



Special Survey: Canada Post Service, Disruptions and Reform

Key final results

Methodology

Special Survey: Canada Post Service, Disruptions and Reform

Survey Type: A special, controlled-access online CFIB survey.

Survey period: June 26 - July 10, 2025.

Sample: Based on responses from 2,317 CFIB members who are owners of Canadian independent businesses, from all sectors and regions of the country. For comparison purposes, a probability samples with the same number of respondents would have a margin of error of +/-2.04%, 19 times out of 20.

Purpose and Context: For over five decades, CFIB has harnessed the collective voice of its members to produce data-driven policy strategies that reflect the needs of small businesses. Our inhouse survey capacity is a powerful tool designed to empower business owners to share insights on topics from government support to regulatory burdens.

Impact: The survey's insights are gathered directly from CFIB members, ensuring an authentic representation of small business priorities. These responses help shape CFIB's advocacy efforts, driving policies that are aligned with the evolving needs of the small business community.

Special Survey: Canada Post Service, Disruptions and Reform

CFIB is examining the impact of Canada Post service, disruptions, and reform on small businesses through insights gathered directly from its members via surveys. Based on 2,317 responses collected in June - July 2025, the following highlights their challenges, responses, and the broader effects on operations, providing a clear picture of how businesses are managing these pressures.

2024 Canada Post Disruptions: Business Impacts and Adjustments

- Despite the 2024 strike, 4 in 5 businesses still use Canada Post—though most are using it less.
- Most businesses responded to the 2024 Canada Post disruptions by encouraging digital options, with many also turning to private couriers or delaying mail.

Current Use and Experience

- Among users, only 1 in 5 consider Canada Post critical to their operations.
- Canada Post is most commonly used for sending cheques and other letter mail, while private couriers dominate package delivery and most businesses don't use mail at all for promotional materials.
- Low cost and convenience are the top reasons businesses use Canada Post, while reliability and customer service rank much lower.

Potential 2025 Canada Post Disruptions

- 9 in 10 businesses would feel some impact from a Canada Post work stoppage in 2025, with 14% anticipating a significant effect on their operations.
- Another strike could push nearly 2 in 3 businesses to walk away from Canada Post.



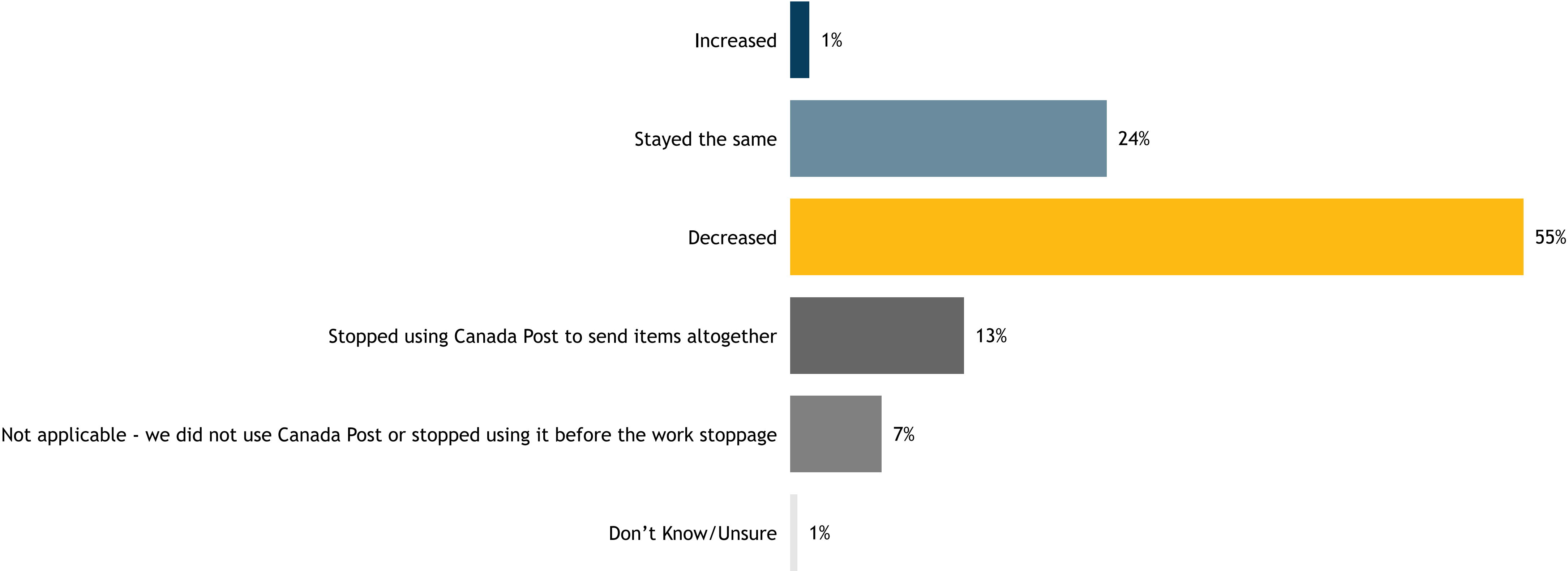
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2024 Canada Post Disruptions: Business Impacts and Adjustments

Despite the 2024 strike, 4 in 5 businesses still use Canada Post—though most are using it less.



