

DEC 04 2019

PROTECTED B

Dylan Robertson
150 Wellington Street, Suite 501
Ottawa ON K1P 5A4

Request number: A-2019-00121

Dylan Robertson:

This is further to your request made under the *Access to Information Act* received by Canada Post Corporation on September 03, 2019, for the following:

All analysis of changes to the addressing system (such as phasing out rural route designations) from January 1, 2015 to September 1, 2019

I am pleased to inform you that access to the records you requested has been granted in full. Copies of the records are enclosed.

Please be advised that you are entitled to bring a complaint regarding the processing of your request to the Information Commissioner within 60 days of this notice. Should you decide to avail yourself of this right, notice of complaint should be addressed to:

Office of the Information Commissioner
30 Victoria Street
Gatineau QC K1A 1H3

Should you have any questions, please do not hesitate to contact Sophia Alleyne by telephone at (613) 734-4964 or by email at Sophia.alleyne@canadapost.postescanada.ca.

Yours sincerely,

 Amanda Maltby
General Manager Compliance and Chief Privacy Officer

Key messaging points for media requests regarding changes from rural route addressing to civic addressing:

- Civic addressing is the matching of a "physical address" to its "mailing address."
- This gives customers one consistent address to serve both purposes and helps Canada Post improve efficiency and accuracy of mail and parcel delivery. Civic addressing also assists 911 emergency responders.
- The civic addressing program has been implemented in many rural regions across the country.
- Canada Post consults with the municipalities to outline the project.
- A letter is sent to residents several months before to introduce the project, and a second letter is sent this week informing customers of their new address information.
- Canada Post provides all customers free mail redirection service for one year so they have enough time to manage this change effectively.

Province	Number of Points of Call Affected by Address Change via Address Change Project*
AB	23307
BC	21341
MB	12171
NB	785
NL	9000
NS	27925
ON	77979
PE	3601
QC	13554
SK	938
Grand Total	184601

*Address changes may include anything from civic address initiatives, postal code changes, municipal requested address changes, council resolutions, mailing name changes

** changes are driven by municipal request, improving delivery efficiencies, route restructures

02 DEC. 2019

PROTECTED B

Dylan Robertson
150 Wellington Street, Suite 501
Ottawa ON K1P 5A4

Request number: A-2019-00122

Dylan Robertson:

This is further to your request made under the *Access to Information Act* received by Canada Post Corporation on September 03, 2019, for the following:

All reports, feedback and analysis of changes to the addressing system (such as phasing out rural route designations) strictly pertaining to Manitoba from January 1, 2017 to September, 1 2019.

Please find enclosed the relevant records in response to your request. Please note that certain information contained in these records remains sensitive to Canada Post as it has commercial value to the corporation. In addition, some of the information contains personal information; gives details of plans relating to the administration of the institution that have not yet been put into operation and contains published material available for purchase by the public. Please note that portions of the record(s) have been severed, pursuant to section 25 of the Act. The portions severed qualify for exemption under sections:

18.1 (1) *The head of a government institution may refuse to disclose a record requested under this Act that contains trade secrets or financial, commercial, scientific or technical information that belongs to, and has consistently been treated as confidential by,*

(a) *the Canada Post Corporation;*

19. (1) *Subject to subsection (2), the head of a government institution shall refuse to disclose any record requested under this Act that contains personal information as defined in section 3 of the Privacy Act.*

20. (1) *Subject to this section, the head of a government institution shall refuse to disclose any record requested under this Act that contains*

(b) *financial, commercial, scientific or technical information that is confidential information supplied to a government institution by a third party and is treated consistently in a confidential manner by the third party;*

21. (1) *The head of a government institution may refuse to disclose any record requested under this Act that contains*

(d) plans relating to the management of personnel or the administration of a government institution that have not yet been put into operation, if the record came into existence less than twenty years prior to the request.

68. (a) *The Act does not apply to certain materials:*

(a) published material or material available for purchase by the public;

Please be advised that you are entitled to bring a complaint regarding the processing of your request to the Information Commissioner within 60 days of this notice. Should you decide to avail yourself of this right, notice of complaint should be addressed to:

The Information Commissioner of Canada
30 Victoria Street
Gatineau QC K1A 1H3

Should you have any questions, please do not hesitate to contact Sophia Alleyne by telephone at (613) 734-4964 or by email at sophia.alleyne@canadapost.postescanada.ca.

