



The Corporation of the Town of LaSalle

<b>Date</b>	July 17, 2017	<b>Report No:</b>	PW-22-17
<b>Directed To:</b>	Mayor and Members of Council	<b>Attachments:</b>	~ resident request ~ Canada Post/Town email chain ~ Figure 1
<b>Department:</b>	Public Works	<b>Policy References:</b>	
<b>Prepared By:</b>	Peter Marra, P.Eng. – Director of Public Works		
<b>Subject:</b>	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:							
CAD	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	<i>Stephen Shanfield</i>
YOUSHA MIRZA	████████ SERENITY CIR.	<i>Yousha Mirza</i>
SHOBHANA PATEL	████████ SERENITY CIRCLE	<i>Shobhana Patel</i>
Tarek A. Elfikri	████████ Serenity Circle	<i>Tarek A. Elfikri</i>
CAROL Godwin	████████ SERENITY CIR.	<i>Carol Godwin</i>
Dean Valihora	████████ Serenity Circle	<i>Dean Valihora</i>
Deannis Kurek	████████ Serenity Circle	<i>Deannis Kurek</i>
Cindy Ranieri	████████ Serenity Circle	<i>Cindy Ranieri</i>
Abdel Gader	████████ Serenity Circle	<i>Abdel Gader</i>
JOHN BURROWS	████████ Serenity Circle	<i>John Burrows</i>
JUDY KOTILOOR	████████ Serenity circle	<i>Judy KotiLOOR</i>
Abdalkhaim MUSTAFA	████████ Serenity circle	<i>Abdalkhaim MUSTAFA</i>
Bhupinder Gogia	████████ Serenity Circle	<i>Bhupinder Gogia</i>



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](mailto: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

