



ComReg
Document
No. 12/98

Republic Of Ireland Quality Of Postal Service Monitor - 2012 Report

Items Posted On Or Between 1st January 2012 & 30th June 2012

- 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 + A1:2007, 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail' in parallel with the Guide for the implementation of EN 13850, TR 14709. 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 homes and business premises posting and receiving mail on a continuous basis.
- Reports are issued on an annual/ year-to-date and quarterly basis.
- This report presents the year-to-date and quarterly performance figures for items posted on or between 1st January and 30th June 2012.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.
- To comply with EN 13850 + A1:2007, ComReg has approved the appointment of Dr. Myra O'Regan, Department of Statistics, Trinity College, Dublin for the duration of the current contract to conduct an annual year-end audit certification of the monitor carried out by Ipsos MRBI, on its behalf.

Next Day Delivery – 2012 Year-To-Date Performance (Jan to Jun 2012)

- Comparing the period 1st January to 30th June 2012 to the same period last year, the Next Day Delivery performance of single piece priority mail remains at 84%. This is ten percentage points below the ComReg target for Next Day Delivery of 94%.
- The Next Day Delivery measurement is up one percentage point compared to the annual performance in 2011.

Delivery Within Three Days – 2012 Year-To-Date Performance (Jan to Jun 2012)

- Delivery Within Three Working Days of single piece priority mail was achieved by 98.3% of mail during the period January 1st to June 30th 2012, a slight deterioration when compared to 98.6% during the same period last year. The ComReg target for delivery within three days is 99.5%.

Next Day Delivery – Q2 2012 Compared With Q1 2012

- Next Day Delivery of single piece priority mail showed a decrease of one percentage point to 84% in April 1st to June 30th 2012 compared to January 1st to March 31st 2012.
- The mail flow that saw the largest improvement in performance levels for Next Day Delivery from Q1 2012 to Q2 2012 was Dublin to Local (from 84% in Q1 2012 to 86% in Q2 2012).

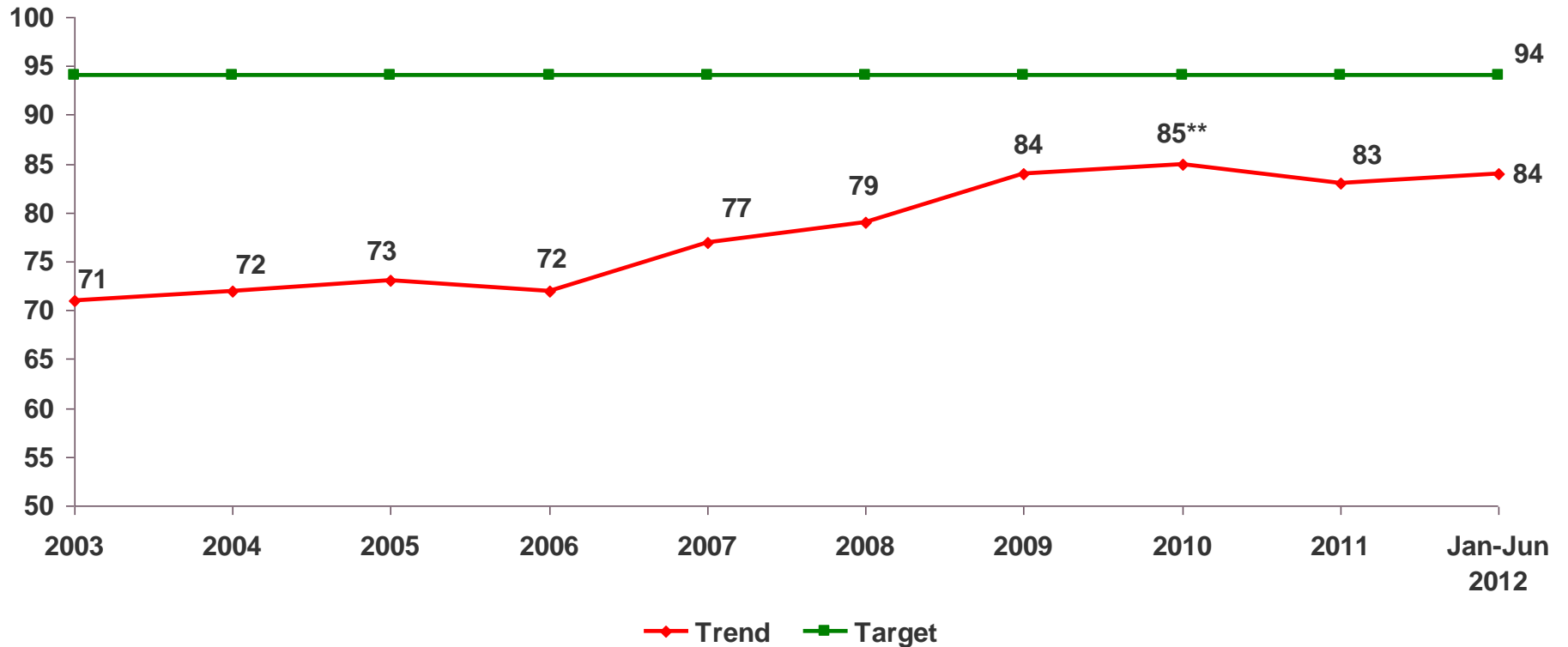
Next Day Delivery – Q2 2012 Compared With Q2 2011

