

I welcome the opportunity to make a submission to the Canada Post Strategic Review. I am sending this submission based solely on being a proud rural Postmaster of a small community.

I am very concerned about the future of our universal public postal service in Canada. As a Postmaster, I not only manage a rural post office, but I take pride on meeting and serving my customers on a day to day basis. They become my friends! I, along with my staff work hard to maintain a close relationship focusing on their needs and to provide the all important affordable universal postal service. We strive on the fact that we are the one and only personal contact in the large organization of Canada Post. We complete their money orders for our customers; we make the extra phone call at Christmas time to tell them that they have a parcel. We assist them in completing their passports, and we apply stamps on their letters to be mailed!

We make our customers feel welcome, and when they walk out the door...they feel that they have had the best secure, efficient service that one could have. This is important to each and every one of our rural customers! I am not unique. Our staff is not unique. You see this in every rural post office today. Our rural customers are growing from year to year, and if we focus on the best possible service that we can offer to them, then we are the lucky ones, as our customers will come to us first for the mailing of their parcels and personal letters. All Rural Canadians deserve this first class service as it is our and their right! Why change this?

To lose the exclusive privilege for addressed lettermail, would be disastrous for our rural customers and for each and every rural employee within CPC. Private courier companies will focus on large businesses for revenue, therefore the focus will be in urban areas....maybe not at first, but eventually when they start losing money delivering to remote areas – then the services that our rural customers are receiving today will become extinct.

In conclusion:

- I ask that that access to Federal and Provincial government programs and information be offered in our rural post offices our customer base.
- I ask that the viability of our offices be improved with the introduction of new products
- We ask that Canada Post Corporation be allowed to maintain their exclusive privilege
- We ask that Canada Post be allowed to maintain its services for today's market and continued access to communications market of the future.

Submitted by Karen MacDonald

Postmaster CPAA

"KEEP THE BEATING IN RURAL CANADA".

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