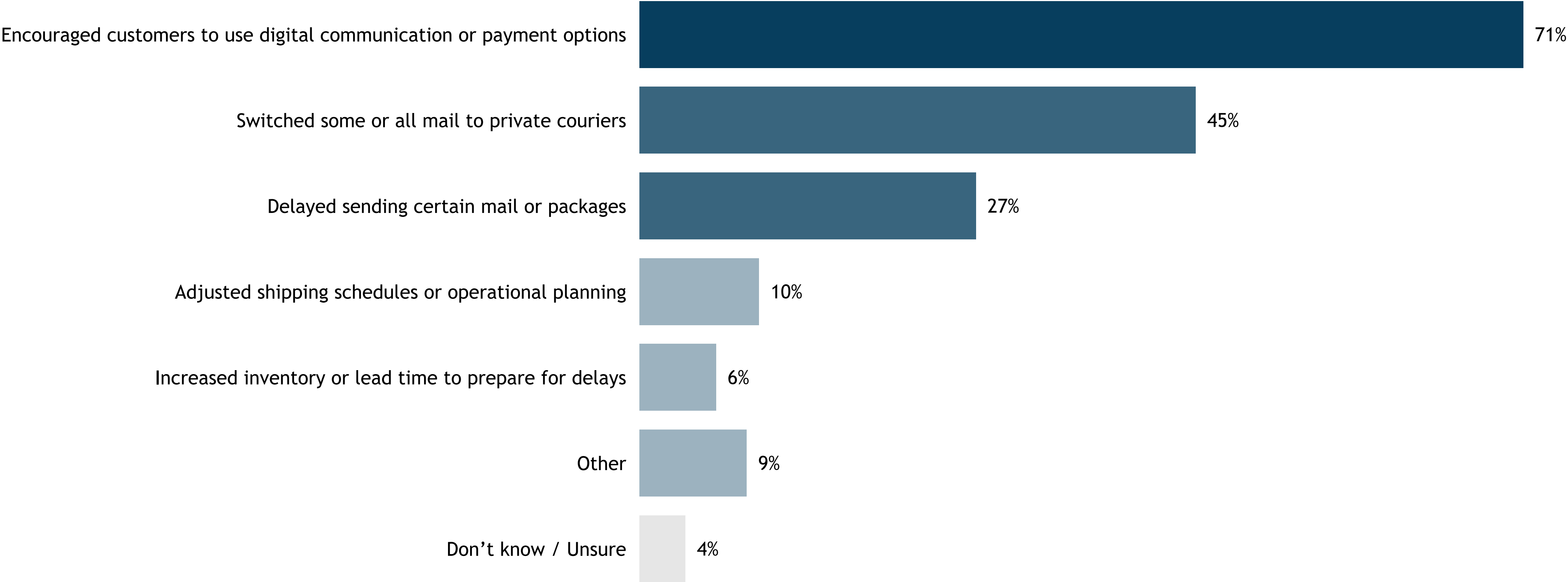
2,317 Responses

Question: How has your business’s use of Canada Post to send items (e.g. cheques, invoices, promotional materials, packages) changed since the last work stoppage (November to December 2024)? (Select one)

Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.



Most businesses responded to the 2024 Canada Post disruptions by encouraging digital options, with many also turning to private couriers or delaying mail.



2,101 Responses

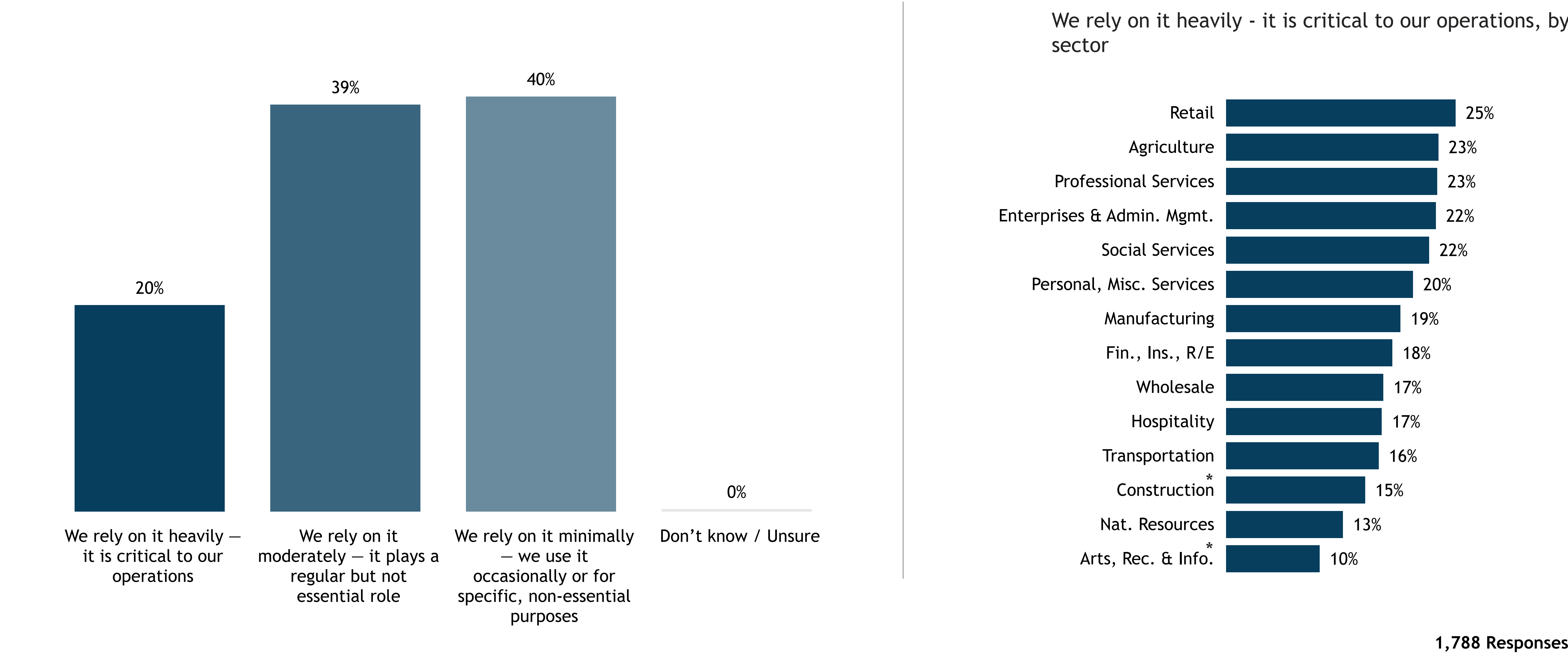
Question: Has your business taken any of the following actions related to the 2024 Canada Post disruptions? (Select all that apply)

Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.



