

While we cannot support the termination of the CMB program, we believe it can be improved. For example, the Federation of Canadian Municipalities argued before the Committee that there is customer dissatisfaction when the mail boxes are placed adjacent to areas which receive door-to-door service. It might be wise, therefore, for the Corporation to remove such inequities.

We would also urge the Corporation to contract out all delivery in new-growth areas. At present, urban CMBs are generally served by letter carriers, whereas CMBs in suburban and rural locations are generally served by contractors. It is estimated that the annual cost of letter carrier delivery to a CMB or group mail box is \$89, that of delivery by private contractor a mere \$38. This suggests that considerable savings could be achieved. The Committee therefore recommends that:

Where possible, Canada Post contract out mail delivery to community mail boxes or group mail boxes in new-growth urban areas.

It has also come to the Committee's attention that more needs to be done to ensure that access to the CMBs is not hampered by poor weather. Canada Post is responsible for maintaining its boxes and keeping them free of snow and ice in the winter. The Corporation's personnel therefore must respond quickly to weather changes as well as to complaints about access to the boxes. It may also be in the best interests of the Corporation to redesign the CMB to help guard against weather-related problems. Alternatively, the Corporation could accelerate the introduction of kiosks, which provide a range of postal services in sheltered locations. If a cost-effective new-generation community mail box and/or kiosk program could be phased in, many of the concerns in this area would be eliminated. The Committee therefore recommends that:

Canada Post change the design of its community mailboxes and/or accelerate the introduction of kiosks in order to lessen the impact of adverse climatic conditions on postal users.

Finally, we wish to state our position on the configuration of rural mail delivery. In its December 1986 report on postal services, the House of Commons Standing Committee on Government Operations recommended that Canada Post not implement changes which would have caused a large number of rural Canadians to forfeit their traditional lot line delivery service. This Committee strongly supports the continuation of the current mode of delivery. We therefore recommend that:

Canada Post retain its present lot line delivery system in rural Canada.