

August 23, 2008

Rebecca Johnson  
Ontario

To the Strategic Review Committee;

My comments are primarily composed of personal observation informed by my belief that the primary function of government is to manage social, community and institutional interactions for the common good.

My first comment concerns the promotion of the work of this Strategic Review. I am concerned that it was brought to my attention by a newspaper ad sponsored by the Canadian Union of Postal Workers. Although I am not inclined to accept their concerns as unbiased and have read your guiding principles, I wonder why someone who reads the paper, watches the news and is generally thought to be well-informed finds out about this review from a special interest ad.

I generally find Canada Post to be competitive in terms of economy, reliability, efficiency and convenience. I also find Canada Post to be more accessible and responsive to special needs than alternative services. The exception is the contract locations. These locations don't live up to the Canada Post standards in any way and I believe they undermine the credibility of Canada Post overall.

My experience with for-profit delivery services has been acceptable, but not better. I am acutely aware that the most valuable clients for them are businesses. They do not provide the same accessibility and universality and will likely never feel the same pressure to do so that a government agency does. I also feel that I don't want more for-profit agencies to have access to my personal data than already do. A mailing company would be a wonderful source of potential contacts for their business partners.

I do believe that Canada Post may need to expand their area of service to include the rapidly developing technologies that will affect the range of services that they currently offer. For example, copy, fax and email kiosks could be made available on a timed access basis for those who do not have home service. It also makes sense to offer access to postal services such as postal codes by computer as well as by hard copy. I also think that there is room to significantly increase mail box availability at a more reasonable rate. Essentially those things that are generally seen as written communication should be available through Canada Post. That, combined with the reliability and accountability of a public service agency, would consistently make Canada Post the most attractive alternative.

Thank you for your consideration.

Sincerely,

Rebecca Johnson