



Items Posted On Or Between
1st January & 31st December 2015

Republic Of Ireland Quality Of Postal Service Monitor - 2015 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 2015.
- The total number of effective observations in 2015 was 29,536 and the accuracy variance on the overall annual result stands at +/-0.8%.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.

Introduction – II

- Real Mail Studies (“RMS”) are performed by An Post to estimate the discriminant mail characteristics which are needed for the sample design of the Monitor. The 2011 audited RMS results provided by An Post were used in the statistical design of the January and February 2015 Monitor flows. Audited 2013 RMS results became available in February 2015 and these were adopted for the design of the remainder of the 2015 flows. The 2013 RMS weighting proportions were applied to the full year 2015 Monitor results.
- There were no Force Majeure events deducted in 2015.
- ComReg commissioned an extensive audit, conducted by Mazars, to ensure an independent and absolute audit certification that the 2015 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

– 2015 Monitor Results

- At ComReg's request, Mazars provided an independent audit of the Quality of Postal Service Monitor 2015 Annual Results produced by the Monitor, Ipsos MRBI.
- The audit was designed and conducted in accordance with audit requirements of EN13850:2012, to offer reasonable assurance that the Monitor's processes and procedures in place for the 2015 postal tests undertaken and reporting thereon have been conducted in accordance with EN 13850:2012.
- Overall we have concluded that in all material respects, based on the sample based audit completed, the Monitor's processes and procedures in place during the 2015 monitoring period, were in accordance with EN13850:2012, and that the 2015 reported results are reasonably stated.

Mazars

19 May 2016

Summary – I

Next Day Delivery – 2015 Full Year Performance (1st January to 31st December 2015)

- In 2015, Next Day Delivery performance of single piece priority mail stands at 91%, a lift of one percentage point compared to 2014. Although the performance remains below the ComReg target of 94%, it is the highest score achieved since measurement began in 2003.
- The following observations can be made when comparing the geographical mail flows for 2015 to 2014:
 - Dublin to Anywhere, including Dublin to Dublin, stand at 92%, which is an increment of three percentage points.
 - Anywhere to Anywhere, Anywhere to Local and Anywhere to Dublin have increased by one percentage point to 91%, from 90% in 2014.
 - Outside Dublin to Anywhere, and Outside Dublin to Local, at 91%, achieve the same score as that recorded in 2014.
 - Outside Dublin to Dublin declines by two points in comparison to the previous year and now stands at 89%

Summary – II

- When comparing 2015 to 2014, the following shifts are noted across the different mail characteristics:
 - Collection From Business performance has lifted by three percentage points to 98%. Post Office induction method has incremented by one point to 90%. Post Box performance remains static at 89%.
 - Both mail formats of Standard Letters and Large Envelopes have increased by one percentage point to 91% and 90% respectively. The performance of Packets remains steady at 89%.
 - The performance of Franked mail has increased by one percentage point to 93%. Stamped mail has also improved by one percentage point and now stands at 90%.

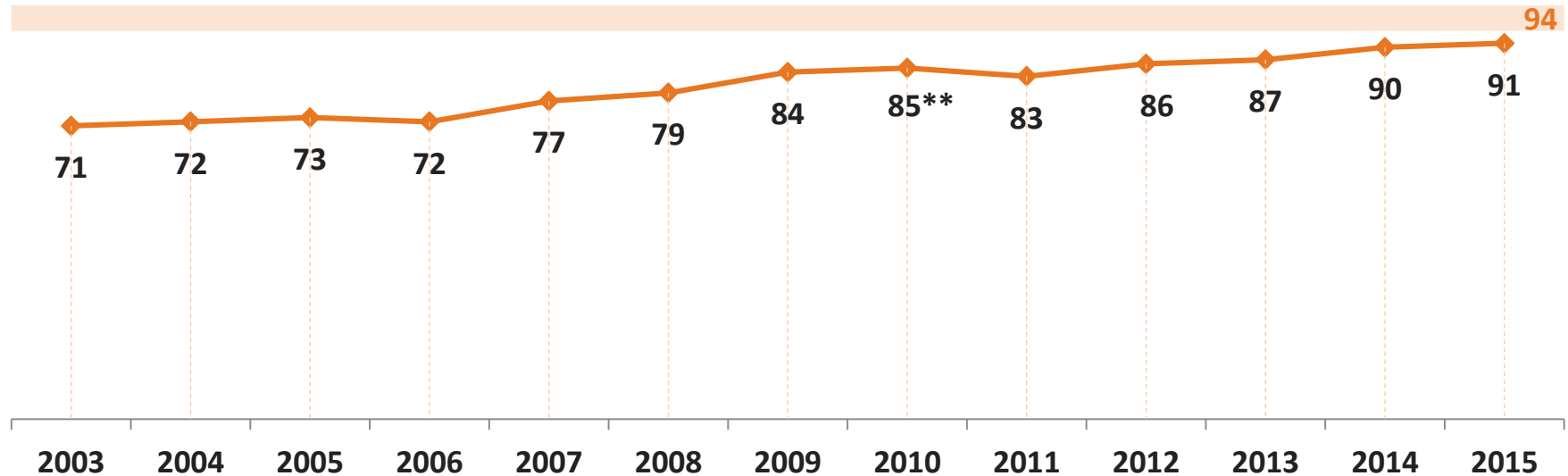
Delivery Within Three Days – 2014 Full Year Performance (1st January to 31st December 2014)

