



Items Posted On Or Between
1st January & 31st December 2017

Republic Of Ireland Quality Of Postal Service Monitor - 2017 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 2017.
- The total number of effective observations in 2017 was 26,981 and the accuracy variance on the overall annual result is at +/-0.9%.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.

Introduction – II

- Due to a period of unusual weather conditions between 13 and 16 October 2017 all items posted on or between this period have been excluded from the 2017 annual results.
- The independent auditor KPMG, appointed by An Post the regulated entity, conducted an extensive audit to ensure independent and absolute audit certification that the 2017 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 of KPMG

– 2017 Monitor Results

Overall Conclusion (of KPMG)

- Our audit was designed to express a reasonable assurance conclusion on whether the ‘On Time’ performance results of the Ipsos MRBI QofS Mail Monitor were materially reliable and robust.
- Based on the procedures performed and evidence obtained, for the Ipsos MRBI QofS Mail Monitor system which covers the period 1 January 2017 to 31 December 2017, in our opinion:
 - The Mail Monitor processes, within the scope of this review, materially comply with the relevant requirements of the CEN Standard;
 - The system of controls operated by Ipsos MRBI over the 2017 Mail Monitor are materially sufficient to enable the production of representative and accurate results; and,
 - The ‘On Time’ performance results of the Ipsos QofS Monitor for the above period are materially reliable and robust.

Summary – I

Next Day Delivery – 2017 Full Year Performance (1st January to 31st December 2017)

- Next Day Delivery performance of single piece priority mail stands at 90% for 2017, a one percentage point decline since 2016. The performance remains below the ComReg target of 94% and An Post have a four percentage point improvement to make to meet the Standard.
- The most significant changes in performance versus 2016, were recorded for mail originating from Dublin, with performance for both Dublin County to Anywhere and Dublin County to Dublin County declining by three points since 2016 to 89% and 90% respectively.
- A marginal improvement of one percentage point was recorded for three mail flows:
 - Outside Dublin County to Anywhere 91%
 - Outside Dublin County to Local 92%
 - Outside Dublin County to Dublin County 90%
- When comparing 2017 to 2016, the following shifts are noted across the different mail characteristics:
 - Collection From Business performance declined by two points to 96%, the lowest performance level recorded since 2014. Post Office performance remains static at 90% whereas Post Box performance has increased by one point to 89%.

Summary – II

- Both mail formats of Large Envelopes and Packets remain steady at 90% and 88% respectively. The performance of Standard Letters has declined by one point to 90%.
- The performance of Franked Mail has decreased by one percentage point to 94%. Stamped Mail performance has improved by by one point and now stands at 89%.

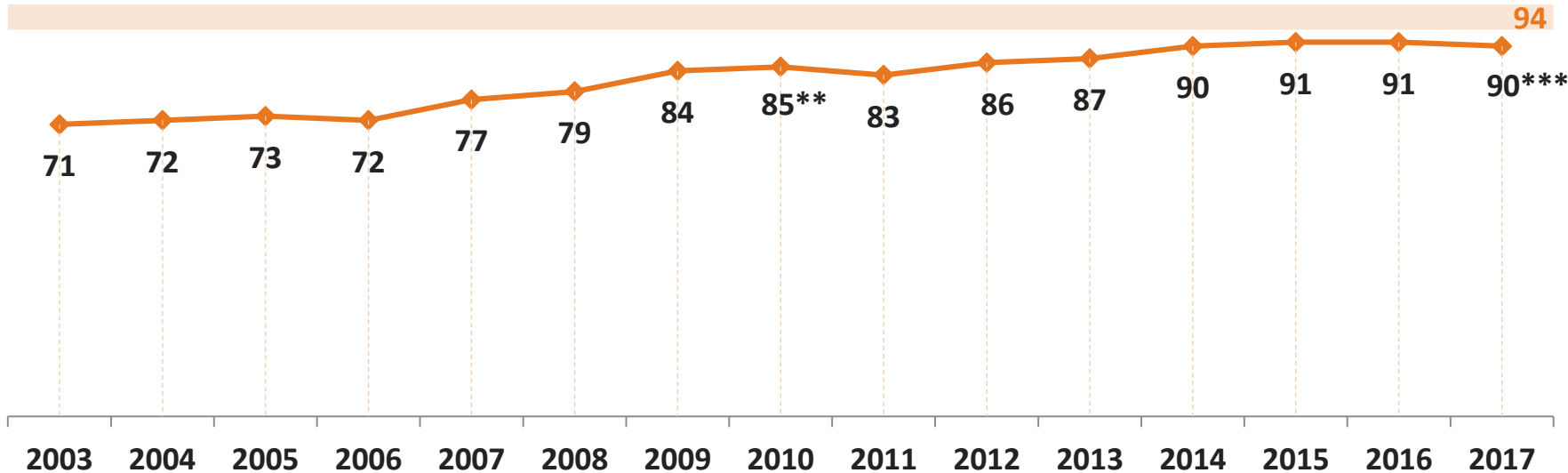
Delivery Within Three Days – 2017 Full Year Performance (1st January to 31st December 2017)