Current Use and Experience

Among users, only 1 in 5 consider Canada Post critical to their operations.

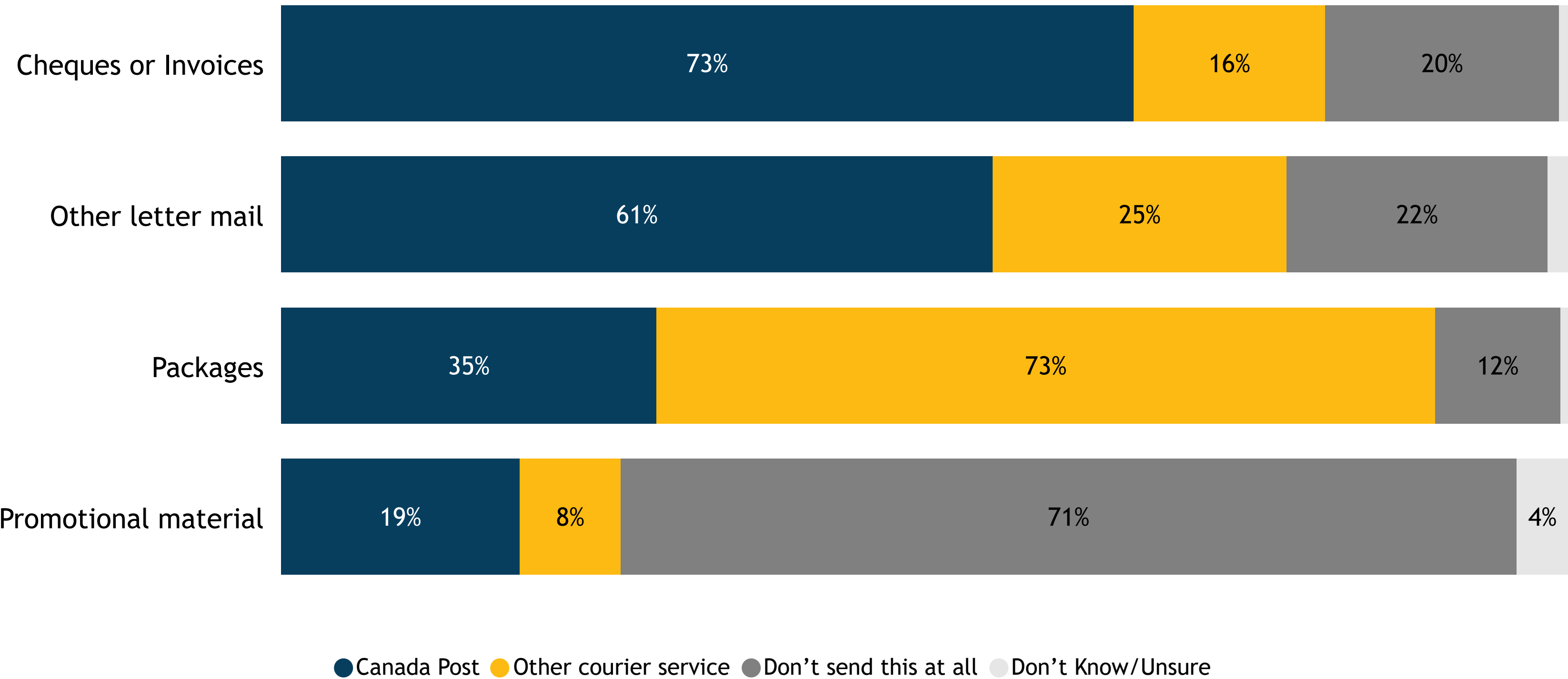


Question: To what extent does your business currently rely on Canada Post services to send items (e.g. cheques, invoices, promotional materials, packages)? (Select one)

Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.

Note: *Small sample size (<40). Results reflect only those respondents who indicated their business still uses Canada Post to send items.

Canada Post is most commonly used for sending cheques and other letter mail, while private couriers dominate package delivery and most businesses don't use mail at all for promotional materials.



1,776 Responses

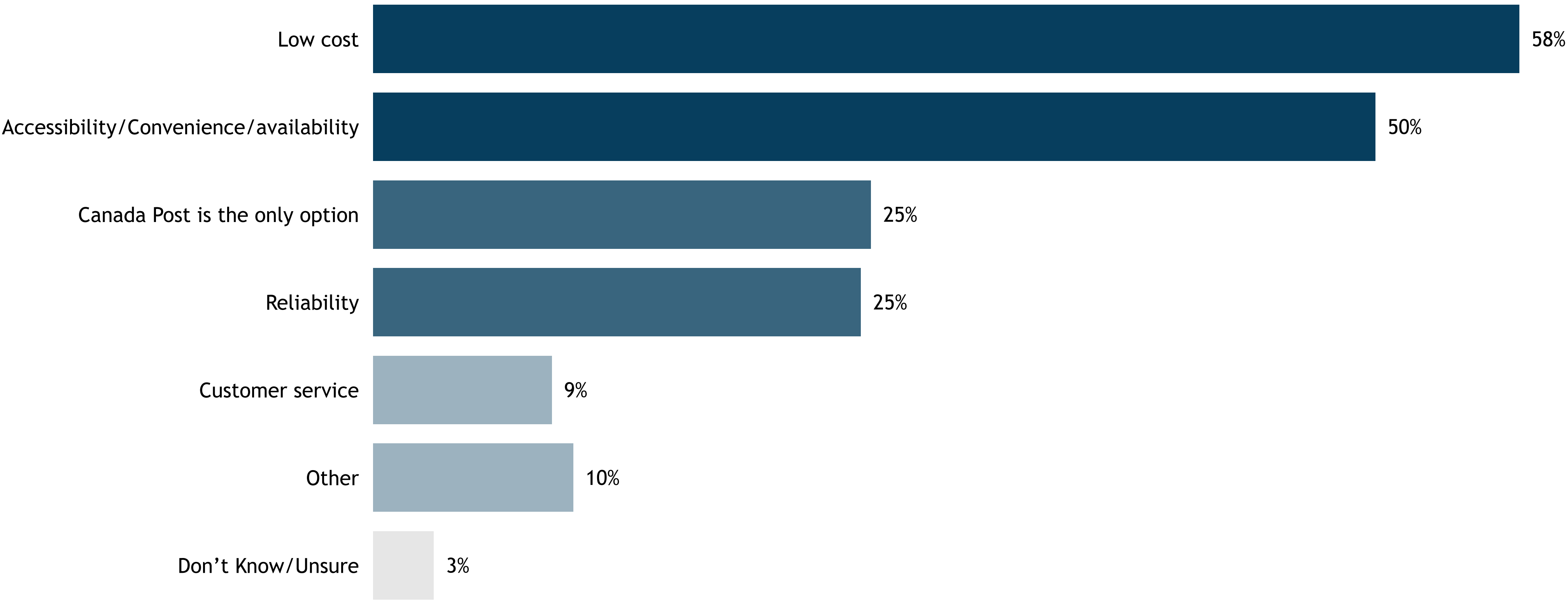
Question: Which of the following courier services does your business use to send the following items? (Select all that apply for each row)

Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.

Note: Results reflect only those respondents who indicated their business still uses Canada Post to send items.



Low cost and convenience are the top reasons businesses use Canada Post, while reliability and customer service rank much lower.



1,767 Responses

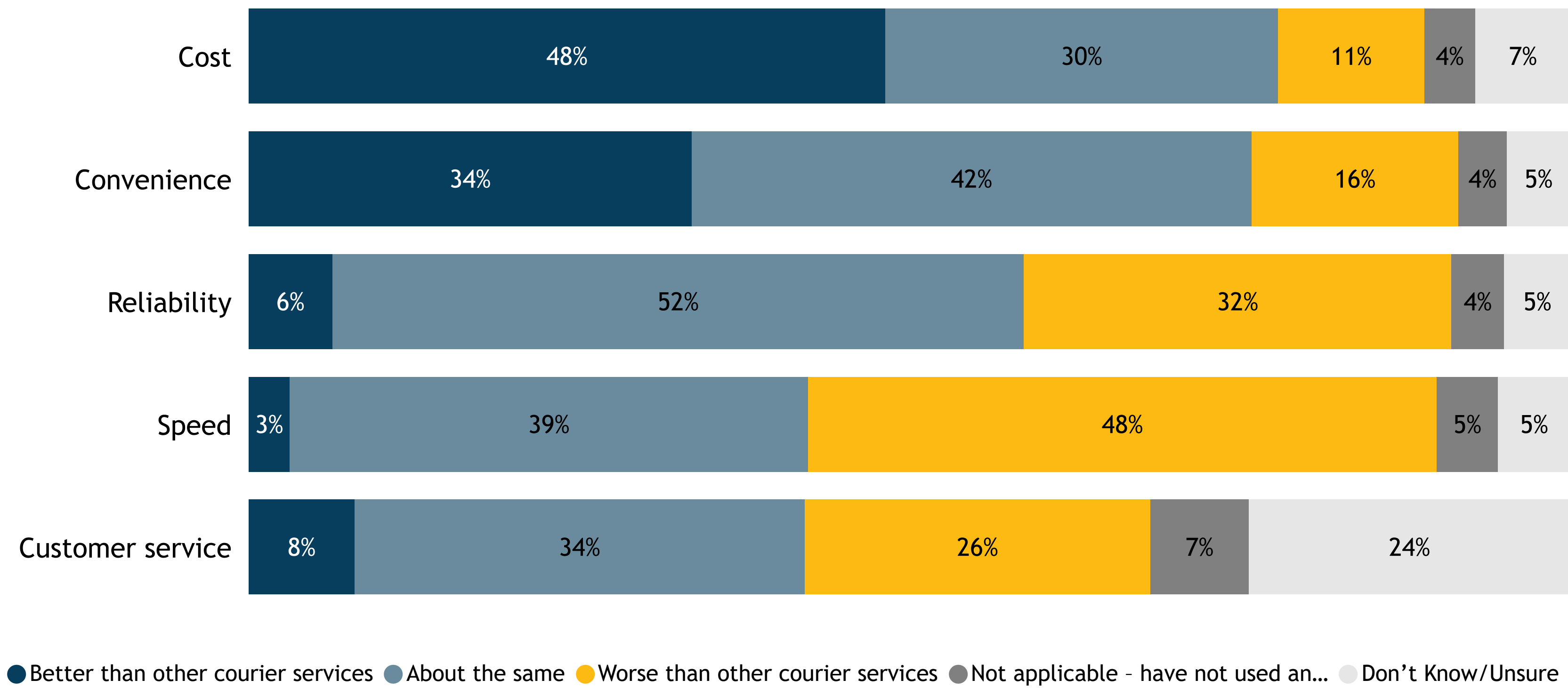
Question: What are the main reasons your business uses Canada Post to send items? (Select all that apply)

Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.

Note: Results reflect only those respondents who indicated their business still uses Canada Post to send items.



Canada Post is rated best on cost compared to other couriers, and about on par with convenience—but speed is a clear weakness, and 1 in 3 still question its reliability.