- Delivery of single piece priority mail Within Three Working Days has remained, more or less, the same as the score attained in 2014; 99.0% in 2015 while it stood at 99.1% in 2014. 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 2015



***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.*

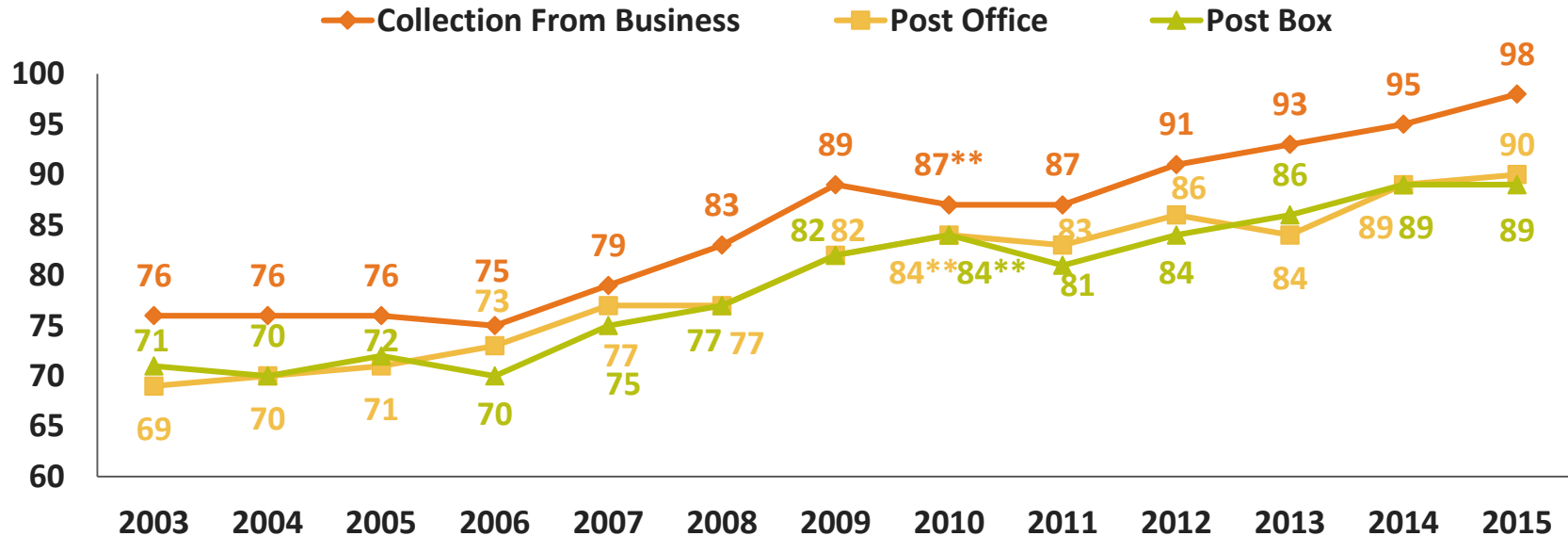
Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan-31st Dec 2015

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	91% (+/-0.8%)	91% (+/-1.0%)	91% (+/-1.1%)
POSTING (RoI)	From Dublin County	92% (+/-1.3%)	92% (+/-1.4%)	92% (+/-1.4%)
	From Outside Dublin County	91% (+/-1.1%)	91% (+/-1.4%)	89% (+/-1.6%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 29,536
3. The postal county boundary is formed by the postal address as determined by An Post.