Yours sincerely,



Amanda Maltby
General Manager, Compliance and Chief Privacy Officer

**Free Press note:
excerpts follow; not entire package**

Addressing and Delivery Project Plan

s.18.1(1)(a)

s.21(1)(d)

1. GENERAL INFORMATION

Proposed Implementation	LATE SUMMER OR FALL 2017	Change Initiated By (group/project)	Local Operations
Depot Name	STEINBACH PO	Depot Code	R5G 0A1
Lead DSO	DEBORAH CRAWFORD	Reviewed by DPM	BLAIR DAVIS
Lead RSO	GARRY DONLYCHUCK	Local Ops Lead	BERNIE STAHN
HO Lead	ERIN MOORE	Other Contact	

2. PROJECT SCOPE

2.1 Why this project? Please provide details on current issues.

EXCLUDING THE SMALL PO BOX BOUNDARIES. THIS PROJECT WILL BE IN CONJUNCTION WITH THE KLEEFELD APDD (SEE ATTACHED INFO) THIS EXPANDED AREA WILL GIVE US CONTINUITY.

2.2 Provide a detailed overview of your anticipated solution and how it will improve the current situation or resolve issues. These details should describe the change(s) as explained on the Before/After Map.

AS ATTACHED

2.3 Municipal breakdown

Municipality	Estimated # of POC affected	Estimated # of routes impacted
<i>MITCHELL MB (RM OF HANOVER)</i>	<i>120 POC</i>	<i>1</i>

This section can be completed by Local Ops Lead prior to Kick-Off meeting (Provide a completed page 1 of the ADPP along with this page so Local Ops can review the Project Scope before completing the following page)

2.4 Are you aware of the current issue(s)? Please elaborate on the effect of the issue(s) in the office.

NA

2.5 Are you aware of any other issue(s) that may affect the solution? Or are there issues that could be resolved as part of this project? Please describe in detail.

NA

2.6 Data readiness

% of incoming mail using civic	0	% of mail sorted & delivered by civic	0	How up to date is POC maintenance?	100
--------------------------------	---	---------------------------------------	---	------------------------------------	-----

2.7 What is the growth like for this area and list any housing developments and their status.

3 TO 4 PERCENT

2.8 Have there been any issues raised to you by the municipality? Have you had any previous discussion with the municipality? Are there known local issues that could affect the project?

MUNICIPALITY IS ON BOARD. WE HAVE DONE OTHER CIVIC ADDRESS PROJECTS IN THE RM AND THEY WOULD LIKE TO CONTINUE AS THEY SEE THE BENEFIT. WE WORK VERY WELL WITH THE RM OF HANOVER. THEY SUPPLY ALL THE ADDRESSING AND MAPPING.

3. PROJECT DETAILS

s.18.1(1)(a)

3.1 Breakdown by Route

AMS Route Name	Total estimated # of POC affected	# of business POC impacted	Current route time	Is the Civic Address Flag in AMS on
<i>SS0002</i>	<i>120</i>	<i>5</i>		<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Route realignments Will realignments happen at same time as address changes?

3.2 What are the growth projections for this area? **3 TO 4 PERCENT**

3.3 Mailing address (please include an example for each mailing municipality & type of change)

	Change 1	Change 2	Change 3
Current mailing address example	<i>PO BOX 123 STEINBACH MB R5G XXX</i>	<i>123 MAIN ST MITCHELL MB R5G XXX</i>	
Proposed mailing address example			
Valid Alternate Names:			
Invalid Alternate Names:			
Urban FSA/Rural DF Code:			
Directory Area Name:			
13 Char Abbr (if applicable):			
18 Char Abbr (if applicable):			

