



Request for Decision

REGULAR MEETING OF COUNCIL – DECEMBER 4, 2024

Community Growth Initiative Put Forward by The Village of Lomond and The Village of Milo.

Recommended Action: That Vulcan County meet with The Village of Lomond and The Village of Milo to discuss their Community Growth Initiative proposal.

Submitted by Nels Petersen, Chief Administrative Officer
Department: Administration

Background & Proposal

On November 27, 2024, Vulcan County received a Community Growth Initiative proposal from the Village of Lomond and the Village of Milo. The proposal aims to address and ensure the continuation of postal services within their respective communities.

The Intermunicipal Development Plans (IDPs) under Section 3.5.10 previously identified Community Growth Initiative proposals as items for County consideration:

The County and Village agree to meet to discuss projects proposed by the Village intended to promote municipal viability and community growth. Project proposals identified by the Village as Community Growth Initiatives must include a written request to the County describing the proposed initiative, how a specific service need will be met and provide rationale for equitable cost-sharing of the growth initiative between the County and the Village for operating and/or capital expenses.

Additionally, the provision of Postal Service has also been referenced within the Village of Milo – Vulcan County Intermunicipal Collaboration Framework Agreement (ICF):

Postal Service

The Village of Milo is a dealer operator for Canada Post and provides postal service to residents in both the Village of Milo and Vulcan County. Based on the most recent audit of where postal box holders reside, approximately forty percent live in the Village of Milo and sixty percent live in Vulcan County. While this audit can be undertaken on a regular schedule, the Village of Milo incurs all costs associated with this service.

The Village of Milo believes that its postal service constitutes a Community Growth Initiative, as defined by the Intermunicipal Development Plan. The municipalities agree to discuss a written request to the County describing the proposed initiative, how a specific service need will be met and provide rationale for equitable cost-sharing of the growth initiative between the County and the Village for operating and/or capital expenses.

Strategic Plan Alignment

Foster a Collaborative Environment

Financial/Policy Consideration

To ensure compliance with the County's Intermunicipal Development Plans and Intermunicipal Collaborative Framework Agreements, Administration recommends that Vulcan County meet with the Villages of Lomond and Milo to discuss the proposal in detail.

To streamline the process and have a manageable and effective discussion group, Council is encouraged to appoint specific representatives to attend the meeting on behalf of Vulcan County.

FOIP Considerations

N/A

Implementation/Communication

Administration will proceed based on Council's direction and inform the Villages of Lomond and Milo regarding Council's decision.

Attachments:

Community Growth Proposal Cover Letter
Lomond and Milo Community Growth Initiative Proposal

Vulcan County Councillors
Box 180,
Vulcan County
T0L 2B0

Re; Community Growth Proposal



E-mail: cao@villageoflomond.ca
Box 268
Lomond, AB T0L 1G0
Bus: 403-792-3611
Fax: 403-792-3300

Dear Reeve and Council,

Please see the attached project proposal.

The Village of Lomond and the Village of Milo are formally requesting a meeting as per s.3.5.10 of their Intermunicipal Development Plans with Vulcan County to discuss the proposed Community Growth Initiative. Please include this request and the attached proposal on your next meeting agenda so that we can arrange a meeting, as soon as schedules permit, with whatever councillors you wish to attend and your administration.

We appreciate your consideration of this matter. Time is somewhat of the essence given the approaching deadline of one of our stakeholders with Canada Post.

The appendix of the proposal will be submitted by the end of the week for inclusion in your agenda package along with the rest of the proposal.

Sincerely,

Brad Koch

Mayor



**POST OFFICE ACCESS FOR THE
COMMUNITIES OF
LOMOND AND MILO**

A COMMUNITY GROWTH INITIATIVE

Project Proposal



E-mail: cao@villageoflomond.ca
Box 268
Lomond, AB T0L 1G0
Bus: 403-792-3611
Fax: 403-792-3300

Dear Vulcan County Councillors,

I hope this letter finds you well. As the Mayor of Lomond, I am writing to emphasize the vital role the post office plays in our community. Having a reliable and accessible post office is not only a key part of our infrastructure but also a cornerstone of the daily lives of our residents.

For many of our citizens, the post office provides essential services such as mail delivery, access to important documents, and the ability to send packages both locally and internationally. These services are particularly important for seniors, small businesses, and families who rely on postal services for everything from bills and government correspondence to personal letters and packages.

In addition to its practical value, the post office serves as a meeting point for our community. It is a space where residents interact, exchange information, and strengthen the social fabric of our town. Removing or reducing access to such an institution would create a significant hardship for our people, especially those in rural or underserved areas.

I urge you to consider the long-term benefits of maintaining a post office in Lomond. Its continued operation supports not only the everyday needs of our residents but also the vitality of our local economy. In a world that increasingly relies on digital communication, it remains crucial that we ensure everyone, regardless of access to technology, has the tools to stay connected and thrive.

Thank you for your time and attention to this matter. We greatly appreciate your support in preserving this essential service for our community.

Sincerely,

Brad Koch
Mayor of Lomond



November 20,2024

Re: Village of Milo Post Office

Vulcan County Council

Dear Councillors,

The Village of Milo truly appreciates our ongoing partnership with Vulcan County to provide essential services to our Community.

We consider the Post office to be of great importance and it continues to run at a deficit each year

We have definitely seen a recent increase in our post office as many property owners become permanent residents.

The Post Office supports small businesses and the rural lifestyle. We would like to continue to offer this crucial service without increasing the village rate payers' contributions.

Therefore, I ask that you please consider the attached proposal.

Regards,

A handwritten signature in blue ink, appearing to read "Scott Schroeder".

Scott Schroeder
Mayor, Village of Milo
Cell: 403-485-9607

[Email:sschroeder@villageofmilo.ca](mailto:sschroeder@villageofmilo.ca)





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POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

Project Proposal

INTRODUCTION

The Intermunicipal Development Plans that were entered into between Vulcan County and the Villages of Lomond and Milo established the concept of a “Community Growth Initiative.” Community Growth Initiatives are one form of collaboration between municipal partners in our region. Such initiatives may depart from the traditional purview of shared services to address a community specific need, for a common intermunicipal objective, and with collaborative support across municipal boundaries. These initiatives are unique to the needs of each community and should be proposed by the urban municipality where they believe a service gap exists, one that should be discussed and potentially addressed through collaboration with Vulcan County. All effected municipal partners, those whose residents might benefit from a new shared service that has not otherwise occurred in the past, should meet in good faith to discuss proposed initiatives and work towards common ground, if possible. While one village might believe that a certain service is required for the growth and development of a shared community with Vulcan County, another village might propose an entirely different initiative.

The following is a joint proposal by the Villages of Lomond and Milo to collaboratively partner with Vulcan County. The common intermunicipal objective would be to see that their respective communities have access to a local post office, one that is supported, in part, through intermunicipal collaboration. Lomond and Milo believe that access to a local post office has community development significance in rural areas, and that post office access should be considered when municipal partners weigh different strategies regarding population growth and economic development in our region.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

Project Proposal

1. EXECUTIVE SUMMARY

The Villages of Lomond and Milo are proposing that Vulcan County collaborate with them on a Community Growth Initiative for post office service in their communities over a three-year trial period. While two scenarios are proposed for consideration, Lomond and Milo are open to discussing alternative scenarios that Vulcan County would like to bring forward.

The following proposal recognizes the unique nature of post office service delivery in the Lomond and Milo relative to other communities in Vulcan County. An overview is provided of the ways municipal support for post office service has already occurred in the communities of Arrowwood and Milo. The proposal recognizes that the post office service in Lomond and Milo is impacted by a significant revenue shortfall that dealer-operators have been unable to effectively curb.

