

Postal experiment tests response time, residents' opinions

Twenty letters -- 10 in Acton and 10 in Georgetown -- were mailed on October 2. The residents were chosen at random from the telephone book. Each set was mailed from the local Post Office. The Acton letters were at the Acton postal station at 1:30 p.m. The postal worker began sorting the letters at the wicket.

The Georgetown letters were at the Georgetown station by 2 p.m. The Postmaster said the mail is picked up, to be sent to Gateway, by about 6:30 p.m. He told me the letters would be sorted that evening for delivery on Monday.

The address and phone number for each resident chosen were recorded. By Monday Oct. 5 in the afternoon, three Georgetown and four Acton residents had phoned to say they had received their letters.

Three Acton letters were returned to sender by Thursday, Oct. 8. One Georgetown resident told me she received the letter Tuesday afternoon.

I tried to reach the remaining nine residents by phone. Of those, a Georgetown resident and an Acton resident said their letters arrived on Monday, October 5, another Acton letter was received on Friday, October 9 and a Georgetown letter was delivered on Wednesday October 14. One Georgetown resident said he could not recall receiving a letter from me at all. Four residents -- two from each of Georgetown and Acton -- could not be reached.

It was not a scientific experiment and I should point out that the test was done merely to give us a general impression about mail delivery in Halton Hills.

We can see, even from my crude data, that mail delivery in Acton does not seem any faster than in Georgetown, even though Acton's mail is still sorted by hand. Most of the letters, or nine out of 16, were delivered within 48 hours. Canada Post's prescribed time period for local delivery.

One letter made it to the house within the regional three-day period, or 72 hours.

One letter took a full seven days to reach its Acton destination and the late-comer was a Georgetown letter which didn't reach the home until 12 days after it was delivered. In my opinion, these two letters were clearly affected by the strike; the Georgetown and Acton CUPW members went on strike at 8 p.m. Thursday, October 8.

In at least two cases, Ed Roworth was proven wrong.



Staff Comment

By MARY-LIZ SHAW
Herald Staff

Perhaps the most interesting part of the experiment, though, was the comments I received from residents who phoned to tell us they received their letters.

An Acton resident, Mrs. V. Nichol, said she finds the mail service to be very slow. "It can take over a week to get mail from Acton to Toronto," she said.

Mrs. Wayne Scott, another Acton resident, told me she finds the service to be very disappointing. "Sometimes we don't get mail at

all," she said. "It doesn't matter what time of the year it is, we can go all week without mail at times."

A third Acton resident, Mrs. John Querques, said she finds the service to be too expensive for what you get.

Frankly, I was baffled by these comments since each of these residents had received their letters by Monday morning at 11 a.m.

Yet the post office has always been an easy target. It's an expensive Crown Corporation with two vocal unions and every Canadian is affected if the mail is interrupted.

Many of us are locked into a negative view of the postal service, especially when we learn that mail is delivered twice daily in Britain and six days per week in the United States.

Few of us are ever pleased to learn of increases in stamp prices, when, at the same time, our mail delivery is cut to one round daily or removed

completely to be replaced by a superbox. It irks us even more when we hear Canada Post officials complain that the Corporation is losing money. According to a recent Maclean's article, Canada Post had an operating loss of \$129 million in 1986.

When we hear these facts, we think somehow, somewhere, somebody is doing something wrong.

But, the Herald's small test seems to show that for the most part, our mail service isn't as bad as we think it is.

Perhaps our expectations are too high. Perhaps, we are so used to complaining, we have never stopped to take a good look at what we're complaining about. Or perhaps, some of us just getting accustomed to bad service.

The answer is unclear and Canada Post isn't going to enlighten us.

In the hills

Our mistake

In an article on page 5 October 14, the number of members in the physically Handicapped Citizens Affiliation was mentioned. The number was incorrect. The correct membership of the PHCA is 43.

Correction

A story in the Oct. 17 edition of the Outlook quoted Halton Hills Mayor Russ Miller as saying the town often hears that the police are lazy.

The mayor actually said the town hears the police are to busy. The Herald regrets this error.

Teachers meet

A meeting of the Ontario Association of the Super-Annuated Women Teachers (OASWT) will be held Tuesday, October 27 at Christ Church in Brampton (Queen and Elizabeth Streets). A social hour will be held from 11 a.m. to noon, followed by a hot luncheon. The program will include a performance by a drama group.

Literacy speaker

The Annual General Meeting of the North Halton Literacy Guild will take place on Tuesday, Oct. 27, 1987 at 7:30 p.m. at the Halton Hills Cultural Centre.

The guest speaker will be Rick Parsons from Beat the Street, a very successful literacy program helping get kids of the streets in downtown Toronto.

Over budget

At least one Regional councillor is worried that the overspending on the conference budget might leave the public with the wrong impression.

So far this year councillors have spent approximately \$13,000 in potential conference commitments. The approved budget for conferences this year is only \$7,700.

Oakville Councillor Liz Behrens wants the Region to "paint a true budget picture."

"It leads to a certain feeling in our community that really shouldn't be there," Coun. Behrens said.

Auxiliary lunch

The Georgetown Hospital Auxiliary will be hosting the past presidents' luncheon and general meeting Oct. 28 at 1 p.m. at the Bennett Health Care Centre.

Courier business booms with postal worker strike

By MARY-LIZ SHAW
Herald Staff

Although most courier services were experiencing a boom during the inside postal workers strike, most of them will be happy to see a return to business as usual, according to local courier Andy Yates.

"I would rather not see a strike," said Mr. Yates, Manager of Credit Valley Couriers in Mississauga. "It makes it too crazy around here."

Mr. Yates noted that his courier service is equipped to handle "only so much business." The increased demands that come during a mail strike strain the service he can provide to his regular customers, he said.

