



Items Posted On Or Between
1st January & 31st December 2019

Republic Of Ireland Quality Of Postal Service Monitor - 2019 Report

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Introduction – I

- Ipsos MRBI has been commissioned by ComReg to monitor the quality of postal service in the Republic of Ireland, in accordance with the European and Irish Standard, I.S. EN 13850:2012 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail'. For monitoring purposes, the universe of post is defined as all single piece priority mail and first class mail posted and delivered in the Republic of Ireland. Monitoring is conducted via a nationwide panel of private and business individuals, posting and receiving mail on a continuous basis.
- This report presents the annual performance figures for items posted on or between 1st January and 31st December 2019.
- The total number of effective observations in 2019 was 27,521 and the accuracy variance on the overall annual result is at +/-0.8%.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.

Introduction – II

- The independent auditor KPMG, appointed by An Post the regulated entity, conducted an extensive audit to ensure independent and absolute audit certification that the 2019 Monitor and results were carried out in accordance with the Standard I.S. EN13850:2012. Please see overleaf for a summary of this audit report.

Independent Audit Report of KPMG

– 2019 Monitor Results

Overall Conclusion (of KPMG)

- The KPMG audit was designed to express a reasonable assurance conclusion on whether the “On Time” Performance results of the Ipsos MRBI Quality of Service (‘QoS’) Mail Monitor were materially reliable and robust.
- Based on the procedures performed and evidence obtained, for the Ipsos MRBI QoS Mail Monitor system which covers the period 1 January 2019 to 31 December 2019, in KPMG’s opinion:
 - The Mail Monitor processes, within the scope of this review, materially comply with the relevant requirements of the CEN Standard;
 - The system of controls operated by Ipsos over the 2019 Mail Monitor are materially sufficient to enable the production of representative and accurate results; and,
 - The “On Time” Performance results of the Ipsos QoS Mail Monitor for the above period are materially reliable and robust.

Summary – I

Next Day Delivery – 2019 Full Year Performance (1st January to 31st December 2019)

- Next Day Delivery performance of single piece priority mail stands at 90% for 2019, a one percentage point increase since 2018. Performance remains below the ComReg target of 94% and An Post have a four percentage point improvement to make to meet the Standard.
- Improvements were recorded across almost all regional mail flows during 2019 when compared to 2018. The most significant changes in performance versus 2018, were recorded for mail flowing to Dublin; with the performance for Anywhere to Dublin County and Outside Dublin County to Dublin County both improving by two percentage points since 2018, reaching 90% and 89% respectively.
- The performance of mail originating from Dublin has also significantly improved versus 2018, with the Dublin County to Anywhere and Dublin County to Dublin County (Local) flows demonstrating an increase of two percentage points, both standing at 90% for 2019.

Summary – II

- When comparing 2019 to 2018, the following shifts are noted across the different mail characteristics:
 - Collection From Business performance has improved from 96% to 97%. Post Office performance also improved from 89% to 91%, the highest performance level recorded since the QoS Monitor began in 2003. Post Box performance has also increased by one point to 88%.
 - Performance levels have improved for Large Envelopes and Packets to 89% (up one point) and 88% (up nine points) respectively. The performance of Standard Letters is unchanged at 90%.
 - The performance of Metered Mail has improved by one percentage point to 93%. Stamped Mail performance has also improved by one point to 88%.

