



HOUSE OF COMMONS  
CHAMBRE DES COMMUNES  
CANADA

Craig Scott  
Member of Parliament / Député  
Toronto – Danforth

The Honourable Lisa Raitt  
Minister of Transport  
Place de Ville  
Tower C, 29<sup>th</sup> Floor,  
330 Sparks Street  
Ottawa, ON K1A 0N5

January 10, 2014

Dear Minister Raitt,

Re: Letter of December 16, 2013 to Minister of Transport from National President of CUPW

I write in support of the request sent to you by Mr. Denis Lemelin, National President of CUPW, wherein he asks that the government put on hold Canada Post's announced plans to eliminate remaining door-to-door delivery service, to substantially increase postage rates, and to deepen a privatization agenda for post offices. That request is tied to the fact that there is a review of the Canada Postal Service Charter in 2014, and to the reasonable assumption that such radical changes as Canada Post has announced should be part of reviewing Canada Post's role and obligations in Canadian society – rather than having those announced changes act as a fait accompli for significant parts of the review of the Charter.

I would emphasize that Canada Post has not distinguished itself by its approach to consultations, in general and also with respect to these recently announced changes. I had the experience in 2012 – 2013 of having Canada Post re-interpret the Charter duty "to meet" with affected communities and members of communities before closing a postal outlet in Leslieville (17 Leslie St) in my riding; Canada Post contended this permits purely online or letter submissions, with no requirement for anything like an in-person interaction with the community let alone a physical meeting like a town hall. That the Commissioner for Canada Post endorsed this bizarre interpretation of the duty to meet (after I filed a complaint) is no credit to that office, I regret to observe.

That experience was then followed by the experience in Toronto-Danforth with the so-called consultation by Canada Post with citizens over the future direction of Canada Post: on-line and by invitation-only discussions. For my part, I communicated with every household and business in Toronto-Danforth to ask for people's general comments on how Canada Post should respond to business pressures and for people to particularly weigh in

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on whether Canada Post should explore an expansion of revenue-generating services (along the lines of postal banking models that are very successful in other countries from Switzerland to Brazil). The responses we had collected showed 81% support for the postal banking option. I sent all those responses, along with the 19% against the option, to Canada Post. Since that initial batch, we have received further feedback on the postal banking option that I can pass on if the process is kept open if you accede to the reasonable request of CUPW to hold the Canada Post changes in abeyance pending the Charter review.

Canada Post has also failed to distinguish itself by its approach to customer service. My office has been fielding a myriad of complaints from constituents about lack of mail delivery in parts of Leslieville, South Riverdale and Riverside, the "Pocket" and several communities within East York – in some cases for up to 3 weeks. People depend on mail delivery for everything from bills, to metropasses, to tax documents, to cheques to support their families, to small businesses run from their homes. It is not acceptable that Canada Post failed to find any way to provide any information to customers over delivery delays. This state of affairs, on top of radical downgrading of service without proper consultation, has raised the ire of many in my constituency.

Allow me to end by observing that the attitude of the current CEO of Canada Post, Mr. Deepak Chopra, is highly suggestive of another reality: not simply that Canada Post has been lacking in its consultation but rather that its consultation was more a charade. His remarks before a Parliamentary committee – that seniors are telling him that they want the "exercise" that the new community mailbox plan entails – were astonishing if not outrageous. One can argue for and against the merits and feasibility of door-to-door delivery in urban centres or the frequency of that delivery, but one cannot take seriously a government institution whose CEO comes up with such specious reasons, as justification for a pre-ordained decision. His performance before the Parliamentary Committee is alone enough reason to suspend Canada Post's plans, roll consideration of those plans into the 2014 review of the Canada Postal Service Charter, and include Parliament and thus the public in a true consultation on Canada Post's future. I accordingly urge you, again, to accede to Mr. Lemelin's request.

Yours sincerely,



Craig Scott, M.P. (Toronto-Danforth)

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