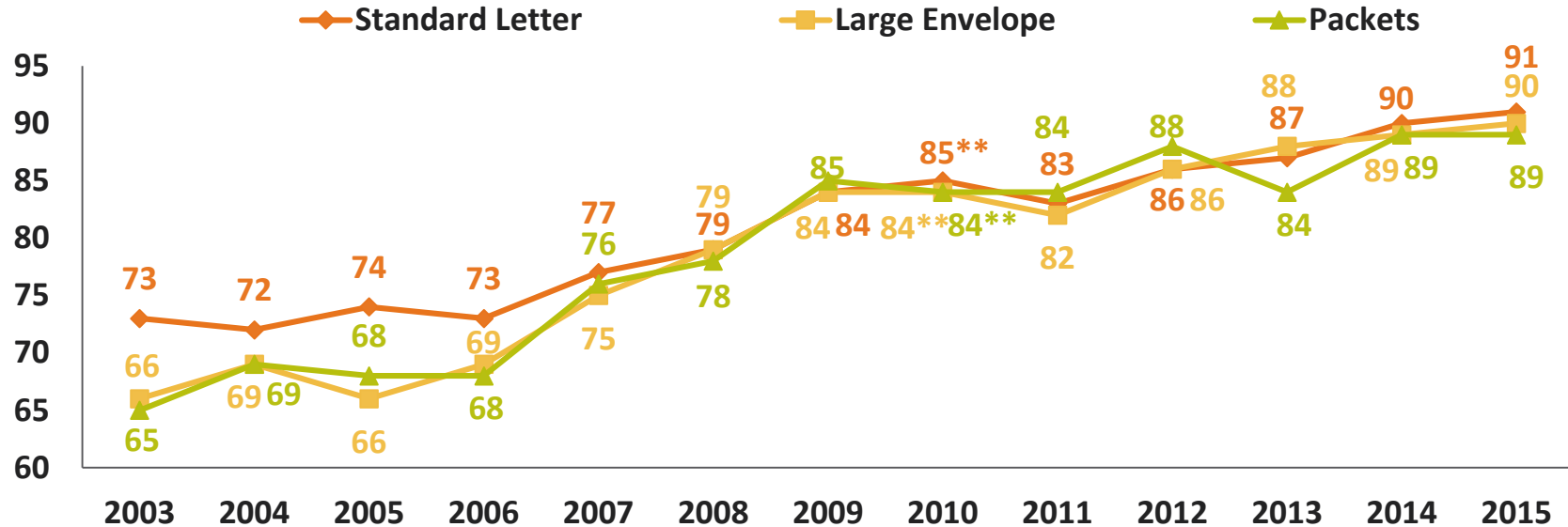
Next Day Delivery (D+1) - By Induction Method 2003 to 2015



* 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 those two periods.

