



COMMUNITY MAILBOX CONVERSION

Drawing on the 2016 Task Force Discussion Paper *Canada Post in the Digital Age*, Canada Post claims converting door-to-door delivery to community mailbox (CMB) delivery represents its “greatest savings opportunity,” with potential annual savings valued at \$400-\$450 million.

Yet Canada Post omits any mention of the complexity or challenges it will face in converting some 4 million addresses to CMBs. These include significant up-front investment costs, opposition from municipalities and other organized interests, the impacts on older Canadians and those living with a disability, and diminished customer service, among others.

A BILLION DOLLAR+ INVESTMENT...

For one, as the Task Force report pointed out, the conversion will involve a significant up-front investment that will require “considerable financial resources.” During the years 2013-2015, the conversion of 830,000 addresses cost a net investment of \$240 million, or \$290 per address.

Adjusted for inflation, converting the near 4 million addresses will require an investment of \$375 per address, or at least \$1.4 billion in total.

What the Task Force said in 2016 remains true today: “*This level of investment illustrates that Canada Post needs considerable financial resources to reduce ongoing costs, which will not be easy to achieve.*”

MUNICIPAL OPPOSITION

Moreover, Canada Post’s plan fails to consider the likely opposition it will face from municipal governments across the country. By 2015, almost 600 Canadian municipalities passed resolutions opposing the elimination of door-to-door delivery following the introduction of Canada Post’s *Five Point Action Plan* in 2013.²

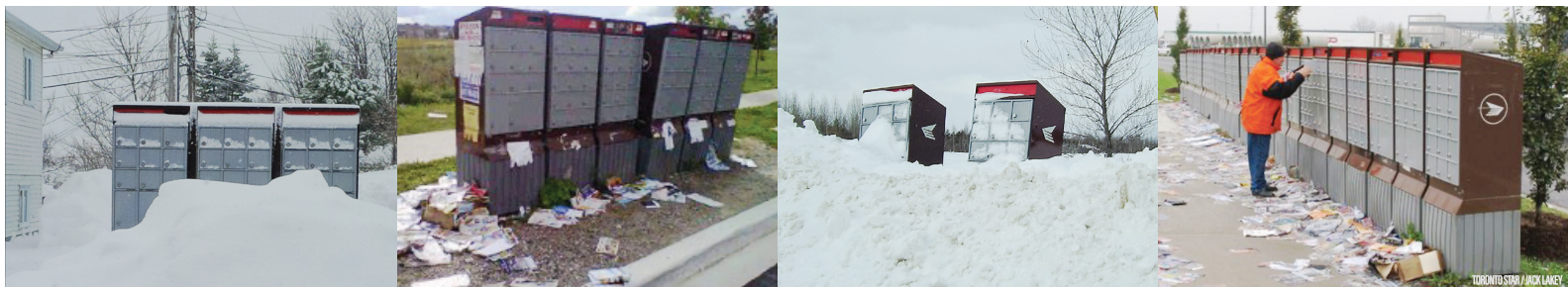
Following a public review in 2015, the *Commission sur le développement social et la diversité montréalaise* submitted a report to the City of Montreal’s city council recommending that the City and the Montreal Urban Agglomeration, “consider all possible avenues of recourse and exert pressure on the federal government and Canada Post to stop the implementation of new community mailboxes within their territory.”³

Municipalities are likely to bear significant financial costs in implementing the conversion. A 2015 report from the City of Hamilton put the cost of installing CMBs at \$522 per location, or over \$2 million in total. In comparison, Canada Post offered the city compensation of just \$50 per location.

Municipalities have other reasons to be concerned about CMBs. One is the question of space. While newer suburban housing developments are designed with CMBs in mind, older, denser neighbourhoods in downtown cores are not. Finding appropriate locations to install CMBs will pose many challenges.

Property values could also be negatively impacted, particularly for those homes located nearest CMB installations. CMBs are associated with several factors that could detract from property values including increased noise and traffic; vehicle idling; debris and waste; a loss of privacy; diminished “curb appeal”; and vandalism.⁴

Security of the mail and theft from CMBs is another problem. Canada Post suggests parcels are safe from “porch pirates” when delivered to CMBs, but a news scan shows reports of theft from CMBs in communities across the country. In 2025 alone, the media reported CMB break-ins in Brampton, ON; Woodbridge, ON; Barrie, ON; Mission, BC; Halton, ON; Abbotsford, BC; Saskatoon, SK; and elsewhere.⁵



CHALLENGES FOR SENIORS AND PEOPLE LIVING WITH A DISABILITY

Seniors and those living with a disability also have reason to oppose Canada Post's CMB conversion plans.

