

## **Canada Post addressing: Niagara-on-the-Lake Post Office**

As per the discussion with Lord Mayor Pat Darte and CAO Holly Dowd, October 3, 2017.

Prepared by Canada Post:

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### **Overview:**

Canada Post is responsible to develop and maintain a nation-wide system for the collection and delivery of mail. As such, Canada Post determines the methods used to address mail for delivery. This can include several different types of addressing, including the use of Post Office Box numbers, Rural Route addressing, Site & Compartment numbers, or the use of the civic (municipal or 9-1-1) address as a mailing address. Canada Post provides one free method of mail delivery to each of our customers but has the right to determine which form of mail delivery, and addressing, that is.

Niagara-on-the-Lake (old town) residents have been receiving their mail in PO Boxes at the Post Office for many years, and their addresses have reflected that, with each customer being assigned a PO Box number. This number must be put on the incoming mail so it may be directed to the proper PO Box in a speedy and efficient manner. A proper mailing address for one of our old town Niagara-on-the-Lake customers would look like this:

PO Box 123, Niagara-on-the-Lake ON L0S 1J0

Customers can, and often do, include their civic or street address. While this isn't necessary for proper delivery, as long as the PO Box number is on the letter, it does not significantly impact the efficiency of delivery to the PO Box.

Canada Post is a Crown corporation and is mandated to operate in a financially self-sustaining manner. Canada Post strives to offer the best service possible while keeping costs reasonable.

### **Current situation:**

For many years there was relatively little staff turnover at the Niagara-on-the-Lake Post Office. With that continuity came a familiarity with the residents and some staff were able to correlate a resident's name and civic address with the PO Box. Although not required to do so, as a courtesy, they would sort mail to the correct PO Box without the PO Box number present in the address. While Canada Post makes every effort to deliver mail to the correct address, the proper procedure was to identify the incorrectly addressed mail and inform customers to begin using the correct address, which includes the PO Box number. Incorrectly addressed mail can be classified undeliverable and returned to sender.

There has been a good deal of turnover at the Niagara-on-the-Lake Post Office in recent years and most of the staff are new. As well, Niagara-on-the-Lake has grown with many newer residents relocating to the old town and homes changing ownership. This often results in the reassigning of PO Box numbers, but can also see a customer change their civic address while maintaining a specific PO Box number. Also, several business people own multiple properties but maintain one PO Box for their mail.

Without the previous familiarity with residents, new staff must take more and more time to search addresses and correlate it to the correct PO Box. This slows down the handling and processing of incoming mail and is detrimental to all customers, including those who use proper addressing. As well, in order to meet our delivery standards, mail without the PO Box number is often set aside and requires staff to work overtime in order to process this mail and deliver it to the correct PO Box. The repeated use of incorrect addressing is time consuming and has a negative impact on our attempt to maintain a high quality service.

Canada Post began to inform customers in October 2016 that the people and businesses they correspond with must have the correct address, which includes the PO Box number, on their mail or it will be subject to return effective February 2018.

While Canada Post does use the civic address as the mailing address in many communities, we are unable to use a hybrid system for delivery to the PO Boxes. If we were to switch to the use of the civic address as the mailing address, all business and residential customers in the old town who currently use a PO Box would continue to receive mail in a PO box, but would be required to begin using only their civic address as their mailing address.

### **Civic Addressing:**

While the current addressing in Niagara-on-the-Lake is PO Box addressing, Canada Post recognizes that with the rise of e-commerce and internet shopping, many customers are asking to use their civic address as their mailing address. It may be necessary in the long-term to convert all prime mode mailing addresses in Canada to a civic address. However, this is a complicated process and will take some time to implement across Canada.

Where circumstances warrant, Canada Post is taking the opportunity to adopt the civic address as the mailing address in some Post Offices. This usually occurs when a significant update is required to the Post Office such as the need to replace old and damaged PO Boxes, improve Post Office lobby space, install parcel compartments or lockers, or relocate the Post Office. Also, Canada Post is converting many Rural Route mailing addresses to a civic number mailing address and updating the municipal name to correspond with the municipality in which the customer lives. Some municipalities have requested we convert Rural Route mailing addresses to civic addresses as a way to enhance 9-1-1 service delivery.

With that in mind, there is no immediate need for enhancements or repairs to the Niagara-on-the-Lake Post Office and conversion to a civic addressing system is not currently being considered.