- Delivery of single piece priority mail Within Three Working Days stands at 98.9% for 2017. 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 2017



**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 13th October-16th October due to the unusual weather conditions experienced during this period.

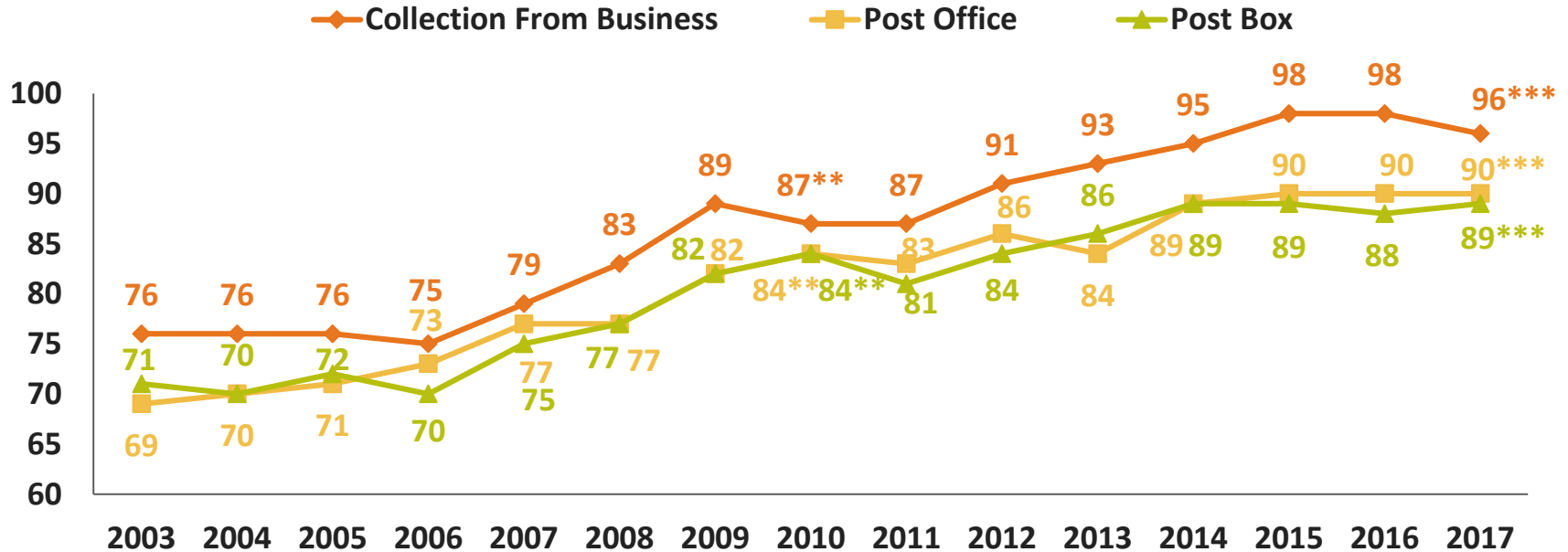
Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan-31st Dec 2017