It is recognized in this proposal that Canada Post is currently under pressure to make significant organizational change. The Villages of Lomond and Milo believe that the support of local government will be necessary to maintain access to post office service in their communities, for their residents and those of Vulcan County, at least until a significant reorganization of mail and parcel delivery occurs. The need for local access to a post office remains essential for residents and commercial interests operating in the Lomond and Milo districts, as well as for the viability of these villages.

It has long been the mandate of Vulcan County to develop and maintain safe and viable communities outside of the Town of Vulcan. While the County was initially formed to build modern schools and road networks sooner than otherwise would have been possible, a wide pallet of shared services now exists. Our region has benefited from healthy intermunicipal collaboration. The historic Villages of Arrowwood, Carmangay, Champion, Lomond and Milo should be valued as unique municipal partners, relative to the Town of the Vulcan, that continue to be five points of leverage with the Province of Alberta for the development of our region. The villages remain viable urban hubs for residential and commercial growth.

The Appendix provides written submissions that were given by community members in Lomond and Milo regarding the importance of local post office access.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

Project Proposal

2. POST OFFICES IN VULCAN COUNTY

Running north-south on Highway 23, Canada Post continues to staff and operate a full-service post office in the Town of Vulcan, the Village of Champion and the Village of Carmangay. The Hamlet of Mossleigh is the one exception. The service population for these three post offices is approximately, 2700 urban and 1800 rural, or a total population of maybe 4,500 residents.

Mossleigh is only a ten-minute drive away from a full-service post office in the Village of Arrowwood on Highway 547. Combined, the service population for the Northwest District of Vulcan County and the Village of Arrowwood is approximately 800 residents. The post office in Arrowwood is unique in Vulcan County to the extent that it remains a “postmaster-owned” operation. This means that Canada Post employs the postmaster as a Canada Post employee and will pay approximately \$300 per month for a secure post office space with telephone, internet and basic utilities. Over the past decade, the Arrowwood Community has rallied behind this postmaster-owned post office when Canada Post decided that the historic location it occupied on Centre Street was not suitable.

When this occurred, the Arrowwood Co-op stepped up to plate and offered space in the office area of its old tire shop for the nominal <\$300 per month rent. The postmaster, Terri Gooch, along with her husband Gord, then invested significant dollars and resources of their own to renovate the space and secure it as a post office. This was a very congested post office that served its purpose for several years, however, the growth and development of the Co-op and the Village eventually determined that the old tire shop location would no longer work either. For the Co-op, more space was required for its own operation and employee parking. The Village of Arrowwood, on the other hand, sought to resolve ongoing congestion of parked vehicles in front of residential lots being sold for new development.

With these motivations in mind, the Village of Arrowwood recognized two objectives:

1. Find a new space for the post office when available options were very few.
2. Avoid the fate of Milo and Lomond by keeping the postmaster-owned service.

The Village of Arrowwood successfully entered a ten-year Memorandum of Understanding with Cor-Lan Developments, the owner of the Arrowwood Mall, to secure a newly renovated post office for the community. Upon entering a Memorandum of Understanding, the Village sold two lots around the mall to Cor-Lan Developments at a 33% discounted price from assessed value, as well as agreeing to purchase a new counter and sign for the new post office space. At no additional cost, Cor-Lan Developments then constructed the post office in conjunction with their development of a surveillance suite, medical practitioner accommodation, and pharmacy expansion. For a one-time municipal contribution of approximately \$10,000 in value, the Village was able to secure a superior location for the postmaster-owned service and Cor-Lan Developments has supported its new tenant for the low monthly rent that Canada Post is willing to pay.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

Project Proposal

3. POST OFFICE SERVICE IN LOMOND & MILO

The communities of Lomond and Milo, the eastern side of Vulcan County, have a service population of approximately 1700, with significant development potential given their proximity to the irrigation reservoirs and existing country residential developments. While residents of these areas may go to Vulcan for certain goods and services, many do not. Residents in these areas are frequently drawn towards Picture Butte, Lethbridge and Coaldale, or Brooks, Bassano, Strathmore and High River/Okotoks for business and personal needs. For many, the difference in distance between going to one of these locations versus travelling to Vulcan has proven to be negligible given their own priorities. Consequently, access to a full-service post office has been recognized by many community members in Lomond and Milo as essential for their day-to-day needs. While seniors rely on this service for their medications, local access to parcel pick-up and shipping is a significantly growing priority relative to letter mail.

When Canada Post ceased to operate a full-service post office in Lomond in the 1990s, successive owners of the hardware (which is now S&S Grocery), agreed to offer in-store post office service for the community. Similarly, when the postmaster-owned post office in Milo ceased operation, Jamie's AG Foods did a small addition on their building and began operating as a dealer for Canada Post. The grocery stores in Lomond and Milo hoped the post office might be slightly profitable at best, or a moderate overall loss leader for their business. Given the staffing required to operate this service, profitability has proven unrealistic, being a significant net drain while not generating sufficient revenue.

Over fifteen years ago, after the last Canada Post dealer in Milo was suddenly closed, the Village of Milo intervened and agreed to become the dealer for Canada Post. Over the intervening years, the Village has subsidized this service for the entire community while trying to justify the additional staffing needs with some complementary role for municipal operations. In certain years, post office revenue has run short of expenses by approximately \$17,000 per year, while the Village of Milo has outlaid significant capital dollars to renovate two locations as a full-service post office for the community.

Since 2018, the Village of Milo has reduced post office hours and worked diligently to try to contain its loss on the post office. Likewise, S&S Grocery has determined that they have lost approximately \$78,000.00 over a thirteen-year period providing post office service to the Lomond Community. In the summer of 2024, after much frustration and asking Canada Post for an additional \$500 per month, S&S Grocery gave notice that they would be surrendering their Canada Post dealership because they could no longer justify taking such a hit to their business operation. In response to community frustration, the Village of Lomond invited S&S Grocery and the Village of Milo to a meeting to determine if some other solution could be found that would not entail losing the local post office. Given his history with these matters, Christopher Northcott was invited as well and spoke about the recognition of Community Growth Initiatives in the Intermunicipal Development Plans.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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4. REVENUE SHORTFALL

As stated above, the Village of Lomond has learned that their local post office dealer, S&S Grocery, lost approximately \$78,000.00 over a thirteen-year period. A more thorough accounting for staff resources and additional business inputs will drive this number higher. This corroborates the experience of the Village of Milo that provides a post office as one service of local government. In some years, the village has subsidized the post office to the tune of approximately \$17,000.00, being significantly higher in years where additional staff resources were applied. The impacts to the village's capital budget have also been significant when building renovation and enhancement was required. Most recently, the Village of Milo incurred a \$10,108.00 shortfall in 2023 operating revenue for this service.

The Villages of Lomond and Milo believe that a dealer-operated post office in their communities requires a subsidy of between \$6,000 and \$10,000 just to operate. This does not include capital outlays for building additions or improvements required to secure the post office space and allow for business operations.

Milo's revenue versus expenses are as follows:


2023 MILO PO Net Loss

REVENUE		
Inventory Sales	6,375	
Other Revenue	15,589	
Net sales		\$21,964
EXPENSES		
Equipment Lease	807	
CPC Supplies and Services	2,956	
Materials/Supplies	495	
Utilities(50% shared expenses)	4,939	
Wages	22,875	
Total expenses		\$32,072
Net Loss		-\$10,108

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The following is an email from Lomond's post office dealer to Canada Post representatives explaining her frustration and why a thirty-year service agreement requires an update to cover unavoidable costs.

 Outlook

Lomond post office

From R104289 [REDACTED]
Date Thu 2024-09-19 4:49 PM
To PETERS, Carolin [REDACTED] RHODES, Amber
[REDACTED] SCHELL, Bob [REDACTED]

This is an e-mail just so you are informed and maybe Canada Post can do better for the small businesses that are trying to provide your service with mail and parcels to your customers.