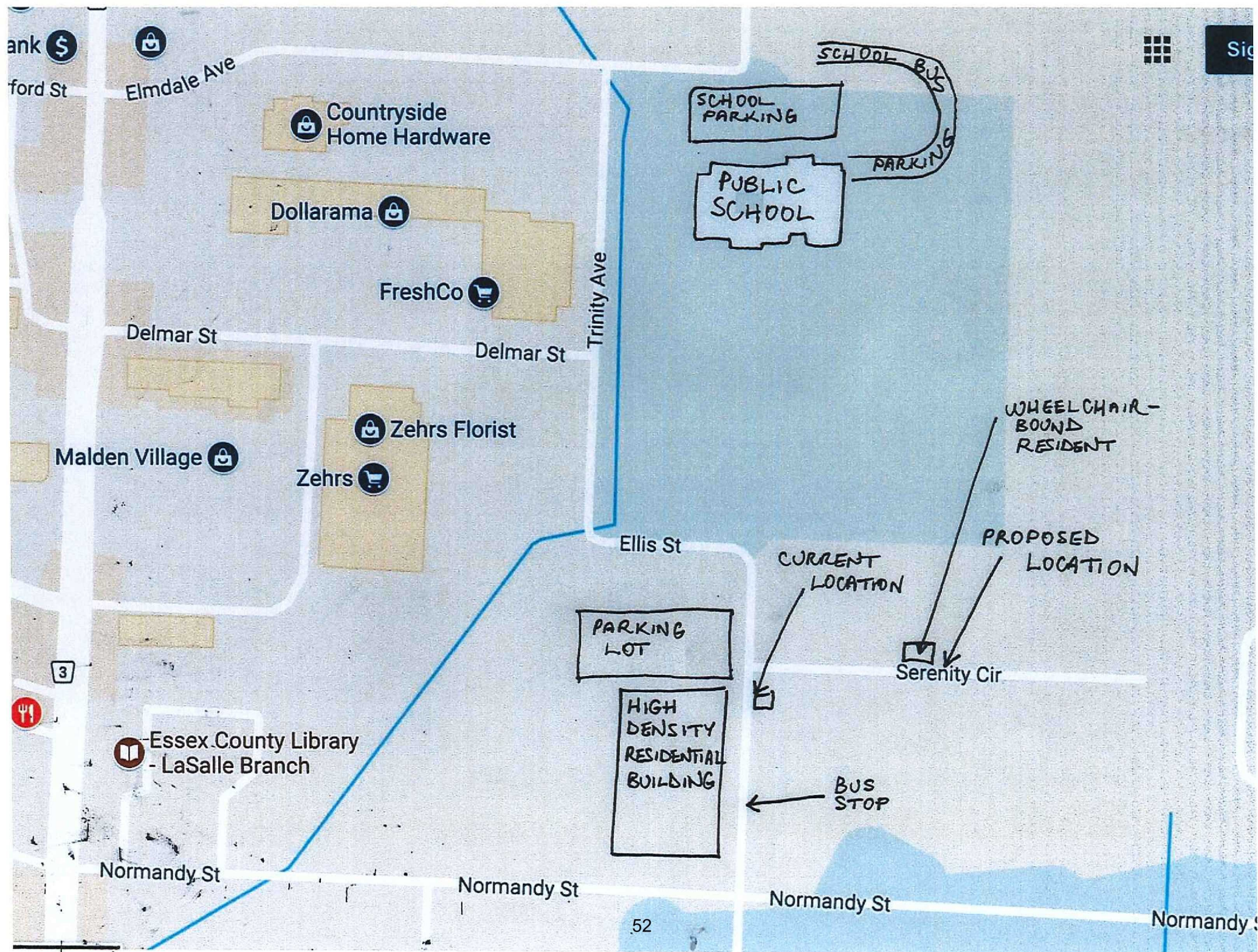
Date Mailed

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.





ank \$  
ford St

Elmdale Ave

Countryside  
Home Hardware

Dollarama

FreshCo

Delmar St

Delmar St

Trinity Ave

SCHOOL  
PARKING

PUBLIC  
SCHOOL

SCHOOL BUS  
PARKING

Zehrs Florist

Zehrs

Malden Village

Ellis St

PARKING  
LOT

HIGH  
DENSITY  
RESIDENTIAL  
BUILDING

WHEELCHAIR-  
BOUND  
RESIDENT

PROPOSED  
LOCATION

CURRENT  
LOCATION

Serenity Cir

BUS  
STOP

Essex County Library  
- LaSalle Branch

Normandy St

Normandy St

Normandy St

Normandy St



## Peter Marra

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**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 subdivision 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

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**From:** Peter Marra [mailto:[pmarra@town.lasalle.on.ca](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

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**From:** DESANDO, Bruno [mailto:[CFW0318@canadapost.ca](mailto:CFW0318@canadapost.ca)]  
**Sent:** July-07-16 2:45 PM  
**To:** Peter Marra <[pmarra@town.lasalle.on.ca](mailto: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

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**From:** Peter Marra [<mailto:pmarra@town.lasalle.on.ca>]  
**Sent:** July-07-16 2:38 PM  
**To:** DESANDO, Bruno <[CFW0318@canadapost.ca](mailto: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

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**From:** Brian Geary  
**Sent:** July-07-16 2:36 PM  
**To:** 'DESANDO, Bruno' <[CFW0318@canadapost.ca](mailto:CFW0318@canadapost.ca)>  
**Cc:** Peter Marra <[pmarra@town.lasalle.on.ca](mailto: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

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**From:** DESANDO, Bruno [<mailto:CFW0318@canadapost.ca>]  
**Sent:** July-07-16 2:32 PM  
**To:** Brian Geary <[bgeary@town.lasalle.on.ca](mailto: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.

