of Serenity Circle either chose not to, or was not required to by the Town construct as a condition of subdivision approval) .
- b) Canada Post is concerned that the safety of the driver who delivers the mail would have to park on the right side of, and cross the street to access the mailboxes.
- c) There is no known Community Mailbox located within a centre median in Essex County.
- d) There is no wheel chair ramp in the proposed location.
- e) Snow clearing would become difficult to prevent snow piles against the mailbox.
- f) General public vehicles do not anticipate a vehicle to be stopped in the 'middle of a road'
- g) for a vehicle to stop in front of the proposed median location would be a violation of Town Parking Bylaw 7298 which prohibits vehicles from stopping with its left wheels at the curb or side of the street.

In answer to those objections, the residents state the following:

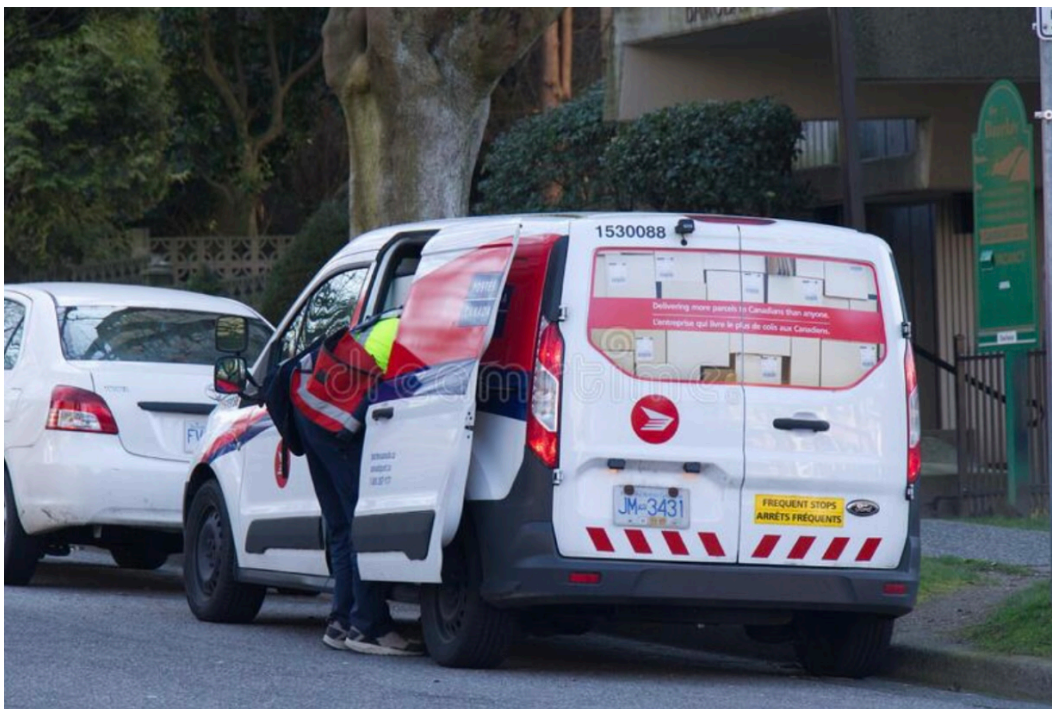
- a) There are no typical location of mailboxes. Canada Post themselves in an Ombudsman's decision which will be referred to later, states that:
 - sites should be located on side roads where customers or delivery employees are not subject to traffic hazards (contrast arterial road Ellis with cul-de-sac Serenity Circle which generally sees no traffic other than residents or the occasional service vehicle),
 - their locations should be as unobtrusive whenever possible (boulevard matches this),
 - Site should be placed on corner lots, away from windows and driveways whenever possible (there are rarely boulevards on streets which would be compatible with the placement of a mailbox such as exists on Serenity Circle and thus the corner lot scenario should not be exclusive - the boulevard satisfies all other criteria of being away from windows and driveways. Additionally, the fact that **100% of residents of the street want the boxes in this location** removes any concerns that the location would be obtrusive in any way),

-Sites should comply with local by-laws and be as close as possible to the customer it would serve (The mailboxes are nowhere close to the residents of Serenity - which incidentally serve **only** the residents of Serenity Circle - and not only were they ultimately located where the temporary ones were placed, on Ellis near Serenity, but were actually moved further down the block on Ellis Street, halfway to Normandy!).

Although sidewalks have been added on Ellis, the mailboxes in their current location are so distant from Serenity Circle (contrary to Canada Post's own criteria) that residents often stop their vehicles on Ellis to pick up their mail, and given that the Town does not clear these sidewalks, winter weather conditions will impact the ability to traverse the sidewalk to get to the boxes from our street - particularly for our elderly and disabled residents.

b) With respect, this makes no sense, in the circumstances, whatsoever. Currently, the Canada Post delivery driver who stuffs the mailboxes, exits the vehicle into traffic which is normally steady/heavy on what the developer's consultant refers to as an arterial road, which is built to handle high traffic volumes. Not only is this a danger to the driver, but also to passing traffic which has to decide when to try and pass this stopped hazard. Conversely, as previously stated, there is little to no vehicular traffic on Serenity Circle, a cul-de-sac street, which would pose exponentially less hazard to the delivery driver, and other motorists.

How is this safe on Ellis Street?:



How a delivery driver unloads on the street side

In any event, Canada Post was informed, we believe incorrectly, that it would be necessary for the driver of the Canada Post vehicle to park across the street from the mailboxes in order to unload the mail.

CANADA POST DECISION BASED ON MISINFORMATION

It will be seen that it appears the major concern of Canada Post (based upon Mr. Marra's analysis) was that the delivery driver would be breaching the Town Parking by-law which prohibits a vehicle stopping at the left curb.

In his report, Mr Marra cited section 13 of Parking Bylaw (now section 14 of current Parking Bylaw 8398) which says the following:

14. No operator of a vehicle used for the purpose of delivering goods, wares or merchandise or any other commodity shall, when stopping to make a delivery, stop his or her vehicle on a street, save and except at the right hand curb or edge of the street.

A cardinal rule of making an argument based upon a statute or a by-law is that the entire law is to be considered when drawing a conclusion. What makes that reference incomplete, confusing and and quite misleading is that the by-law also includes the following provision:

13. (1) No person shall park a vehicle on any street with the left wheels of the vehicle at the curb or the side of the street. (underlining added for emphasis)

However,

Section 1. (17) of the same bylaw defines what 'park' means and makes a specific exception for a vehicle which stands temporarily for the purpose of and while actually engaged in loading or unloading merchandise.

1. (17) "Park", "Parked", or "Parking" shall mean the standing or stopping of an object or a vehicle, whether occupied or not, except when standing temporarily for the purpose of and while actually engaged in loading or unloading merchandise or passengers;

It may therefore be seen that the latter provisions lend support for the proposition that a mail truck is not illegally parked and may, in fact, stop with its left wheels against the curb, since it is there to temporarily unload the mail.

Now, Mr. Marra is not a lawyer, however, he is deemed to know the entirety of the contents of the Town's by-laws, and it is submitted, ought to have known that, by citing (then) section 13 of the by-law, in isolation, to support his position, the effect would be misleading.

Unfortunately, the omission to refer to section 13 and section 1. (17) was critical in Canada Post misunderstanding the state of the law in LaSalle and, it is submitted, in error, formed a significant basis for rejecting the request to move the boxes onto Serenity Circle.

