



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,

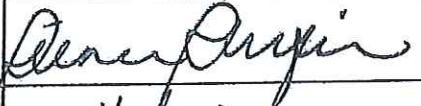


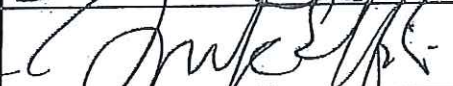


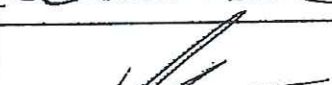

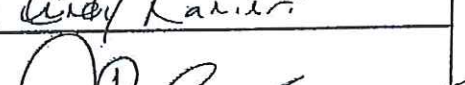




And whereas several residents have almost been struck by vehicles while attempting to retrieve their mail,

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

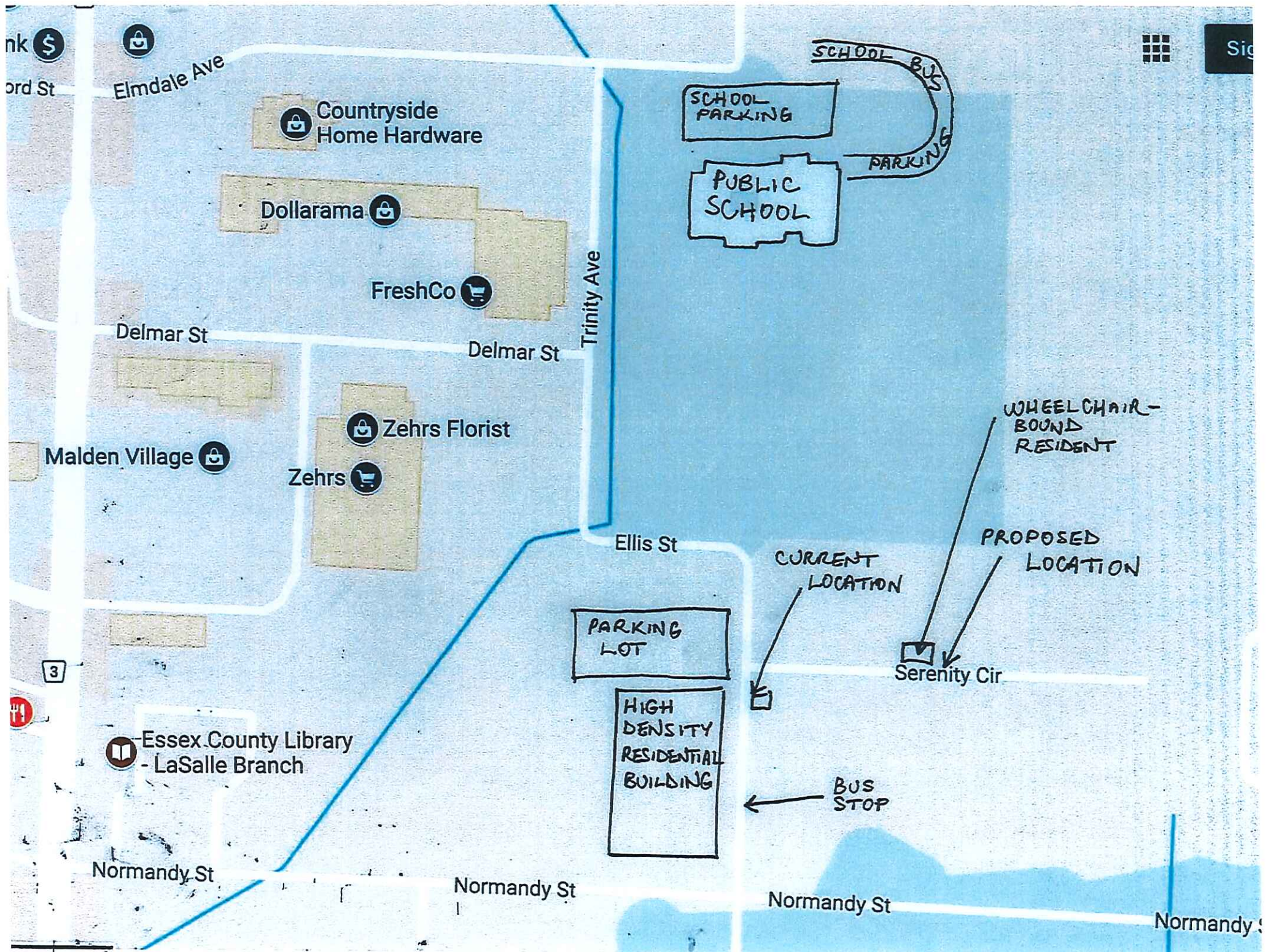
N/A

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.

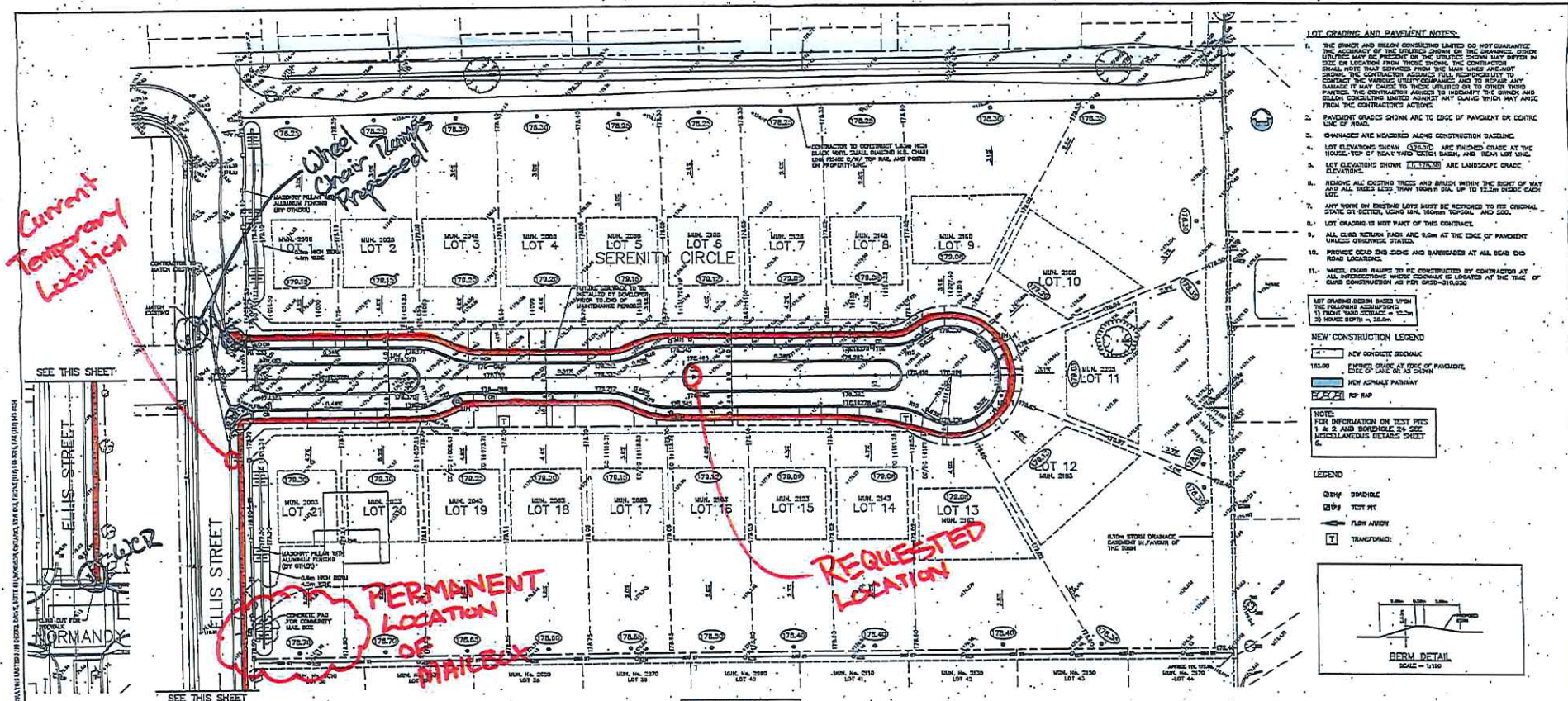
The developer of Serenity Circle has contacted me to relocate the Community Mail Box from the temporary location to the permanent location.

