

We are also concerned that no performance standards at present exist for the delivery of other types of mail, such as second-class mail. In addition, the Corporation has neither subjected itself to a test of its mail delivery performance in the smaller urban centres, nor has it established standards for mail delivery in the rural regions of the country. As the PSRC noted, the volume of mail subjected to the independent audit comprises less than 80% of first-class letter mail, which in turn represents only 50% of all addressed mail. In order to improve the monitoring and speed of mail delivery in the areas not covered by the quarterly survey, the Committee therefore recommends that:

Canada Post expand the coverage of its independent delivery performance test, to include additional classes of mail and a greater number of urban and rural locations.