At the very best, the terms of the by-law are confusing and contradictory. If, for any reason, there is any doubt, or question that the LaSalle by-law permits a Canada Post vehicle to stop with its left wheels at the curb, it could easily be made clear by amending the Town's by-law to specifically permit Canada Post delivery vehicles to park with the left wheels at the curb on streets with boulevards. In that way, the concerns of driver safety crossing the road are allayed. He/she can exit the vehicle immediately next to the box and fill it without having to cross the road, or step into traffic. Amending the by-law in this way would not create a loophole for others to exploit as there are few streets in LaSalle which have boulevards, and administration, recently, in response to questions of boulevard maintenance, has expressed the view that it will not be approving further development plans which contain boulevards. If the driver wished to park at the west end of the boulevard, immediately next to the mailboxes (as opposed to on the westbound or eastbound lanes

of Serenity), his/her vehicle would not impede traffic travelling either eastbound or westbound on Serenity.

c) numerous photographic examples of mailboxes on boulevards (see attachments) were provided at the hearing, showing them to exist in the Southwood Lakes development in the City of Windsor, and there may be found no concerns or incidents related to those locations.



d) There is a wheel-chair ramp, poured by John Evola, Serenity Circle developer, at the location that was proposed for the community mailboxes (referred to in the email correspondence with Canada Post) on the West end of the boulevard on Serenity Circle. (see photo). It is our information that Mr. Evola was requested to prepare this spot for the Community Mailboxes by previous town engineer, Bob Hayes.



e) If the mailboxes were moved, snow clearing would not be affected as Canada Post hires and pays contractors to clear snow and ice from every Community Mailbox in Canada. While snow plows currently push snow onto the wheelchair access, it is not necessary that they do that and they would not do that if the mailboxes were located there. With the mailboxes where they currently are, only the short sidewalk leading from Ellis street to the mailboxes would be cleared, and not the sidewalk from Serenity to the mailboxes (see sidewalk photos below).

f) The Canada Post delivery vehicle has bright red markings and can be seen for a long distance away. Drivers regularly employ hazard lights when stopping. If the vehicle is stopped next to the ramp on the boulevard, it would not be in the 'middle of the road'. See also the response to (b).

g) See the response to (b). The delivery vehicle would not be violating the parking by-law.

HISTORY OF COUNCIL'S SUPPORT

A petition was brought to the previous Council, and signed by the residents, to request support in the appeal to Canada Post ombudsman. Council, when presented with all the facts, agreed with the residents:

On July 25, 2017, when the matter came to Council, a motion was made to refuse the request to support the residents' appeal to the Ombudsman and, to refuse to support moving the mailboxes. **That motion to allow the boxes to remain on Ellis was defeated:**

Moved by: Councillor Burns Seconded by: Deputy Mayor Bondy That the report of the Director of Public Works dated July 17, 2017 (PW-22-17) regarding the community mailbox for the Serenity Circle development BE RECEIVED; and further that the location of the community mailbox for this development BE MAINTAINED on Ellis Street adjacent to 2003 Serenity Circle as originally designed; and further that the developer BE DIRECTED to complete the outstanding obligation of the sidewalk construction and installation of the originally planned community mailbox in a timely manner; and further that the permanent community mailbox location be constructed so that it is fully accessible. Motion is Put and is Lost.

Aye Votes: Councillor Burns and Deputy Mayor Bondy

Nay Votes: Councillors Akpata, Renaud, Meloche and Desjarlais

Council then clearly expressed a policy to support the request to move the mailboxes in the following way:

277/17

Moved by: Councillor Renaud

Seconded by: Councillor Desjarlais

That the report of Director of Public Works dated July 17, 2017 (PW-22-17) regarding the community mailbox for the Serenity Circle development BE RECEIVED; and further the petition to Canada Post from the residents of Serenity Circle BE SUPPORTED; and further that the resolution BE FORWARDED to Canada Post.

Deputy Mayor voting nay.

Carried

Shockingly, in what was interpreted by residents as having the effect of undermining the legitimacy of the resolution, and damaging the appeal to Canada Post, when Council's resolution was forwarded to Canada Post by the Town, the Public Works report that council specifically overrode with its vote, was included in the package. Equally as disturbing was the fact that, although the

resolution in support was mentioned in the transmittal letter, the text of it was not enclosed to Canada Post. (Transmittal document and attachments provided separately)

With administration's objections in hand, and **the Ombudsman having specifically mentioned that report in its decision**, Canada Post Ombudsman refused to relocate the boxes. Its major raison d'être - the mail delivery truck could not park with its wheels against the boulevard without violating LaSalle's Parking By-law (information contained in the report as well):

OMBUDSMAN DECISION DATED AUGUST 30, 2017:

The confusion caused by appending Mr. Marra's report to the material sent to the Ombudsman is clearly illustrated in the Ombudsman's decision, as the Ombudsman refers to the report as Council's report rather than Administration's report. This appears to show that the Ombudsman regarded the report as expressing Council's will, as opposed to administration's objections:

"The LaSalle Town Council's report PW-22-17 recommends that the permanent community mailbox site be maintained on Ellis Street adjacent to 2003 Serenity Circle as originally designed and approved"

The decision goes on:

"Your suggestion to relocate the site from Ellis Street to the median on Serenity Circle is not possible as the proposed location does meet Canada Post's safety criteria. It would require a delivery agent to park on the right side of the road and cross the road with his/her mail bins to deliver mail which puts the employee's safety at risk. Additionally, parking on the left side of the road (in front of the mailbox) is a violation of the Town of LaSalle parking by-law which states that all vehicles stopped on the road must be as close to the right hand side of the road as possible. As the current site meets Canada Post criteria, your request to have the site moved cannot be supported."

The decision left residents puzzled and scratching their heads in wonder.

There is even more reason to revisit the matter with Canada Post at this time.

There are **changed circumstances**:

1. 178 units of residential development in the Creekside Proposal, will be built on the property across the street from Serenity Circle (are 178 mail boxes to be lined up beside Serenity's on Ellis Street, or will they be given preferential treatment and their mailboxes be located in the area where they live?). For residents who stop on Ellis Street to pick up their mail, the additional traffic generated by this new development will make getting out of their cars even more dangerous than it is now. The Creekside proposal is enclosed separately.
2. All 21 lots on Serenity Circle have now fully developed (when the petition was presented in 2017, only half of the lots were built on- more traffic is now generated to the mailboxes than it was back then), and
3. Another large scale residential development apparently planned for Wyoming Street next to the Home Hardware store. This will increase traffic in the immediate area creating more risk to residents stopping to collect their mail.



Caption

4. The sidewalk which was referred to in Administration's report to Council in 2017 has now been built leading from Serenity Circle to the current mailboxes. In the photographs below, the sidewalk is not visible as it is covered in snow. It is not cleared in the Winter and is dangerous to attempt to navigate. In addition, snow plows spray ice and snow onto the sidewalk when they pass.





Looking South on Ellis Street from Serenity Circle. The community mailboxes, in the distance, are circled in red. The sidewalk leading from Serenity Circle is obscured by snow, and by ice sprayed from the snow plow while clearing Ellis Street.

Residents appeal to Council to re-assert its will to accommodate the safety and convenience of residents of Serenity Circle by strongly lobbying Canada Post, **without reservation, negative, or contrary commentary**, to relocate the Community Mailboxes serving Serenity Circle, from its current location on Ellis Street to the West end of the Easterly boulevard on Serenity Circle. Should the location on the West end of that boulevard be inconvenient for any reason (although it appears to be an ideal spot given the broad area where a delivery vehicle could park without hindering any traffic which might pass by), a location elsewhere on the boulevard would be workable.