3.4 List all equipment changes.

#POC	Current	Future
DTD		
PO BOX		
CMB		
GMB		
RMB		
LBA		
GD		

3.5 Describe in detail any previous discussions with the municipality? (either with you or another DSO)

SEE 2.8

4. CODING STRATEGY

4.1 Postal code

Are you proposing PC changes?	<input checked="" type="checkbox"/>	What is current FSA utilization? (%)	LOW?
Are you proposing a new FSA?	<input type="checkbox"/>	Are you proposing adjusting current FSA boundaries?	<input type="checkbox"/>
Rural (Current) <input type="checkbox"/> Installation Code (DF) <input type="checkbox"/> Rte. Service		Rural (New) <input type="checkbox"/> Installation Code (DF) <input type="checkbox"/> Rte. Service	
Urban (Current) <input type="checkbox"/> Block Face <input type="checkbox"/> Equipment/Site (CMB) <input type="checkbox"/> Mixed <input type="checkbox"/> Rte. Service <input checked="" type="checkbox"/> Other PO BOX		Urban (New) <input type="checkbox"/> Block Face <input checked="" type="checkbox"/> Equipment/Site (CMB) <input type="checkbox"/> Mixed <input type="checkbox"/> Rte. Service <input type="checkbox"/> Other	

4.2 Explain your proposed coding strategy. Include all considerations (have customer addresses been changed previously, possibility of address change again in future, FSA utilization, growth, etc.) Make sure to include details of your coding strategy on the Before/After Map outlining project changes as referred to in Section 2.4.

URBAN CODING WILL BE IN LINE WITH EXISTING AREA. URBAN CMB SITE CODING. ADDRESSING HAS NOT BEEN CHANGED PREVIOUSLY

5. KICK-OFF MEETING WORKSHEET & CHECKLIST (TO BE SUBMITTED AS PART OF THE ADPP)

Date of Kick-Off Meeting:

List all of the Attendees:

Have the following impacts been reviewed/discussed/understood:

Systems changes (SFD) (review Systems for Delivery Planning)	<input checked="" type="checkbox"/>
Equipment changes	<input checked="" type="checkbox"/>
Transportation Network changes	<input checked="" type="checkbox"/>
Sorting case changes	<input checked="" type="checkbox"/>
Sortation changes (Sort Plan Management)	<input checked="" type="checkbox"/>
Workload	<input checked="" type="checkbox"/>
Customer impacts	<input checked="" type="checkbox"/>
Customer communication process (Customer Notification Timeline)	<input checked="" type="checkbox"/>

What risks/issues have been identified:

DSO and LPO will work together to (please review and provide applicable info/explanation below to each task that applies to your change – if task will be completed at a later date simply list deadline date for task to be completed by):

- Review history of addresses and other changes to ensure we are not repeating known issues (ex. When was the last address change? Restructure?)
- Sample mail to evaluate % of mail with civic addresses (ex. how much mail is coming in presently with civic addresses on it? Will we need to send out an address collection form? How up to date is POC maintenance?)
- Review prime sort in office to evaluate impacts of addressing changes.
- Review cross reference lists in office to evaluate impact of addressing changes.
- Review RSMC cases in office.
- Confirm whether route details of travel are up to date and that discrepancies are communicated to RSO.
- Evaluate CMB compartment sequence (is there a need for customer moves between compartments/sites).
- Develop a mail forwarding plan to support complimentary mail forwarding for address changes.
- Plan a session with RSMCs on what to expect on implementation day.
- Confirm all POCs impacted by mode and transfer point (are they in the right place?)

RSO will:

- Work with the DSO to complete data gathering and validation
- DSO and RSO will drive the routes
- Provide input for preparation of Project Plan
- Work with LPO/LAM to identify local issues/challenges, impacts and related actions
- Work with DSO to confirm issues/challenging areas; validate data
- Update RMS
- Work with LPO for Office Prep and implementation (ex. case plan printing, case plan realignment)



CANADA POST
302-266 GRAHAM AVE
WINNIPEG MB R3C 0K2

POSTES CANADA
302-266 AV GRAHAM
WINNIPEG MB R3C 0K2

June 16, 2017

CANADA POST CUSTOMER
PO BOX XX
Address Line 2

Important Notice about Your Delivery Service

Dear customer,

We are pleased to announce that your new community mailbox is ready to be put in service on **Monday July 17, 2017**.

Once you start receiving your mail and parcels in your new community mailbox, **please start using your municipal 9-1-1 address as your mailing address and discontinue using your PO Box address**. Please also note that we have assigned you a new Postal Code.