1,754 Responses

Question: Thinking about your business, how would you rate Canada Post’s service compared to other courier services you have used on each of the following? (Select one for each line)

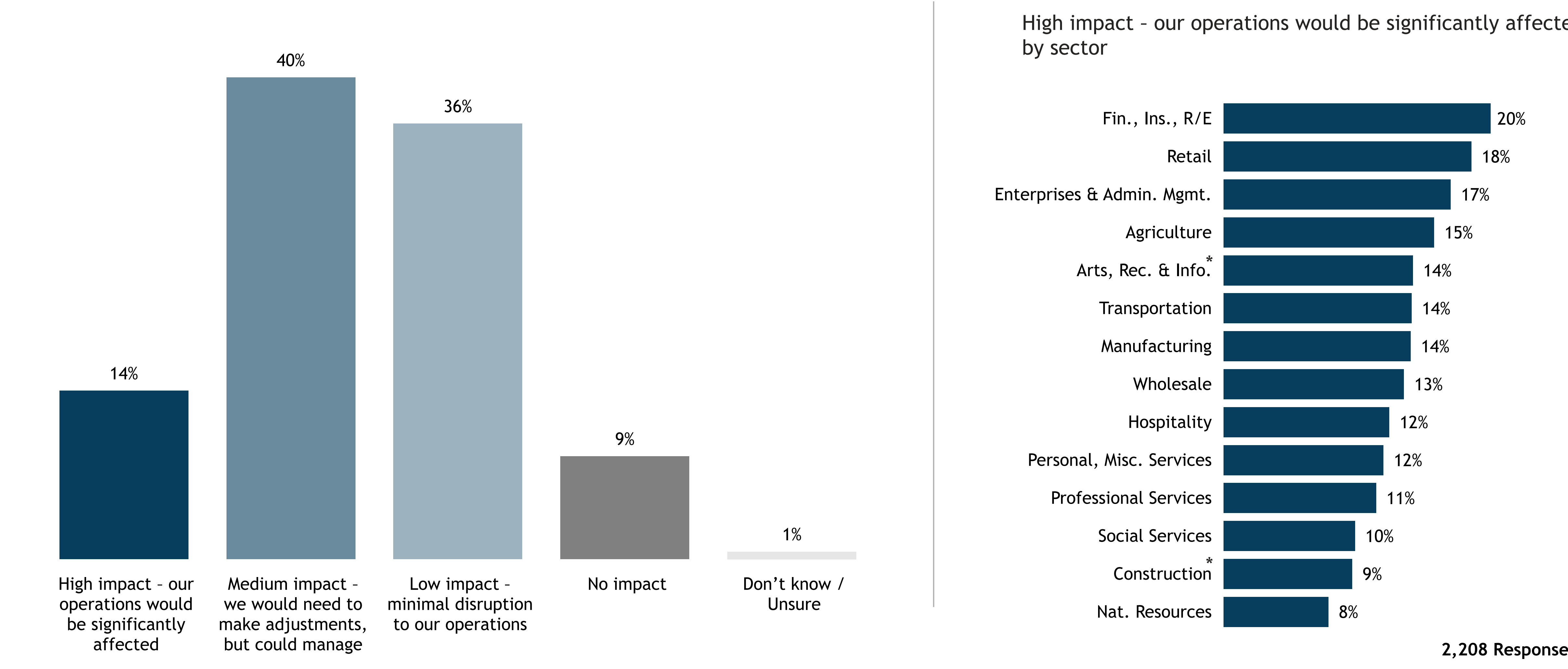
Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.

Note: Results reflect only those respondents who indicated their business still uses Canada Post to send items.



Potential 2025 Canada Post Disruptions

9 in 10 businesses would feel some impact from a Canada Post work stoppage in 2025, with 14% anticipating a significant effect on their operations.

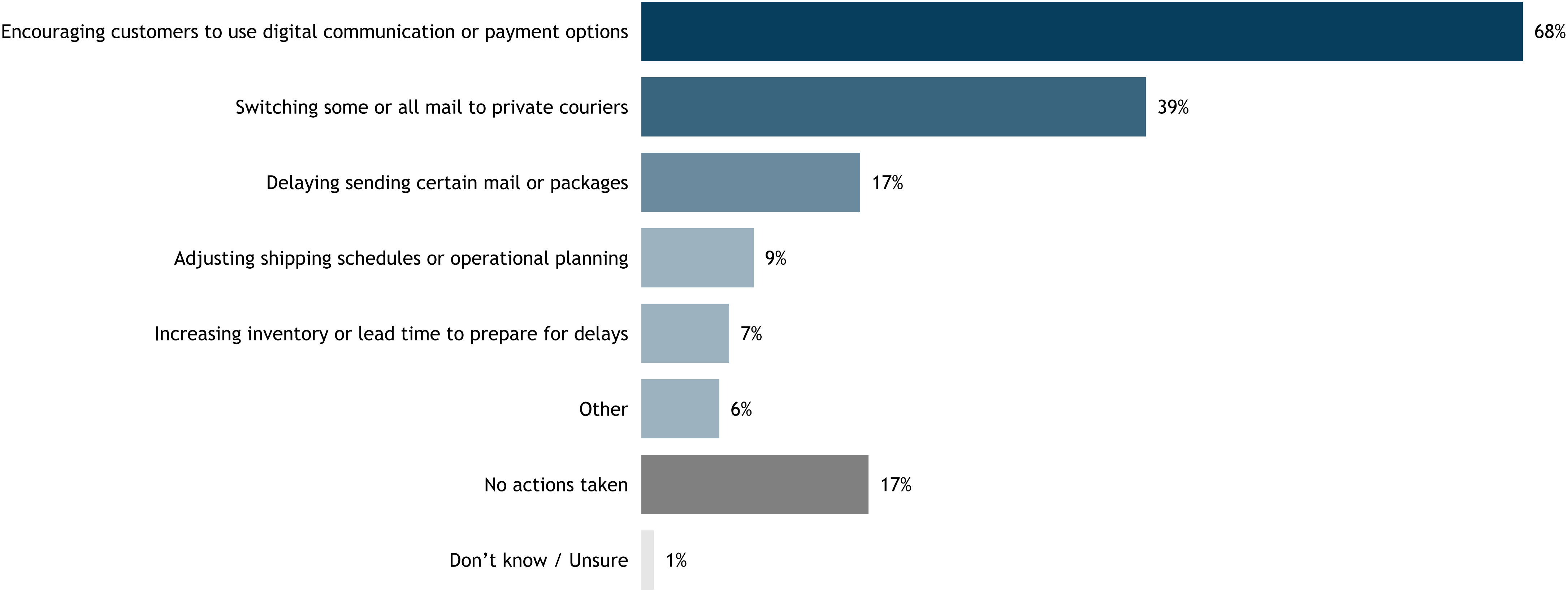


Question: What level of impact would a Canada Post work stoppage have on your business, including your ability to both send and receive mail? (Select one)

Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.