In order to allay the reservations of Canada Post to the repositioning of the mailboxes, residents earnestly pray that Council:

1) a. Require administration, when communicating Council's resolution of relocation, to correct the previous mis-statement and emphasize to Canada Post in the most poignant language possible, that the portion of the bylaw previously communicated was incomplete, and that it is not contrary to the by-law for a Canada Post vehicle to stop with it's left wheels at the curb in order to unload the mail, or

in the alternative,

b). Amend Parking By-Law 8398 or whatever other by-law requires amendment, to exempt Canada Post vehicles from the prohibition of parking against the left curb of a boulevard, in order to

accomplish this relocation, and communicate same to Canada Post when advising of Council's support of the relocation, and

2) Require administration to advise Canada Post, that notwithstanding ANY recommendation of administration, it is the policy of Council that the Community Mailboxes serving the residents of Serenity Circle be relocated from their current location on Ellis Street to the Easterly boulevard of Serenity Circle, and that such relocation represents Council's wishes, and not those of administration.

Thank you for your consideration of this matter.

All of which is respectfully submitted

Residents of Serenity Circle, LaSalle.



August 30, 2017

Mr. Stephen Shanfield
2103 SERENITY CIRCLE
LASALLE ON N9H 0C6
ssh@mnsi.net

File Number: 38705

Dear Mr. Shanfield:

Thank you for submitting your appeal to our office about your concerns with the location of the community mailbox on Ellis Street and your request that it be relocated to the median on Serenity Circle. You provided a petition signed by residents of Serenity Circle supporting your request and pictures of the area you would like the site to be placed and of sites in Windsor that have been installed in medians. You also provided resolution 277/17 adopted by LaSalle Town Council that asks Canada Post to consider the relocation of the community mailbox to the median on Serenity Circle.

You explain that Ellis Street has a lot of traffic due to a large school, a shopping area and high density residential buildings. There is nowhere to pull a car off to access the site, the area is a no stopping/no parking area, and the busy parking lot located right across Ellis Street from the community mailbox site is for the high density buildings. In addition, a bus sign was recently installed on the same side as the community mailbox site and the service will start in September. Finally, the site is poorly lit at night.

You want Canada Post to move the community mailbox site to Serenity Circle as you believe the residents who reside on Serenity Circle and the delivery agent are exposed to injury every day when stopping and trying to access the current site. You added that there is no traffic on Serenity Circle, a cul-de-sac, and suggest that the site be installed where the developer poured a cement pad. You also mention the difficulties experienced by a resident in a wheelchair and elderly residents when trying to access their mail.

This letter addresses your concerns within the context of our mandate. In conducting our review, we relied on the information made available to us in order to assess if Canada Post reasonably applied its policies and procedures in the handling of your complaint.

Executive Summary

The suggested location on Serenity Circle does not meet Canada Post's requirements in terms of safety; therefore your request cannot be supported.

The LaSalle Town Council's report PW-22-17 recommends that the permanent community mailbox site be maintained on Ellis Street adjacent to 2003 Serenity Circle as originally designed and approved.

Canada Post reports that the developer recently contacted its Delivery Service team to advise that it is ready to finalize the current site on Ellis Street per requirements (to pour a pad according to Canada Post's requirements) and install sidewalks per the initial plan in order to make it accessible.

Findings

Community Mailbox Site

Your suggestion to relocate the site from Ellis Street to the median on Serenity Circle is not possible as the proposed location does not meet Canada Post's safety criteria. It would require a delivery agent to park on the right side of the road and cross the road with his/her mail bins to deliver mail which puts the employee's safety at risk. Additionally, parking on the left side of the road (in front of the mailbox) is a violation of the Town of LaSalle parking bylaw which states that all vehicles stopped on the road must be as close to the right hand side of the road as possible. As the current site meets Canada Post criteria, your request to have the site moved cannot be supported.

Criteria

Canada Post is obligated to determine and provide each customer with one free mode of mail delivery per civic/physical address, and it is mandated to set the design of mail receptacles such as community mailboxes and to determine their placement location on public property¹.

Canada Post uses site selection and safety guidelines to assist in finding suitable locations for delivery sites. Once a potential site is selected, the safety requirements for that road, as set forth by the municipality, also have to be followed. Prior to any installation, Canada Post identifies traffic patterns and analyses the safety of the sites. In identifying and assessing the locations of community mailbox sites, Canada Post ensures the following aspects are considered:

- Whenever possible, sites should be located on side roads or streets where customers or delivery employees are not subject to traffic hazards;
- The location should be as unobtrusive whenever possible;
- Sites should be placed on corner lots, away from windows and driveways whenever possible;
- Sites should comply with local by-laws and be as close as possible to the customers it will serve.

¹ *Canada Post Corporation Act*, Section 19 (1) (k) of the *Act*, and Section 3 of Part I of the *Mail Receptacles Regulations*.

The presence of sidewalks and lighting are not mandatory requirements when installing community mailbox sites.

Actions

Working with local municipal planning officials and the developer, Canada Post strived to keep the delivery site as close as possible to the customers affected while ensuring the site was safe and in a secure location.

Canada Post confirms that the community mailbox site was installed in October 2013, and the equipment is located on municipal easement directly adjacent to the side yard of 2003 Serenity Circle. It is within walking distance for all customers it services and meets Canada Post's safety criteria. The Town has approved this location as the permanent location.

Canada Post advised that community mailbox sites can be installed on roads where no parking zones are identified. Expectations are that picking up mail would only involve stopping for a few minutes while complying with traffic safety rules. Also, the presence of lighting is not a mandatory requirement when installing community mailbox sites.

In the Towns report dated July 13, the Council committed to asking the developer to complete the sidewalk construction and installation in a timely manner in order to be fully accessible. Canada Post advised that the developer recently confirmed that it will be pouring the concrete pad per Canada Post's installation guidelines and will proceed with the sidewalks/wheelchair ramps per its initial plan to ensure that the site is accessible.

With respect to other community mailbox sites in Windsor, Canada Post advised that the sites you identified were installed years ago; and the requirements at that time differ from the safety criteria that is currently being applied nationally.

Accommodation program

Canada Post has created a comprehensive and confidential Accommodation program to provide reasonable accommodations for individuals that are unable or have difficulty accessing their mail. Every person's situation is unique; therefore, Canada Post tailors its solutions to individual circumstances on a case-by-case basis. Residents on Serenity Circle still experiencing such challenges with accessing their mail after the developer finalizes the community mailbox site and sidewalks may contact Canada Post directly at 1-844-454-3009.

To qualify, customers must request an accommodation by following Canada Post's established process which is the same for all customers and involves submitting an accommodation application (i.e., a questionnaire) and submitting medical certification (medical form) in support of the request. All personal information collected by Canada Post through the Accommodation program is governed by the Privacy Act.

Conclusion

We recognize this is not the outcome you expected when you approached our office. Our role is to ensure that Canada Post's policies and procedures are applied in a fair and consistent manner for all users of the Canadian postal service. The location of this community mailbox site meets Canada Post's standards; therefore, we see no reason to challenge its decision in this case. We are pleased that the developer is in contact with Canada Post in order to finalize the community mailbox site.

This concludes our investigation of your appeal and your file will be archived in our office for a period of two years.