- Next Day Delivery of single piece priority mail showed no change (at 84%), when comparing Q2 2012 with Q2 2011.
- When comparing the period Q2 2012 to the same period last year, Dublin County to Anywhere showed an improvement from 84% in Q2 2011 to 85% in Q2 2012. However, the Outside Dublin County to Anywhere flow dropped one point to 83% in Q2 2012, with the Outside Dublin to Dublin flow falling sharply by six points (from 86% in Q2 2011 to 80% in Q2 2012).
- Comparing Q2 2012 versus Q2 2011, the following shifts are observed for Next Day Delivery across the different variables:
 - The Induction Method of Collection from Business increased by two percentage points and is at 89% for Q2 2012. Post Office Induction dropped a percentage to 81% while Post Box held steady at 83%.
 - Performance of Standard Letters remains at 84% compared to Q2 2011. Large Envelopes increased by one percentage point and now stands at 83%. However, Packets reported a three percentage point drop to 82%.
 - Stamped mail performance is at 84%, an increase of one percentage point while Franked mail performance remains steady at 84% compared to Q2 2011.

Findings

– Full Year Comparisons Vs. YTD

National Next Day Delivery (D+1) Full Year – 2003 to 2012 YTD



***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 these two periods.*

Next Day Delivery (D+1)

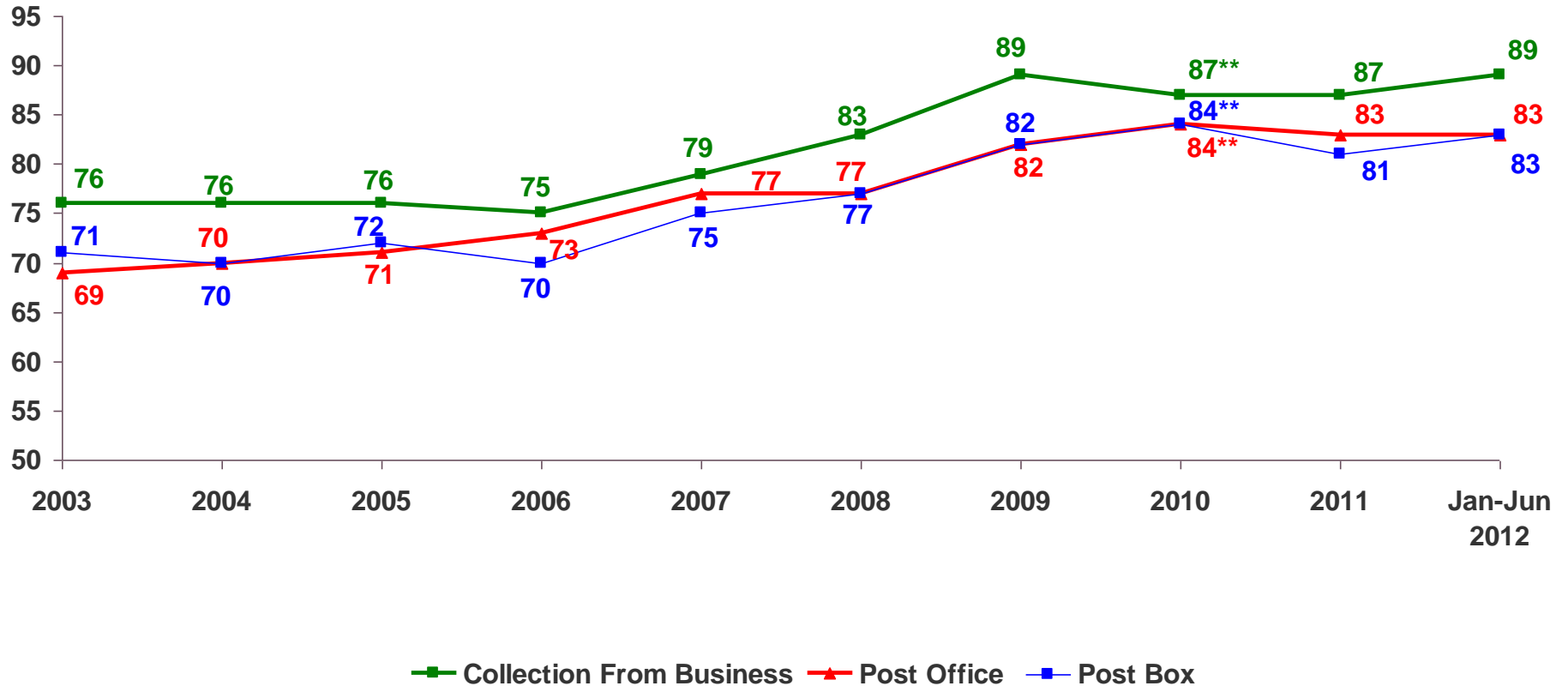
Items Posted On Or Between 1st Jan to 30th Jun 2012

7

| | | DELIVERY (RoI) | | |
|---------------|----------------------------|--------------------------|--|--------------------------|
| | | To Anywhere | To Local (Delivery within county of posting) | To Dublin County |
| POSTING (RoI) | From Anywhere | 84% (+/- 1.2%) | 85% (+/- 1.8%) | 84% (+/- 2.2%) |
| | From Dublin County | 84% (+/- 1.9%) | 85% (+/- 2.9%) | 85% (+/- 2.9%) |
| | From Outside Dublin County | 84% (+/- 1.6) | 85% (+/- 2.4%) | 82% (+/- 3.4%) |

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 15,634
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Next Day Delivery (D+1) - By Induction Method* 2003 to 2012 YTD