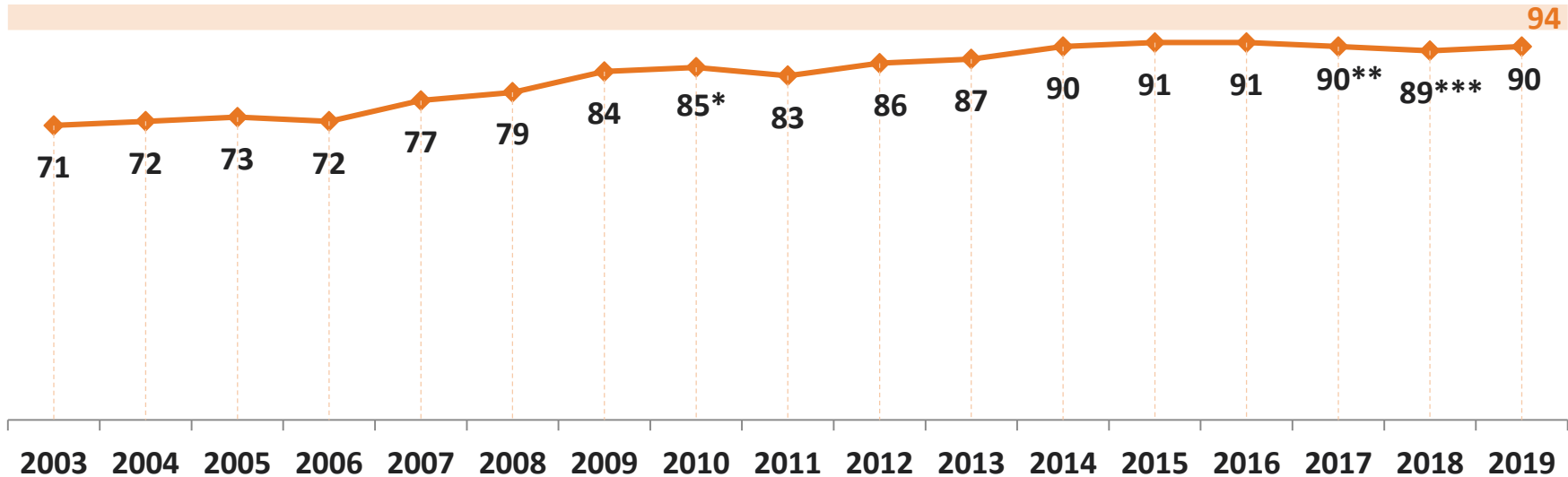
Delivery Within Three Days – 2019 Full Year Performance (1st January to 31st December 2019)

- Delivery of single piece priority mail Within Three Working Days stands at 99.1% for 2019. This measure is marginally below the ComReg target of 99.5%.



Findings – Full Year Comparisons

National Next Day Delivery (D+1) Full Year – 2003 to 2019



*The result shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.

**The result shown for 2017 excludes items posted on or between 13th-16th October due to the unusual weather conditions experienced during this period.