Sincerely,



Beth Lambert
Director, Investigations



Corporation of the Town of LaSalle

5950 Malden Road, LaSalle, Ontario, N9H 1S4
Phone: 519-969-7770 Fax: 519-969-4469 www.town.lasalle.on.ca

Office of the Director of Council Services

Brenda Andreatta, Director of Council Services/Clerk

July 28, 2017

Bruno DeSando
Delivery Planning
Canada Post Corporation
955 Highbury Avenue
London, ON N5Y 1A3

By email: bruno.desando@canadapost.ca

Dear Mr. DeSando:

LaSalle Town Council at its meeting held July 25, 2017 considered the matter of the location of the community mailbox serving the Serenity Circle development in LaSalle. Steven Shanfield, on behalf of residents on Serenity Circle, asked Council for support of a request to Canada Post to relocate the community mailbox from the proposed permanent location on Ellis Street to the median on Serenity Circle (see map supplied by requestor).

Attached is the administrative report from Mr. Marra, the Town's Director of Public Works/Engineer as well as documentation from Mr. Shanfield in support of his request.

Council adopted resolution 277/17 in support of the petition supplied by Mr. Shanfield to request that Canada Post consider relocation of the community mailbox to the median on Serenity Circle.

Sincerely,

Brenda Andreatta
Director Council Services/Clerk

C: P. Marra
S. Shanfield





The Corporation of the Town of LaSalle

Date	July 17, 2017	Report No:	PW-22-17
Directed To:	Mayor and Members of Council	Attachments:	~ resident request ~ Canada Post/Town email chain ~ Figure 1
Department:	Public Works	Policy References:	
Prepared By:	Peter Marra, P.Eng. – Director of Public Works		
Subject:	Serenity Circle Community Mailbox		

RECOMMENDATION:

That Council concur and maintain the community mailbox location for the Serenity Circle development as designed on Ellis Street adjacent to the side yard of municipal number 2003 Serenity Circle.

That Council support administration requesting the developer to have the sidewalks for this development completed in a timely manner and that the permanent community mailbox location be constructed in order to be fully accessible.

REPORT:

This report is in response to a request from a resident, see enclosed, on Serenity Circle to have Council support the relocation of a community mailbox (CBM) for this development from Ellis Street to be placed in the middle of the road on Serenity Circle in a median.

The report will outline some historical information on CMB's within new developments and will then provide background on this specific request.

Historical Information on Community Mailboxes in New Developments

As part of all new developments, CMB's have been required for at least the last 10 years. The Town has recognized this through our development agreements and at the time that the developments are engineered. CMB's are typically placed in a location that is both convenient

for Canada Post and for the Town in order to not adversely affect maintenance operations or services that the Town provides.

The typical location, where feasible are normally located along side yards of the properties. They are always located on the right hand side of the road. Some developments have mailbox laybys and some developments do not, this has always been a decision of the developer and built at the developer's expense.

Once a development is constructed, houses begin to be built and once the first house is occupied, Canada Post is required to provide mail services. Unfortunately, at that time sidewalks, surface asphalt and other surface features within the development remain outstanding. So typically, a temporary CMB is placed to allow these new residents access to mail services in a convenient location close by the development. Sometimes these temporary CMB's are place in the ultimate location or randomly placed based on outstanding services to be completed.

Once the development advances to the surface works completion phase, surface asphalt, sidewalks, street trees, etc. is when the permanent location for a CMB is completed at the developer's expense and is when Canada Post comes in and installs the permanent CMB.

Serenity Circle CMB

The discussion on the CMB for Serenity Circle has been ongoing for just over a year. There has been discussion between the Town, Canada Post and the Developer within this time.

In July 2016, Canada Post contacted the Town about the permanent location for the CBM. They requested if the Town approved the location in the center of Serenity Circle in one of the median. At that time, this was the first time the Town heard of this location for the permanent CMB and did not approve of the location. Furthermore, Canada Post has indicated that the location within the center of the road is a safety concern for them. See enclosed email exchange.

Figure 1 enclosed is provided for illustration purposes. This figure is a sheet from the engineering drawings for this development. What is shown on this figure is the original proposed permanent CMB location, which is actually denoted on the drawings and was approved by the Town. Also on this figure, you will see the location that is being requested by the residents. This figure also shows the proposed sidewalks still to be constructed and the wheel chair ramps to be provided at the intersections.

The original proposed CMB location is well connected to the 21 homes within this development with fully accessible sidewalks and wheel chair ramps.

The location within the center of Serenity Circle is believed to be a safety concern due to its very nature and location. There is no known CMB located within a center median within Essex County for new developments. The location within the center median will be similar to a mid-block

crossing, there are no properly designed wheel chair ramps proposed at this location, snow clearing would become difficult to prevent snow piles against the mailbox.

Furthermore, the general public vehicles do not anticipate a vehicle to be stopped in the middle of a road rather the generally accepted location for vehicles to be temporarily stopped is expected along the right hand side of a road.

In addition, if a vehicle and/or a Canada Post vehicle is to stop in front of the proposed median location, they would be in violation of the Town current parking by-law 7298, section (13) which states;

13. No operator of a vehicle used for the purpose of delivering goods, wares or merchandise or any other commodity shall, when stopping to make delivery, or any taxicab stopping to take on or discharge a passenger, stop his or her vehicle on a street, save and except at the right hand curb or edges of the street.

Conclusion and Recommendation

The Town understands that developments go through a dramatic change in between the first house being constructed/occupied and the last house within the same development being completed. At some point, more residents exist in development then vacant lots. Serenity Circle is at this stage today.

In conclusion, based on Canada Post safety concerns and concerns of the Town that the permanent community mailbox be maintained on Ellis Street adjacent to 2003 Serenity Circle as originally designed and approved.

In addition, that the Council support administration in requesting the developer to complete the outstanding obligation of the sidewalk construction and installation of the originally planned community mailbox

Respectfully submitted,



Peter Marra, P.Eng.
Director of Public Works

Reviewed by:							
CAO	Treasury	Clerks	Public Works	Planning	Cult. & Rec.	Building	Fire

Please see attached slideshow. As can be seen on the map of the immediate area, Ellis Street is a feeder for a large school, a shopping area, and high density residential accommodation. The heavy traffic flow is confirmed by Town-legislated prohibition of parking/standing on Ellis. In addition, there is a prohibition of parking on Serenity in the immediate area of Ellis Street. In September of this year, bus service will come to LaSalle and a bus stop has been created on the East side of Ellis (same side as the community mail boxes on Ellis Street) between Serenity and Normandy Streets.

There is a wheelchair-bound resident on Serenity who is unable to retrieve his own mail. There are numerous elderly residents on Serenity who have serious difficulty accessing the mail boxes. Several residents have had close calls with injury, trying to access the boxes in traffic. There is nowhere to legally stop, either on Ellis or Serenity, to retrieve mail. Other neighbourhoods, many of which have nowhere near the traffic that Ellis experiences, have inlets to pull a vehicle off the road to stop to retrieve mail. No such opportunity exists in this area.

Serenity Circle is a one-block cut-de-sac which has no through traffic. The proposed location of the boxes is approximately half-way down Serenity.

The boxes serve only residents of Serenity.

In addition to the safety of the residents, the Canada Post delivery van driver is exposed to injury every day when stopping (illegally) to stuff the boxes. The delivery van impedes traffic in the process. There is an area immediately in front of the proposed location on Serenity where the driver can stop in safety without impeding traffic.

Please note that residents of Serenity are in favour of, and have signed a petition to have the boxes moved onto Serenity. The original petition is available to you, upon request.

If you cannot view the slideshow, I will send the photos to you directly. Please see below the slideshow for a description of the contents of each of the photos.