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	90% (+/-0.9%)	91% (+/-1.0%)	90% (+/-1.1%)
POSTING (RoI)	From Dublin County	89% (+/-1.3%)	90% (+/-1.5%)	90% (+/-1.5%)
	From Outside Dublin County	91% (+/-1.0%)	92% (+/-1.1%)	90% (+/-1.5%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 26,981
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 2017

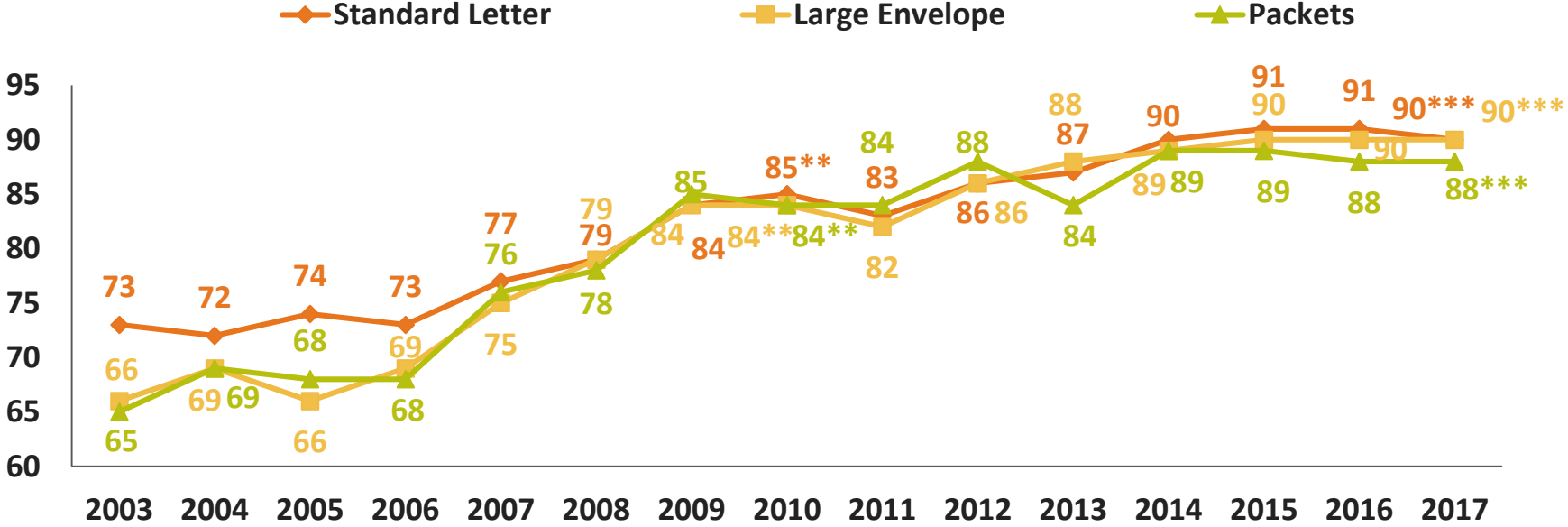


*Metered Box items not reported due to small base sizes

**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.

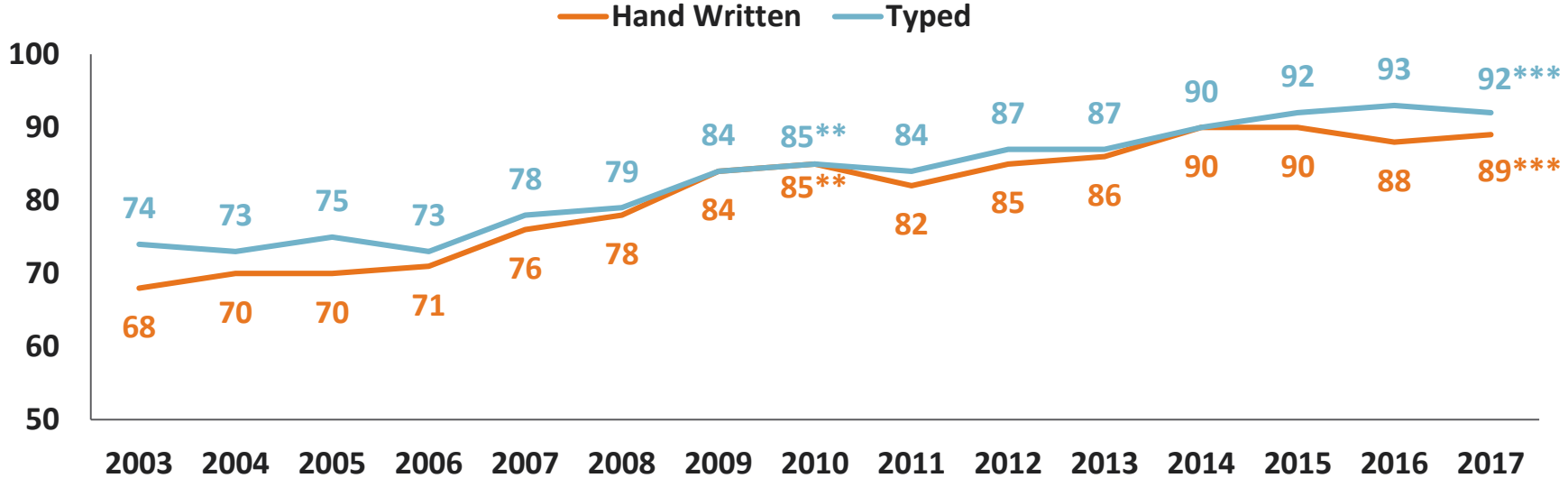