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



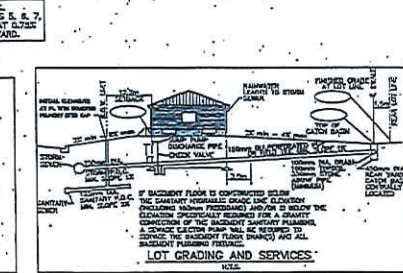
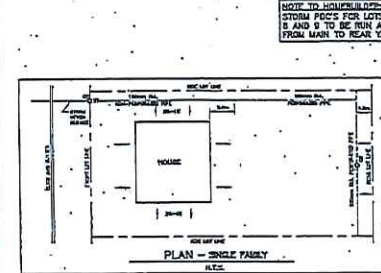
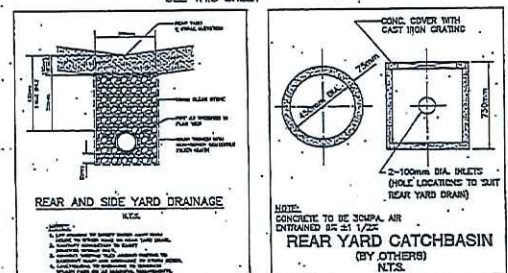
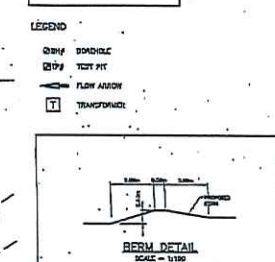
- LOT GRADING AND PAVEMENT NOTES:**
- THE ENGINEER AND DILLON CONSULTING LIMITED DO NOT GUARANTEE THE ACCURACY OF THE LOT GRADING OR THE DRAINAGE. OTHER CONTRACTORS MAY BE REQUIRED TO VERIFY THE GRADING SHOWN ON THIS PLAN OR TO MAKE ADJUSTMENTS TO THE GRADING SHOWN ON THIS PLAN TO ACCORDANCE WITH THE ACTUAL CONDITIONS OF THE SITE. THE CONTRACTOR ASSIGNED FULL RESPONSIBILITY TO CONDUCT THE VERIFICATION OF THE GRADING AND TO MAKE ANY ADJUSTMENTS TO THE GRADING SHOWN ON THIS PLAN TO ACCORDANCE WITH THE ACTUAL CONDITIONS OF THE SITE. THE CONTRACTOR ASSIGNED FULL RESPONSIBILITY TO CONDUCT THE VERIFICATION OF THE GRADING AND TO MAKE ANY ADJUSTMENTS TO THE GRADING SHOWN ON THIS PLAN TO ACCORDANCE WITH THE ACTUAL CONDITIONS OF THE SITE.
 - 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 IN EACH LOT.
 - 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 GRAD DOWNS AND BARRICADES AT ALL GRAD DOWNS ROAD LOCATIONS.
 - WHEEL CHAIR RAMPS TO BE CONSTRUCTED BY CONTRACTOR AT ALL INTERSECTIONS WHERE SIDEWALK IS LOCATED AT THE TIME OF CURB CONSTRUCTION AS PER 2003-2005.