PETITION TO CANADA POST

Whereas the current location of our Community Mailboxes is on an extremely busy street (Ellis Street), acknowledged as such by its recent designation as a bus route, and its designation as a no stopping/no parking zone by the Town of LaSalle,

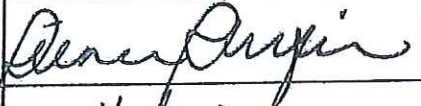


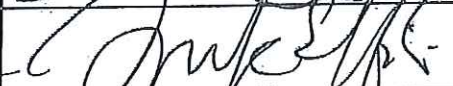


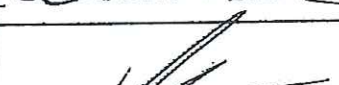

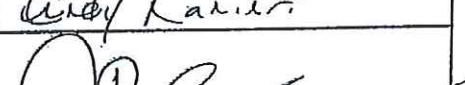




And whereas several residents have almost been struck by vehicles while attempting to retrieve their mail,

And whereas there is no alternative place to park a vehicle to retrieve mail,

And whereas the said Community Mailboxes serve only the residents of Serenity Circle,

And whereas the developer of Serenity Circle has prepared a cement pad on the Easterly Boulevard of Serenity Circle to accommodate the placement of Community Mailboxes,

The undersigned, residents of Serenity Circle, LaSalle, Ontario, hereby petition Canada Post to re-locate the Community Mailboxes serving us, to the cement pad prepared by the developer, in the most expeditious timeframe possible.

NAME - PRINT	ADDRESS	SIGNATURE
STEPHEN SHANFIELD	████████ SERENITY CIRCLE	
Yousha MIRZA	████████ SERENITY CIR.	
SHOBHANA PATEL	████████ SERENITY CIRCLE	
Tarek A. Elfikri	████████ Serenity Circle	
CAROL Godwin	████████ SERENITY CIR.	
Dean Valihora	████████ Serenity Circle	
Dennis Kurek	████████ Serenity Circle	
Cindy Ranieri	████████ Serenity Circle	
Abdel Gader	████████ Serenity Circle	
JOHN BURROWS	████████ Serenity Circle	
JUDY KOTIAR	████████ Serenity circle	
Abdalkhim MUSTAFA	████████ Serenity circle	
Bhupinder Gogia	████████ Serenity Circle	



June 28, 2017

Mr. Stephen Shanfield
[REDACTED] SERENITY CIRCLE
LASALLE ON N9H 0C6
[REDACTED]

File Number: 38705

Dear Mr. Shanfield:

This confirms that your file has been assigned to Ann, Manager, Investigations. Ann will be in contact with you during our investigation and may be reached at 1-800-204-4198 or by email at ombudsman@canadapost.ca. Please quote file number 38705 in all communications with our office.

As outlined in the attached mandate document, the ombudsman will assess if Canada Post reasonably applied its policies and procedures in the initial handling of your complaint. The ombudsman will examine the facts presented in your appeal as well as those appearing in the Corporation's records and will solicit any additional information, as required. Please note that on-site visits are only done in exceptional circumstances in the course of our investigations.

If more documentation regarding your appeal to our office or if new information should come to your attention, please contact Ann, so that this information can be added to your file.

At this time, we expect to be able to convey the results of our investigation to you the week of August 21st, by mail, per your communications preference; however, the timing may depend on the complexity of the issues you have raised. If our office requires more time to fully address your appeal, Ann will advise you accordingly.

Sincerely,

Intake Operations

Enclosure: Mandate



May 19, 2017

Mr. Stephen Shanfield
[REDACTED] SERENITY CIRCLE
LASALLE ON N9H 0C6
[REDACTED]

File Number: 38705

Dear Mr. Shanfield:

Thank you for contacting the Office of the Ombudsman. This acknowledges receipt of your postal service complaint on April 28, 2017.

We completed a preliminary review of your appeal and determined that your concerns require further investigation. Your appeal will be assigned to the next available manager as soon as possible as we are currently experiencing higher than normal volumes, causing some inevitable delays.

Once your appeal is assigned, we will inform you of the case manager's name and provide a timeline for completing our investigation.

Thank you for your patience and understanding.

Sincerely,

Intake Operations

I requested Canada Post to move the Community Mail boxes to the boulevard on Serenity Circle where the developer had poured a cement pad to accommodate them. They are currently located on Ellis Street. None of the boxes contain mail for residents of Ellis Street, but only for residents of Serenity Circle. Ellis Street is a very busy road. There is high density residential buildings on Ellis and a busy parking lot for those buildings right across the street from the boxes. To compound the problem, the area where the boxes are located is a no stopping/no parking area, and there is nowhere to pull a car off to access the boxes. It is necessary to stop on a busy street and open the car door into traffic to get out. It also involves breaking the traffic law to stop there to retrieve mail. On the other hand, Serenity Circle is a one street cul de sac which is almost devoid of traffic and the poured pad on Serenity is a mere 350 feet away from the current location of the boxes. In addition, Ellis Street is poorly lit at night, increasing the hazard for retrieving mail. The poured pad on Serenity Circle is immediately under a street light.

How did Canada Post Customer Service offer to resolve your complaint? *

The call to the supervisor, named Curtis, was made on December 6, 2016. Canada Post gave a resolution date of December 20, 2016 to resolve the complaint, but never responded or asked for a deadline extension. I called on January 5, 2017 to inquire about the response and was told "they are in the process of calling you back." That has not occurred to date, almost 5 months ago. It would appear that the complaint was dismissed, without notice

Describe the outcome you believe is fair *

The boxes should be moved onto Serenity Circle.

Does your complaint pertain to the loss, damage or delay of a mail item?

Does your complaint pertain to the loss, damage or delay of a mail item?