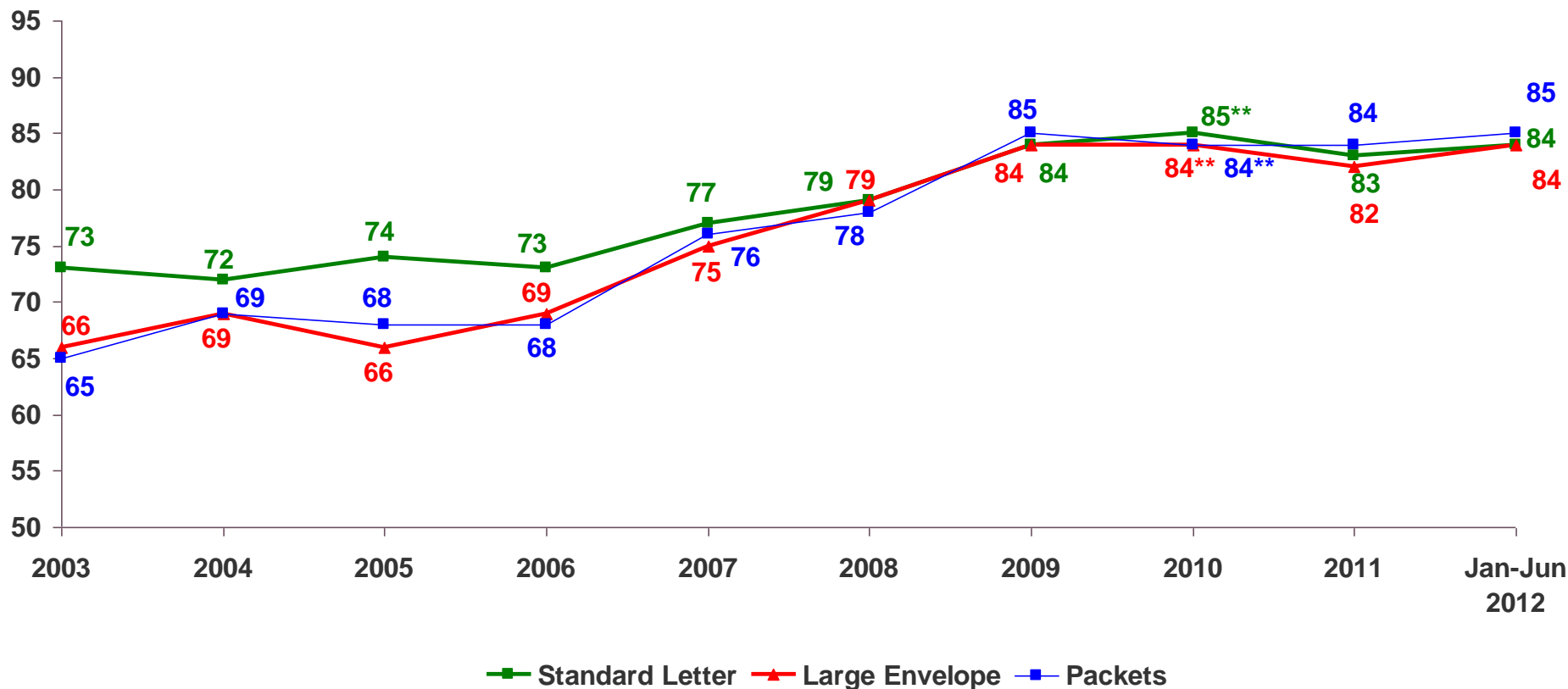


* Metered Box items not reported due to small base sizes

**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 these two periods.



Next Day Delivery (D+1) - By Mail Format* 2003 to 2012 YTD

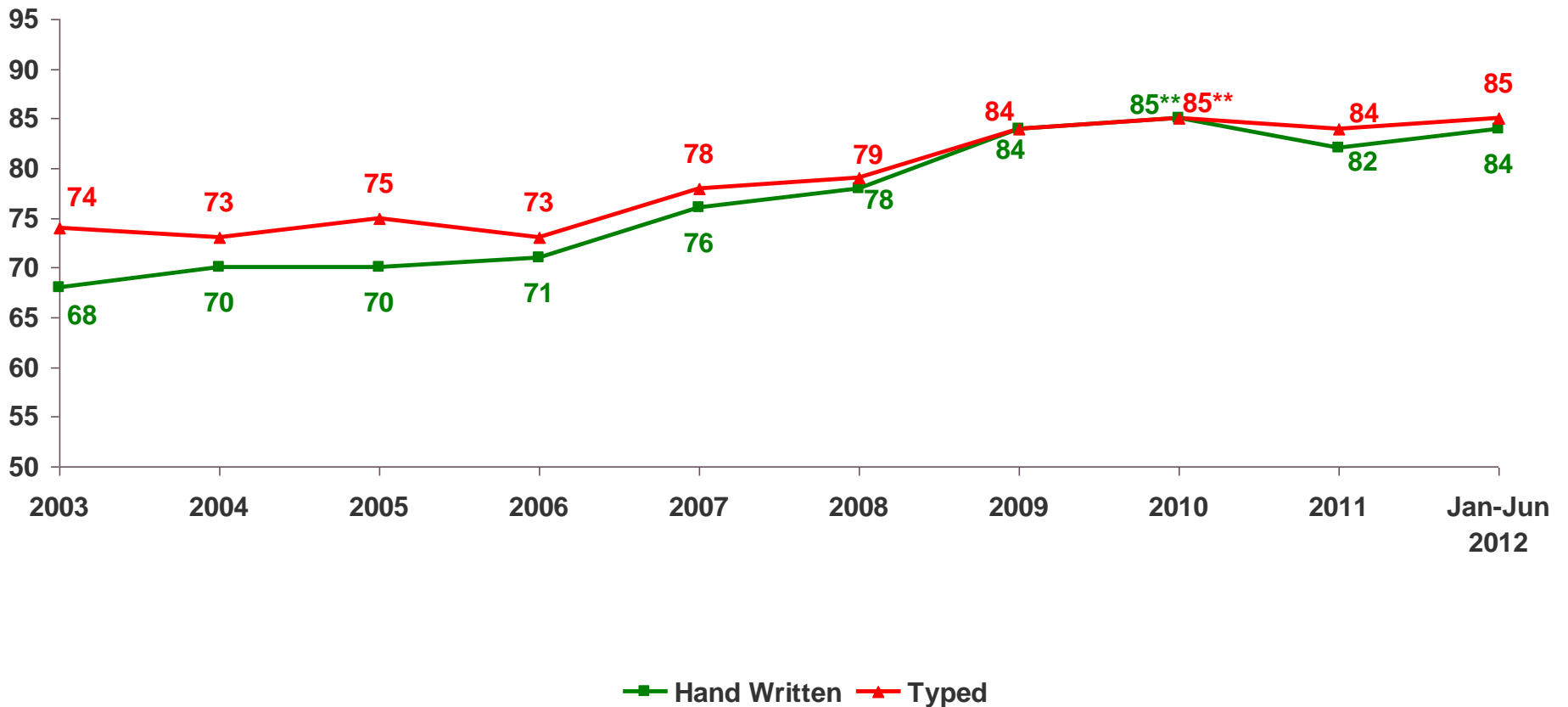