Next Day Delivery (D+1) - By Mail Format 2003 to 2015

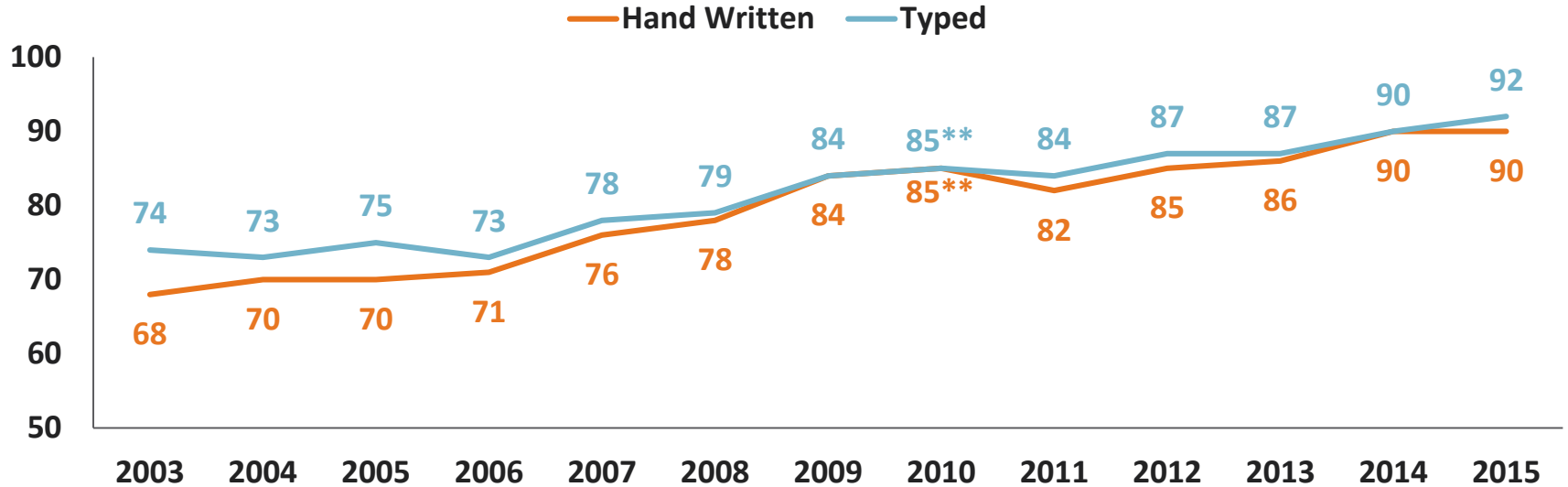


Standard Letter: Up to C5 size 162mm * 235mm * 5mm. **Large Envelope:** Up to 400mm * 300mm * 25mm.

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

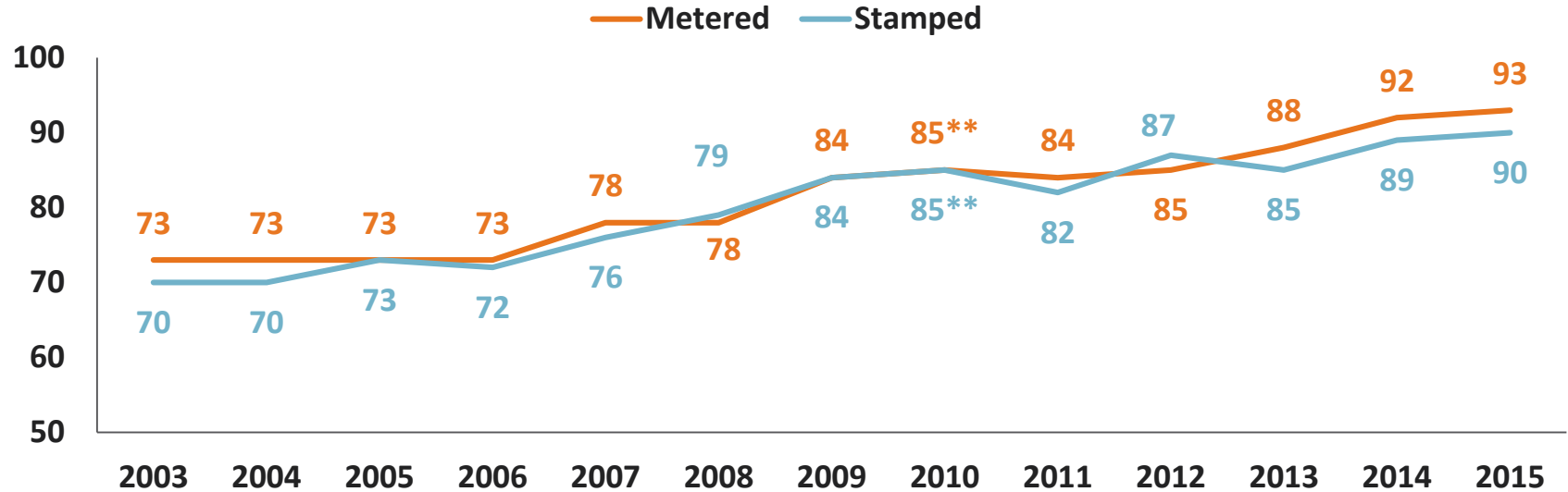
**The result shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.