I hope you realise the devastation that this will cause this community with out us providing postal service. We have a lot of elderly and people who do not drive and receive medication and food through the postal service. People are very angry and not at me.

We have provided your service at our cost for years. Our contract has not been updated in 13 years and its the same contract as the previous owners and the ones before them. We asked for a renewal of contract so that it covers your costs of operation. It should not cost our business out of pocket to provide your service. We have to hire staff to place your letter mail in a total different building then where we have the parcels. That costs me \$900-1000.00 a month and more if your trucks are not on schedule and we have to wait for it to arrive. The parcel load is high and is a lot of work to get them delivered to your customers. We also have to pay for your Equipments supplies. \$168 for bar code labels, all receipt paper and even the ink that goes in your printer at \$160.00. This is for your equipment not mine and we are given \$17.00 a month to cover that. Doesn't come close.

We also asked for the route to be done backwards putting us first as our loads are double what anyone else gets and we need time to sort it. Lomond does not care about cut off times being earlier. They prefer to get their mail at a decent time not at the end of the day. It was changed for a couple month and it worked perfect for us. until Arrowood felt that they are corporate so they go first. Delivering here at noon to 1 pm puts your driver and my staff at risk as there is no parking and they have to stop on the road to unload. It interrupts our lunch rush and also my other trucks like grocery that have to be unloaded first as there is perishable food on it. In 2 separate occasions the girls were almost hit from traffic. very unsafe. I was told this route can not be changed but i also know it can very easily. Since we have given our resignation I understand you are putting in super boxes. This will cost you thousands of dollars and the excess will have to go to Vulcan. Vulcan is now going to have to hire an extra staff member to compensate for Lomond's mail. They will also have to hire someone to pick up the mail in Vulcan and bring it to Lomond, load boxes and return with out going mail. That alone will cost more a week than we received per month. would have been cheaper to redo our contract. You were on the news the other day saying Canada post is going broke and needs to up prices. sounds like upper levels are mismanaging costs.

You could have saved thousands of dollars just by working with me rather than against me. Good luck with taking over Lomond's mail and sorry Amber for the added Christmas stress. If you ever reconsider my door is open for discussion. If not good luck with your decision.

Regards
Sandy

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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5. COMMUNITY DEVELOPMENT SIGNIFICANCE

Rural communities have long relied on developing small-scale and community specific strategies to promote enhanced services, population growth, or economic activity. In some instances, these strategies can be developed, organized, and implemented by volunteers. Many communities, for instance, rely on volunteers to provide a courtesy car for seniors, or give of their own time and money to privately form development co-operatives that build and maintain a restaurant facility. While volunteer initiatives are critical and should be encouraged whenever possible, there are some initiatives that are better suited for local government to lead and support. This is usually the case when the initiative is for a service that impacts all members of a community and where ongoing subsidization is required.

As set out in section 3 of the Municipal Government Act of Alberta, the purposes of a municipal corporation are as follows:

- “(a) to provide good government,
- (a.1) to foster the well-being of the environment,
- (a.2) to foster the economic development of the municipality,
- (b) to provide services, facilities or other things that, in the opinion of council, are necessary or desirable for all or a part of the municipality,
- (c) to develop and maintain safe and viable communities, and
- (d) to work collaboratively with neighbouring municipalities to plan, deliver and fund intermunicipal services.”

Additionally, about eight years ago the Province of Alberta amended the Municipal Government Act to mandate intermunicipal collaboration on shared services. The province now requires municipalities to agree upon Intermunicipal Collaboration Frameworks. As outlined in section 708.27 of the Municipal Government Act of Alberta, the purpose of Part 17.2 of the Act “... is to provide for intermunicipal collaboration frameworks among 2 or more municipalities

- (a) to provide for the integrated and strategic planning, delivery and funding of intermunicipal services,
- (b) to steward scarce resources efficiently in providing local services, and
- (c) to ensure municipalities contribute funding to services that benefit their residents.

2016 c24 s134;2019 c22 s10(28)”

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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In 2020, Municipal Affairs issued version 3 of its workbook on Intermunicipal Collaboration Frameworks. This document outlines five categories of shared services between municipalities to help conceptualize the development process of a framework. These categories are transportation, emergency services, water/wastewater, solid waste and recreation (p. 14). The following, however, is also recognized that “...beyond the five service categories...” the framework “... should also include any service delivery that your municipality may like to explore as part of the ICF process.”

With the above in mind, municipal partners in Vulcan County established the concept of a “**Community Growth Initiative**” in the Intermunicipal Development Plan between the Village of Lomond and Vulcan County, as well as that between the Village of Milo and Vulcan County. In both plans, section 3.5.10 sets out the following:

“The County and Village agree to meet to discuss projects proposed by the Village intended to promote municipal viability and community growth. Project proposals identified by the Village as Community Growth Initiatives must include a written request to the County describing the proposed initiative, how a specific service need will be met and provide rationale for equitable cost-sharing of the growth initiative between the County and the Village for operating and/or capital expenses.”

In the discussions that informed the inclusion of Community Growth Initiatives in these statutory plans, it was understood that such initiatives could be uniquely tailored for the needs of each community in Vulcan County. Being established by statutory plan for fostering collaboration between two municipalities, it was understood that Community Growth Initiatives would apply to shared services that benefit the residents of both jurisdictions.

The Village of Lomond and the Village of Milo are jointly requesting that Vulcan County consider the following proposed Community Growth Initiative for providing post office service in their communities. They understand that this is likely not a concern for any other village or town in our region, however, they can appreciate that other communities might have a unique service gap that could be considered as a Community Growth Initiative. The councils for the Villages of Lomond and Milo recognize that another urban municipality located in Vulcan County could propose some other project for consideration as a Community Growth Initiative. The village councils believe that Community Growth Initiatives could be a net benefit for our region as we work collectively to promote economic development and community growth, and do so with our rural municipal partner, Vulcan County, in a manner that best suits the needs of each community.

Canada Post is widely seen to be at a crossroads where significant organizational change is soon necessary. Every community in Canada relies on Canada Post in one form or another, and post office outlets remain essential in rural communities by making commercial and business transactions easier, providing access to healthcare for seniors and those otherwise challenged by having to travel. Rural communities remain vibrant by maintaining community and commercial activities that bring people to town and attract newcomers looking for a new home. It should also be recognized that many residents now do a lot of online shopping with fast delivery that was not as widely available in the past.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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The advent of online shopping has made access to certain goods and services—even parts for farm machinery—more readily available in rural communities. This is greatly appreciated in communities where distance and travel can cause significant inconvenience.

If the post offices in Milo and Lomond were to close, certain services would only be accessible in the Town of Vulcan. Those expecting registered mail, or anything requiring a signature, would be expected to travel to Vulcan to collect it. This is a significant inconvenience for anyone living east of Milo or Lomond, and especially when they might not be traveling to Vulcan for any other reason on a regular basis. The development of Vulcan County's own country-residential developments in these communities is also supported by having easier access to post office service in Milo and Lomond. Anyone having to commute further away, say Calgary or Lethbridge, could find it very challenging to find the time required to go to Vulcan to get to the post office. The Villages of Lomond and Milo believe that we should be encouraging commuters to live in their districts as one strategy for economic development and community growth.

Given the organizational challenges of Canada Post, the Villages of Lomond and Milo believe that any consideration of a Community Growth Initiative for postal service should be based on a three-year term, with a service review occurring after year two. Mail and parcel delivery beyond the services of Canada Post remains a challenge for rural communities, one that all residents are presently finding out given the challenge posed to alternative carriers during a postal strike. Ongoing dialogue between municipal partners will be necessary as we navigate changes to postal service and rural parcel delivery.

Consider the following excerpt from the 2023 Annual Report for Canada Post:

"An outdated postal system will affect all Canadians, but it will be felt most by those who need it most—small businesses as well as Canadians in rural and remote areas. The postal service is a vital national infrastructure built to serve the entire country, but it is at a difficult crossroads that challenges its very future and relevance.