***The result shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

Next Day Delivery (D+1) - By Mail Format 2003 to 2017



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.
 ***The result shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

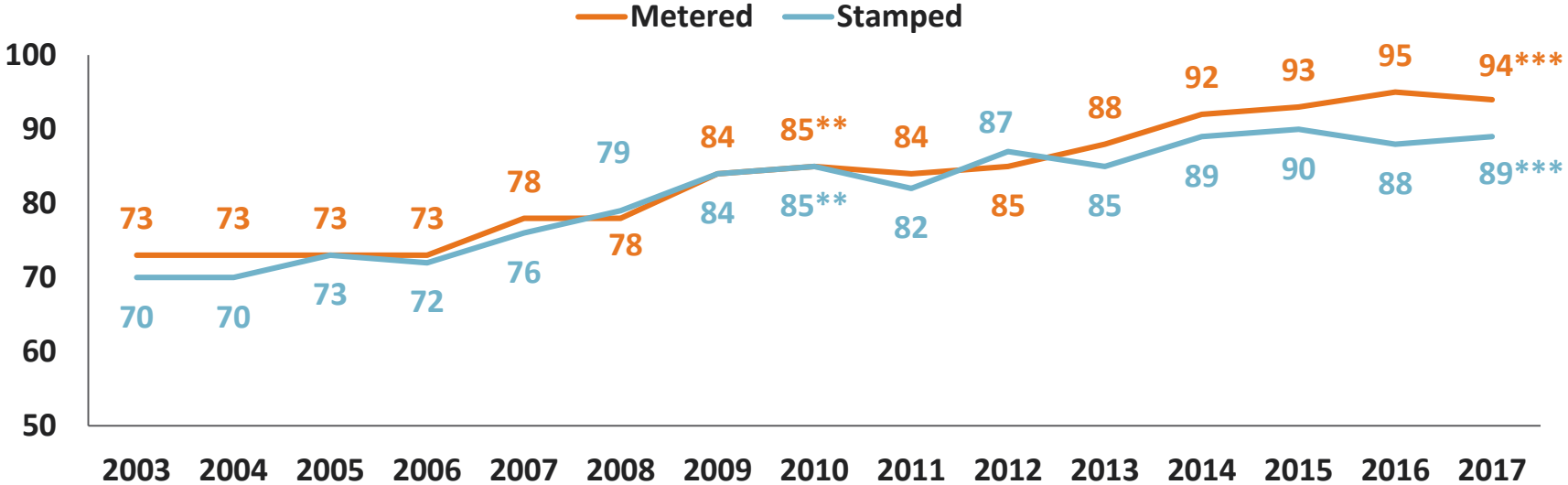
Next Day Delivery (D+1) - By Address Method 2003 to 2017



**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 13th October-16th October due to the unusual weather conditions experienced during this period.