Next Day Delivery (D+1) - By Address Method 2003 to 2015



**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.

Next Day Delivery (D+1) - By Payment Method 2003 to 2015



**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.

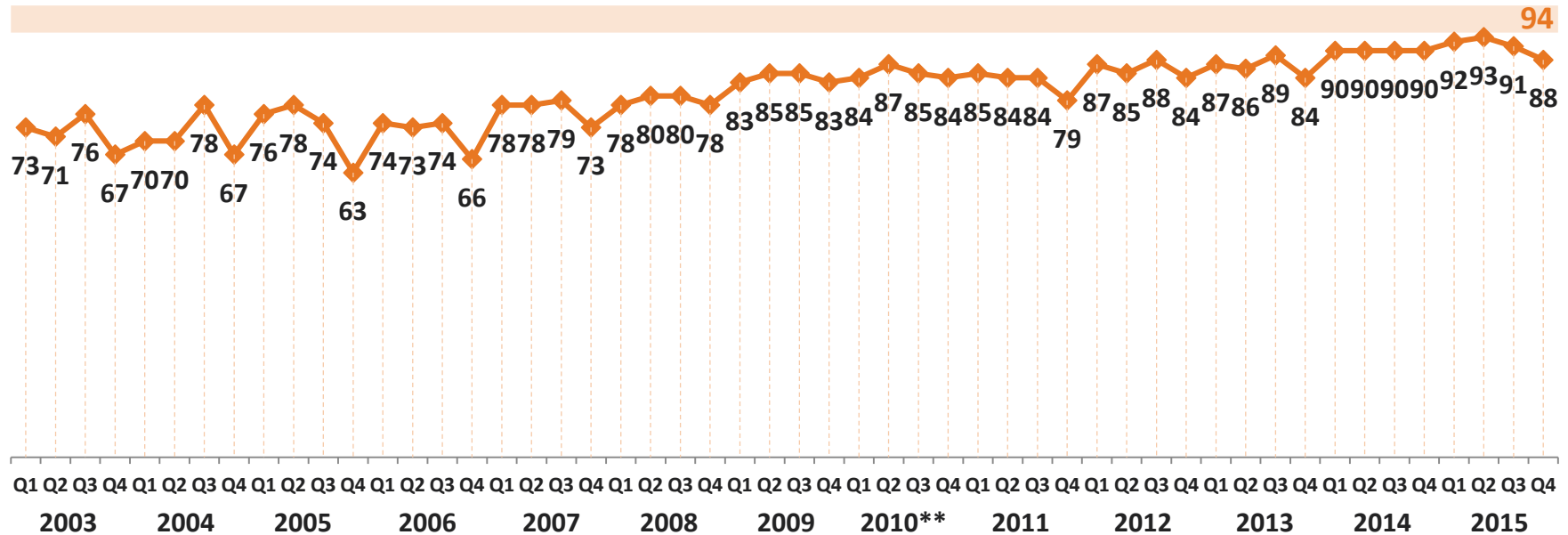
Delivery Within Three Days (D+3)

Items Posted On Or Between 1st Jan & 31st Dec 2015

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	99.0% (-0.3% to +0.1%)	99.0% (-0.4% to +0.1%)	99.0% (-0.5% to +0.1%)
POSTING (RoI)	From Dublin County	99.1% (-0.5% to +0.2%)	99.0% (-0.6% to +0.2%)	99.0% (-0.6% to +0.2%)
	From outside Dublin County	99.0% (-0.4% to +0.1%)	99.0% (-0.7% to +0.1%)	99.0% (-1.0% to +0.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 29,536
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 2015 By Quarter



***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.*



Methodology

Methodology – I

- The method of monitoring is in full accordance with 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 2011 Real Mail Studies (“RMS”) was used in the statistical design of the 2015 Monitor for January and February. When the 2013 RMS was finalised in February 2015, this Study was then applied for the remainder of the statistical design and was also used for weighting the January to December results.
- The sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:
 - Method of posting
 - Method of addressing
 - Envelope size
 - Method of payment
 - Day of week of posting

Methodology – III

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 Eircodes were introduced in Ireland.
- The Eircode and postal address associated with that Eircode is used for each panellist.

Non Working Days & Derogation Days

The following Derogation Days were applied in 2015:

01/01/2015	New Year's Day Public Holiday
17/03/2015	St. Patrick's Day Public Holiday
03/04/2015	Good Friday Derogation Day
06/04/2015	Easter Monday Public Holiday
04/05/2015	May Public Holiday
01/06/2015	June Public Holiday
03/08/2015	August Public Holiday
26/10/2015	October Public Holiday
24/12/2015	Christmas Eve Derogation Day for Collections only*
25/12/2015	Christmas Day Public Holiday
28/12/2015	Derogation Day
29/12/2015	Derogation Day
01/01/2016	New Year's Day Public Holiday
	All Saturdays
	All Sundays

* Deliveries are made

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