Change is needed to ensure the postal service is there for all Canadians, especially rural and remote communities and small businesses. In today's competitive environment, rural remote and northern communities, with their lower population densities and distance from large urban centres, are costly to deliver to. Canada Post has always been there to serve these communities, delivering a much higher proportion of parcels in rural and remote areas. We're proud to fulfill this need. But without change, our financial situation will impact our ability to continue to serve these important communities." (p. 8)

While we are in a time of significant change for Canada Post, the Villages of Lomond and Milo believe that local government can collaboratively continue to assist their communities, supporting local post office access under the mandate established for municipalities by the Province of Alberta.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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6. MUNICIPAL SUPPORT – SCENARIO ONE

Over a three-year trial period, Vulcan County will partner with the Village of Lomond and the Village of Milo to provide funding support for post office service in the communities of Lomond and Milo.

This funding support is to cover an established and calculated shortfall of mutually agreed upon post office revenue from mutually agreed upon post office expenses.

1. In conjunction with authorized post office personnel, municipal representatives from Vulcan County and either the Village of Lomond or the Village of Milo will do an annual count of how many boxes are held by village residents and how many are held by county residents. This annual count will exclude boxes held by non-profit and community groups.
2. Evidence of a revenue short-fall will be provided to the municipal partners and the service provider will be reimbursed to the extent they have provided a subsidized service for village and county residents.
3. Each municipal partner will pay their respective share of the revenue shortfall from expenses.
4. The municipal partners will undertake a comprehensive program review after two years, determining whether this municipal support for post office service should continue beyond year three.

7. MUNICIPAL SUPPORT – SCENARIO TWO

Over a three-year trial period, Vulcan County will partner with the Village of Lomond and the Village of Milo to provide funding support for post office service in the communities of Lomond and Milo. This funding support will be a fixed postal service operating grant from Vulcan County to their urban municipal partner of \$6,000 on year 1, \$6,250 on year 2, and \$6,500 on year three.

1. The Village of Lomond will transfer the operating grant from Vulcan County to S&S Grocery, along with any additional funding or operational support that they can offer.
2. The Village of Milo will accept the operating grant from Vulcan County on behalf of the County ratepayers who use their service and continue to subsidize post office service for all residents.
3. The municipal partners will undertake a comprehensive program review after two years and determine whether municipal support for post office service should continue beyond year three.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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8. APPENDIX

Lomond Community Member Written Submissions

30 submissions

To Whom It May Concern

I am writing this letter concerning keeping the post office service in Lomond. This service is vital to the Lomond Community.

On a personal level this service being in Lomond will effect me and my family. I send and receive quite a few parcels in a year and all of these parcels are too big to fit in a box. If I have to drive to Vulcan it is an inconvenience because I do not do other business in Vulcan as a rule. My business is done elsewhere because of other services that I can't find in Vulcan.

I would greatly appreciate that the Post Office service in Lomond would stay operational.

Thank you,

Trent and Carrie Kraft

Lomond Grazing Association is who my husband is employed by and the loss of this service will greatly effect them as well.

To Whom It May Concern

I anticipate major changes in mail service for us. I am the 3rd furthest resident to the east in the county, and I would have to drive 1 ½ hours to get oversize parcels, registered mail, and anything that needs to be signed for. I will have to get stamps, mail parcels, etc., somewhere else. How do you run a business without a full service post office? We already have all of this in Lomond and it is working very well.

I have been told that the reason for shutting down the Lomond Post Office is all about saving money. How much is the cost of the super boxes? What is the maintenance cost of the super boxes? What is the person delivering and sorting the mail getting paid? What is the person delivering parcels and putting them in the super boxes getting paid? (I suspect not enough. Other communities, like Enchant, can't keep an employee to do this. They now get delivery twice a week, not every day).

I would bet that since Canada Post as already publicly announced that they will be broke by 2025, that we will get multiple excuses why the boxes are not being installed. I do not believe that this service is a benefit to our community in any way, anyway.

I have talked to several people that will move their mail service elsewhere. We will also move ours if we lose full service. The problem is this ... we changed our box number 13 years ago, and we still get mail at the old box number. I have been told that that won't happen if we have a different postal code. There

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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is no way to change our address with all of the people we do business with. It will take years to get it done. I see the changes to the post office as just one more nail in Lomond's coffin. If people go elsewhere for the mail, they will not be supporting the other business either.

Sandra Kam and her crew have done an amazing job of serving the community, for the last 13 years, as the Post Office. I think that we will all benefit from her continuing to do this.

Williamson Farms o/a 1661885 AB LTD

Badger Land & Cattle

LeBastard Ranches

and MaryAnne Williamson

To Whom it may concern:

For many years we have had excellent service in Lomond following the take over of the Canada Post Facility by Mrs. Sandy Kam. She has served the community well under sometimes difficult circumstances as she must run her own businesses on time while also being sure the postal service is well managed.

The postmistress, if I may use the antiquated term, has apparently also received little in pay increases since she took on the post office and has apparently made requests for additional pay to cover the extra workers she employs to keep the mail moving in a timely and professional manner. Those requests have apparently done little to improve her bottom line.

The community must have postal service and those who live in and around Lomond are not interest in super boxes on the street or trying to collect parcels or pick up registered mail without an actual person present to help them. Sandy Kam has done a great job in the past and I am sure if officials from Canada Post were willing to work with her a solution could be found that would allow us to maintain the postal status quo.

Please work with Sandy Kam and strive to maintain the level of postal service we in Lomond and District have come to depend on. Thank you.

Your truly,

Marvin Maronda

Dear County Council Members,

I hope this letter finds you well. I am writing to express my deep concern regarding the potential closure of the Canada Post location in Lomond, Alberta, and to request your support in keeping this vital service operational for the community. I use this site as a flex location to pick up mail, packages, and supplies for my classroom at Armada Colony School. Unfortunately, this post office in Enchant was closed a few years ago and no longer provides in person service. This has negatively impacted the Enchant community and people with post office boxes there must drive to Vauxhall to get their packages delivered.

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I use Lomond as a flex site because it is within a reasonable commute from my house and workplace. I found that the service at the Enchant Postal boxes is not reliable and have not received all of the packages that I expect to.

Lomond is a small but vibrant community that relies heavily on the services provided by Canada Post. The local post office serves not only as a postal service but also as a community hub where residents gather, share information, and connect with one another. The closure of this location would significantly impact our residents, particularly those who may have limited mobility or who rely on postal services for essential communications and deliveries.

In addition to the social implications, the economic impact of losing the post office cannot be overstated. Many local businesses rely on Canada Post for shipping and receiving goods, and its closure could hinder their operations and growth. Furthermore, for many residents, the post office is the only accessible point for essential services, including mail delivery and package pickups.

I urge the County of Vulcan to consider the broader implications of this closure and to advocate on behalf of the residents of Lomond. Your support in reaching out the Canada Post and highlighting the importance of maintaining this service would be invaluable. Together, we can demonstrate to Canada Post that Lomond and its residents are deserving of continued access to postal services that are critical for our well-being and economic stability. In addition, if there are any budget dollars from the County of Vulcan that could be allocated to assist with the cost of keeping the Lomond Canada Post location open, it would be appreciated.

Thank you for considering this request. I am hopeful that, with your support, we can work together to keep our local Canada Post location open and thriving for the benefit of our entire community.

Sincerely,

Tami Plumb

To Whom it May Concern:

We would ask that Canada Post please keep our small-town post office here in Lomond Alberta T0L 1G0 up and running. As a small rural community that is a considerable distance from any nearby major centers, we rely heavily on the post office and the services they offer.

Our business needs a local Post Office in our immediate area. Please help our community find a way to keep all our postal needs here and local.

