

# REPUBLIC OF IRELAND QUALITY OF POSTAL SERVICE MONITOR – 2024 REPORT

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# Introduction – I

- Ipsos B&A 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 13850:2020 '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 1<sup>st</sup> January and 31<sup>st</sup> December 2024.
- No Force Majeure periods were recorded between 1<sup>st</sup> January and 31<sup>st</sup> December 2024.
- Ipsos B&A is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.

# Introduction – II

- The total number of effective observations in 2024 was 30,891 and the accuracy variance\* on the overall annual result is at  $\pm 1.3\%$ . This falls  $\pm 0.3\%$  outside of the  $\pm 1\%$  accuracy variance target. The Monitor is designed to reach a target level of  $\pm 1\%$  accuracy based on a set of parameters, both controllable by the Monitor (panel size, stratification, number of items) and uncontrollable (on-time performance, variability of performance). All parameters must fall within expected levels to reach an accuracy variance of  $\pm 1\%$ . The minimum Next Day Delivery performance designed for is c.86%.

*\*Accuracy variance; range within which we can be 95% confident the true performance lies. A performance of 83% and an accuracy variance of 1.3% gives a range of 81.7% to 84.3%.*

# Introduction – III

- The independent auditor Analysys Mason conducted an extensive audit to ensure independent and absolute audit certification that the 2024 Monitor and results were carried out in accordance with the Standard I.S. EN13850:2020. Please see overleaf for a summary of this audit report.

# Independent Audit Report of Analysys Mason – 2024 Monitor Results

## Overall Conclusion (of Analysys Mason)

- The Analysys Mason audit was designed to express a reasonable assurance conclusion on whether the “on time” performance results of the Ipsos B&A Quality of Service (‘QoS’) Mail Monitor were materially reliable and robust. The Analysys Mason review covered the 12-month period from 1 January 2024 to 31 December 2024.
- Based on the procedures performed and evidence obtained, for the Ipsos B&A QoS Mail Monitor system which covers the 12-month period from 1 January to 31 December 2024, in Analysys Mason’s opinion:
  - the Mail Monitor processes, within the scope of this review, materially comply with the relevant requirements of the CEN Standard and the Regulatory Procedures (ComReg 24-72);
  - the system of controls operated by Ipsos B&A over the 2024 Mail Monitor are materially sufficient to enable the production of representative and accurate results; and,
  - the “on time” performance results of the Ipsos B&A QoS Mail Monitor for the above period are materially reliable and robust

# Summary – I

## Next Day Delivery – 2024 Annual Performance

- Next Day Delivery performance of single piece priority mail is at 83% for 2024. The ComReg standard for Next Day Delivery is 94%.
- Mail inducted by both Post Office and Post Box methods report a performance of 79% Next Day Delivery. Mail inducted by Collection to Business method shows a performance of 92% in 2024.
- Metered Mail has a Next Day Delivery performance of 87%, while Stamped Mail only reaches 79% Next Day Delivery.

# Summary – II

## Delivery Within Three Days – 2024 Annual Performance

- Delivery Within Three Working Days was achieved by 97.9% of single piece priority mail items during 2024. The ComReg standard for delivery within three days is 99.5%.

# Summary – III

## January to November 2024 Performance (1<sup>st</sup> January to 30<sup>th</sup> November)

- Next Day Delivery performance of single piece priority mail in the period January to November 2024 was recorded at 85%.
- Delivery of single piece priority mail Within Three Working Days is at 98.0% for January to November 2024.

## December 2024 Performance (1<sup>st</sup> to 31<sup>st</sup> December)

- Next Day Delivery performance of single piece priority mail for December 2024 is at 62%.
- Delivery of single piece priority mail Within Three Working Days is at 95.8% for December 2024.