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

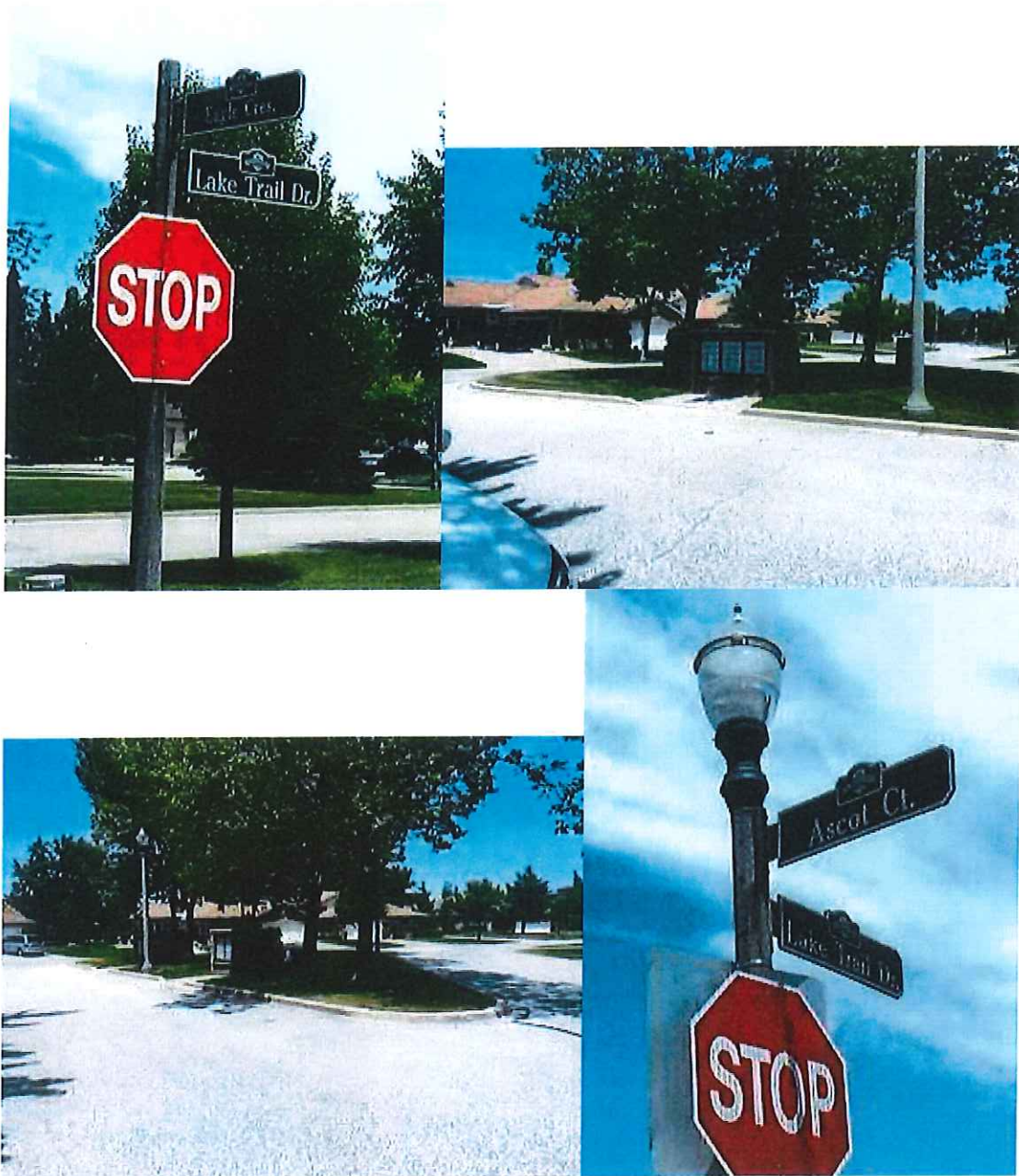
Figure 1

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.