Civic addressing would require all customers (businesses and individuals) to stop using their PO Box number in their address and use only their civic address. This may or may not result in a change of Postal Code for some. Canada Post would inform customers of the process and what they need to do through a

series of letters. Canada Post would provide one year free change of address and mail forwarding service, and supply customers with postage paid cards that they could use to inform the people and businesses they correspond with of their new mailing address.

Customers would likely be re-assigned to a different PO Box as the mail would be coming in to the Post Office sequenced to the order of the civic address.

Canada Post would not be responsible for costs associated with businesses who wish to change items such as letterhead or business cards to reflect their new mailing address.

It is also possible that anomalies such as several addresses sharing one PO Box will be discovered and corrected. This could result in the need to have mail delivered to some addresses by Community Mailbox as there may be the need to free up PO Boxes at the Post Office.

The conversion to civic addressing would require our Delivery Planning staff to work with municipal staff to confirm addressing and municipal naming information.

Converting to civic addressing would mean customers who wish to have a PO Box address would be required to pay for that service as their “free” mailing address would be their civic address.

Please note with the use of civic addressing, the customer’s name need not appear on the address, just the correct civic number, street name, municipal name and postal code.

### **Summary:**

Canada Post is committed to providing the best service possible. Sorting mail with the incorrect addressing information is inefficient and hinders our ability to provide the highest quality of service.

Canada Post is asking customers who receive their mail at the Niagara-on-the-Lake Post Office to use the current and correct form of addressing which includes their PO Box number.

Mail without the correct PO Box address is subject to being returned to sender beginning in February 2018.

Most companies, particularly banks and utility companies, accept this form of addressing and if in doubt, customers should confirm their mailing address with the appropriate business or individual.

Canada Post cannot operate a hybrid system with some customers using their civic address while others use their PO Box address. If we were to switch to the use of the civic address as the mailing address, all business and residential customers in Niagara-on-the-Lake would be required to switch.

Canada Post has no immediate plans to convert Niagara-on-the-Lake PO Box customers to the use of the civic address as their mailing address.

Should you wish any further information please contact:

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Manager – Municipal Engagement  
Canada Post  
(519) 457-5247

Re projected changes to Byron St outside St Mark's

5/10/2017

I was walking with a friend at 8 am this morning .As we turned from William on to Simcoe ,looking towards Queen St., there , laid out before us, was this charming streetscape; St Andrews on our left , grass coming down to the road ,all edged by beautiful mature trees .As we walked down & looked from right to left the cross streets were similarly laid out; Not a curb in sight.

We drank in the view , considering our good fortune to live here. This is after all why visitors and retirees are drawn to Niagara on the Lake: The charm , quaintness and atmosphere of this historic town. We have a responsibility to preserve it , not to destroy it by turning it into an anonymous city suburb.

That of course is an emotional response but doing some research I found people in other Ontario towns who did not want their historical landscapes marred by unsympathetic 20<sup>th</sup> century additions have persevered and succeeded with preservation. Similarly in the US ,citizens have protested successfully against unsuitable modernization of their historic towns.

The late Bob Howse when he was town Clerk fought hard to try to prevent the building of curbs and gutters where they would spoil a historic area . He came to the conclusion that the training of civil engineers at the time instilled in them the rule that curbs and gutters were a mandatory component of any road development. They just could not envisage any road construction without them.

Fortunately, largely as a result of pressure from concerned citizens wanting to preserve the nature of their historic surroundings ,engineering schools are teaching that indeed there are acceptable alternatives .Moreover it was assumed that it would be safer for pedestrians to have these curbs and gutters edging the roads, protecting them from the cars.. However the statistics do not bear this out. In fact the opposite is true. Motorists tend to go slower and take more care which actually makes the older type of street like we see on Byron St, safer

Certainly if the road is needed to be a major thoroughfare , carrying a considerable volume of rush hour traffic then curbs and gutters help faster traffic movement and in that situation are entirely appropriate. It would ,however be completely out of keeping on Byron St outside the landmark , historic St Mark's church which is a vitally important area to preserve.

This is just my plea to you , the council, not do what you did to Prideaux St or even worse the west end of William St which has the incongruous appearance of a major highway in a residential area.. By all means do any repairs and upgrades to Byron St that are necessary but please leave the curbs and gutters in the toy box.

Yours sincerely,

Susan E.H Hall

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17- 74895

Dear Head of Council,

I am pleased to announce that proclamation dates for sections of Bill 68 – the Modernizing Ontario's Municipal Legislation Act, 2017 (MOMLA) were confirmed.