# FINDINGS

# National Next Day Delivery (D+1) Full Year – 2024 YTD

2024

Target



94%

Current Score



83%

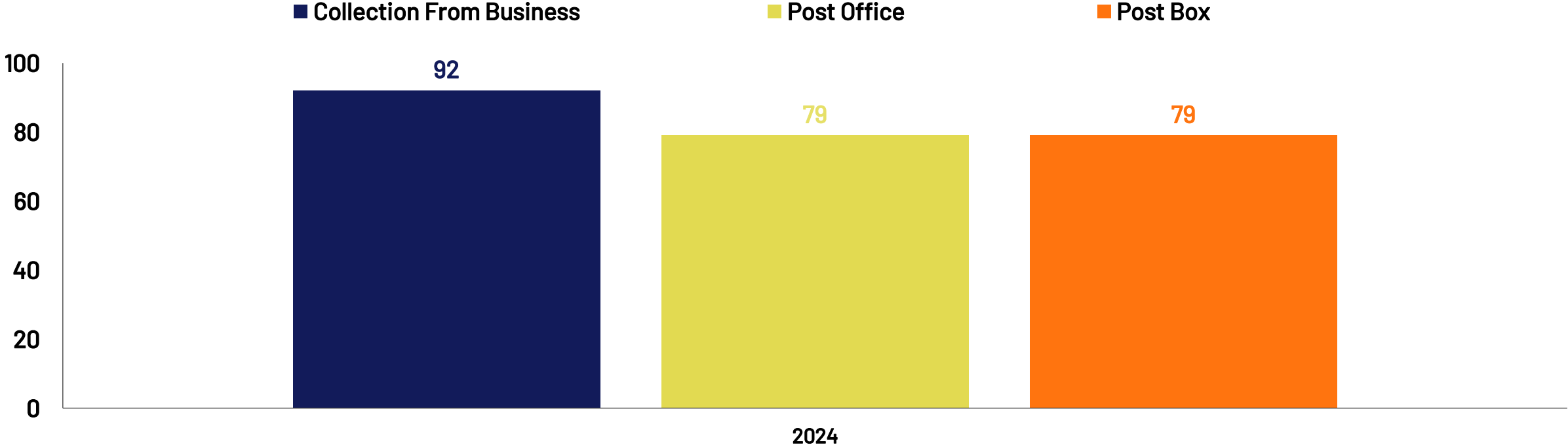
# Next Day Delivery (D+1)

## Items Posted On Or Between 1<sup>st</sup> Jan – 31<sup>st</sup> Dec 2024

|                  |                            | DELIVERY (RoI)   |                                                 |                  |
|------------------|----------------------------|------------------|-------------------------------------------------|------------------|
|                  |                            | To Anywhere      | To Local<br>(Delivery within county of posting) | To Dublin County |
|                  | From Anywhere              | 83%<br>(+/-1.3%) | 83%<br>(+/-1.4%)                                | 80%<br>(+/-2.1%) |
| POSTING<br>(RoI) | From Dublin County         | 83%<br>(+/-2.3%) | 81%<br>(+/-2.6%)                                | 81%<br>(+/-2.6%) |
|                  | From Outside Dublin County | 83%<br>(+/-1.5%) | 84%<br>(+/-1.7%)                                | 78%<br>(+/-2.6%) |

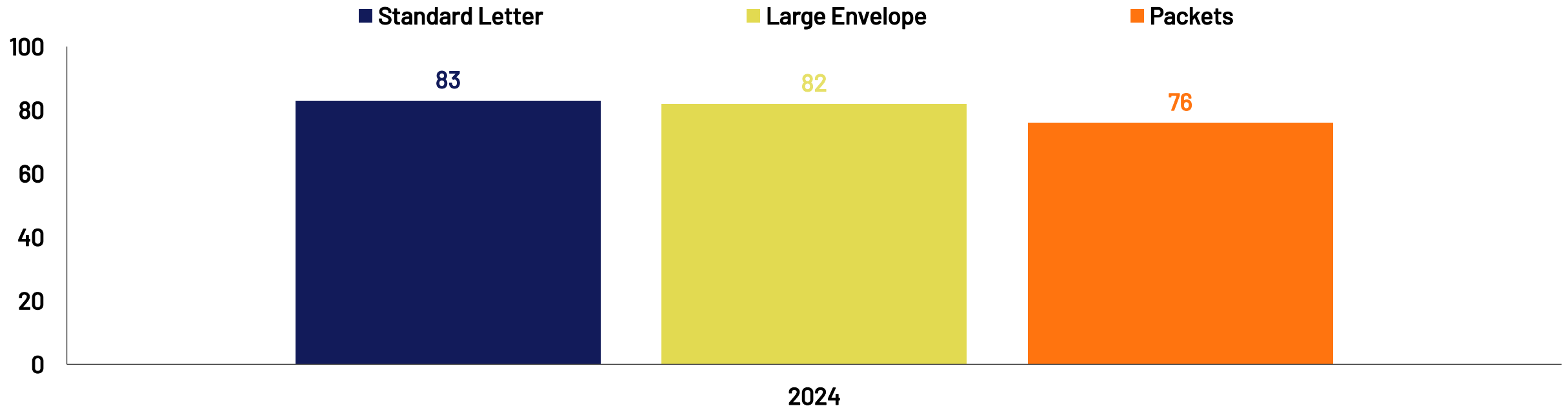
1. ( ) Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 30,891
3. The postal county boundary is formed by the postal address as determined by An Post.

