



Commission for  
**Communications Regulation**

# **ComReg reports a small decline in next-day delivery performance achieved by An Post in 2017**

## **Information Notice**

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**An Coimisiún um Rialáil Cumarsáide**  
**Commission for Communications Regulation**

Abbey Court Irish Life Centre Lower Abbey Street Dublin 1 Ireland

Telephone +353 1 804 9600 Fax +353 1 804 9680 Email [info@comreg.ie](mailto:info@comreg.ie) Web [www.comreg.ie](http://www.comreg.ie)

## Additional Information

2017 QoS Annual Report	
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The Commission for Communications Regulation (ComReg) regulates postal services in the State. This statutory function includes setting quality of service standards for the universal postal service, which is provided exclusively by An Post, and monitoring An Post's compliance with those standards.

ComReg has set quality of service standards requiring An Post to deliver 94% of single piece priority mail on the next working day ("D+1") and to deliver 99.5% of such mail within three working days ("D+3").

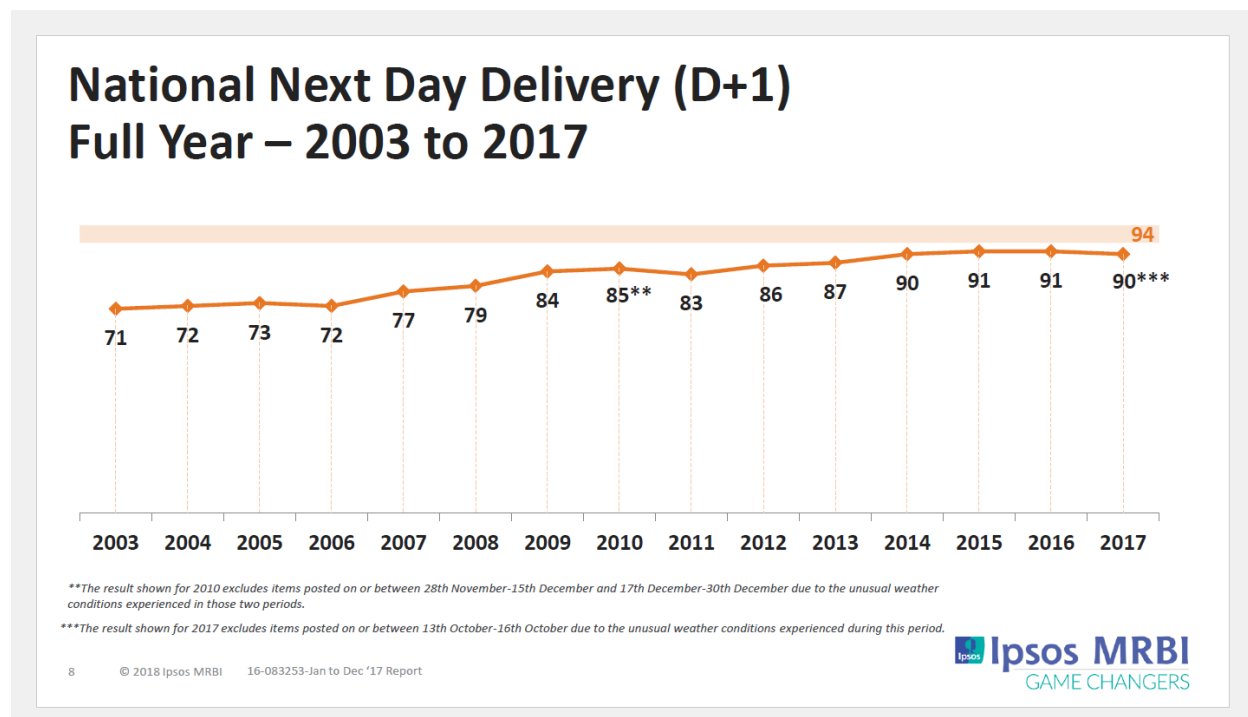
ComReg has today published the report by Ipsos MRBI on its monitoring of the quality of service of the universal postal service for the calendar year 2017. The report includes the following key findings:

## **Performance against Regulatory Standards**

### **Full Calendar Year 2017**

- Over the full calendar year An Post delivered **90%** of single piece priority mail on the next working day following the day of posting, which is a decline of one percentage point when compared to the 2016 result and is 4% below the 94% standard;
- An Post delivered **98.9%** of single piece priority mail within three working days following the day of posting, slightly below the 2016 result and the 99.5% required standard.