Next Day Delivery (D+1) - By Payment Method 2003 to 2017



**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 13th October-16th October due to the unusual weather conditions experienced during this period.

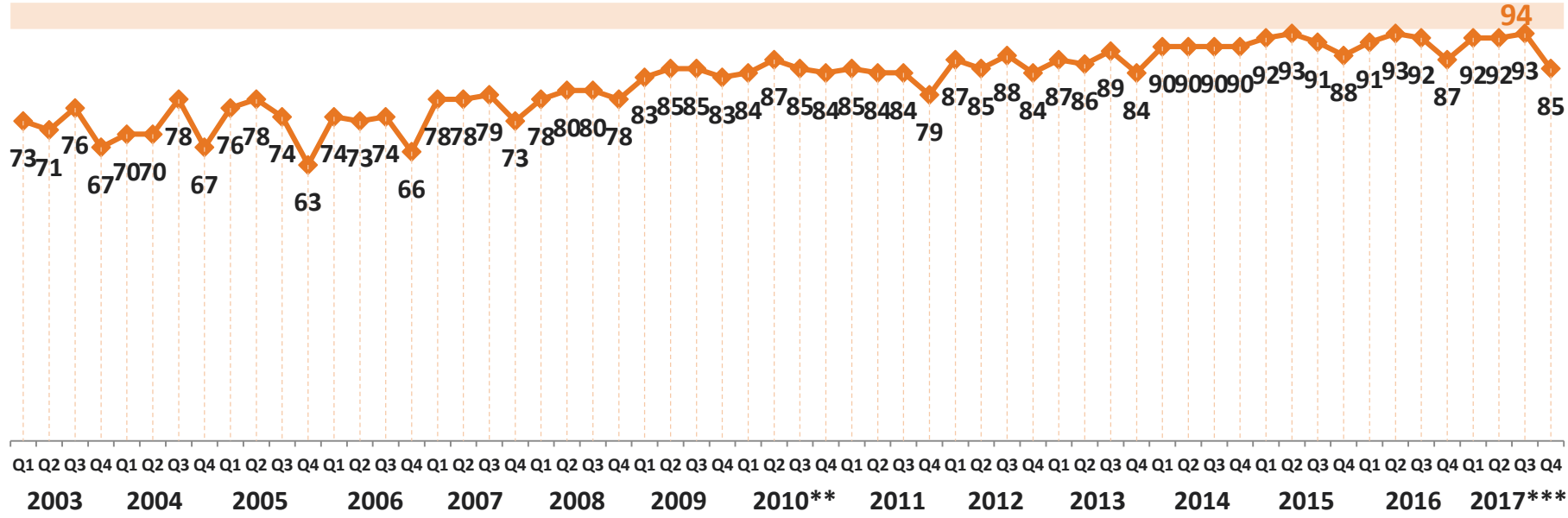
Delivery Within Three Days (D+3)

Items Posted On Or Between 1st Jan & 31st Dec 2017

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	98.9% (-0.3% to +0.1%)	99.2% (-0.4% to +0.1%)	99.1% (-0.5% to +0.1%)
POSTING (RoI)	From Dublin County	99.0% (-0.5% to +0.2%)	99.2% (-0.8% to +0.1%)	99.2% (-0.8% to +0.1%)
	From outside Dublin County	98.9% (-0.4% to +0.2%)	99.1% (-0.6% to +0.1%)	98.9% (-1.2% to +0.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 26,981
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 2017 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.
 ***The result shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.