Yours truly,

Gaye Lucas

Lomond Grazing Association

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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To Whom It May Concern:

I am a rural resident in the community of Lomond, Division 7 in the County of Vulcan, Alberta. We get all of our mail in the Village of Lomond Post Office. This office is currently being run by S&S Grocery Store. The mail is delivered 5 days a week from Vulcan Post Office which includes parcels, first class mail, etc. There are many businesses, Farms and Families that rely on the mail service to Lomond. It seems crazy that Canada Post won't pay the S&S Grocery Store a fair compensation for sorting mail and parcels for the community. There has been talk of lock boxes plus sending the mail out with people to sort. The cost of the lock boxes plus hiring people to do this would cost way more than proper compensation for doing the existing job the S&S Grocery Store is already doing. It's just simple common sense to keep the mail delivery and S&S sorting mail and parcels for residents. I know Canada Post has been losing money for years, but bad decisions like this will definitely lose them more money. If the mail service is discontinued in small villages in Alberta more business will be done online and parcels delivered by private corporations as in Purolator, UPS and more. Canada Post down the road could be finished and lost forever. This I think would be a huge loss for all Canadians. Do not forget about Canadians.

Royden Lucas

To Whom It May Concern:

I am a rural resident in the community of Lomond, Alberta in Division 7 of Vulcan County. We have recently been informed that our local post office will be closing because of a minimal discrepancy in compensation, \$500 per month is what we understand, and the contract with the business owner will not be renewed. This is a devastating blow to the community. Mail is delivered 5 days a week from the post office in Vulcan, which includes mail, parcels, first class mail, etc. There are many farms, businesses, seniors and families that rely on that postal service. My husband and I get all of our mail in Lomond and we also run a business to which we need to get Express Post envelopes each month, now we will have to travel 100 km round trip to get the envelopes. In a time where the environment and the carbon footprint of individuals is front and centre in the media, I feel that forcing people to travel to other towns and cities for their mail is not a very smart idea. This decision will also add the stress and inconvenience of having criminals stealing mail from lock boxes, which is unavoidable, just because Canada Post is not willing to fairly compensate the existing business, S&S Hardware. Will it not cost more to hire someone else to deliver and sort the mail, install lock boxes and replace them as they get damaged? I feel that more discussion needs to happen before Canada Post closes this location.

Sincerely,

Dennell Gillespie

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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Dear Vulcan County:

S&S Hardware has done an outstanding job of running the post office in Lomond for the past 13 years but Canada Post has not been compensating them enough to cover their expenses in running the post office throughout the 13 years. S&S Hardware has been unsuccessful in renegotiating a contract with Canada Post that would allow them to be fairly compensated and S&S Hardware feels they can no longer afford to operate the post office at a loss. Since the post office is a vital service in our remote community, we are asking Vulcan County for financial assistance in order for S&S Hardware to continue running the post office in Lomond.

Yours truly,

Mary Anne Stanko

To Whom it may concern,

I am writing with the hopes that a reconsideration could be made in regards to the future closure of the post office in Lomond, AB. This closure would result in unnecessary hardship for myself, my family, and many other locals who rely on this service. Removal of this location would add a minimum commute of 1 hour for me, potentially impacting others to an even greater degree. With gas prices surging and time being valuable, the economic impact would be great. Please consider the impacts prior to finalizing this decision, and I also ask for an understanding of the hardships this will cause for this community.

Thank you for your time and consideration.

Alexis Masse

To whom it may concern.

I have been informed that there is a possibility that the post office could be moved out of Lomond, AB. I feel this would be a very bad idea, as it is one of the very few things we have in the area for convenience sake, it brings partial employment to individuals in the community who rely on this to raise their families, for us personally if we had to go to Vulcan would mean an hour commute the opposite way of usual travel, and trying to make it there during hours of operation would be next to impossible. From what I have also noticed the post office also brings people from the surrounding area to the store leading them to pick up things they need and thus keeping the local business up and running. I am not sure of the exact number of those in the surrounding area this will also effect in a very negative way, but I do know the result will not be good in any way possible.

In closing, please reconsider and keep the post office in Lomond A.B open for years to come. Thank you for your time.

Todd Oosterlee

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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To whom it may concern,

I am very disappointed in the proposed idea of moving our post office to Vulcan. This would be an inconvenience to our family and our community. To make an hour commute to get our mail every day puts a lot of pressure on both our schedule and our finances! Not only does the local post office serve the basic needs of receiving and sending mail but it also creates a place of contact for our community. Please reconsider this decision!

Sincerely,

Michelle Oosterlee

To whom it may concern,

When the idea of our local post office being moved to Vulcan was first introduced to me, I was completely against the idea. The unnecessary time it would take to travel to Vulcan and back just for our mail is inconvenient in a number of ways. That time is not only impractical to our daily lives, but also hard to come by in general! I honestly hope that you would reconsider your choice.

Sincerely,

Isaac Oosterlee

To whom it may concern,

Please keep our post office. I do not want to go to Vulcan!

PLEASE!!!

Simon Oosterlee

To whom it may concern,

As we are all aware, the digital world has made communicating via "snail mail" of little importance. However, there are many very important, some life sustaining things that cannot be handled digitally. Such as medicines, packages/purchases acquired digitally.

The idea of making us travel at least an hour to get said packages is, in my opinion criminal. There are many who can't drive that hour. The postal system is still vital to our community.

Lock boxes for packages will not work. In many cases they will be too small. Also, it has been proven in other areas that they are not secure.

We are not suggesting or asking for the "Pony Express" just respect our community and those who have provided services in the past. Keep our Postal Service Local, and pay them what is needed to remain and keep current and move ahead.

Sincerely,

Sharon Forsyth, Shane Forsyth

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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To Whom It May Concern,

As a lifelong resident of Lomond, I write in pledge to support our local community in keeping our regular postal service going. For years our local post office has served us diligently and gone above and beyond. Living an hour from the nearest city our small town relies on these services provided to help make our day to day lives easier. With the increase in online shopping especially during the pandemic, our post office has become even more critical. Being able to order things not available to us without driving an hour but have postal services available to us not only for personal use but for our farm business help us greatly. Our post office should be adequately compensated for the big task they undertake in processing all the mail that comes to our town. As residents we find it sad and unacceptable that Canada Post is unwilling to pay our local business to do their job adequately. We are asking the County to step up to support the towns within it that contribute greatly to the success of the County overall. To keep our small towns alive, it is critical to keep things like our local postal services available and support our businesses. If we are forced to switch to super boxes for parcel services if our current post office isn't able to stay open, we have heard many people say how difficult they are and prone to vandalism/stealing. We have the setup for all postal services in order so it would be best to keep it running as is with it being paid adequately for the necessary service they provide. Would you please consider taking an active role in this issue.

With Gratitude

Heather & Matthew Siray

Mayor Brad Koch and Lomond Town Council

I am writing to you to express my concern with the changes that are planned for the Lomond Post Office.

I know that the current staff at the post office have been struggling with their dealings with Canada Post as they have had to pay for the supplies themselves as well as providing additional wages as Canada Post does not pay enough hours to deal with the amount of mail/packages that have to be processed.

There is also a personal aspect to the changes that are detrimental to the wellbeing of our citizens. The post office is a meeting place where neighbours can catch up with each other, hear the local news and check in to make sure everyone is doing well.

Local businesses will suffer along with these planned changes as there will be less foot traffic and less spending at their businesses.

These planned changes are not beneficial in any way to Lomond and I would hope that you would do everything in your power to convince Canada Post not to go in this direction.

Kevin Zankl

Little Bow Resort

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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Town Council of Lomond

I have written to our MP Martin Shields who said he has been in contact with Mayor Brad Koch regarding Canada Post changing the process of mail delivery in Lomond. I want to know what you are going to do to support the town and keep the post office the way it is and not move to the super boxes. The post office in Lomond is not just a post office. It is a meeting place to check in with your neighbors. Brings business into town which supports the residents. I have lived in areas that have these super boxes and they are always being broken into. I hope that you support keeping the post office the way it is.