***The result shown for 2018 excludes items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.

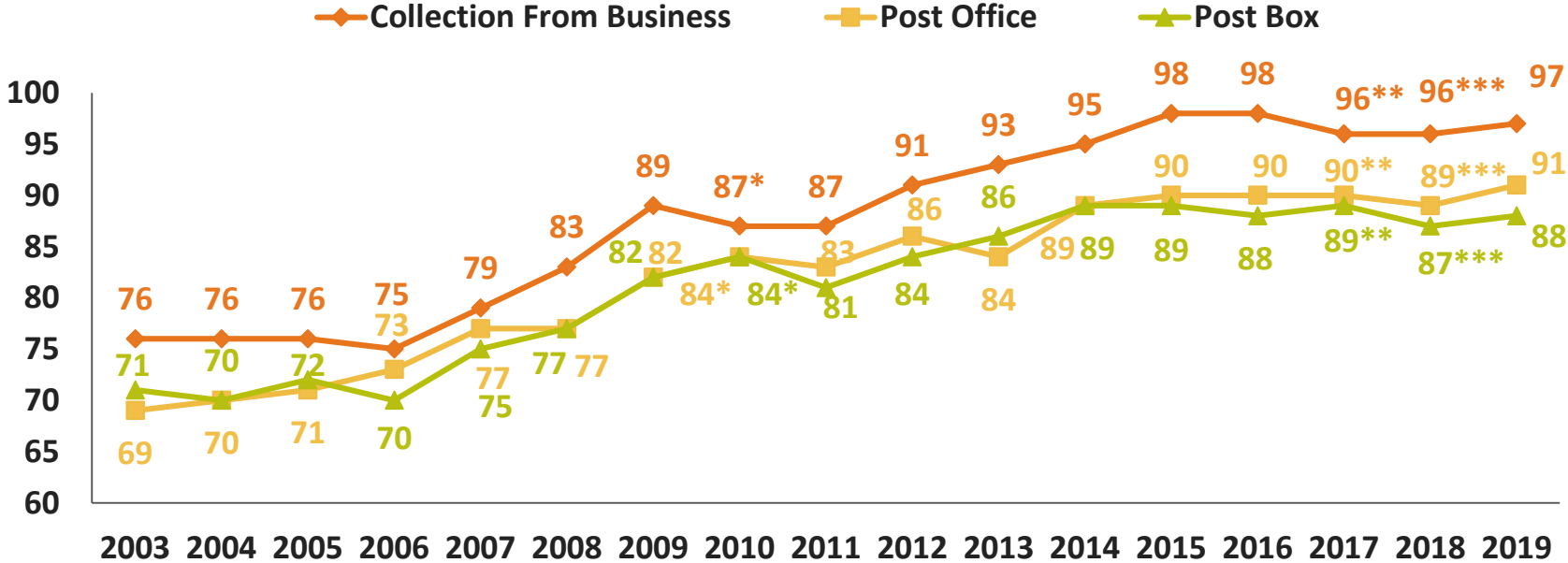
Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan-31st Dec 2019

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	90% (+/-0.8%)	91% (+/-0.9%)	90% (+/-1.2%)
POSTING (RoI)	From Dublin County	90% (+/-1.5%)	90% (+/-1.6%)	90% (+/-1.6%)
	From Outside Dublin County	90% (+/-0.9%)	91% (+/-1.1%)	89% (+/-1.6%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 27,521
3. The postal county boundary is formed by the postal address as determined by An Post.

Next Day Delivery (D+1) - By Induction Method 2003 to 2019



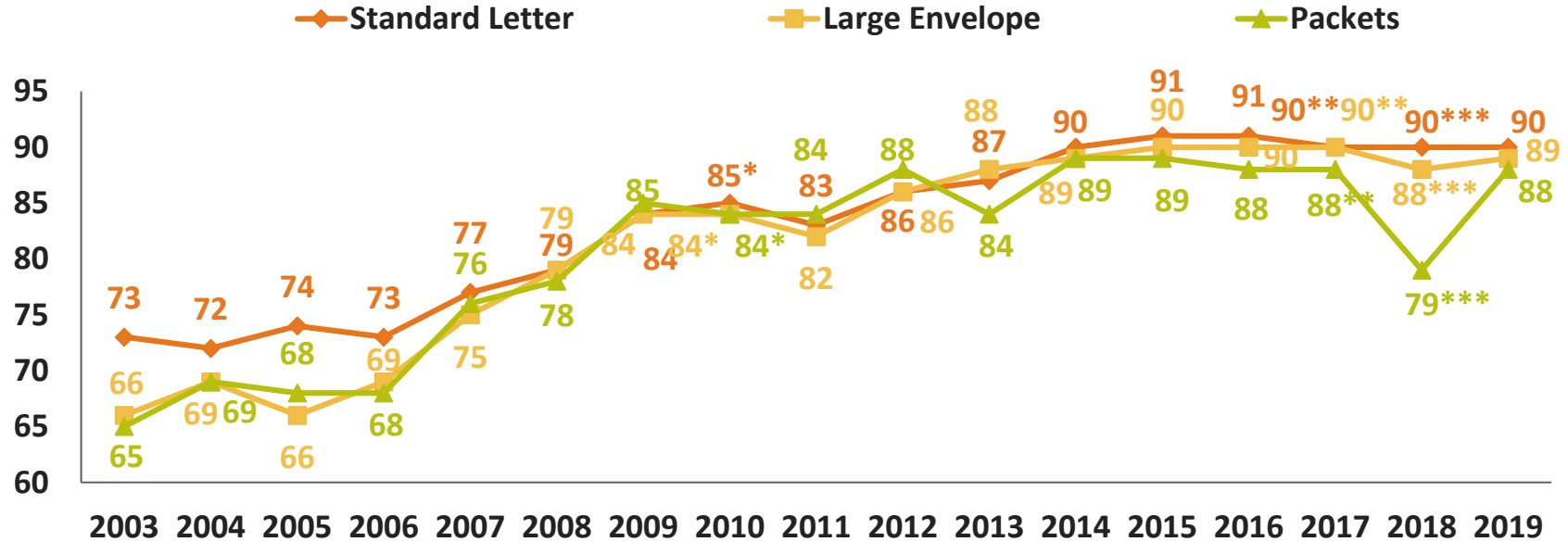
*Metered Box items not reported due to small base sizes