Keys to your new community mailbox will be made available for pick-up at the Ste Agathe post office located at 171 Pembina Trail during the week of July 4 – July 7, 2017 and Monday July 10, 2017. Office hours are from 9:00 AM to 6:00 PM. Please ensure to bring government-issued photo identification with you when you pick up your keys. **You will find your exact mailing address on the key pouch label**. We will also be happy to answer any questions regarding your new mail delivery service and/or new mailing address.

Starting on July 17, 2017, please inform the businesses and individuals that send you mail and parcels of your new mailing address so that they can update their address records. To assist you with this change, a supply of complimentary **Change of Address cards** are available for pick up at the post office which you can fill out and send to your mailers, free of charge.

While you notify your mailers of your new mailing address, Canada Post will provide you with free mail forwarding service for a period of one year starting on July 17, 2017. This will ensure that none of your mail or parcels are misdelivered or returned to sender during or after the transition.

The final day of delivery to your current PO Box will be on Friday July 14, 2017. On the following Monday July 17, 2017 delivery to your new mailbox will begin. Any contents left in your old mailbox compartment will be removed and delivered to your new community mailbox compartment.

Thank you for your cooperation and we look forward to continuing to serve you through your new community mailbox.

Should you have any questions, please do not hesitate to contact the undersigned.

Sincerely,

Deborah Crawford | Delivery Services | Canada Post
Tel: (204) 987-5000 ext. 75002 | email: debbie.crawford@canadapost.ca

July 2018

s.19(1)

CANADA POST CUSTOMER

LORETTE ROA OYO

Important notice about your Mailing Address

Dear customer,

Canada Post has a strong commitment to provide our customers with reliable and efficient mail delivery. In order to accomplish this, Canada Post relies on its delivery network. Our delivery network, in turn, requires proper addressing to run efficiently.

In June, we notified you that we must make a route modification in your area so that we can continue to provide customers with the efficient, reliable service they expect.

As a result of this route modification, we must assign you a new Postal Code of

Please note that your new postal code will take effect on **August 20, 2018**.

As of this date, please inform the individuals and businesses that send you mail and parcels of your new postal code so they can update their records. To assist with this change, **Change of Address cards** that you can fill out and send to your mailers, will be available free of charge from the Lorette Community Complex at 1420 Dawson Rd from July 30 to August 10, excluding August 6 and weekends, from 10:00 AM to 6:00 PM.

While you notify your mailers of your new mailing address, Canada Post will forward mail bearing your old address to you for a period of one year. This will ensure that any mail or parcel bearing the old address will not be delayed or returned to sender.

We apologize for any inconvenience this change may cause and we thank you for your understanding. If you have any questions, please do not hesitate to contact me directly.

Sincerely,

Brad Cressman
Delivery Services | Canada Post
(204) 987-5000 x 75001 | brad.cressman@canadapost.ca



CANADA POST
302-266 GRAHAM AVE
WINNIPEG MB R3C 0K2
CANADAPOST.CA

POSTES CANADA
302-266 GRAHAM AVE
WINNIPEG MB R3C 0K2
POSTESCANADA.CA

March, 2019

Thank you for updating your mailing address!

Dear Canada Post customer,

As a result of a change to your mailing address on **August 20, 2018**, you have been receiving complimentary mail forwarding service.

As a reminder, please ensure that you are using your **9-1-1 municipal address** at all times. If you are receiving all of your mail and parcels with your 9-1-1 municipal address, please disregard this reminder and accept our sincere thanks.

For those who are still receiving mail and parcels with their old address, please note that your free Mail Forwarding service will end on **August 20, 2019**. **Please contact those mailers who are still using your old address so that they can update their records.**

Thank you for your cooperation. We are committed to providing you with the best service possible.

Should you have any questions, please do not hesitate to contact the undersigned.

Sincerely,

Brad Cressman
Delivery Services | Canada Post
(204) 987-5000 x 75001 | brad.cressman@canadapost.ca



CANADA POST
302-266 GRAHAM AVE
WINIPEG MB R3C 0K2

POSTES CANADA
302-266 GRAHAM AVE
WINIPEG MB R3C 0K2

April 2019

Your Free Mail Forwarding Service will expire soon

Dear Customer,

As a result of a change to your mailing address on **June 18, 2018**, you have been receiving complimentary mail forwarding service.

As a reminder, please ensure that you are using **your 9-1-1 municipal address** at all times. If you are receiving all of your mail and parcels with your 9-1-1 municipal address, please disregard this reminder and accept our sincere thanks.