Karen Cowan

Brad Koch and Town Council

When I heard that the post office in Lomond was planning on moving to the super boxes I was very concerned. There is no personal interaction with the super boxes and I need that personal connection. There are days that I don't have any personal contact with anyone and I look forward to talking to the people at the post office. I get to catch up with what is going on around me and they check in with me to see how I am doing. They are much more than just a post office and it will be a shame to lose that personal interaction which makes Lomond such a great little town.

Lena Carroll

Mayor Brad Koch

I am writing to you and town council as I am upset with the proposed changes to the Post Office in Lomond. There is no way that the planned super boxes will be able to handle the amount of mail/packages that are delivered daily and especially at Christmas. As a rural area we rely a great deal on mail and package delivery so it keeps us connected as well as providing an income to the businesses in town. People will be moving their mail pick-up to other post offices which will reduce the traffic and spending in Lomond.

It is in all of our best interests to keep the personal touch with the mail and I hope you will do your best to maintain that.

Sincerely

Ramcharran Narinedat

Little Bow Resort

To Lomond Town Council

Regarding the post office in Lomond and losing it to super boxes. This would not be a great move for the people who use the post office or for the local businesses. People coming into town will stop in to the grocery store or to the car wash, grub hub for lunch or the coop. I can tell you that a lot of people will be moving their mail to Vulcan or Champion rather than deal with the super boxes. That will mean less business and income for the town.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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Thank you for your support in this matter.

Trevor Alexander

Lomond Town Council

This note is in regards to the proposed changes to the Canada Post Office in Lomond. They are taking the personal interaction aspect out of the process with the introduction of their super boxes.

The current set up in Lomond promotes neighbour interactions as well as introducing revenue streams for the local businesses. These are all positive actions that improve the town as well as promoting Lomond as a place you want to reside in.

Canada Post has not been providing supplies or adequate wages for the time that it takes to process all the mail and packages and now with the proposed changes they will not be providing even that.

I would hope that you will be supporting your residents and those that utilize the post office in these proceedings.

Sincerely,

Glenise Scott

Little Bow Resort

To Whom It May Concern

I feel the Lomond Post Office is a vital service that our rural community cannot lose.

I rely on the Lomond Post Office.

I farm full time, and I work in the oilfield fulltime.

I do not have time to travel 30 plus miles to pick up my parcels elsewhere.

Regards,

Bill Wogsberg

To Whom It May Concern

A post office is vital in a rural community. People rely on the post office to receive/send mail and parcels.

The impact from closing a rural post office is bigger than just the post office. People will no longer travel the short distance daily to pick up or send their mail and parcels. In turn they will no longer be stopping to eat at the local restaurant or purchasing groceries at the local store. It would likely finish the community.

We need to preserve our small rural post offices and keep our rural communities viable.

Regards,

Randy and Laura Schlaht

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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To Whom It May Concern:

A post office is one of the first things built when a small community establishes itself.

The post office is the heart of the community. It provides a lifeline, particularly for the elderly as some do not have or want access to digital services.

I lived on my farm just outside of Lomond for many years. I still own my farm. Due to health reasons, I now live in Lethbridge.

But I still receive all my mail in Lomond.

When I lived on the farm I drove in every day to pick up my mail and visit with people. Most days I would buy something at the grocery store. Some days I would have lunch in the restaurant. It gave me something to look forward to every day.

Please do what it takes to make sure that our post office remains open for mail and parcel deliveries.

Sincerely,

LaVerla Wogsberg

To Whom It May Concern:

I live in Lomond and am greatly concerned about the future of our post office. I work five days a week and have to wonder how I would pick up any parcels or registered mail as I will not make it to another community to pick it up in time. Will the neighbouring post office open on weekends, so working people can pick up their registered mail and parcels? Will we be able to purchase our supplies and return packages through Lomond for the same reason? If we have outdoor boxes who will monitor them for vandalism and theft? What happens to my parcels if all the parcel boxes are full for quite some time?

I feel like if we lose our postal service as it is now we are losing a very valuable service in our rural community which is at least an hour away from every day conveniences. How will working people get registered mail and parcel/returns in the time frame as necessary when there is a time stamp?

From a very concerned Village of Lomond Resident.

Stacey Stokes

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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Hello,

I am a 41 year old who is on disability.

I am unable to drive and rely on mail for my medication plus other household items. The mail to me is my lifeline to the rest of the world. I do not socialize with people therefore I rely on the mail for my shopping needs, since I do not drive nor have friends.

If the mail gets taken out of Lomond, I will have no way to survive. Please not everyone has enuf money or the means to get to another town.

Bobbie-Sue Preston

To Whom It May Concern:

My name is Kayla. I am a single mom of 2 daughters. I want to explain how important it is for my family and I for Canada Post to stay in Lomond running the same way it has over 10 years.

Due to unforeseen circumstances, I am left without a working reliable vehicle. I am unable to drive to Vulcan to pick up parcels, as I know a lot of people are. Since I do not have transportation I use Canada Post for a variety of things.

I buy food, diapers, birthday/Christmas gifts, baby wipes, everything. I also am an Usborne Books consultant – I need to order my books/stock online. This provides extra income for my family. If Canada Post is changed, I now need to travel to Vulcan for parcels – it could be detrimental to my small family.

On top of all this, Sandy Kam (S&S Grocery) is my employer. I am the one who goes down to the post office to sort the mail. If you take this away, this also could mean me losing my job. If Canada Post changes, I could have to move and uproot my family.

I know how important this service is to so many community/county residents. I urge you to explore all options there are to keep this amazing service in Lomond. I personally know so many people who don't or can't drive who rely on this service – individuals who get medication through Canada Post and don't drive – what will they do?

What will we do when we need to renew our post office boxes? Drive to Vulcan? How will we send registered mail, or parcels or buy stamps and flat rate boxes?

Keeping Canada Post running as is in Lomond is so needed. I've heard so many concerned residents stories' – I beg you to find a way to keep it here!

A concerned mother, resident and employee.

Kayla Connell

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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To whom it may concern

I, Peter and Anna Fehr, support the post office here in Lomond. We would find it very inconvenient if we had to drive all the way to Vulcan to get all our packages we get in the mail. Please consider the needs of the residents of Lomond before closing the office.

Thanks,

Peter and Anna Fehr

To whom it may concern,

We are concerned citizens and business owners living near the community of Lomond and in Vulcan County who have been informed that we may no longer have a post office in the Village of Lomond even though postal service is an essential service. In the larger cities, they get mail delivered right to their door and parcels get delivered as well. Couriers do not deliver to our home addresses if we live out in the country and the only way for us to get them is for to be delivered via Canada Post to our nearest community post office. Lomond is that community for many people in the village and in the surrounding area.

When we go to Lomond to get our mail, we also support the other businesses in town. Sandy does a great service with the Post Office in Lomond! It makes no sense for all of us to be on the road to Vulcan or somewhere else to get our important mail. It takes time and also wastes a lot of gas for all the individuals to be travelling up and down the road, further that we already have to travel.

When essential services move out of the community, it's one more nail in the coffin for the whole of the community. We need to support the cause of having our postal services remain in Lomond. Please do what it takes to keep the postal service local.

Sincerely,

David and Shirley Wiens

Wiens Family Farms Inc.