**The results shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.

***The results shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

***The results shown for 2018 excludes items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.

Next Day Delivery (D+1) - By Mail Format 2003 to 2019



Standard Letter: Up to C5 size 162mm * 235mm * 5mm. **Large Envelope:** Up to 400mm * 300mm * 25mm.

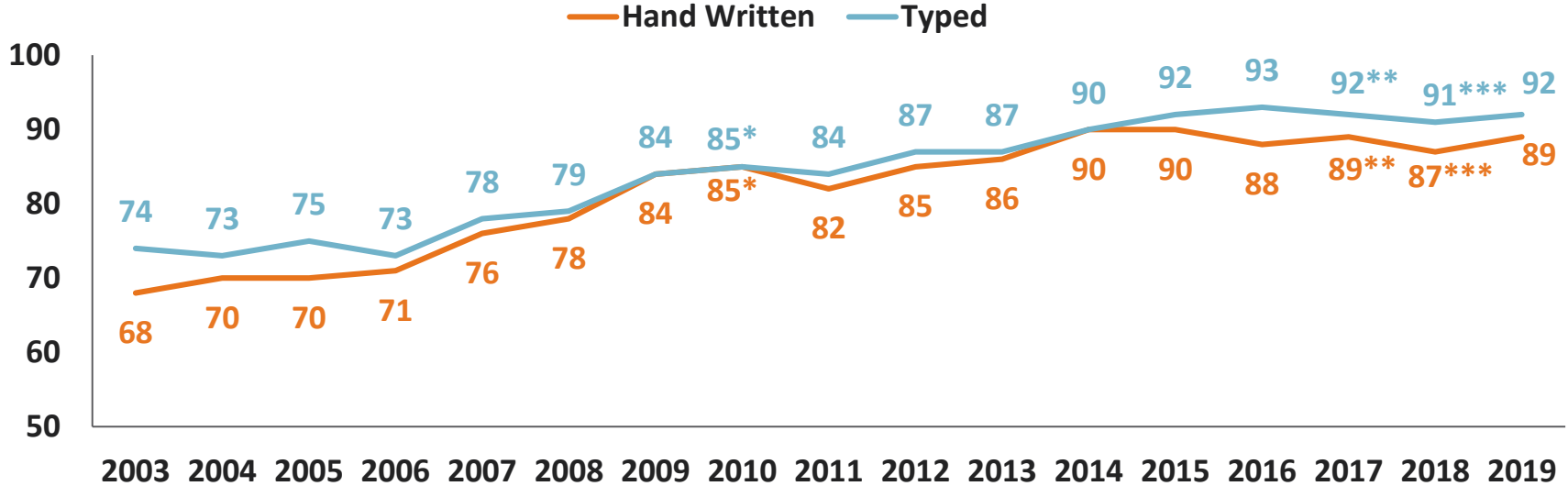
Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

*The results shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.