Note: *Small sample size (<40).

Most businesses are taking proactive steps ahead of a potential Canada Post disruption — digital and private courier alternatives top the list.



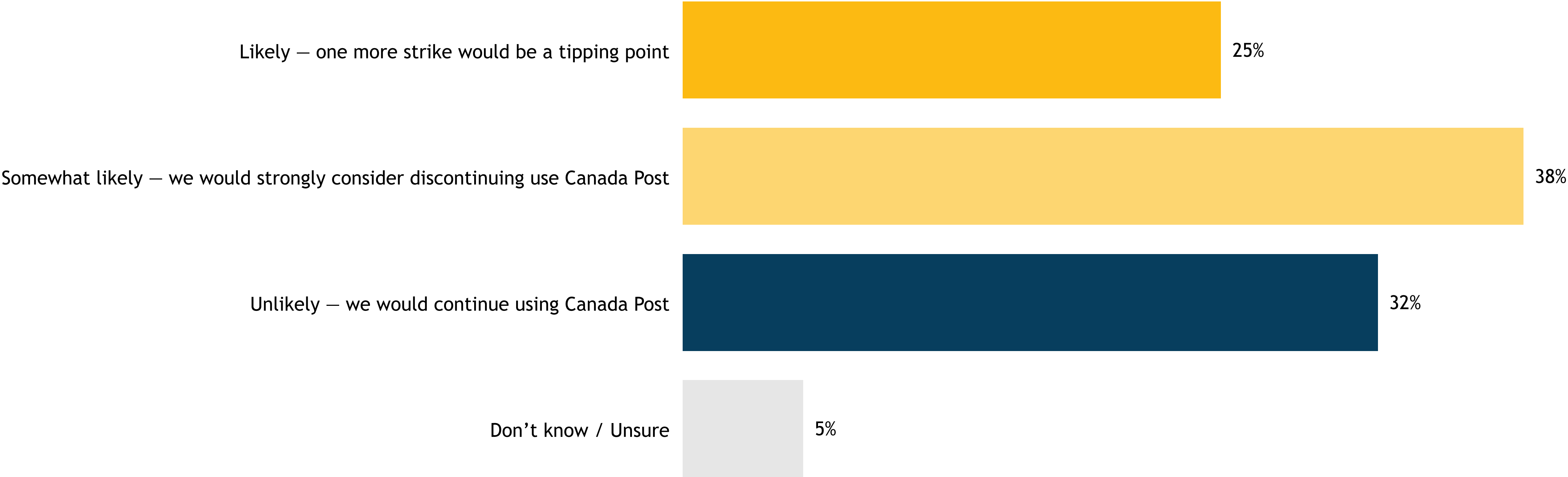
2,200 Responses

Question: Is your business currently taking any of the following actions in anticipation of a Canada Post disruption in 2025? (Select all that apply)

Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.



Another strike could push nearly 2 in 3 businesses to walk away from Canada Post.



1,749 Responses

Question: If there were another Canada Post strike later this year, how likely is it that your business would stop using Canada Post altogether? (Select one)

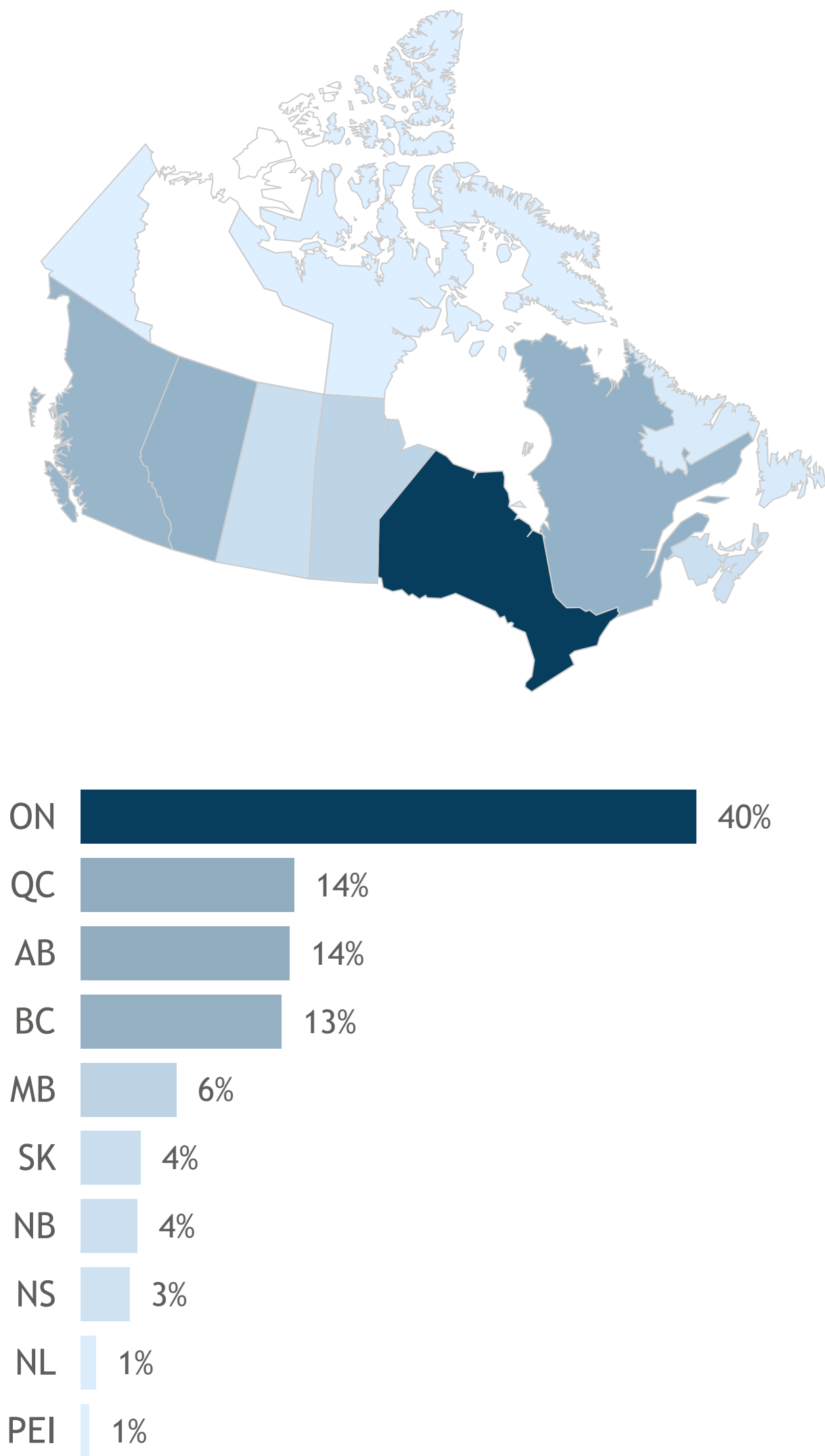
Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.