*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.
Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

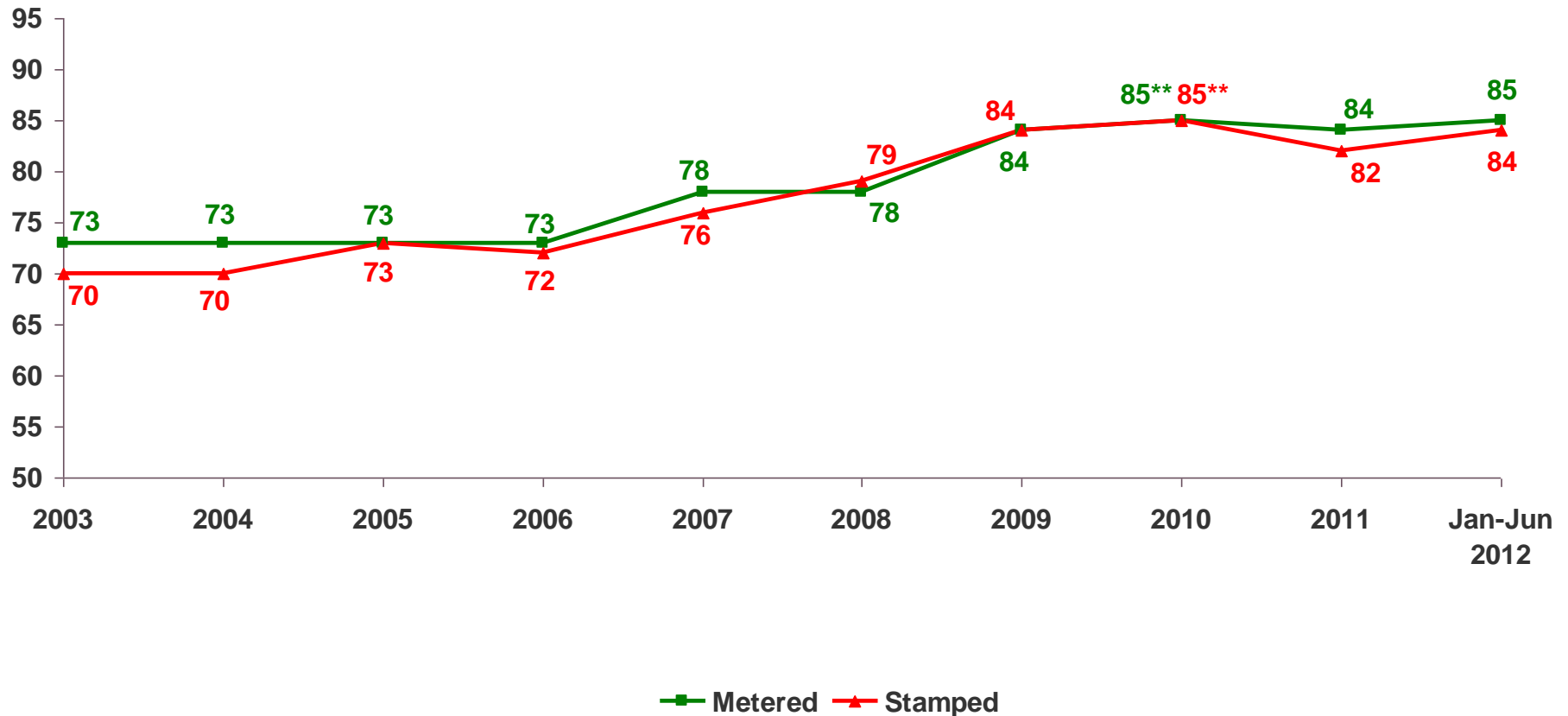
**The result shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in these two periods.