# Next Day Delivery (D+1) - By Induction Method 2024



*\*Metered Box items not reported due to small base sizes*

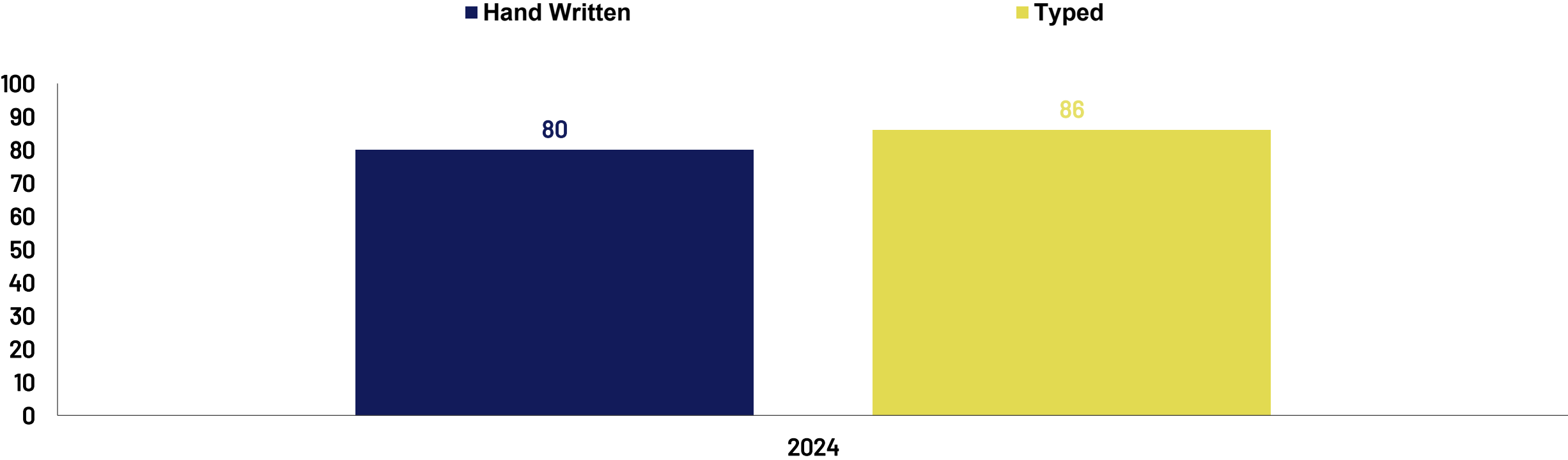
# Next Day Delivery (D+1) - By Mail Format 2024