**The results shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

***The results shown for 2018 excludes items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.

Next Day Delivery (D+1) - By Address Method 2003 to 2019

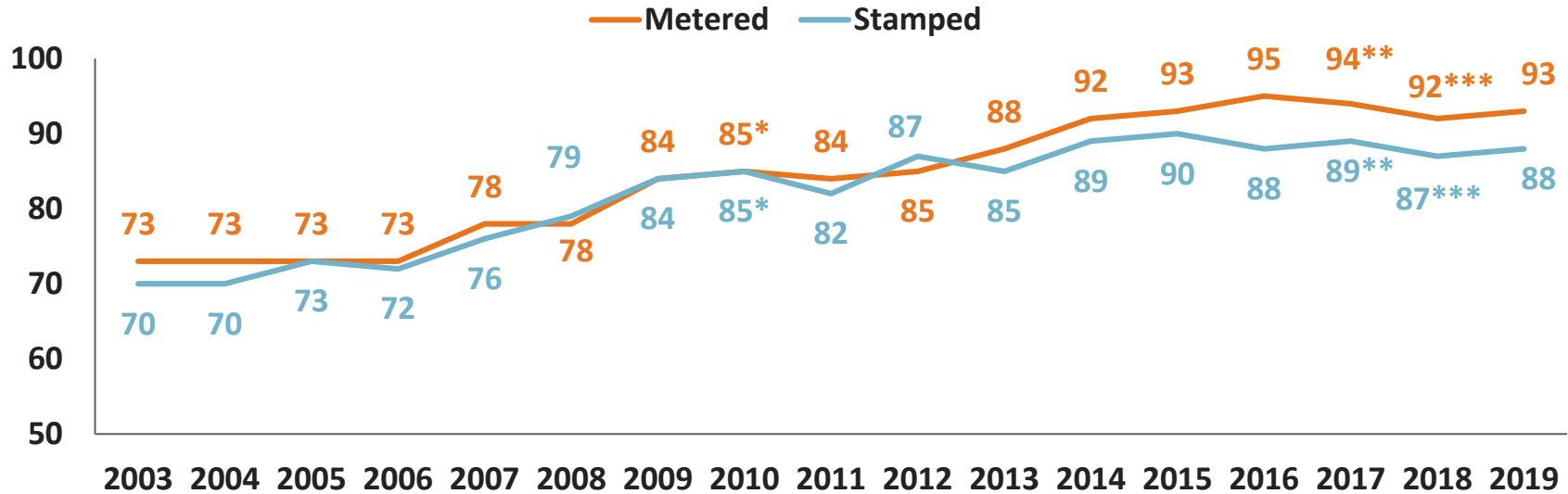


*The results shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.

**The results shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

***The results shown for 2018 excludes items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.

Next Day Delivery (D+1) - By Payment Method 2003 to 2019



*The results shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.