Ideas:

1. Take the wasteful spending of the federal government and stop it. Reallocate some funds to rural postal delivery and pay those who do the postal work in our community fairly.
 2. In a small rural community (Treesbank, Manitoba) where our daughter lives, the mail is delivered into small boxes on the road they live. This is a rural route delivery. Anything large or needing a signature is done at Wawanesa, Manitoba (which is about a 10-15 minute drive). Having to drive to Vulcan or Vauxhall or Lethbridge for postal service is nonsense.
 3. Increase the taxes a bit by the county if you have to and keep the services in our nearest town. If the county has the resources to subsidize the postal service, then taxes don't need to be raised.
-

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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To Canada Post:

The Post Office in Lomond was broken into some years ago, and Sandy at the Grocery Store too over the role as Post Mistress and has been doing an amazing job.

We moved here from Calgary in 2019 and were very impressed with the postal service here in Lomond. Mail and parcels alike, delivered in not only a timely manner, but Sandy always knew what was going on.

Apparently, her contract is up, and Canada Post has refused to renew and pay her anything more than her original contract from 12 or 13 years ago.....RATHER, they have opted to put in SUPER BOXES which are a terrible option. They get broken into all the time and parcels stolen. And they are only as good as the person putting the parcels into them. We had them in Calgary and they were horrible. Parcels went into the wrong boxes everyday...because people are too lazy to do their job properly.

Now, until Canada Post gets around to putting the Super Boxes in (ANOTHER WASTE OF MONEY AT THE TAX PAYERS EXPENSE) THE TAX PAYERS OF LOMOND WOULD HAVE TO DRIVE 30 MINUTES TO VULCAN TO COLLECT THEIR PACKAGES, THEN DRIVE 30 MINUTES HOME. HOW LONG DO YOU ASSUME WE WILL BE REQUIRED TO STAND IN LINE IN VULCAN NOW WITH ALL THE EXTRA PACKAGES TO PROCESS?? SO A 5 MINUTE TRIP IN LOMOND TO COLLECT A PACKAGE IS NOW GOING TO TAKE PROBABLY IN THE AREA OF 1-2 HOURS. HOW IS THIS FAIR??

IS CANADA POST GOING TO HIRE SOMEONE ELSE IN VULCAN BECAUSE OF THE EXTRA PARCELS NOW??? It is already a long wait in Vulcan Post Office just to send something.

DOES THE GOVERNMENT NOT UNDERSTAND LOMOND IS NOT WITHIN THE NORMAL DISTANCE TO GO SHOPPING?? A LOT OF OUR SHOPPING OCCURS ON LINE BECAUSE OF THE DISTANCE FROM SHOPPING. This means lots of parcels. Even groceries are shipped via parcels. ARE YOU NOW GOING TO BE TAKING THIS AWAY FROM US. Lomond has a lot of SENIORS who cannot drive in the winter to Vulcan to collect our parcels. Having to drive to Vulcan to collect our parcels would be taking away some of the freedoms we now have by having our parcels shipped to Lomond.

CAN WE NOT LEAVE A GOOD THING ALONE...CANADA POST NEEDS TO RENEW THE CONTRACT WITH A COST OF LIVING INCREASE WHICH I AM SURE IS MUCH LESS COSTLY THAN HIRING SOMEONE NEW AND STILL NOT GETTING THE INCREDIBLE CUSTOMER SERVICE WE IN LOMOND ARE USED TO.

Judy Landry

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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Milo Community Member Written Submissions

22 submissions

To Whom it May Concern,

I am writing on behalf of both our family and our corporation to express how important the Milo Post Office is to our rural community. Being able to access our mail in town on a daily basis is vital to not just us but all community members.

On a personal level, it is convenient to get the mail when travelling to town when picking kids up from school, getting groceries or attending community events without having to make a special trip to larger centers that are a minimum 30 minutes driving time away. In regards to our business, it would be nearly impossible to function in an efficient and effective manner without the post office in town. Much of the correspondence is of a timely manner – something that would be difficult to reconcile having to travel outside of our community. In addition, it is vital that we can get larger packages and parcels shipped to a local location.

If our post office were to close it would significantly impact our life, let alone those of senior citizens and people who have restricted access to travel. If our post office were to close it would essentially cut those populations off from postal access all together. The argument could be made that the majority of correspondence can be completed online anymore but this does not account for parcels and packages and rural access to internet can be extremely suspect at times making this an unsustainable solution.

The Milo Post Office is a vital part of our community and if it were to be closed it would be a direct hit on the survival of our rural town. The agriculture community that supports this area would be severely impacted and there is no doubt that it would have an overwhelmingly negative outcome.

Sincerely,

Mark and Maria Oldfield

The post office is extremely valuable to our family. We do more and more online shopping for our farm business and personal shopping. It would be an 80 mile round trip for us to get parcels in Vulcan. As rural residents, we need to contribute to the Village of Milo to keep this valuable service. It is no different that contributing to waste management and other services.

Ian and Barb Godkin

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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The Milo Post Office is an absolute necessity for our community and myself!!!

Fast and courtesy service. Easy accessible and great service for parcels.

Leah and Riley have gone above and beyond with helping me return parcels, etc.

It is a pleasure dealing with and at the post office and village!!

Sincerely,

Joan Mingo

To whom it may concern,

I live just outside the town of Milo AB and would like you to know how very much we appreciate and depend on the Post Office in Milo.

Living in a rural community the post office is a vital service that I can't imagine being without. Unlike those in larger centers, when we need something like a tool or appliance or household items, we can't just jump in the car and in 5 or 10 minutes at the mall pick it up and be home. We go to online shopping to order it and wait for it to arrive at the post office. The post office in a small rural area I would argue is far more important than ones in larger centers when so much is readily available.

Our Post Office is one of the hubs of the community. People meet there while picking up the mail and connect and learn what's going on. The post master not only knows all our names, she helps us take out packages that are too big or awkward. Delivery services like say Purolator, won't deliver to our rural addresses, so we need to have a town address in order to get them. The nearest larger area is about a 45 minute drive to pick up and when we often get packages two or three days a week, that is a long and costly way to go.

So again I want to thank our Post master for service above and beyond and hope that we can count on her for well into the future. I should also say I think the town Office should be a Purolator/Courier site and that Leah deserves to be paid accordingly for the pick up organizing and ensuring that we all get our packages.

Sincerely,

Del Young

As a long-time resident of a rural community in Alberta, I cannot overstate the vital role our local post office plays in our daily lives. It is more than just a place to send and receive mail; it serves as a hub of connection for our community.

Our post office fosters a sense of belonging, providing essential services that many residents rely on. For seniors and those without easy access to transportation, it is often their only link to the outside world. From mailing packages to accessing government services, our post office is an invaluable resource.

POST OFFICE ACCESS FOR THE COMMUNITIES OF LOMOND AND MILO: A COMMUNITY GROWTH INITIATIVE

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Moreover, the post office supports local businesses by facilitating commerce and enabling entrepreneurs to reach customers beyond our borders. It's a place where neighbors gather, share news, and support one another, reinforcing the bonds that hold our community together.

Maintaining rural post offices is essential not just for the services they provide, but for the sense of community they nurture. I urge decision-makers to recognize their importance and ensure they remain open and accessible for future generations.

JoAnne LeBlanc

To Whom It May Concern:

As a community member, we strongly benefit from the Village of Milo Post Office as it is so very convenient to those not only in town but in the surrounding area which is quite vast. The ability to send and receive parcels and letters near by is, we believe, a Canadian right!

With larger businesses so focused on making money, cutting out the smaller villages has been a disaster for too many. Since post offices have been around for many, many years and folks rely on them daily, the fact remains that we too pay taxes to the governments provincially and federally....so a huge YES! We support the Village of Milo Post Office!

Kathy Catt

John McAlden

To whom it may concern,

I am writing you to express my upmost gratitude for the Milo Post Office and its staff. Especially Leah.

