



August 30, 2017

Mr. Stephen Shanfield  
2103 SERENITY CIRCLE  
LASALLE ON N9H 0C6  
[ssh@mnsi.net](mailto: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 property<sup>1</sup>.

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.

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<sup>1</sup> *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,

A handwritten signature in black ink that reads "Beth Lambert". The signature is written in a cursive, flowing style.

Beth Lambert  
Director, Investigations