For those who are still receiving mail and parcels with their old address, **please contact those mailers who are still using your old address so that they can update their records.** This will help avoid delays in mail delivery, or mail possibly being returned to its sender.

Thank you for your cooperation. We are committed to providing you with the best service possible.

Sincerely,

Deborah Crawford
Delivery Services | Canada Post
204-232-7160 | debbie.crawford@canadapost.ca



CANADA POST
302-266 Graham Ave
Winnipeg MB R3C 0K2

POSTES CANADA
302-266 Graham Ave
Winnipeg MB R3C 0K2

April XX, 2018

CANADA POST CUSTOMER
BOX XXX RR2
STE ANNE MB R5H XXX

Welcome to Your New Community Mailbox

Dear customer,

We are pleased to announce that your new community mailbox is ready to be put in service on **Monday June 18th, 2018**.

Once you start receiving your mail and parcels in your new community mailbox, **please start using your municipal 9-1-1 address as your mailing address and discontinue using your group mail box or rural mail box address**. Please also note, we have assigned you a new postal code as a part of this change. Your **new mailing address** is:

<NEW MAILING ADDRESS LINE 1>
<NEW MAILING ADDRESS LINE 2>

Keys to your new community mailbox will be made available for pick-up at **Ste Genevieve Community Centre** located at **84 Saltel Rd** in Ste Genevieve MB. You may come in to pick up your keys from **May 29th – June 8th**. The community center is open from **Monday to Friday, 9:00 am to 7:00 pm**. Please ensure to bring government-issued photo identification with you in order to complete the **Change of Address Notification** form when you pick up your keys. We will also be happy to answer any questions regarding your new mail delivery service and/or new mailing address. Be sure to keep the keys and key pouch together as information on the pouch directs you to your new module and compartment.

Starting on June 18th 2018, please inform the businesses and individuals that send you mail and parcels of your new mailing address so that they can update their address records. To assist you with this change, a supply of complimentary **Change of Address cards** are available for pick up at the post office which you can fill out and send to your mailers, free of charge.

While you notify your mailers of your new mailing address, Canada Post will provide you with free mail forwarding service for a period of one year starting on June 18th 2018. This will ensure that none of your mail or parcels are misdelivered or returned to sender during or after the transition.

The final day of delivery to your current address will be on **Friday June 15th 2018**. On the following **Monday June 18th 2018** delivery to your new mailbox will begin.

Thank you for your cooperation and we look forward to continuing to serve you through your new community mailbox.

Sincerely,

Sincerely,
Deborah Crawford
Delivery Services | Canada Post
204-987-5000 x 75002 | debbie.crawford@canadapost.ca

ADPP

Ste-Agathe/Ste Agathe East

ROG 1YO ROA 1EO

Ste-Agathe/Ste Agathe East

- Lead DSO : Deborah Crawford
- Lead RSO: Garry Dolychuck
- DPM: Blair Davis
- LAM/LAS: Bernie Stahn

- Addressing Change Implementation: Fall 2017?
- AMS cut-off : ?
- **Total Impacted POCs = 225**
- **Business POC's 8**

Ste-Agathe/Ste Agathe East

- WHY THIS PROJECT:
- **in the office of Ste-Agathe and Niverville**
- **Removing customers from the PO box and put them into CMB**

Ste-Agathe/Ste Agathe East

- Changes include:
 - **1- PO box addressing to municipal addressing**
 - **2- Postal code change**
 - **3- Mailing name change for ~75 customers**

Ste-Agathe/Ste Agathe East

- in the Post office of Ste-Agathe and Niverville
- Proposing to take out 150 PO box customers from Ste-Agathe and 75 PO box customers from Niverville PO.
- Create new route which will emanate from Niverville PO
- Create two new RS codes, one for Ste-Agathe and the other one for Ste-Agathe East



RM OF RITCHOT (2 COMMUNITY NAMES)

STE AGATHE MB

- TAKE OUT APPROX 150 PO BOX POC TO CMB OUT OF STE AGATHE PO
- CREATE NEW ROUTE SS 1
- SERVICED OUT OF NIVERVILLE
- RS CODING **R0G 1Y1**