Next Day Delivery (D+1) - By Address Method 2003 to 2012 YTD



Next Day Delivery (D+1) - By Payment Method 2003 to 2012 YTD



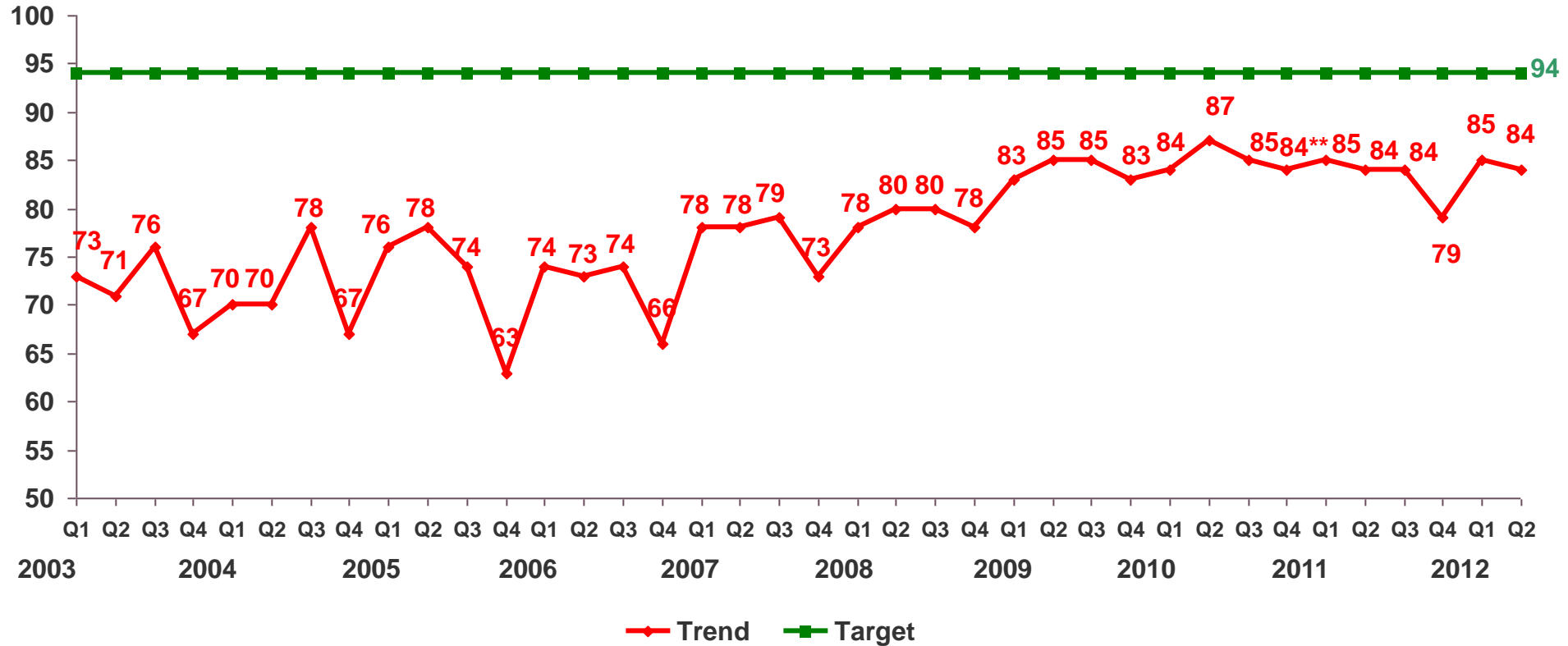
Delivery Within Three Days (D+3) Items Posted On Or Between 1st Jan & 30th Jun 2012

| | | DELIVERY (RoI) | | |
|---------------|----------------------------|-------------------------|--|-------------------------|
| | | To Anywhere | To Local (Delivery within county of posting) | To Dublin County |
| POSTING (RoI) | From Anywhere | 98% (+/-0.3%) | 98% (+/-0.4%) | 99% (+/-0.5%) |
| | From Dublin County | 99% (+/-0.4%) | 99% (+/-0.6%) | 99% (+/-0.6%) |
| | From outside Dublin County | 98% (+/-0.4%) | 98% (+/-0.6%) | 98% (+/-0.8%) |

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 15,634
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Findings - Quarterly

National Next Day Delivery (D+1) - Jan 2003 to Jun 2012 By Quarter



Quarterly & YTD An Post Performance for Rol

| | TARGET | ACHIEVED Q2 2012 | ACHIEVED Jan – Jun 2012 |
|--|--------------|---|----------------------------|
| | | Next Day Delivery (D+1) | |
| From Anywhere to Anywhere | 94% | 84% | 84% |
| From Dublin County to Anywhere | 94% | 85% | 84% |
| From Outside Dublin County to Anywhere | 94% | 83% | 84% |
| | | Delivery Within Three Working Days (D+3) | |
| From Anywhere to Anywhere | 99.5% | 98.1% | 98.3% |

Next Day Delivery (D+1)

