

The CPC was cut loose from the direct control of the government and people of Canada when it was made a Crown Corporation but nothing was put in place to control excesses of the organization. This was a major oversight and the quality of postal services has suffered ever since. What is needed is an independent regulator to rein in its excesses.

The issue I want to focus on is the puny standards the CPC sets for itself in the time it takes to collect and deliver a letter. The CPC tells me that it meets its own standards if it takes four business days to collect a letter in Manotick – an Ottawa suburb – and deliver it to Kanata – another Ottawa suburb. This makes it a full week when there is a public holiday in the week. I am also told that where there is no letter sorting in a center, like Manotick, local mail posted in and intended for Manotick is sent to Ottawa for sorting before being returned and can take 3 days

It is my contention that this is ridiculously slow, entirely unacceptable, and a clear demonstration that an independent regulator is needed to set delivery time standards. Our 19th century ancestors did very much better. It is simply not reasonable to trust any organization to set its own standards, particularly when it is a monopoly.

Similarly, the time for mail between Canada and other countries, especially the USA is abysmal and I have good reason to believe that most of the problem resides in Canada

There are many other examples of the need for an independent regulator in the areas like rural service, the abandonment of house delivery in new developments, the closing of post offices, the location of mail boxes, executive salaries and perks, postal rates, etc.

There must be a myriad of other complaints about the quality and speed of CPC services which the public of Canada has virtually no way of having addressed properly because the CPC has become a law unto itself.

On perks; when Ottawa had a junior “A” baseball team, CPC used to rent a box for the season, allegedly “to entertain customers”. When I asked for an invitation as I am a regular customer, I was met with a stony silence. It is my opinion that the box was principally a perk for the senior staff. I assume that such practices continue

If it is decided to impose an independent regulator on the CPC, it is important to ensure that it is truly independent, unlike the CRTC, by making a rule that no ex-employee of the CPC can serve on it.

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