PO BOX 123
STE AGATHE MB **R0G 1Y0**
123 MAIN ST
STE AGATHE MB **R0G 1Y1**

STE AGATHE EAST MB

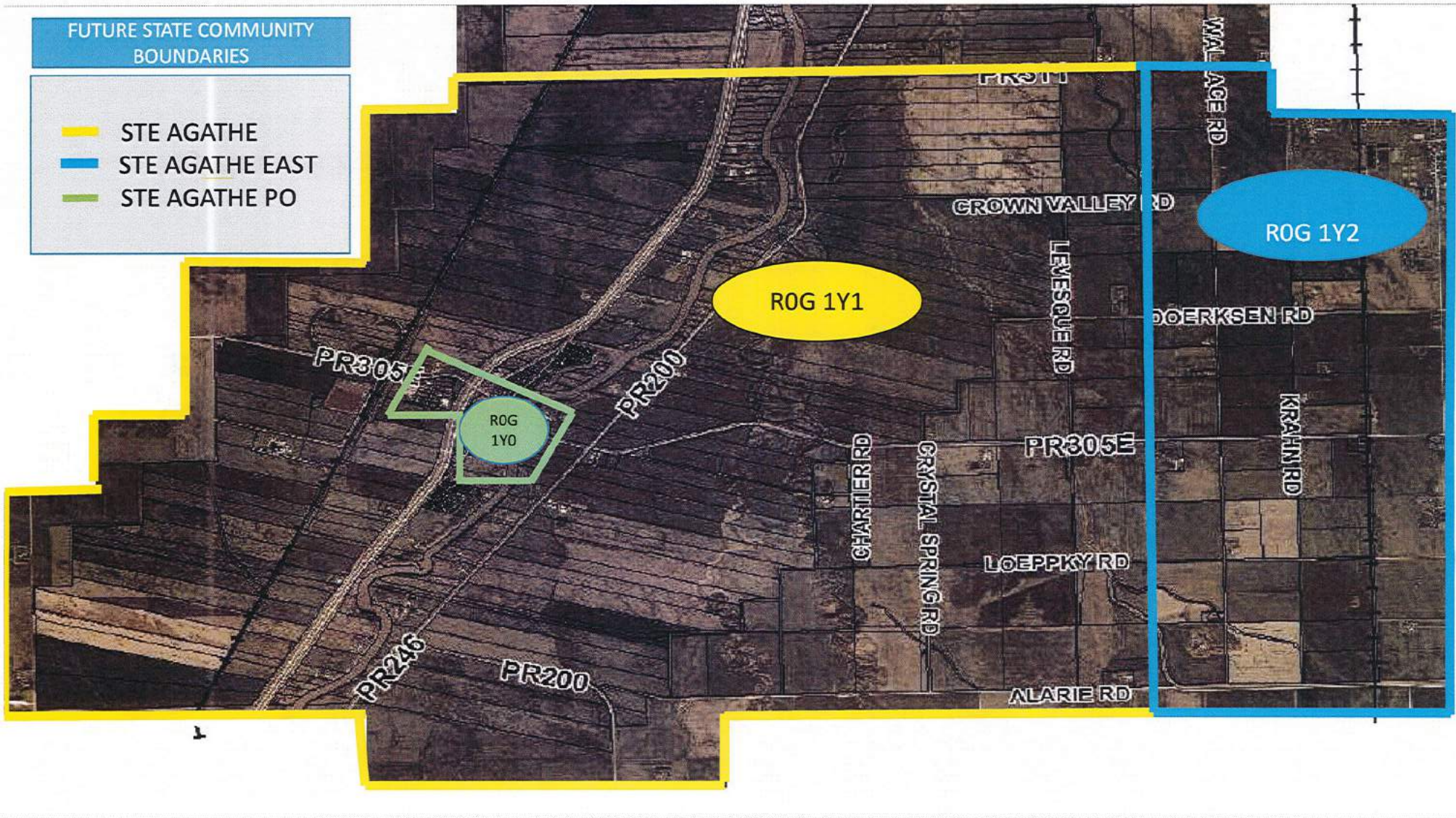
- TAKE OUT APPROX 75 PO BOX OUT OF NIVERVILLE PO TO CMB
- NEW ROUTE SS 1
- SERVICED OUT OF NIVERVILLE
- RS CODING **R0G 1Y2**

PO BOX 123
NIVERVILLE MB **ROA 1^{E0}**
123 MAIN ST
STE AGATHE EAST MB **R0G 1Y2**

Ron has validated this and has confirmed that it is feasible to do from system standpoint.

