



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg reports An Post's performance for next-day delivery of mail in 2019

Universal Postal Service Quality of Service

Information Notice

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Commission for Communications Regulation

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Additional Information

2019 Quality of Service Annual Report	
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Regulation of An Post's quality for universal postal services

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 and the monitoring of An Post's performance against those standards. An Post is currently the sole designated universal postal service provider for the State.

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

ComReg has today published the report by Ipsos MRBI on its monitoring of the quality of the universal postal service for the calendar year 2019. The report includes the following key findings:

Performance against Regulatory Standards for full 2019 calendar year

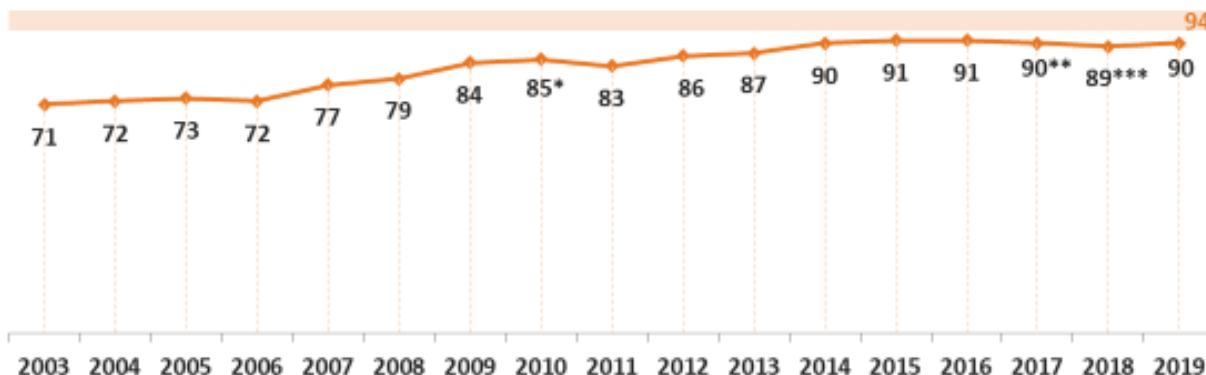
Over the full 2019 calendar year;

- An Post delivered **90%** of single piece priority mail throughout the State on the next working day following the day of posting. The 2019 result is a 1% increase on the 2018 result but is still 4% below the 94% regulatory standard;
- An Post delivered **99.1%** of single piece priority mail within three working days following the day of posting, marginally above the 2018 result (99.0%) and below the 99.5% regulatory standard.

ComReg first introduced independent monitoring of the quality of the universal postal service in 2003. At that time just 71% of single piece priority mail was being delivered on the next working day. In 2015 and 2016 the rate of next-day delivery climbed to 91%, the highest annual performance to date. Following two consecutive declines of 1% in each of the years 2017 and 2018, in 2019 the rate of next-day delivery improved to 90%. However, this is still below the rate of 91% achieved in 2015 and 2016, and is 4% below the 94% regulatory standard.

¹ ComReg Document No,15/126

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 15th-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.

© 2020 Ipsos MRBI 18-085420-Jan to Dec '19 Report



ComReg 20/50 contains the full set of published 2019 results and is available in the publications section at 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 2019 annual report.

- **January to November 2019**

In the period January 2019 to November 2019 (excluding the month of December), An Post delivered **92%** of single piece priority mail on the next working day which was 1% above the 2018 result for this period.

- **December 2019**

For the month of December 2019, the overall next-day delivery performance stood at **75%**, which was a 4% increase on 2018, mainly due to the improvement in performance of mail posted Outside Dublin for delivery in Dublin County, which increased from a low of 59% in 2018 to 73% in 2019.

- **Dublin Performance Calendar Year 2019**

Dublin's performance improved as follows:

- For the full 2019 calendar year, performance improved by 2% to **90%** for mail posted in Dublin County to Anywhere in the State. Performance for mail posted in Dublin County for delivery in Dublin County also improved 2% to **90%** compared to calendar year 2018;
- The performance of mail posted Outside Dublin County for delivery in Dublin County also improved by 2% to **89%** for the full 2019 calendar year compared to calendar year 2018.

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 public consultation the same 94% and 99.5% standards were retained.

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 that 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 2019 was 27,521 valid test mail items and the accuracy variance on the overall annual 90% result was +/- 0.8 %.

KPMG's audit (which included a six month interim audit and a final annual audit) of the 2019 Ipsos MRBI monitor covered the monitor's documentation, processes, controls and statistical results. The KPMG audit confirmed that the monitor was in material compliance with the applicable CEN standard EN13850:2012 and that the 2019 results are materially reliable and robust. KPMG noted in its report that the Ipsos MRBI team continue to have a high level of expertise and knowledge regarding the monitor.