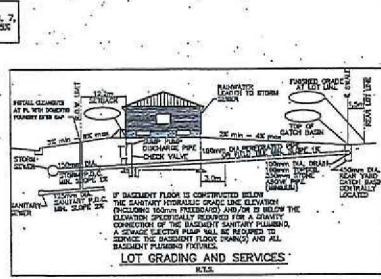
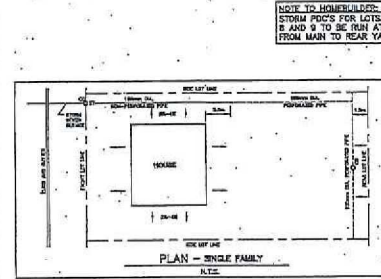
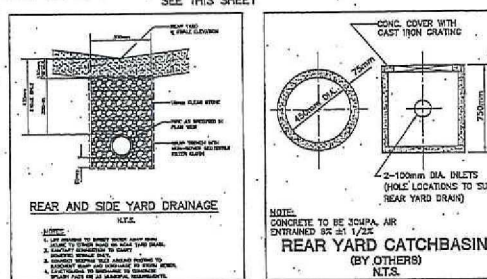
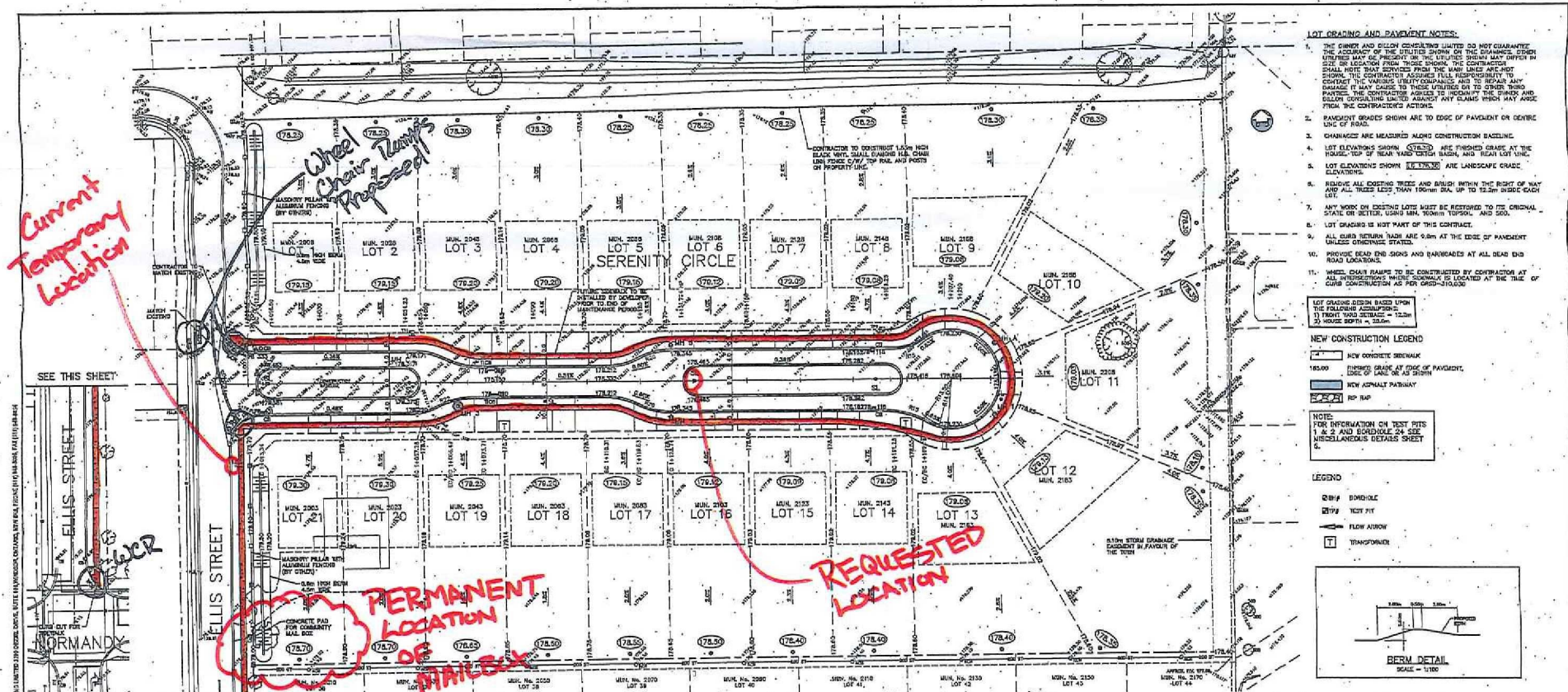
I can't seem to find a file on this development and want to confirm that the location he has identified was approved by the municipality.

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](mailto:bruno.desando@canadapost.ca)





**Proposed Sidewalk**

**Figure 1**

**AS-BUILT**