The following information is required before we can assess your request

Product or Service Purchased

Postal Boxes

Tracking Number

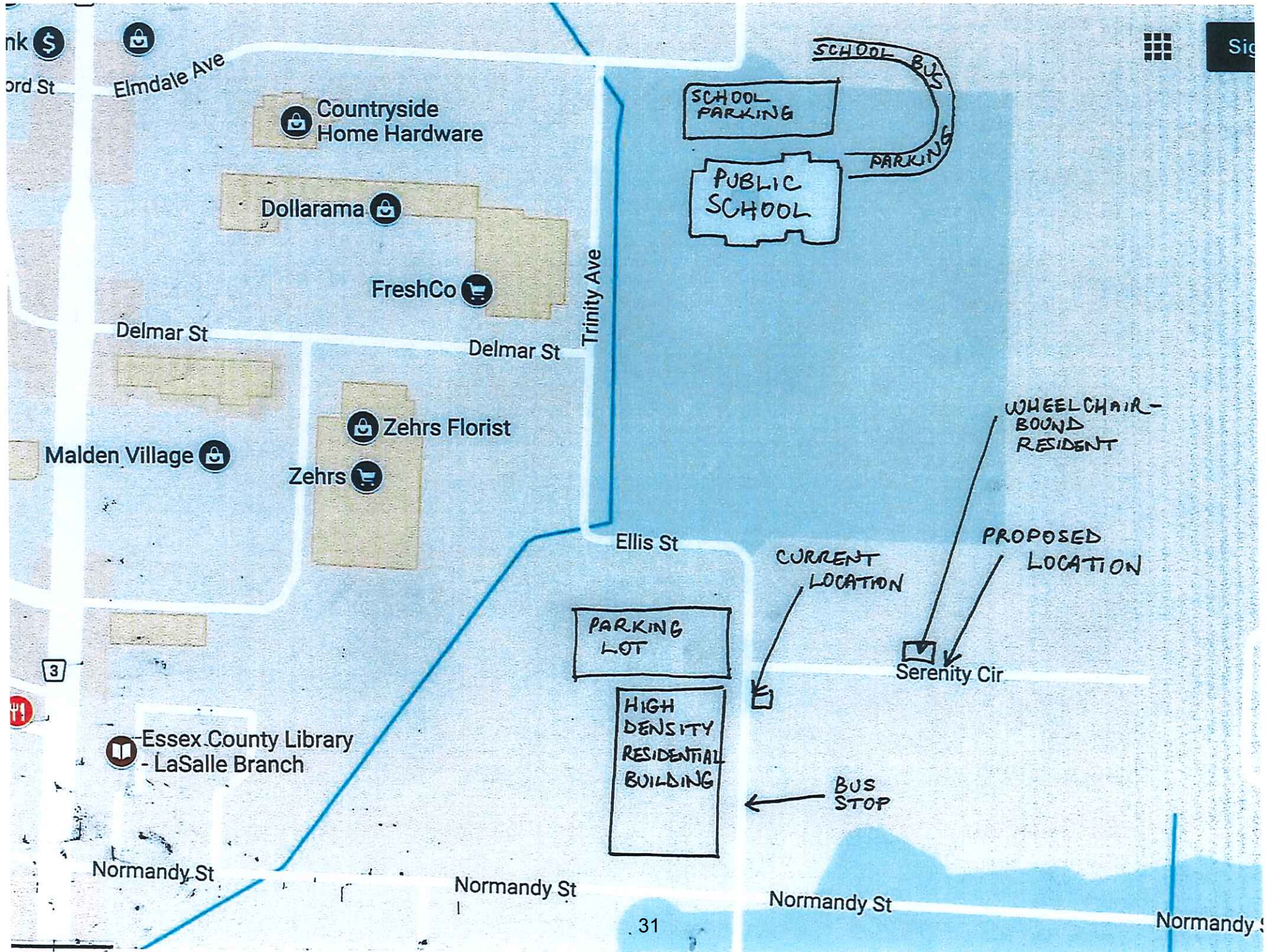
N/A

Date Mailed

Copies of all relevant documentation including postage receipt, proof of value of contents, etc.

Not Applicable

Note: Only files with the extension *.jpg, *.gif, *.bmp, *.png are accepted.



nk \$
ord St

Elmdale Ave

Countryside Home Hardware

Dollarama

FreshCo

Delmar St

Delmar St

Trinity Ave

Zehrs Florist

Zehrs

Malden Village

Ellis St

PARKING LOT

HIGH DENSITY RESIDENTIAL BUILDING

Essex County Library - LaSalle Branch

Normandy St

Normandy St

Normandy St

Normandy St

SCHOOL PARKING

PUBLIC SCHOOL

SCHOOL BUS PARKING

WHEELCHAIR-BOUND RESIDENT

PROPOSED LOCATION

CURRENT LOCATION

Serenity Cir

BUS STOP

Peter Marra

From: DESANDO, Bruno <CFW0318@canadapost.ca>
Sent: July-07-16 3:00 PM
To: Peter Marra
Subject: RE: CANADA POST COMMUNITY MAIL BOXES

Hi Peter,

I don't think this is an ideal location. We wouldn't typically put our equipment on a center median. With new sub-division developments, we would pick the side yard of a corner lot.

I would prefer to stay away from this location for safety reasons.

Thanks,

Bruno

From: Peter Marra [mailto:pmarra@town.lasalle.on.ca]
Sent: July-07-16 2:55 PM
To: DESANDO, Bruno <CFW0318@canadapost.ca>
Subject: RE: CANADA POST COMMUNITY MAIL BOXES

In the center median was not one of the locations we ever discussed. I will need to circulate this internally and get some feedback.

Can you provide me with any other locations that Canada post would have mailboxes in center medians?

Do you see this as an issue for your mail carriers to stop and deliver mail?

Peter Marra, P.Eng.

Director of Public Works,
Town of LaSalle

From: DESANDO, Bruno [mailto:CFW0318@canadapost.ca]
Sent: July-07-16 2:45 PM
To: Peter Marra <pmarra@town.lasalle.on.ca>
Subject: RE: CANADA POST COMMUNITY MAIL BOXES

Hi Peter,

Attached is a photo of the island on Serenity Circle where the developer poured a concrete pad for the Canada Post Community Mail Boxes. I'm not sure if this was the location you had discussed with him.

I've also included a picture of where the mail boxes are currently located.

Please let me know if you have questions or need anything further.

Regards,

Bruno

From: Peter Marra [<mailto:pmarra@town.lasalle.on.ca>]
Sent: July-07-16 2:38 PM
To: DESANDO, Bruno <CFW0318@canadapost.ca>
Subject: RE: CANADA POST COMMUNITY MAIL BOXES

Please send me the location he is identifying.

Depending on where he is stating I have had some discussion with him on a few locations and some work needing to be done at each.

Thanks,

Peter Marra, P.Eng.
Director of Public Works,
Town of LaSalle

From: Brian Geary
Sent: July-07-16 2:36 PM
To: 'DESANDO, Bruno' <CFW0318@canadapost.ca>
Cc: Peter Marra <pmarra@town.lasalle.on.ca>
Subject: RE: CANADA POST COMMUNITY MAIL BOXES

Hi Bruno,

I think our Town engineer has the final say on mailbox locations but don't quote me on that. I am cc-ing Peter Marra on this email to see if he can help you.

Regards,

Brian

From: DESANDO, Bruno [<mailto:CFW0318@canadapost.ca>]
Sent: July-07-16 2:32 PM
To: Brian Geary <bgeary@town.lasalle.on.ca>
Subject: CANADA POST COMMUNITY MAIL BOXES

Hi Brian,

Can you please tell me who at the municipality approves locations for Community Mail Boxes in new developments.