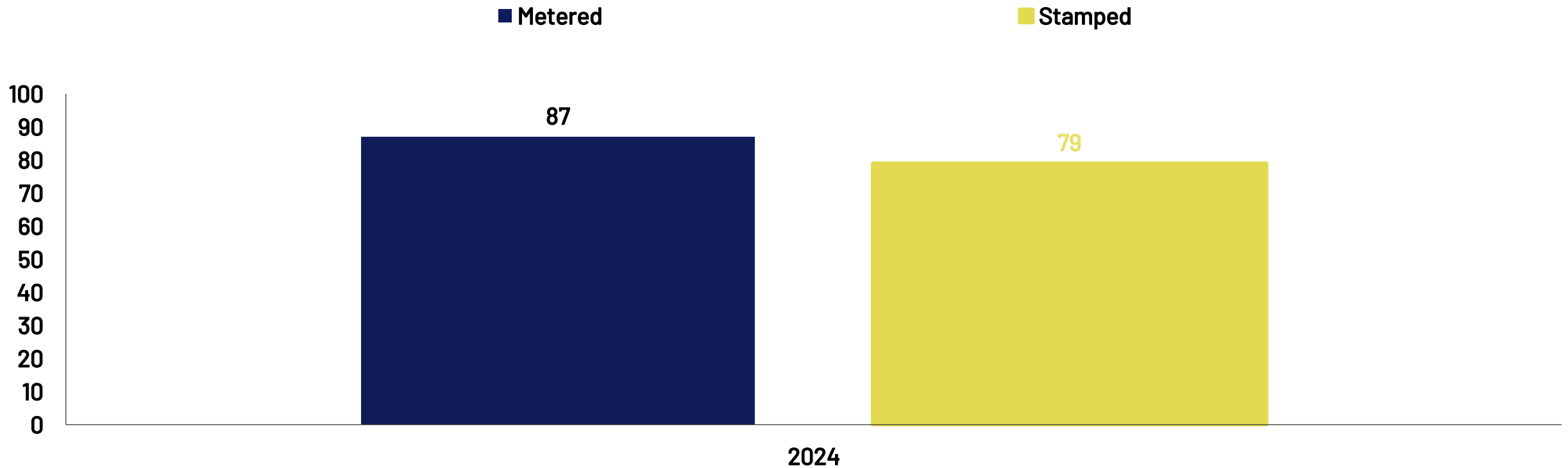
*Standard Letter: Up to C5 size 162mm \* 235mm \* 5mm. Large Envelope: Up to 400mm \* 300mm \* 25mm.*

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

# Next Day Delivery (D+1) - By Address Method 2024



# Next Day Delivery (D+1) - By Payment Method 2024



# Delivery Within Three Days (D+3)

## Items Posted On Or Between 1<sup>st</sup> Jan – 31<sup>st</sup> Dec 2024

|                  |                            | DELIVERY (RoI)            |                                                 |                           |
|------------------|----------------------------|---------------------------|-------------------------------------------------|---------------------------|
|                  |                            | To Anywhere               | To Local<br>(Delivery within county of posting) | To Dublin County          |
|                  | From Anywhere              | 97.9%<br>(-0.4% to +0.2%) | 97.7%<br>(-0.5% to +0.3%)                       | 97.0%<br>(-0.8% to +0.4%) |
| POSTING<br>(ROI) | From Dublin County         | 97.4%<br>(-0.9% to +0.4%) | 97.0%<br>(-1.1% to +0.5%)                       | 97.0%<br>(-1.1% to +0.5%) |
|                  | From outside Dublin County | 98.0%<br>(-0.4% to +0.2%) | 98.1%<br>(-0.6% to +0.3%)                       | 97.1%<br>(-1.2% to +0.5%) |

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 30,891
3. The postal county boundary is formed by the postal address as determined by An Post.

# Next Day Delivery – January To November 2024



# Next Day Delivery (D+1)

## Items Posted On Or Between 1<sup>st</sup> Jan – 30<sup>th</sup> Nov 2024

|               |                            | DELIVERY (RoI)   |                                              |                  |
|---------------|----------------------------|------------------|----------------------------------------------|------------------|
|               |                            | To Anywhere      | To Local (Delivery within county of posting) | To Dublin County |
|               | From Anywhere              | 85%<br>(+/-1.3%) | 85%<br>(+/-1.3%)                             | 82%<br>(+/-2.0%) |
| POSTING (RoI) | From Dublin County         | 84%<br>(+/-2.3%) | 83%<br>(+/-2.6%)                             | 83%<br>(+/-2.6%) |
|               | From Outside Dublin County | 86%<br>(+/-1.5%) | 86%<br>(+/-1.5%)                             | 81%<br>(+/-2.4%) |