As you know, the changes made through MOMLA will come into force in phases. While some sections of MOMLA came into force on Royal Assent, many of the sections will come into force on dates to be proclaimed. A phased approach to proclamation has been finalised, which would bring certain amendments into force on January 1, 2018 and March 1, 2019, respectively.

I have received a number of comments regarding the in-force timing for MOMLA provisions. The approved proclamation dates respond to these comments and recognize areas where municipalities have expressed a need for more time to prepare.

The changes made through MOMLA coming into force on January 1, 2018, include provisions respecting small business programs, open meetings, and other provisions.

The second proclamation date is March 1, 2019, and will bring into force changes to the municipal accountability and transparency framework that include provisions respecting codes of conduct, integrity commissioners, conflict of interest, mandatory policies and other provisions.

There are a number of changes provided under MOMLA that have not yet been proclaimed. These include provisions respecting prudent investment and certain tax sale provisions. Decisions on the proclamation dates for these provisions will be communicated at a later date.

For more information about the proclamation of certain MOMLA provisions, please refer to the legislation on E-laws (<https://www.ontario.ca/laws>) or the online Orders in Council Database (<https://www.ontario.ca/search/orders-in-council>). If you have any questions about the in-force dates of MOMLA provisions you may also contact your regional Municipal Services Office. To find your Municipal Services Office, visit our website at [www.ontario.ca/mma](http://www.ontario.ca/mma).

Thank you for your help ensuring that our communities remain vibrant, strong, and have the tools they need to address their changing needs. Please accept my best wishes.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Mauro". The signature is fluid and cursive, with a large initial "B" and a stylized "M".

Bill Mauro  
Minister

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Madame, Monsieur,

J'ai le plaisir d'annoncer la confirmation des dates de proclamation des dispositions du projet de loi 68, la Loi de 2017 sur la modernisation de la législation municipale ontarienne (LMLMO).

Vous savez que les modifications qu'apporte la LMLMO entreront en vigueur par étapes. Certaines dispositions de la LMLMO ont pris effet le jour de la sanction royale, mais de nombreuses autres entreront en vigueur les jours qui seront fixés par proclamation. D'après la proclamation progressive qui a été prévue, certaines modifications entreront en vigueur le 1<sup>er</sup> janvier 2018 et le 1<sup>er</sup> mars 2019 respectivement.

J'ai reçu un certain nombre de commentaires sur les dates d'entrée en vigueur des dispositions de la LMLMO. Les dates de proclamation ont été établies en tenant compte de ces commentaires et des aspects qui, selon les municipalités, nécessitent plus de temps pour les préparatifs.

Les changements apportés par la LMLMO qui entreront en vigueur le 1<sup>er</sup> janvier 2018 comprennent les dispositions touchant les programmes pour petites entreprises et les réunions publiques, entre autres.

À la seconde date de proclamation, le 1<sup>er</sup> mars 2019, des changements touchant le cadre de responsabilisation et de transparence des municipalités entreront en vigueur; ils comprennent des dispositions sur les codes de conduite, les commissaires à l'intégrité, les conflits d'intérêts et les politiques obligatoires, entre autres.

Un certain nombre de changements prévus en vertu de la LMLMO n'ont pas encore été proclamés, notamment les dispositions sur les placements prudents et certaines dispositions sur les ventes pour non-paiement des impôts. Les dates de proclamation de ces dispositions seront communiquées à une date ultérieure.

Pour en savoir davantage sur la proclamation de certaines dispositions de la LMLMO, veuillez consulter la loi sur le site des Lois-en-ligne (<https://www.ontario.ca/lois-en-ligne>) ou la base de données des décrets (<https://www.ontario.ca/fr/recherche/decrets>). Si vous avez des questions sur les dates d'entrée en vigueur des dispositions de la LMLMO, vous pouvez aussi vous adresser au bureau des services aux municipalités de votre région, que vous pouvez localiser en consultant notre site Web à [www.ontario.ca/mam](http://www.ontario.ca/mam).

Merci de nous aider à faire en sorte que vos collectivités demeurent dynamiques et fortes et disposent des outils nécessaires pour répondre à leurs besoins changeants.

Veillez agréer, Madame, Monsieur, l'expression de mes sentiments les meilleurs.

Le ministre,

A handwritten signature in black ink, appearing to read 'Bill Mauro', with a stylized, cursive script.

Bill Mauro