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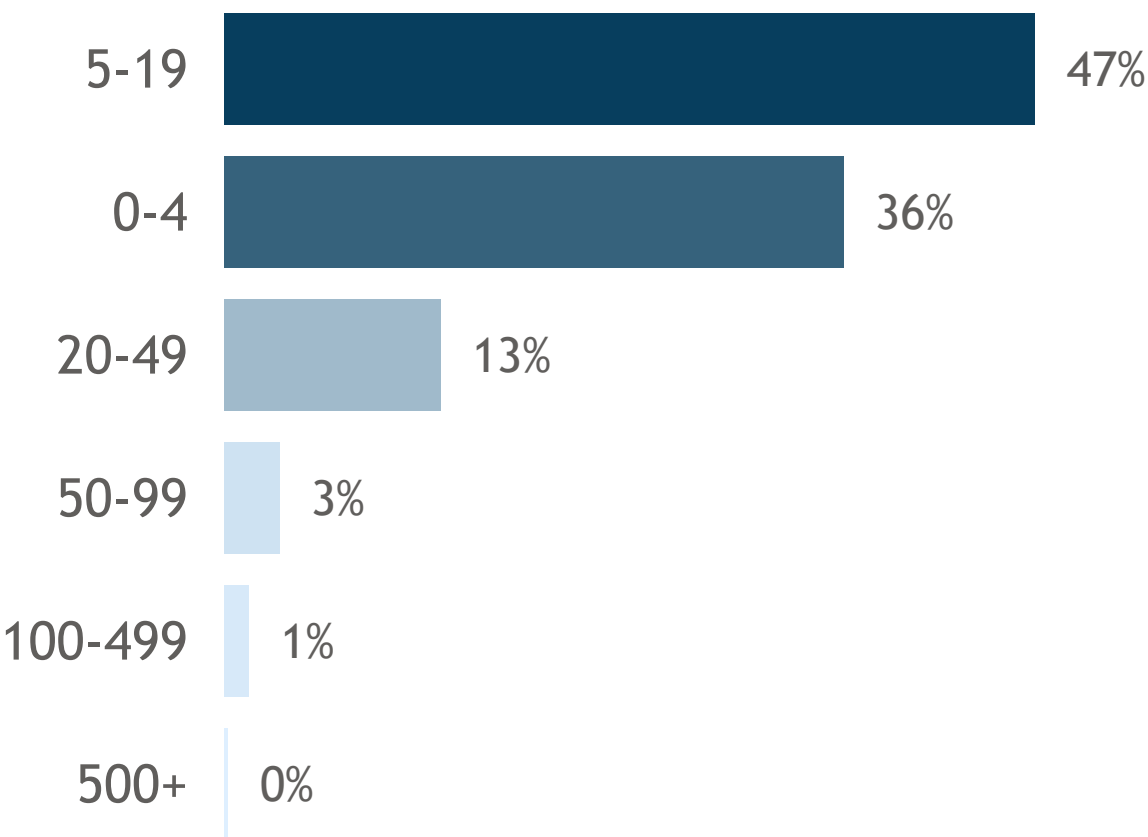