As a rural resident of Milo, we appreciate that we can easily access our mail at the Milo Post Office which saves us valuable time and money as we do not need to drive to Vulcan for these services. The expertise and professionalism that is shown from the staff, does not go unnoticed. As newer residents to the area, we were impressed by the quality of care and the level of knowledge and understanding shown by these staff members. We appreciate all they do and look forward to our post office visits. They make everything smooth and timely when we need help sending and receiving packages, to which they get A LOT to the office.

Thank you for all your hard work and dedication.

We appreciate you!!

Steve and Jenn Weber

To Whom it May Concern:

The majority of our business is supported by our Milo Post Office, through means of receiving cheques, invoices, and other important information. We also require the post office for helping efficiently send out

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invoices, payments, and other essential items in a timely manner. Without this service in our community, our business would be impacted greatly.

We use our local post office to send and receive special postage to family members who are long distance. It helps to keep our family connected and brings great joy to our life.

With the proximity of our community being about 45 – 1 hour from a larger city center, we have used Canada Post for receiving important things for our family such as medicine, workwear and other goods that may be harder to access. This has been a huge asset to our family and well-being.

Thank you,

Amy Monner

It is a lifeline for so many:

From the seniors who don't/can't drive that have medications, to supplies for their health conditions – delivered.

For businesses / myself included ordering parts and having them – delivered.

Forgetting to add a stamp for mail outs and being able to purchase before sending.

Dale Nelson

The Milo Post Office is a HUGE benefit. Not only to the community but to us, Kevin and Yvonne Umscheid, but also to our company and business. Pioneer Farms Ltd. We rely on the Post Office for everyday business and what a huge loss to be without their services. It would totally affect our community in a negative way.

Yvonne and Kevin Umscheid

The post office is a vital pillar in our community. It provides jobs, allows businesses to function (bring in supplies, ship out products). It helps some individuals who don't or can't drive to the city to be able to access products they need to improve their lives (medications, equipments, food, etc.). The post office allows us to live in a small community and access items we need from the city. It saves us fuel, time, and money. It is hugely beneficial to our family and community.

Maurissa Lacoursiere

I am writing to express my concern regarding the potential closure of the Milo, Alberta community post office. As a resident of Milo, I can attest to the significant impact this post office has on our community and the detrimental effects its closure would have on my family and our financial situation.

The Milo post office is more than just a place to send and receive mail; it is a vital hub for our small town. It provides essential services to residents, many of whom are elderly or have limited mobility. For these individuals, traveling to the next nearest post office, which is 50 kilometers away, would be an arduous

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and, in many cases, impossible task. The convenience and accessibility of our local post office are crucial for maintaining their independence and quality of life.

For my family, the financial burden of making multiple trips each week to a post office 50 kilometers away is substantial. Our vehicle consumes 12 liters of fuel per 100 kilometers, and the cost of fuel alone for these trips would quickly add up. Additionally, the time spent travelling back and forth would take away from valuable time we could be spending with our loved ones and attending to our daily responsibilities.

Beyond the practical implications, the post office also serves as a social gathering point for the residents of Milo. It fosters a sense of community and connection that is invaluable in a small town like ours. The closure of the post office would not only disrupt the convenience of accessing postal services but also diminish the social fabric that binds our community together.

I urge you to reconsider the decision to close the Milo post office. Maintaining this essential service in our town is vital for the well-being of our residents and the overall health of our community. Thank you for your attention to this matter.

Sincerely,

Lacoursiere Family

The post office in Milo is so extremely important to us! We cannot get parcels out to our farm so we rely on the post office in town. Our rural post office provides access to financial and community services. It also allows us to receive flyers and community info. / news. The people who works at the post office are a large part of our small community. The next post office closest to us is a 40 minute drive. So we are very fortunate to have a post office nearby. Our post office has also become a community hub where people meet and get local support. Overall the post office in Milo is one of the most important things in our small town that everyone relies on.

Cole and Jadeen Umscheid

The Post Office is essential to our community. The nearest post office is a half hour away and would be a hardship to travel that far in the winter months. We have elderly parents that live with us and they enjoy the interaction with the staff at the post office. Leah and the staff are amazing!!

Shane, Brandie, Ron & Linda Bodkin

The Village of Milo Post Office benefits us in many ways. Milo is a vibrant, busy community and we need this service. Leah is exceptionally helpful with all postal services needed. Parcel pick-up and delivery / mailing of, is a huge benefit.

Anonymous

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To Whom it may concern,

The Village of Milo Post Office is an integral part of our community. We frequently use the post office from receiving and sending mail, parcels, flyers, newspapers, etc. Running a business in the area also requires even more frequent post office visits. These “visits” bring me into the village, which then promotes use of other services that the village has to offer (grocery store, restaurant, library, pub, volunteer at school, fuel station, etc.). All these services / businesses are a “spoke in the wagon wheel”. If you lose one of these “spokes”, it weakens the wheel.

If we were to lose the Village of Milo Post Office, the closest terminal for us to go to would be Vulcan. We live northeast of Milo, which put us to a 55-minute drive (one way) to Vulcan. I cannot imagine life if I had to drive that far to receive a parcel. Even Amazon will not deliver to my house!

Not only would the loss of our postal service affect me, but it would also affect all the business in Milo that rely on customers. If people are not coming into the village to get their mail multiple times per week, we would see a drastic decrease in traffic in the Village and loss of business revenue for everyone.

Our family and business would gladly pay to have our post office box and this post office service in our community. Unfortunately, the Village of Milo is unable to charge for me to have a post office box. If there was another way they could collect funds, ie: my Vulcan County taxes paying for a portion, I would not object.

Sincerely,

Jana Bartsch

Being a rural area we do not get home delivery of anything so the post office is vital. Other than Amazon most online shopping we do use the postal service. This includes things that are vital to our business and everyday life. If we need things immediately we go to the city to purchase them, but if it is possible to wait, we will order them.

We deal with many small businesses that send bills and do not have online payments, so we use the post office for this. For business, we deal with many statements that are easier for bookkeeping to have paper mailed to us. Some are many pages so printing at home is time consuming. If we need to mail anything other than a simple letter, we need the “in person” service.

Leah is amazing. She is efficient, friendly and super accommodating. I realize that Amazon does not compensate the village and it would be great if we could figure out a way to make this happen, but I would hope we would be able to still have a post office.

I am not sure if it is possible to charge an annual fee for the Post Office, but I would not be adverse to this.

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We appreciate the Village having the post office and think it makes our community more appealing. People are seen visiting on the deck regularly and you don't want to be the village that "doesn't even have a Post Office."

Donna Deitz

The Post Office in Milo is a lifeline for our family and our business. We need it to ship stuff but moreso to receive stuff. So many specialized items can only be purchased online and shipped that we would be very negatively impacted without it. Rural communities do not have other shipping options so must have a post office.

Jaki Thompson

The distance from Milo to Vulcan is far too great to not have a post office here.

Please leave the Post Office in Milo.

Anonymous

Absolutely AMAZING.

Would hate to lose this valuable service in the community.

Karlee Thompson

(proximity / availability)

ATB Financial relies heavily on the Milo Post Office and Canada Post for our daily operational needs, and that service impacts not only my business but the greater banking needs of the community.

Personally, we rely on the Post Office to receive and send our small business invoicing, to receive online purchases, and to purchase stamps and send items Express Post all right in Milo and not a half hour away in Vulcan.

Huge benefit to our community to have Post Office in Milo as it is natural for people who come to town to then shop at grocery store or go to library or bank or even stop and have a meal at the café. So that keeps our local economy and vitality strong and healthy.

Ginger Deitz

The Village of Milo Post Office is an invaluable service and resource for me. I am a small business owner and, in addition to getting my personal mail, I regularly use the office to send orders to customers and clients. I work from home in Milo so the convenience is obvious. The management of the Post Office is excellent and very efficient, regularly offering/suggesting solutions to packaging and shipping to the US where unique challenges may arise. Milo is fortunate to have the post office as one of our many core amenities/services.

Derek Evernden