**The results shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

***The results shown for 2018 excludes items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.

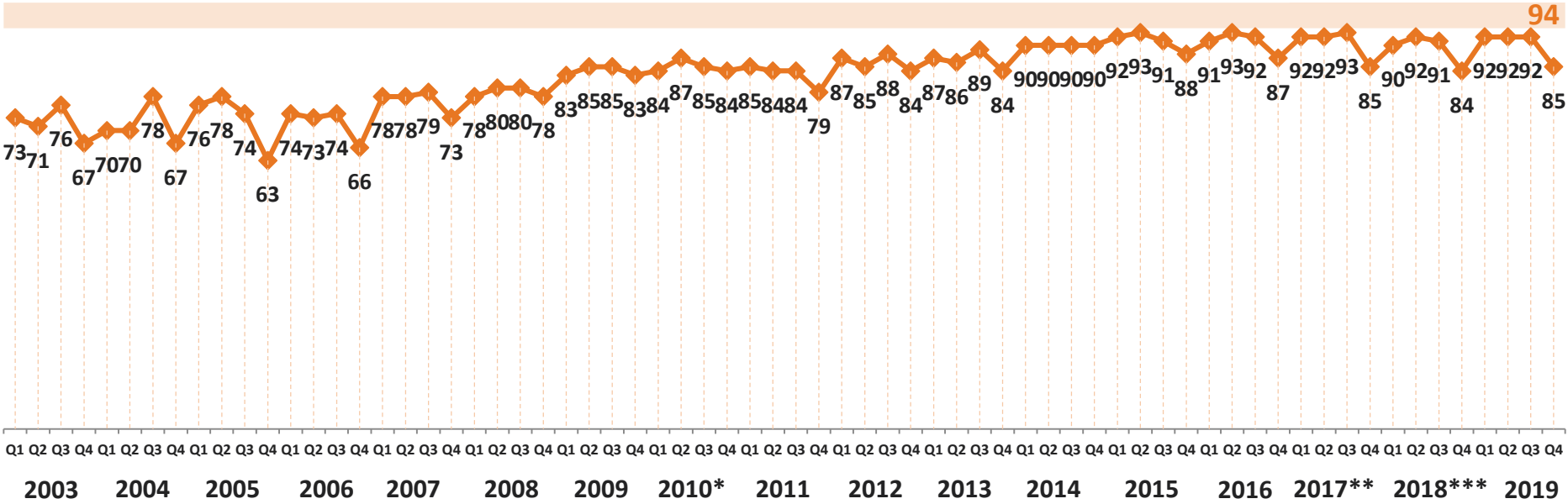
Delivery Within Three Days (D+3)

Items Posted On Or Between 1st Jan & 31st Dec 2019

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	99.1% (-0.2% to +0.1%)	99.2% (-0.3% to +0.1%)	99.0% (-0.5% to +0.2%)
POSTING (RoI)	From Dublin County	98.9% (-0.6% to +0.2%)	98.9% (-0.8% to +0.2%)	98.9% (-0.8% to +0.2%)
	From outside Dublin County	99.2% (-0.3% to +0.1%)	99.3% (-0.5% to +0.1%)	99.2% (-1.0% to +0.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 27,521
3. The postal county boundary is formed by the postal address as determined by An Post.

National Next Day Delivery (D+1) - Jan 2003 to Dec 2019 By Quarter



*The result shown for Q4 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.
 **The result shown for Q4 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.
 ***The result shown for Q1 2018 excludes items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.





Next Day Delivery – January to November

Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan-30th Nov 2019

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	92% (+/-0.7%)	92% (+/-0.9%)	91% (+/-1.1%)
POSTING (RoI)	From Dublin County	91% (+/-1.4%)	92% (+/-1.5%)	92% (+/-1.5%)
	From Outside Dublin County	92% (+/-0.8%)	92% (+/-1.1%)	90% (+/-1.5%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 25,344
3. The postal county boundary is formed by the postal address as determined by An Post.

Delivery Within Three Days (D+3)

Items Posted On Or Between 1st Jan - 30th Nov 2019

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	99.2% (-0.3% to +0.1%)	99.3% (-0.3% to +0.1%)	99.2% (-0.6% to +0.1%)
POSTING (RoI)	From Dublin County	99.1% (-0.8% to +0.1%)	99.1% (-0.8% to +0.1%)	99.1% (-0.8% to +0.1%)
	From outside Dublin County	99.3% (-0.3% to +0.1%)	99.4% (-0.5% to +0.1%)	99.3% (-1.0% to +0.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 25,344
3. The postal county boundary is formed by the postal address as determined by An Post.