Appendix: Sample distribution

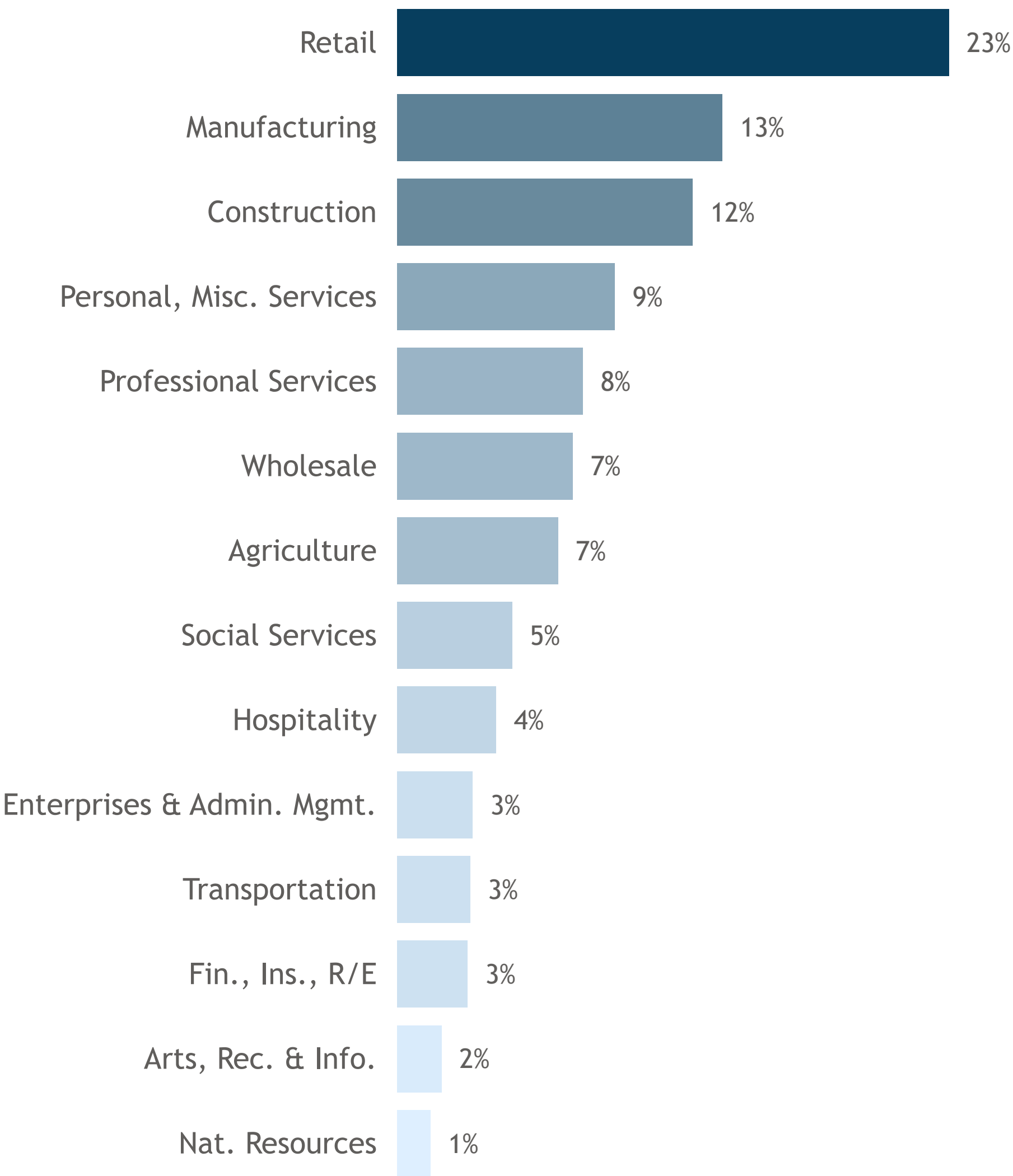
By location of the business



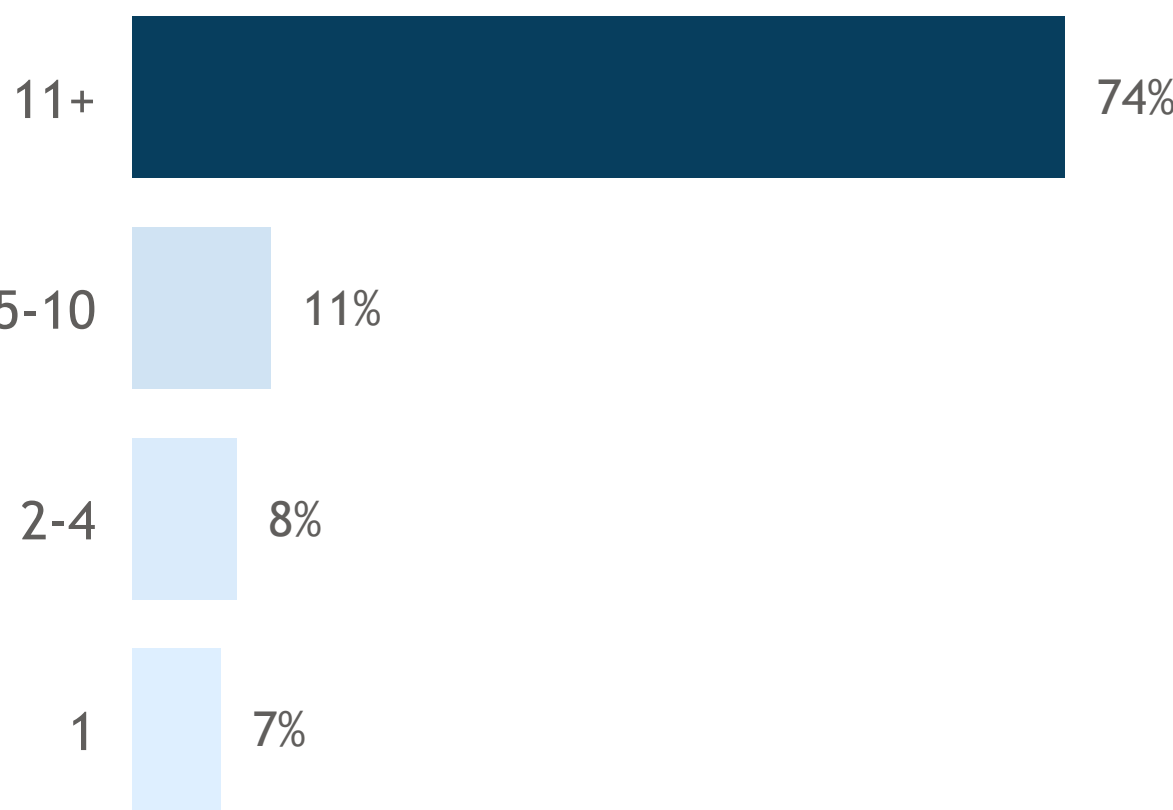
By number of employees



By industry



By years in business



Source: CFIB, Special Survey: Canada Post Service, Disruptions and Reform, June 26 - July 10, 2025, final results.

CFIB Research Publications and Business Stats



Monthly Business Barometer®

Our monthly survey tracks small business confidence, expectations and operating conditions in Canada.



Enterprise Pulse

Q2 2024 - Entrepreneurship in Canada is improving, but still not fully back to pre-pandemic strength.



Private Sector Job Vacancies in Canada

The private sector job vacancy rate in Canada remained fairly unchanged at 2.8% in 2025 Q1, though it is 0.6 percentage points lower than in 2024 Q1.

Questions or data requests

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Additional information

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