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 28,778
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 1<sup>st</sup> Jan – 30<sup>th</sup> Nov 2024

|                  |                            | DELIVERY (RoI)            |                                                 |                           |
|------------------|----------------------------|---------------------------|-------------------------------------------------|---------------------------|
|                  |                            | To Anywhere               | To Local<br>(Delivery within county of posting) | To Dublin County          |
|                  | From Anywhere              | 98.0%<br>(-0.4% to +0.2%) | 98.0%<br>(-0.5% to +0.3%)                       | 97.2%<br>(-0.8% to +0.4%) |
| POSTING<br>(RoI) | From Dublin County         | 97.5%<br>(-0.9% to +0.4%) | 97.1%<br>(-1.1% to +0.5%)                       | 97.1%<br>(-1.1% to +0.5%) |
|                  | From outside Dublin County | 98.3%<br>(-0.4% to +0.2%) | 98.4%<br>(-0.7% to +0.2%)                       | 97.3%<br>(-1.2% to +0.5%) |

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 28,778
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 1<sup>st</sup> – 31<sup>st</sup> December 2024

|               |                            | DELIVERY (RoI)   |                                              |                   |
|---------------|----------------------------|------------------|----------------------------------------------|-------------------|
|               |                            | To Anywhere      | To Local (Delivery within county of posting) | To Dublin County  |
|               | From Anywhere              | 62%<br>(+/-5.4%) | 62%<br>(+/-6.9%)                             | 58%<br>(+/-7.2%)  |
| POSTING (RoI) | From Dublin County         | 66%<br>(+/-7.2%) | 62%<br>(+/-8.5%)                             | 62%<br>(+/-8.5%)  |
|               | From Outside Dublin County | 60%<br>(+/-7.1%) | 62%<br>(+/-9.8%)                             | 52%<br>(+/-12.5%) |

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,113
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 1<sup>st</sup> – 31<sup>st</sup> December 2024

|                  |                            | DELIVERY (RoI)            |                                                 |                           |
|------------------|----------------------------|---------------------------|-------------------------------------------------|---------------------------|
|                  |                            | To Anywhere               | To Local<br>(Delivery within county of posting) | To Dublin County          |
|                  | From Anywhere              | 95.8%<br>(-1.5% to +1.2%) | 95.2%<br>(-2.4% to +1.5%)                       | 95.2%<br>(-2.7% to +1.9%) |
| POSTING<br>(RoI) | From Dublin County         | 96.6%<br>(-2.5% to +1.5%) | 95.4%<br>(-3.8% to +2.4%)                       | 95.4%<br>(-3.8% to +2.4%) |
|                  | From outside Dublin County | 95.5%<br>(-2.0% to +1.5%) | 95.1%<br>(-3.3% to +1.9%)                       | 95.0%<br>(-5.1% to +2.8%) |

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

2. Total number of effective observations – 2,113

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 European and Irish Standard, EN13850:2020 '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 onward 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 on an ad-hoc 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 2022 RMS data was used in the statistical design for the January flow onwards.
- All 2024 results were weighted to the 2022 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 2024:

|            |                                  |
|------------|----------------------------------|
| 01/01/2024 | New Year's Day Public Holiday    |
| 05/02/2024 | St Brigid's Day Public Holiday   |
| 18/03/2024 | St. Patrick's Day Public Holiday |
| 29/03/2024 | Good Friday Derogation Day       |
| 01/04/2024 | Easter Monday Public Holiday     |
| 06/05/2024 | May Public Holiday               |
| 03/06/2024 | June Public Holiday              |
| 05/08/2024 | August Public Holiday            |
| 28/10/2024 | October Public Holiday           |
| 25/12/2024 | Christmas Day Public Holiday     |
| 26/12/2024 | St. Stephen's Day Public Holiday |
| 27/12/2024 | Christmas Day Derogation Day     |
|            | All Saturdays                    |
|            | All Sundays                      |

# Weighting

- In order to ensure that mail flows represent the 2022 RMS data, corrective weights are applied to the data.
- The weighting caps for each discriminant characteristic for January to December 2024 meet the requirements of section 7.3.2.2 of CEN.
- In addition, the weighting caps for each individual item for January to December 2024 meet the requirements of section 7.3.2.3 of CEN.

# THANK YOU

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