FUTURE STATE COMMUNITY BOUNDARIES

- STE AGATHE
- STE AGATHE EAST
- STE AGATHE PO



Ste-Agathe/Ste Agathe East

Municipality:

- **No issues with the RM of Ritchot. DSO has been working with the RM to identify all community names from the RM as whole.**
- **Growth:**
5% (not sure what this means)
- **No kick off meeting minutes are provided.**
- **Moving PO box customers to existing CMB's?**

From our last meeting, we had two concerns:

- 1- Transportation/Sortation: Deborah has spoke to the LAM, Bernie Stahn has confirmed and he does not foresee any sortation issue as All mail is done by a manual sort right now, so there would be no change.
- 2- Georoute standpoint: there are no system limitations.

Next Step:

- Require John's approval, as we are moving PO box customers to new CMB sites.

Subject: Green Light- Ste-Agathe ROG 1Y0 & Niverville ROA 1E0

Good Morning.

Please consider this green light to proceed with this project plan in Ste-Agathe/Ste Agathe East/ Niverville.

DSO: Deborah Crawford	DPM: Blair Davis	LAS: Bernie Stahn	Total POCs: 225
RSO: Garry Dolychuck	HO lead: Amna Safdar	Implementation Date: July 17 2017	Depot: STE AGATHE/NIVERVILLE

Project Scope:

- of Ste-Agathe and Niverville, removing customers from the PO Box and put them into CMB will make space for proper mail sortation.
- **Changes include:**
 - 1- Proposing to take out 150 PO box customers from Ste-Agathe and 75 PO box customers from Niverville PO and assign them into new CMB sites;
 - 2- PO Box addressing to municipal addressing;
 - 3- Postal code change; and
 - 4- Mailing Name change for few customers (~75 POC's) based on where they physically reside. (Ste-Agathe or Ste-Agathe East)

STE AGATHE MB

- TAKE OUT APPROX 150 PO BOX POC TO CMB OUT OF STE AGATHE PO
- CREATE NEW ROUTE SS 1
- SERVICED OUT OF NIVERVILLE
- RS CODING **ROG 1Y1**

STE AGATHE EAST MB

- TAKE OUT APPROX 75 PO BOX OUT OF NIVERVILLE PO TO CMB
- NEW ROUTE SS 1
- SERVICED OUT OF NIVERVILLE
- RS CODING **ROG 1Y2**



Next Steps:

- Municipal Engagement & Green Light. I understand that DSO has worked on other projects in RM of Taché with the municipality, John Polak has advised that Municipality concerns should be addressed, if any.
 - Confirmation in writing from the municipality that they are requesting Canada Post to change the mailing municipality name/community name, with clear and exact spelling and punctuation;
 - Obtain a list of addresses that fall within the boundaries of the municipality/community or a map showing detailed boundaries;
 - Clarity on how to treat the current/former mailing names and community names;
 - Confirmation on 13-18 character abbreviation if any;
 - Site approvals in writing.
- Heads Up Letter — **April 3 2017** please provide master data sheet with current addressing information for the mail merge, or the letters can be unaddressed. HO will work the DSO directly for customer communication. The letters will be sent out upon Municipal Green Light/Approval.
- Readiness Call & Resolve issues for preparedness **May 1 2017**
- Provide complete master data

- AMS Data entry start date – **May 3 2017**
- AMS Cut off – **June 7 2017**
- 30 day customer letter: **June 16 2017**
- In Office Preparation (cases relabeling, Information session with RSMC's & POC maintenance)
- 6 month reminder letter: **January 17 2018**
- 11 month reminder letter: **June 15 2018**

New Mailing Name Request:

DSO to complete the following table for the new community/municipality name which will then be send out to AMS time. Please send it to the addressing team at HO for the review first.

Mailing Municipality (place that goes on mail):	
Official Municipality (place the resident pays taxes to):	
Urban FSA/Rural DF Code:	
Directory Area Name:	
13 Char Abbr (if applicable):	
18 Char Abbr (if applicable): Any Valid Alternates Any Invalid Alternates Implementation Date	

Thank you very much.