Even the profits are not noteworthy, he added. "The extra business may add a bit, but it won't be enough that we'll be able to retire or anything," Mr. Yates said.

Mr. Yates' comments were echoed by John Murdoch, who manages the

Mississauga branch for Purolator Courier service.

"When you count the extra operating costs and overtime, the return is often not as high as during normal times," Mr. Murdoch said.

Mr. Murdoch said although business tends to increase during a mail strike, Purolator continues to give priority to its regular customers.

"We want to make sure we're maintaining the level of service to them, he said. "But we want to try to keep some of the new business we're getting from the Post Office."

Andy Yates noted that his business increased more dramatically during the Letter Carrier's strike in June than during the recent CUPW strike.

But, Marg Allen, a driver with Loomis Courier Service, Ltd., said the summer strike did not affect Loomis' business as much as the CUPW strike.

"We're getting close to Christmas, when things really get busy," she

said. "It's been crazy around here."

Marg Allen said she does not agree with the other couriers; she welcomes a mail strike.

"It's worth your while because every new customer is a potential out of ten, your business is picking up."

All three couriers provide overnight letter services in the Toronto Area. Credit Valley Couriers charge \$7.99 to send a letter from Georgetown to Toronto. Loomis charges \$9.95 and Purolator charges \$10.35 for an overnight letter anywhere in Canada.



REMEMBRANCE SUNDAY
NOVEMBER 8th, 1987
GEORGETOWN PARADE
ASSEMBLE AT THE LEGION ON MILL ST.
AT 1:30 P.M.

Parade Route: Along Market St. to Church St.; East on Church to Main St.; North on Main to James St.; West on James to Charles St. and Conatoph. Return via Mill St. to Legion and dismissal.



Ernie Peasey, Branch 120 Sgt.-At-Arms

Did you Know?

The sacred text of Hinduism is the Veda, including the Upanishads, a collection of rituals and mythological and philosophical commentaries; a vast number of epic stories; and a great variety of other literature.

A Tasty Recipe

CHUNKY PIZZA SOUP

- 1 tbsp. vegetable oil
- 1 small onion, chopped
- 1/2 cup sliced mushrooms
- 1/4 cup slivered sweet green pepper
- 1 can (28 oz.) plum tomatoes, undrained
- 1 cup beef stock
- 1 c. thinly sliced pepperoni
- 1/2 tsp. dried basil
- 1 c. shredded Mozzarella cheese

In saucepan, heat oil over medium heat; stir fry onion, mushrooms and green pepper until soft but not browned. Add tomatoes, stock, pepperoni and basil; cook until heated through. Ladle soup into 4 oven-proof bowls. Sprinkle with cheese. Broil until cheese melts and is bubbly.



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Trim shrubs—or else

Homeowners whose trees are encroaching on Town or private property will have to trim them back or the town will do it for them and send them the bill.

Councillors decided Monday to trim back trees, shrubs and hedges of people who have been asked by the Town to do it themselves but have not complied.

The landowners will be billed for the work and if the bill is not paid it will be added to their municipal taxes in 1988.

Currently a bylaw covering Georgetown exists which allows the Town to trim trees, shrubs and hedges and send the landowners the bill.

But no such bylaw exists covering Acton or the Township of Esquesing, said Town Operations Engineer Ted Drewlo.

Councillors authorized their staff to draw up a town wide bylaw.

But the Town will not trespass to cut the trees, said Town Engineer Bob Austin.

Tree trimming will occur only on a case by case basis when complaints arise, Mr. Austin said.

The Town does not have the manpower to examine every tree, hedge and shrub to see if it encroaches on other properties, he said.

"A project on the scale of patrolling all Town streets and sending letters to private ratepayers to trim back their trees, shrubs or hedges on a regular basis would appear to be excessive manipulation of the public," Mr. Drewlo said.

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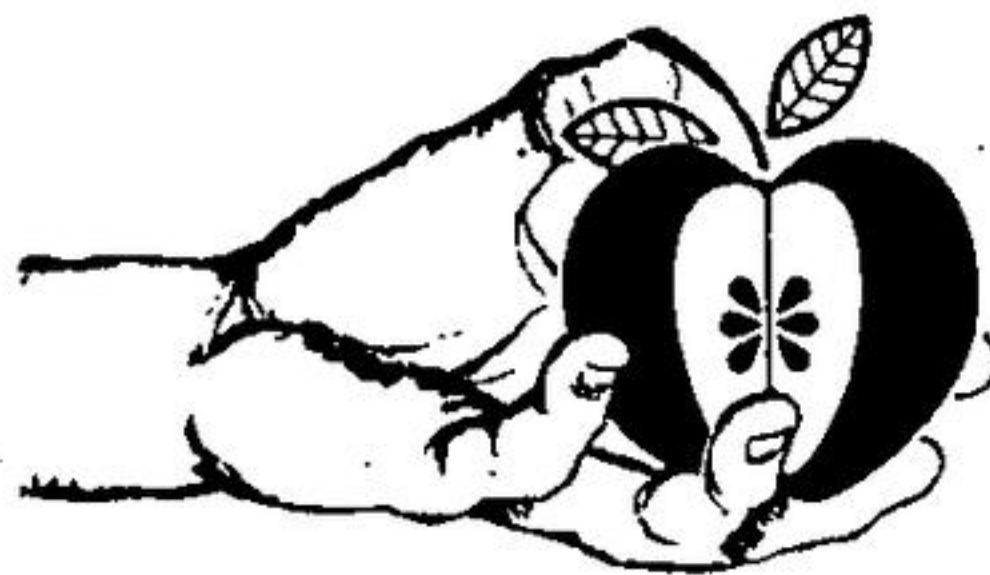
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