While Canada Post boasts that employees delivering to CMBs suffer fewer injuries than their peers delivering door-to-door, it completely ignores the potential safety impacts for people with mobility issues. Snow and ice increase the risk of falling, the leading cause of injury-related hospitalizations and injury deaths among Canadians over the age of 65.⁶

As Allan Mankewich, interim executive director for the Manitoba League of Persons with Disabilities said, **"Community mailboxes are already a struggle to get to, especially in cities like Winnipeg where you have snow on the ground for a few months out of the year."**⁷

Unfortunately, Canada Post's Delivery Accommodation Program is limited in scope. You need to apply through the Canada Post accommodation process to have your request reviewed and considered, although it isn't the easiest process to navigate. Seniors account for almost 20% of the Canadian population, while more than 25% of Canadians have at least one disability. Yet only 17,000 households currently use the program.

As the Canadian Medical Association pointed out during Canada Post's first attempt to convert to CMB delivery, the application process for the accommodation program raises serious questions about patient privacy and confidentiality.⁸ Why should Canadians have to share their private medical information with the postal service to continue to receive home delivery?

What's more, those who use the Delivery Accommodation Program do not necessarily receive the same level of

service as those who do not. For instance, some using the program receive weekly delivery to their door, while the standard service is for delivery every weekday. As the Council of Canadians with Disabilities has noted, this is unfair: "Anybody who needs accommodation should be accommodated to the same service level as anybody else."⁹

CUSTOMER PREFERENCES

Market research shows that Canadians want parcels delivered to their door – not parcel lockers or CMBs. According to DHL's 2025 E-Commerce Trends Report, which surveyed 24,000 online shoppers across the world, "Home delivery is still the top choice, with most shoppers preferring the ease of receiving orders at their door."¹⁰

Canadian survey respondents preferred home delivery at a higher rate than globally. Fully 77% of Canadians chose home delivery as their preferred delivery option (with 6% choosing parcel lockers and 8% parcel shops) compared to 64% globally.

Similarly, FedEx's 2025 e-commerce trends report found that 81% of online shoppers thought home delivery was the most convenient way to receive a parcel.¹¹

MASSIVE JOB LOSSES

When Canada Post says it will save \$400 - \$450 million per year, it's really saying it's going to slash jobs.

When CPC last tried to convert all door-to-door delivery to CMBs, the conversions resulted in job losses equalling 40% of the full-time letter carrier jobs in impacted delivery stations.

Based on current staffing levels, converting the remaining 4 million + addresses from door-to-door to CMB delivery could result in some 3,000 lost jobs for letter carriers.

Endnotes

- 1 61-62.
- 2 Geoff Bickerton and Katherine Steinhoff, "The Implications of Converting Home Mail Delivery to Community Mailboxes: The Canadian Experience," Paper presented to the 23rd Conference on Postal and Delivery Economics, 2015, pp. 5-6.
- 3 Commission sur le développement social et la diversité montéalaïse, Public Review: Impact on the people of Montréal of Canada Post's decision to eliminate door-to-door delivery in urban communities," 2015, p. 28
- 4 antec Appraisal Group, letter to Canadian Union of Postal Workers, March 21, 2014.
- 5 For example: Andrew Palamarchuk, "'Livid': Brampton community mailbox site broken into," Brampton Guardian, March 26, 2025. Available at: www.bramptonguardian.com/news/livid-brampton-community-mailbox-site-broken-into/article_e1f78de8-4938-5002-8b06-722a14f89ec4.html.
- 6 National Initiative for Care of the Elderly, "Falls among older adults are a serious public health issue in Canada," available at: www.nicenet.ca/articles/falls-among-older-adults-are-a-serious-public-health-issue-in-canada.
- 7 Allison Bamford and Lynn Chaya, "Canadian seniors react to Canada Post's door-to-door delivery changes," CTV News, September 26, 2025, available at: www.ctvnews.ca/canada/article/an-inconvenience-accessibility-concerns-raised-amid-canada-post-home-delivery-changes/.
- 8 Carmen Chai, "Doctors react: Is Canada Post's request for doctor's note a good idea?" Global News, August 14, 2014. Available at: <https://globalnews.ca/news/1507709/doctors-react-is-canada-posts-request-for-doctors-note-a-good-idea/>.
- 9 Hugh Adami, "Senior with disability not impressed with community mailbox or offer of once-a-week home delivery," Ottawa Citizen, December 13, 2015. Available at: www.ottawacitizen.com/opinion/columnists/adami-senior-with-disability-not-impressed-with-community-mailbox-or-offer-of-once-a-week-home-delivery.
- 10 DHL eCommerce, "2025 E-Commerce Trends Report," p. 30
- 11 FedEx, "Harnessing emerging trends to drive business growth," 2025, p. 6



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