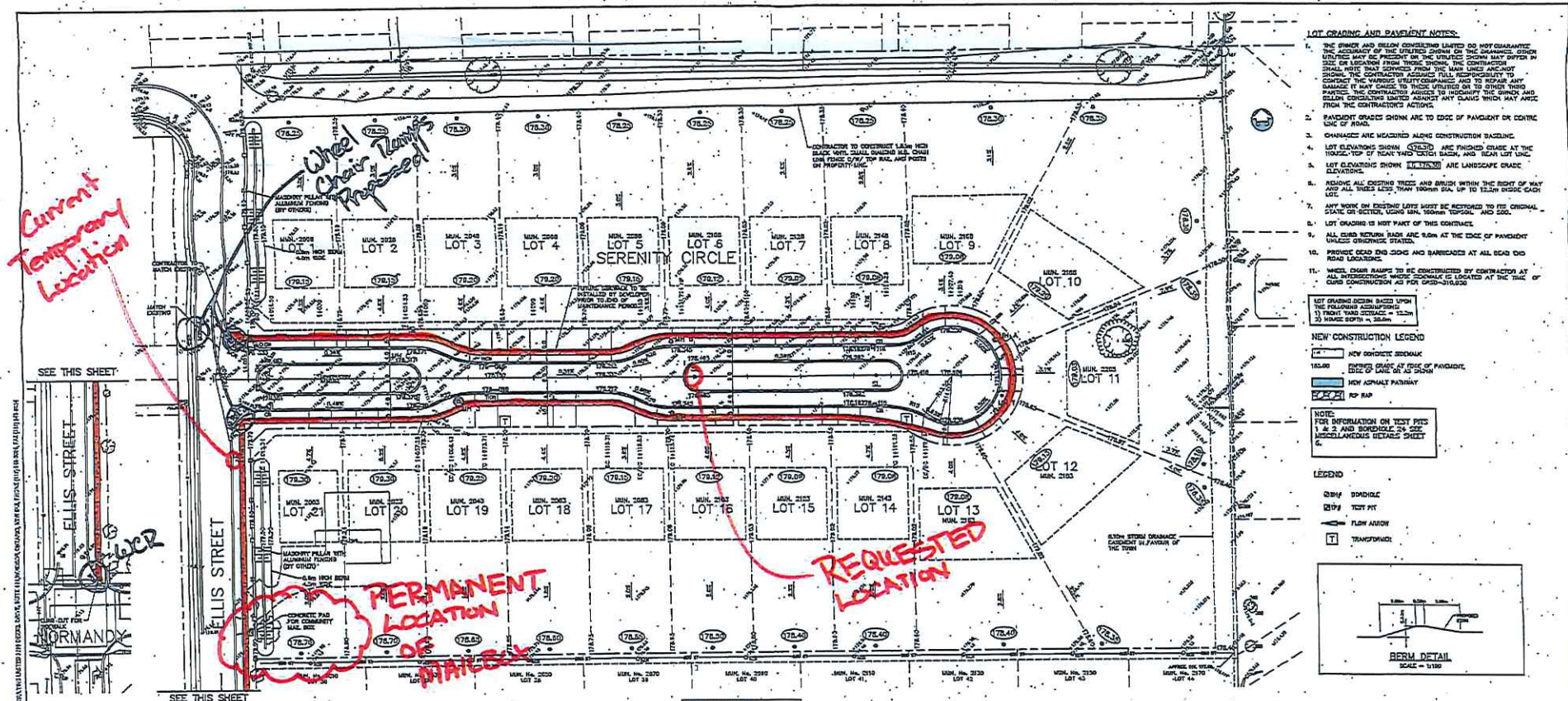
The developer of Serenity Circle has contacted me to relocate the Community Mail Box from the temporary location to the permanent location.

I can't seem to find a file on this development and want to confirm that the location he has identified was approved by the municipality.

Thanks in advance.

Bruno

Bruno DeSando
CANADA POST CORPORATION
Delivery Planning
955 Highbury Avenue
LONDON ON N5Y 1A3
tel: 519-494-1596
fax: 519-457-5412
e-mail: bruno.desando@canadapost.ca



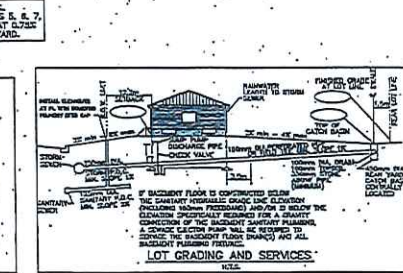
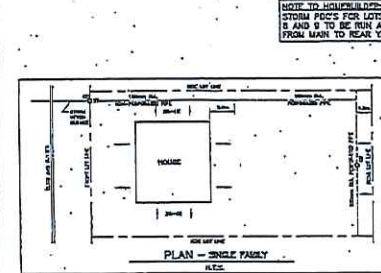
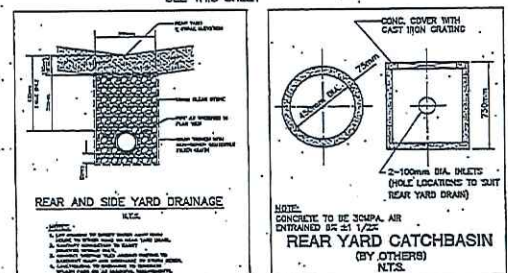
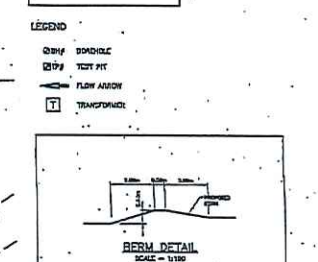
- LOT GRADING AND PAVEMENT NOTES:**
- THE ENGINEER AND DILLON CONSULTING LIMITED DO NOT GUARANTEE THE ACCURACY OF THE LOT GRADING OR THE CONSTRUCTION OF THE SIDEWALKS. THE CONTRACTOR SHALL BE RESPONSIBLE FOR VERIFYING THE LOT GRADING AND THE CONSTRUCTION OF THE SIDEWALKS. THE CONTRACTOR SHALL BE RESPONSIBLE FOR VERIFYING THE LOT GRADING AND THE CONSTRUCTION OF THE SIDEWALKS. THE CONTRACTOR SHALL BE RESPONSIBLE FOR VERIFYING THE LOT GRADING AND THE CONSTRUCTION OF THE SIDEWALKS.
 - PAVEMENT GRADES SHOWN ARE TO EDGE OF PAVEMENT OR CENTRE LINE OF ROAD.
 - CHANGES ARE MEASURED ALONG CONSTRUCTION BOUNDARY.
 - LOT ELEVATIONS SHOWN ARE FINISHED GRADE AT THE THROAT, TOP OF REAR YARD DRAIN, AND REAR LOT LINE.
 - LOT ELEVATIONS SHOWN ARE LANDSCAPE GRADE ELEVATIONS.
 - REMOVE ALL EXISTING TREES AND BRUSH WITHIN THE RIGHT OF WAY AND ALL TREES LESS THAN 100MM DIA. UP TO 12M TALL.
 - ANY WORK ON EXISTING LOTS MUST BE RETURNED TO ITS ORIGINAL STATE ON COMPLETION OF THE PROJECT.
 - LOT GRADING IS NOT PART OF THIS CONTRACT.
 - ALL CURB RETURN RAMP ARE 6.0M AT THE EDGE OF PAVEMENT UNLESS OTHERWISE NOTED.
 - PROVIDE GRASS DOWNS AND BARRICADES AT ALL ROAD DOWNS.
 - WHEEL CHAIR RAMPS TO BE CONSTRUCTED BY CONTRACTOR AT ALL INTERSECTIONS WHERE SIDEWALK IS LOCATED AT THE TIME OF CURB CONSTRUCTION AS PER 2000-2005.

LOT GRADING DESIGN BASED UPON:
 1) FINISH GRADE = 12.0M
 2) FINISH GRADE = 12.0M
 3) FINISH GRADE = 12.0M

NEW CONSTRUCTION LEGEND

- NEW CONCRETE SIDEWALK
- EXISTING GRADE AT TIME OF PAVEMENT
- NEW ASPHALT DRIVEWAY
- PO RAMP

NOTE:
 FOR INFORMATION ON TEST PITS 1 & 2 AND SIDEWALK 24 SEE ATTACHED GEOTECH SHEET 6.