ComReg first introduced independent monitoring of the quality of the universal postal service in 2003 and at that time just 71% of single piece priority mail was being delivered on the next working day. By 2016 the rate of next-day delivery had improved by 20 percentage points up to 91%. However, as the graph below illustrates, in 2017 there was a 1% decline in overall performance (the first decline since 2011), mainly due to a substantial decline in Dublin performance.



ComReg 18/50 contains the full set of published 2017 results and is available in the publications section at [www.comreg.ie](http://www.comreg.ie).

## Other performance information

In addition to the annual performance against the regulatory standards as set out above, the following key findings are contained in the report.

### January to November 2017

- In the period January 2017 to November 2017 (excluding December), An Post delivered **92%** of single piece priority mail on the next working day which was equal to the 2016 result for this period;

### December 2017

- In December 2017 next-day delivery performance fell significantly to **73%**, a notable deterioration, which was mainly related to the performance of mail posted and delivered in Dublin County;

## Dublin Performance

- Performance for 'Dublin County to Anywhere' and 'Dublin County to Dublin County' declined across all of the different measurement periods in 2017 as follows:
  - For the full 2017 calendar year, Dublin performance declined by 3% to 89% and 90% respectively for the above mail flows, compared to 2016;
  - For December 2017, Dublin performance declined by 13% to 63% for the 'Dublin County to Anywhere' category and by 13% to 67% for the 'Dublin County to Dublin County' category, compared to December 2016;
  - During December 2017 'Dublin County to Dublin County' mail's performance at 67% was 16% below all other 'County to County' mail's performance which achieved an 83% rate for that period.

## Background

Under the Communications Regulation (Postal Services) Act 2011, ComReg is the designated national regulatory authority for the postal sector with the overarching function to ensure the provision, throughout the State, of a universal postal service that meets the reasonable needs of postal service users. The same Act designates An Post as the sole "universal postal service provider".

ComReg's statutory functions include setting quality of service standards for the universal postal service, which is provided exclusively by An Post, and monitoring An Post's compliance with those standards. In 2004, and following a public consultation, ComReg issued a direction to An Post which set quality of service standards for the universal postal service. The direction set a next working day delivery standard of 94% for single piece priority mail posted in the State for delivery in the State and a 99.5% standard for delivery of such mail within three working days. ComReg re-consulted on these standards in 2015 and following that consultation the same 94% and 99.5% standards were renewed.

ComReg is also statutorily required to monitor compliance by An Post with the quality of service standards and to publish an annual report on the results of its monitoring. EU legislation requires that, in any Member State, the quality of the universal postal service shall be measured by a body that is independent of the provider of that service. The quality of the universal postal service must also be measured using statistical methods set out by the European Standards Institute (CEN) and mandated by the European Commission.

ComReg appointed Ipsos MRBI to independently monitor An Post's compliance with the above quality of service standards and An Post appointed KPMG to independently audit Ipsos MRBI's monitoring process is in accordance with the CEN requirements.

The monitor measures the rate of delivery of domestic single piece priority mail which includes standard envelopes, large envelopes and packets, posted within the State for delivery within the State. The monitor excludes "bulk mail" which often involves a deferred delivery in return for a price discount.

The total number of effective observations in the monitor in 2017 was 26,981 test mail items and the accuracy variance on the overall annual 90% result stands at +/- 0.9 %.

KPMG carried out an extensive audit of the monitor's documentation, processes, controls and statistical results. The KPMG audit confirmed that the monitor was conducted in material compliance with the applicable CEN standard EN13850:2012, that the 2017 results are reliable and robust, and that the Ipsos MRBI team have a high level of expertise and knowledge regarding the monitor.