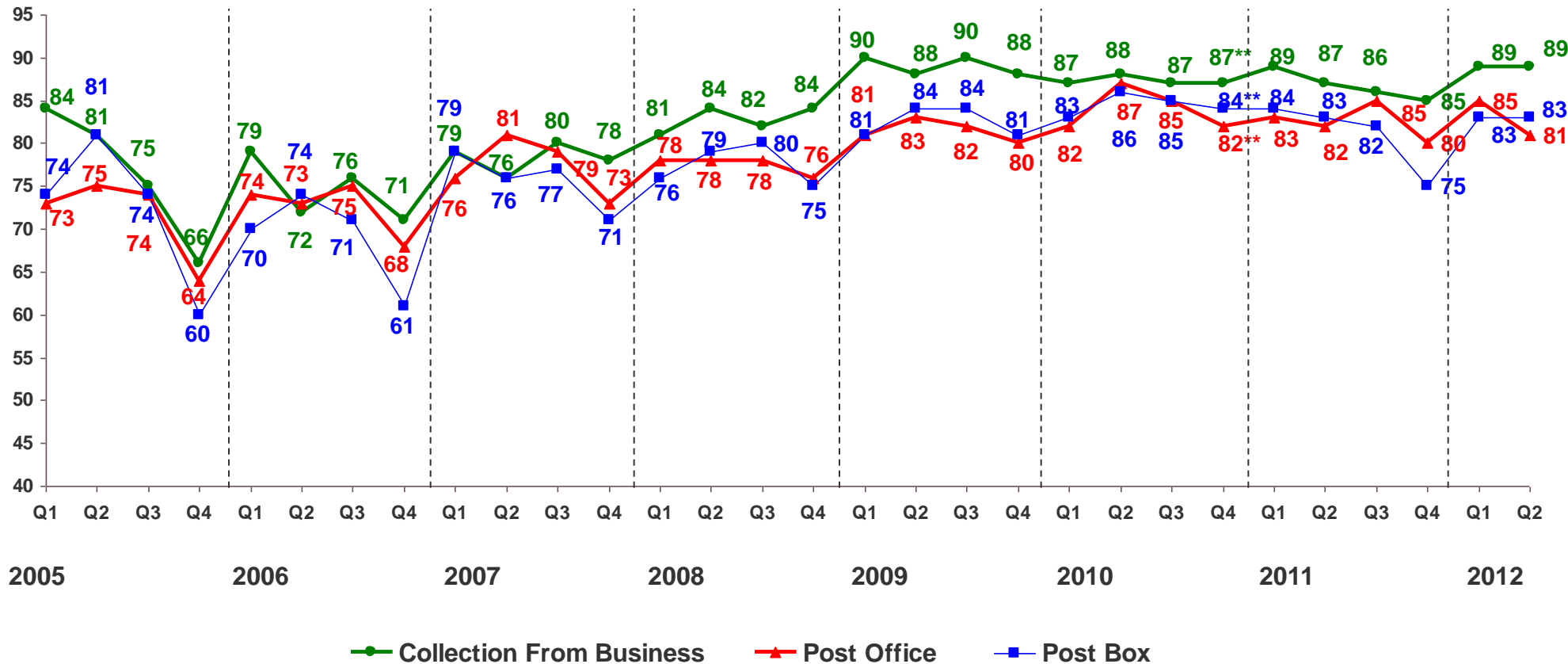
Items Posted On Or Between 1st Apr to 30th Jun 2012

| | | DELIVERY (RoI) | | |
|---------------|----------------------------|-------------------------|--|-------------------------|
| | | To Anywhere | To Local (Delivery within county of posting) | To Dublin County |
| POSTING (RoI) | From Anywhere | 84% (+/-1.8%) | 84% (+/-2.6%) | 84% (+/-3.2%) |
| | From Dublin County | 85% (+/-2.7%) | 86% (+/-4.0%) | 86% (+/-4.0%) |
| | From Outside Dublin County | 83% (+/-2.3%) | 83% (+/-3.4%) | 80% (+/-5.3%) |

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,958
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Next Day Delivery (D+1)

- By Induction Method* Jan 2005 to Jun 2012 By Qtr



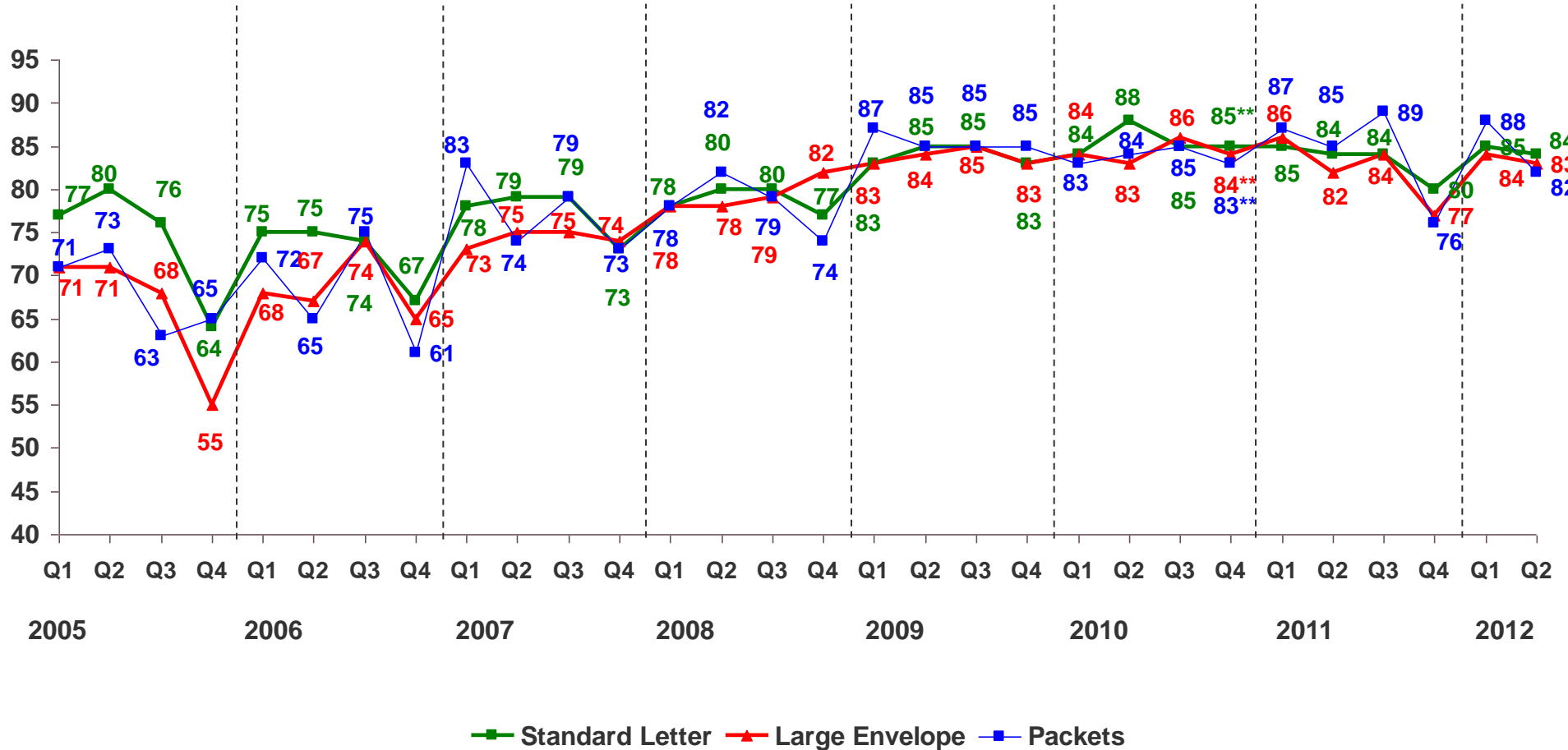
* Metered Box items not reported due to small base sizes