Proposed Sidewalk

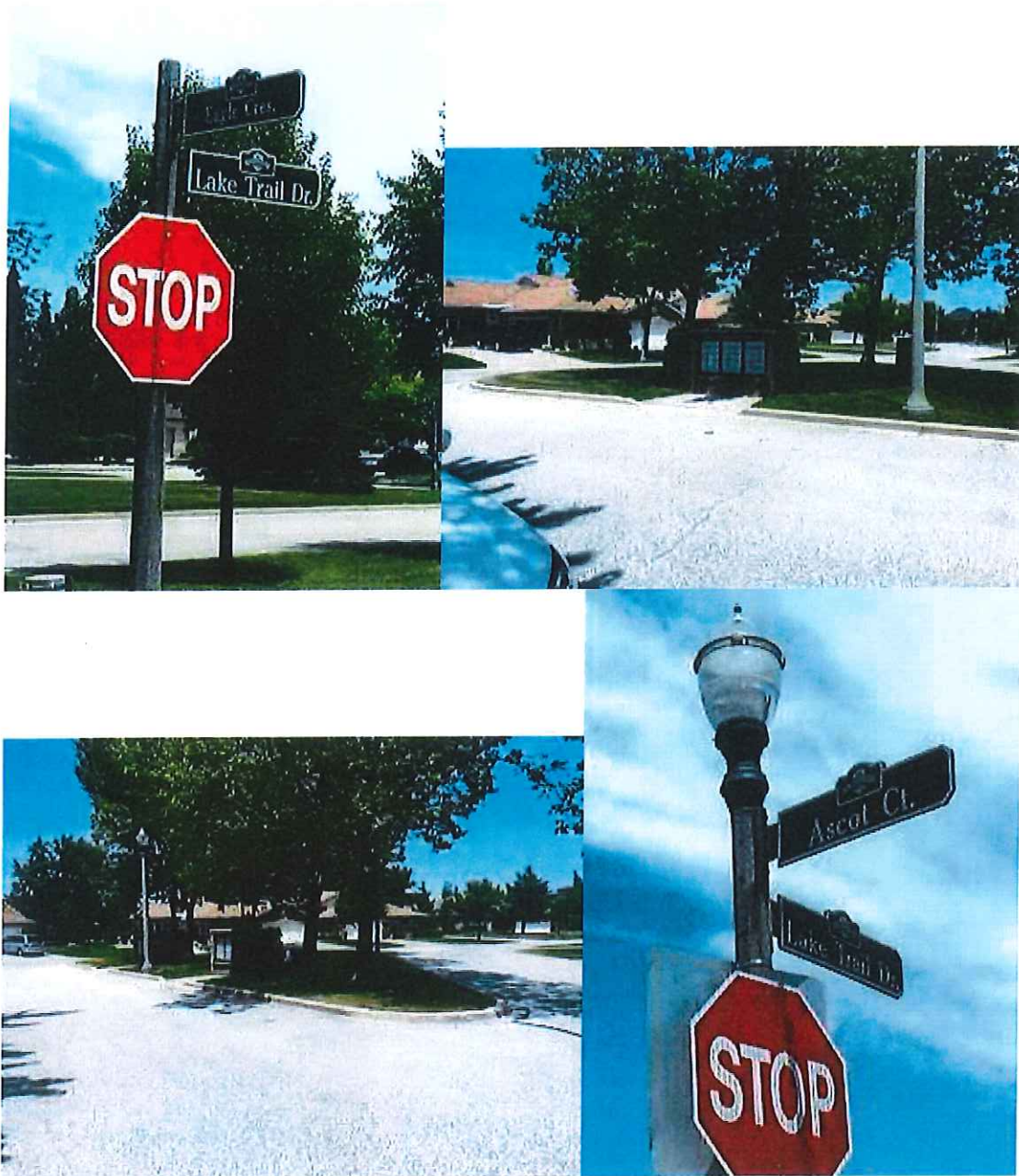
Figure 1

AS-BUILT

Correspondence received from S. Shanfield:

Additional documents include:

1. photographs of boulevard Community Mailboxes in Southwood Lakes, similar to what the Serenity Circle residents are requesting.
2. Canada Post policy regarding mailboxes and in particular, snow removal





Correspondence received from S. Shanfield

Attached, please find a slideshow with photographs and documents and an explanation of the photographs. I apologize for the partial duplication of my previous email.

1. High Density Residential Building opposite the Community Mailboxes (Looking West from Boxes)
2. Parking Lot for High Density Residential Building, immediately North of the building (Looking West from the Boxes)
3. Driveway to Parking Lot (Looking North on Ellis)
4. Driveway to Parking Lot (Looking South on Ellis)
5. Parking/Standing prohibition (Looking North on Ellis)
6. Bus Stop location - September 2017 (Looking North on Ellis)
7. Looking North on Ellis (Boxes located beyond second sign)
8. Typical traffic on Ellis (Looking North on Ellis)
9. More typical traffic on Ellis at Serenity (Looking South on Ellis - note Parking/Standing prohibition on sign-post)
10. Parking prohibition on South side of Serenity, around the corner from the boxes. (Looking East on Serenity)
11. Parking prohibition on North side of Serenity, around the corner from the boxes. (Looking West on Serenity)
12. Proposed Location of Boxes (looking East on Serenity - note pad poured by the developer for that purpose)
13. Wheelchair-bound resident, [REDACTED] on his driveway (Looking South towards proposed Post Box site)
14. [REDACTED] on his driveway.

Canada Post responds to City of Hamilton report

Posted on Feb. 02, 2015 by in [News Releases](#)

Replacement of Home Delivery with Community Mailboxes

Ottawa (Ont.) – At Canada Post we are committed to working with municipalities as we convert the remaining one third of Canadian households that receive door-to-door mail delivery to community mailboxes. Working with municipal leaders and staff has been our approach since community mailboxes were first introduced in the late 1980s and remains our guiding principle as we install them in many communities, including Hamilton.

Canada Post is responsible for all installation and maintenance costs related to the community mailboxes and has been since they were introduced 30 years ago. That includes siting, site preparation such as curb cuts to ensure access, installation and ongoing maintenance including snow clearing and any graffiti-removal if required. We do everything possible to reduce incremental costs to the municipality and offer \$50 per site to help offset any potential costs converting new neighbourhoods. We also install the boxes using existing street lighting and sidewalks where feasible.

Since we announced the latest conversions in Hamilton last fall, we have been in communication with the mayor and councillors whose wards are being converted. We have shared the input received from their citizens and sought to work with the city on identifying the best site locations. We believe this approach, combined with community engagement, will lead to the best outcome for all.

We work closely with municipalities to find the safest, most convenient locations for each neighbourhood to ensure city staff resources can be used most efficiently. We build our plans based on customer surveys and established guidelines, and by knocking on the doors of those who live adjacent to a proposed location. This process has been effective, leading to worthwhile adjustments in every community and keeping to a minimum the time requirement from municipal staff.

The simple reality is that the world is changing and so are the demands of Canadians. The amount of mail sent declines every year. We need to respond to protect service for all Canadians and avoid becoming a drain on taxpayers. In Hamilton, more than 34,000 addresses already use a community mailbox and have done so for years. We would like to work together with the municipality as we have in the past to ensure the best outcome for the people we both serve.

From: [Renaud, Bernie](#)
To: [Anisa Bala](#)
Cc: [Stephen Shanfield](#)
Subject: Serenity Circle mailbox Agenda March 9th, 2021
Date: Thursday, March 4, 2021 3:00:58 PM

Dear council members:

I am a resident of Serenity Circle and have signed the petition to have the mailbox for Serenity Circle moved to Serenity Circle.

The current location on Ellis Street is a hazard and with the no parking/no stopping signage makes it illegal to stop at the mailbox.

I would challenge all of the councilors and administrative staff to stop at the mailbox on Ellis and pretend you're retrieving mail.

Every time I stop to retrieve our mail I cringe, since I may be holding up traffic and I am stopped illegally. This is a totally uncomfortable and potentially dangerous maneuver.

It has been suggested that the Serenity location is an issue due to "safety".

I would submit that the current Ellis location is a bigger safety hazard that will only get worse as the traffic increases.

Common sense and logic would dictate that the mailbox be located where it would be the most safe, on Serenity Circle.

I respectfully request that you let logic and common sense prevail.

Sincerely,

Bernie Renaud,



CAUTION: This email originated from outside of the organization. Please verify that the sender's name matches the e-mail address in the From: field. Do not click links or open attachments unless you recognize the sender

and know the content is safe.