Next Day Delivery – December

Next Day Delivery (D+1)

Items Posted On Or Between 1st-31st December 2019

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	75% (+/-3.4%)	78% (+/-4.0%)	74% (+/-5.5%)
POSTING (RoI)	From Dublin County	75% (+/-7.0%)	74% (+/-7.6%)	74% (+/-7.6%)
	From Outside Dublin County	76% (+/-3.9%)	80% (+/-4.5%)	73% (+/-7.8%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,177
3. The postal county boundary is formed by the postal address as determined by An Post.

Delivery Within Three Days (D+3)

Items Posted On Or Between 1st-31st December 2019

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	98.0% (-0.9% to +0.6%)	97.9% (-1.5% to +0.8%)	97.9% (-1.9% to +1.1%)
POSTING (RoI)	From Dublin County	97.1% (-2.0% to +1.2%)	97.4% (-3.0% to +1.5%)	97.4% (-3.0% to +1.5%)
	From outside Dublin County	98.3% (-1.2% to +0.7%)	98.2% (-2.0% to +0.9%)	98.5% (-3.4% to +1.2%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,177
3. The postal county boundary is formed by the postal address as determined by An Post.



Methodology

Methodology – I

- The method of monitoring is in full accordance with the European and Irish Standard, EN13850:2012 ‘Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail’.

Calculation Of Transit Time

- From the 1st September 2005 onwards mail posted on Saturday and Sunday are treated as mail posted on Monday. This change reflects the fact that there is no longer a weekend collection service. Any test mail items posted on a Saturday, Sunday or Public Holiday, delivered on the next working day are treated as a D+0 item. D+0 items are included in the D+1 figures for the purposes of calculating next-day delivery.
- The Latest Time of Posting (LTOP) for Next Day Delivery and ‘no weekend or public holiday collections/deliveries’ is clearly displayed, by An Post, to postal service users at all access points. This is also documented by An Post and provided to Ipsos MRBI on a quarterly basis.

Methodology – II

Sample Design

- The sample design corresponds with the most accurate and up-to-date estimates of real mail flow and discriminant characteristics provided by An Post.
- The 2017 RMS data was used in the statistical design of the January to December 2019 flows.
- All 2019 results were weighted to the 2017 RMS data.

Methodology – III

Sample Design (Continued)

- The sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:
 - Dropper Type
 - Induction Method
 - Mail Size
 - Mail Colour
 - Mail Format
 - Address Method
 - Mail Weight
 - Receiver Type
 - Payment Method
 - Induction Day
 - Induction to Delivery Region

Methodology – IV

Geographical Distribution

- Stratified random sampling is employed to achieve the required panel geographical distribution.

Calculation Of Results

- Accuracy of the transit time is assessed by calculating the variance of the estimator and the design factor, taking into account:
 - number of points of induction and receiving
 - correlation of test items

Eircodes

- In July 2015 Eircode was introduced in Ireland and was implemented in the Quality of Service Monitor from October 2015.
- The Eircode and postal address associated with that Eircode is used for each panellist.

Non Working Days & Derogation Days

The following Non Working Days and Derogation Days were applied in 2019:

01/01/2019	New Year's Day Public Holiday
18/03/2019	St. Patrick's Day Derogation Day
19/04/2019	Good Friday Derogation Day
22/04/2019	Easter Monday Public Holiday
06/05/2019	May Public Holiday
03/06/2019	June Public Holiday
05/08/2019	August Public Holiday
28/10/2019	October Public Holiday
24/12/2019	Christmas Eve Derogation Day for Collections only
25/12/2019	Christmas Day Public Holiday
26/12/2019	St. Stephen's Day Public Holiday
27/12/2019	Derogation Day
	All Saturdays
	All Sundays

Weighting

- In order to ensure that mail flows represent the 2017 RMS data, corrective weights are applied to the data.
- The weighting caps for each discriminant characteristic for January to December 2019 meet the requirements of section 7.3.2.2 of CEN.
- In addition, the weighting caps for each individual item for January to December 2019 meet the requirements of section 7.3.2.3 of CEN.

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Name and Address of Monitored Postal Operator

An Post

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