**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 these two periods.

Next Day Delivery (D+1)

- By Mail Format* Jan 2005 to Jun 2012 By Qtr



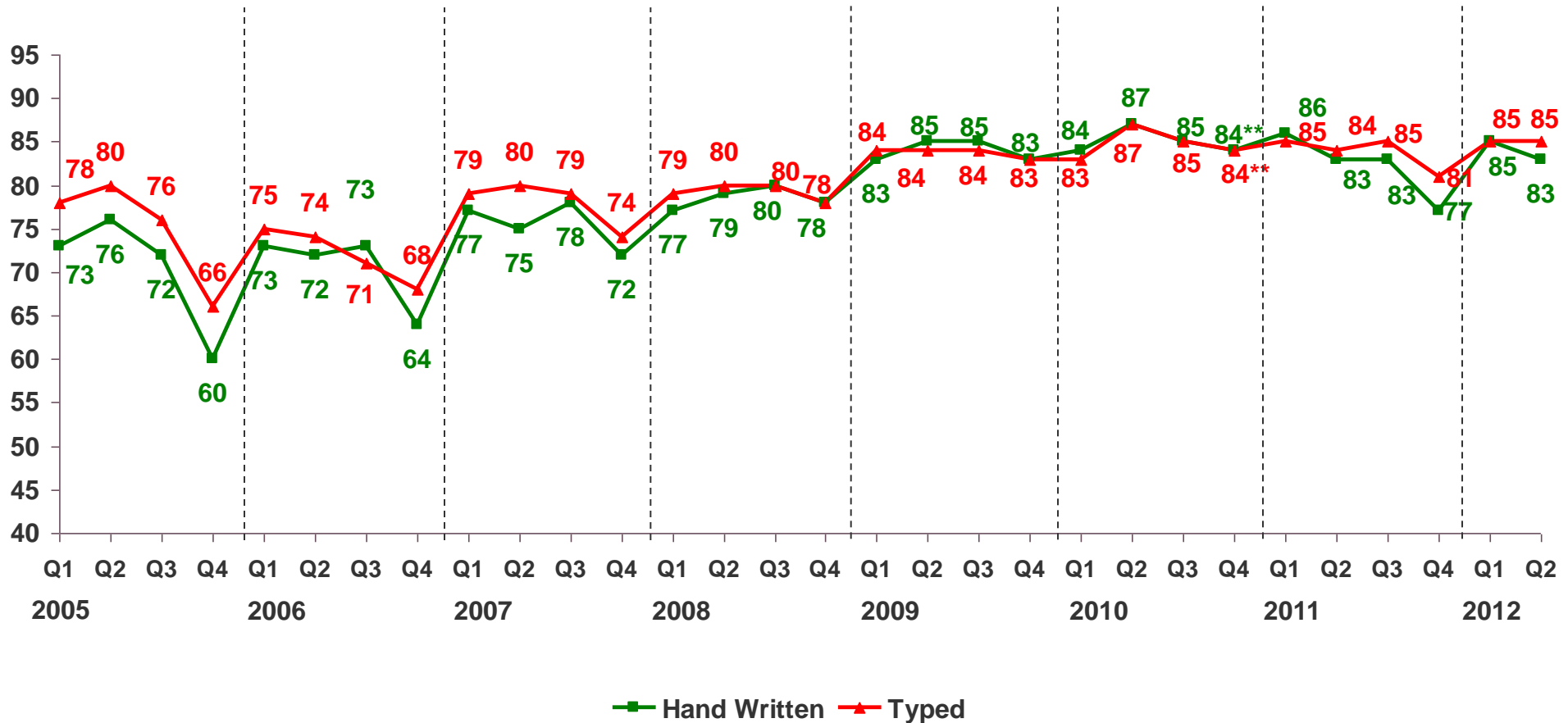
*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.
 Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.