Best Regards and have a wonderful day.

Amna Safdar

Officer, Address and Delivery Planning | Agente, Planification et Livraison
 Canada Post | Postes Canada
 2701 Riverside Drive | 2701 Prom Riverside, Ottawa ON K1A 0B1
 Phone | Téléphone: 613-734-3000 EXT 55845

Address Change Kick-off meeting checklist

MUNICIPALITY: _____

OFFICE or DEPOT: _____

MEETING DATE/TIME: _____

MEETING LOCATION: _____

Who will be invited to attend?

- Delivery Services – Lead DSO & DSO manager
- RSO Group – Lead Rural Suburban Officer & RSO manager
- Operations – LAM, Superintendent, and supervisors, postmaster
- Routing and Despatch

Attendees: _____

Quick overview of what will be discussed:

1. Scope of the project – what and approx. how many POC will be affected, what routes will be affected.
2. Municipal name change? Postal code change?
3. Each department's responsibilities.
4. Who will lead the project from each department (contact information)?
5. The coding strategy for the area. Will it be block face, site, route, office?
6. Is this change civic to civic? Special attention req'd if RMB's in area (requires back end load of data to not lose TSAT data).
7. Review process steps.
8. Buy-on by all in attendance.
9. Expectations upon implementation (what to expect and support provided).
10. Proposed implementation date of the project.

AN ADDRESS CHANGE PROJECT IS A COLLABORATION BETWEEN LOCAL OPS, DSO AND RSO.

Expectations: by department

Delivery Services – Main contact: _____ **(Project co-ordinator)**

- Discuss plan of area being civic addressed (POC, routes affected). Municipality name change or postal code change. Discuss anticipated coding plan
- ADPP, national notification, who else is notified? (Cust. Service, Corp. Communication, Gov't Affairs, MP, Mayors, etc.)
- Any projection of routes changing, or moving facilities (at this time)?
- Transportation Network changes required?
- Customer notification plan (3 letters delivered by office (blanket then target, posters in office or on equipment, media, and municipal assistance).
- Updating spread sheet, customer responses through office or directly to DSO
- Delivery equipment (Changes from GMB to E-101, site locations, more sites, install 2 weeks before go-live)
- AMS cut-off, last input date. (Date of no return). Readiness call is held prior to this AMS entry start.
- Discuss neighborhood mail, importance of correct information today, ensuring data is entered in system.
- Post implementation issues, DSO role in dealing with late arrivals, AMS entry, assigning address.

RSO – Main contact: _____

- When was the last route inspection, is data recent and up to date?
Inspection date (last/next): _____
- Has there been a recent address change or restructure?
- RSMC information on possible pay changes, route changes.
- Line of travel changes dues to additional CMB sites/locations, movement of POC etc.)
- Route maps?
- Are additional cases required? (Involved in ordering) – are floor plan changes anticipated?
- AIM management of new civic POC. Who will maintain?
- Does operations require additional RSO support? (Schedule A's, case strips. etc.)

Operations – Main contact: _____

- Provide current active addressing and neighborhood mail info (H, F, B, A)? Expected by _____
- Know boundaries, PO Box boundary, route boundary, office boundary (incl. Appendix E where applicable).
- Known issues, cross-coding, hand-offs.
- Who provides redirection services for the affected office? _____
- Can they handle additional data entry on a timely basis (assistance required, or 2nd RS system)? _____
- Preference of addressing sequence on case/in CMB's (even/odd, high/low, sequential) _____
- Redirection - 2nd case or clip on labels, RSMC to sort, assistance if required, parcel redirection.
- Post implementation redirection, additional CRMS
- Additional addresses, adding to case, label CMB, getting customer keys.
- Assisting DSO to get remaining customer feedback. Review impacts at implementation of low response rate.
- Knowledge boards for clerk sortation etc.
- Operations SME for office to contact? _____
- Resources required or available.
- Any previous dealings with the municipality?
- Ensure RSMCs are aware of the change, and kept up to date with progress

Routing & Despatch – Main contact: _____

- Concerns with project, how or where mail is currently sorted.
- Inline redirection possible? (Civic to civic)
- Will or can mail be sequenced?
- Will there be the same municipality name in multiple delivery facilities? Or new municipality names or FSA's?