**The 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 these two periods.

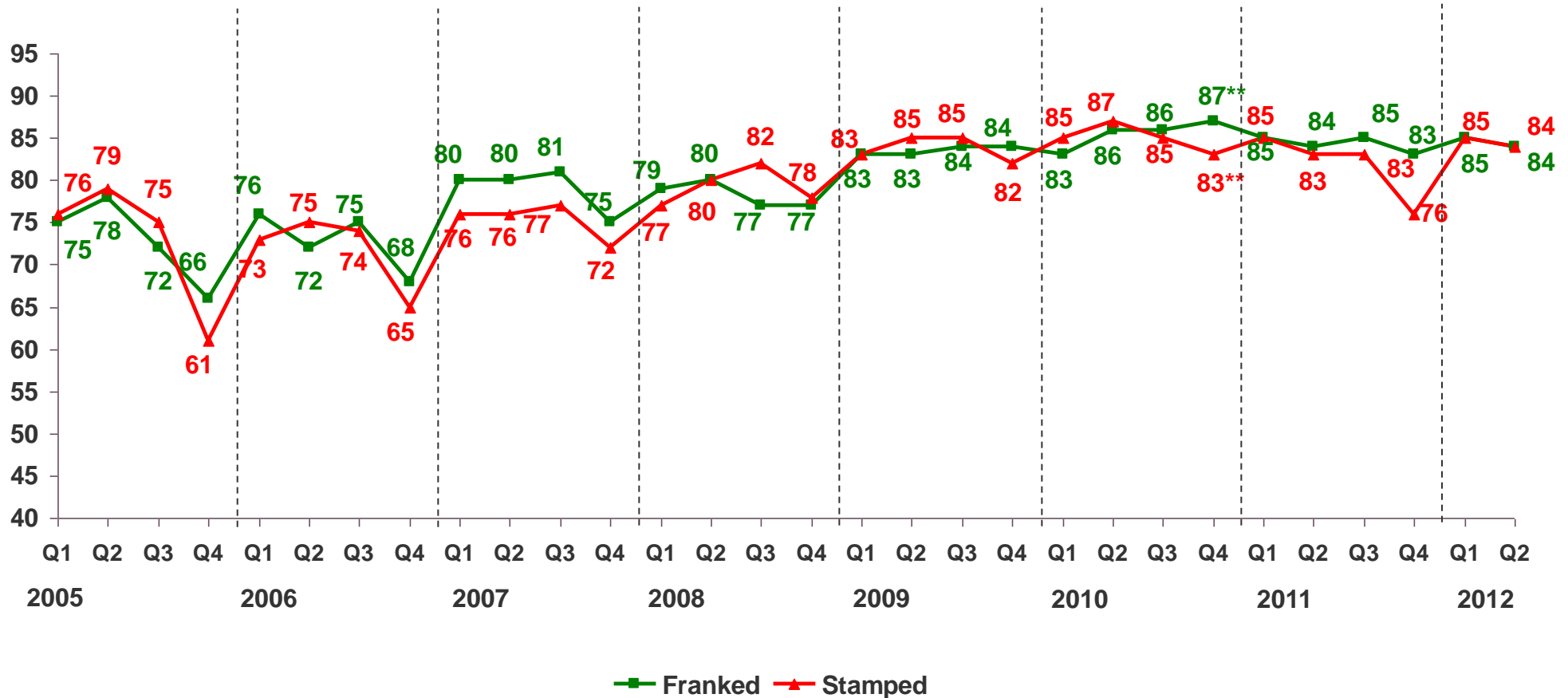
Next Day Delivery (D+1)

- By Address Method Jan 2005 to Jun 2012 By Qtr



Next Day Delivery (D+1)

– By Payment Type Jan 2005 to Jun 2012 By Qtr



Delivery Within Three Days (D+3) Items Posted On Or Between 1st April & 30th June 2012

| | | DELIVERY (RoI) | | |
|------------------|----------------------------|--------------------------|---|--------------------------|
| | | To Anywhere | To Local (Delivery within county of posting) | To Dublin County |
| POSTING (RoI) | From Anywhere | 98% (+/- 0.5%) | 98% (+/- 0.7%) | 99% (+/- 0.6%) |
| | From Dublin County | 99% (+/- 0.5%) | 99% (+/- 0.7%) | 99% (+/- 0.7%) |
| | From outside Dublin County | 98% (+/- 0.7%) | 98% (+/- 1.1%) | 98% (+/- 1.3%) |

1. () figures in brackets relate to accuracy levels at 95% confidence

2. Total number of effective observations – 7,958

3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Methodology & Project Team

- The method of monitoring is in full accordance with European and Irish Standard, I.S. EN 13850 + A1:2007 '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. The Last Time of Posting (LTOP) for next-day delivery is clearly displayed on pillar-boxes and states 'No weekend or public holiday collections or deliveries'. Any test mail items posted on a Saturday, Sunday or Public Holiday, delivered on the next working day will be treated as a D+0 item. D+0 items are included in the D+1 figures for the purposes of calculating next-day delivery.

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 sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:
 - Method of posting
 - Method of addressing
 - Envelope colour
 - Envelope size
 - Method of payment
 - Day of week of posting

- Regional mail flows are quota controlled with weighting used to restore proportionality.

Geographical Distribution

- Stratified random sampling is employed to achieve the required panel geographical distribution. All addresses are verified with panellists for accuracy and completeness.

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

- Damian Loscher – Managing Director
- Louise Soye – Account Director
- Tara Harris – Panel Manager
- Pauline Egan – Research Consultant



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