Next Day Delivery – January to November

Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan-30th Nov 2017

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	92% (+/-0.7%)	93% (+/-0.8%)	92% (+/-0.9%)
POSTING (RoI)	From Dublin County	92% (+/-1.0%)	92% (+/-1.3%)	92% (+/-1.3%)
	From Outside Dublin County	92% (+/-0.9%)	93% (+/-1.0%)	91% (+/-1.4%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 24,796
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 1st Jan - 30th Nov 2017

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	99.0% (-0.3% to +0.1%)	99.2% (-0.4% to +0.1%)	99.2% (-0.6% to +0.1%)
POSTING (RoI)	From Dublin County	99.2% (-0.5% to +0.1%)	99.4% (-0.8% to +0.1%)	99.4% (-0.8% to +0.1%)
	From outside Dublin County	98.9% (-0.4% to +0.2%)	99.1% (-0.6% to +0.2%)	99.0% (-1.3% to +0.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 24,796
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 1st-31st December 2017

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	73% (+/-5.2%)	78% (+/-5.8%)	69% (+/-7.3%)
POSTING (RoI)	From Dublin County	63% (+/-9.4%)	67% (+/-9.8%)	67% (+/-9.8%)
	From Outside Dublin County	77% (+/-4.9%)	83% (+/-5.3%)	71% (+/-9.1%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,185
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 1st-31st December 2017

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	98.5% (-0.8% to +0.5%)	98.9% (-1.3% to +0.6%)	98.1% (-1.5% to +0.9%)
POSTING (RoI)	From Dublin County	97.2% (-1.6% to +1.0%)	97.7% (-2.1% to +1.0%)	97.7% (-2.1% to +1.0%)
	From outside Dublin County	99.0% (-1.0% to +0.6%)	99.5% (-1.8% to +0.5%)	98.7% (-3.1% to +1.0%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,185
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 the 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 2013 audited RMS results provided by An Post were used in the statistical design of the January and February 2017 flows.
- The 2015 provisionally audited RMS data was used in the statistical design from the March 2017 flow onwards.
- All 2017 results were weighted to the 2015 provisionally audited 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 2017:

02/01/2017	New Year's Day Public Holiday Derogation Day
17/03/2017	St. Patrick's Day Public Holiday
14/04/2017	Good Friday Derogation Day
17/04/2017	Easter Monday Public Holiday
01/05/2017	May Public Holiday
05/06/2017	June Public Holiday
07/08/2017	August Public Holiday
30/10/2017	October Public Holiday
26/12/2017	St. Stephen's Day Public Holiday
27/12/2017	Derogation Day
	All Saturdays
	All Sundays

Weighting

- In order to ensure that mail flows represent the 2015 provisionally audited RMS data, corrective weights are applied to the data.
- The weighting caps for each discriminant characteristic for January to December 2017 meet the requirements of section 7.3.2.2 of CEN.
- In addition, the weighting caps for each individual item for January to December 2017 meet the requirements of section 7.3.2.3 of CEN.

Contacts

Damian Loscher

Managing Director
Ipsos MRBI
Blackrock Business Park,
Carysfort Avenue, Blackrock, Co. Dublin,
A94 D5D7
✉ damian.loscher@ipsos.com
📞 +35314389012

Aisling Corcoran

Director
Ipsos MRBI
Blackrock Business Park,
Carysfort Avenue, Blackrock, Co. Dublin,
A94 D5D7
✉ aisling.corcoran@ipsos.com
📞 +35314389019

Christina Corrigan

Senior Research Consultant
Ipsos MRBI
Blackrock Business Park,
Carysfort Avenue, Blackrock, Co. Dublin,
A94 D5D7
✉ christina.corrigan@ipsos.com
📞 +35314389023

Karen Martin

Research Consultant
Ipsos MRBI
Blackrock Business Park,
Carysfort Avenue, Blackrock, Co. Dublin,
A94 D5D7
✉ karen.martin@ipsos.com
📞 +35314389003

Name and Address of Monitored Postal Operator

An Post

General Post Office
O'Connell Street Lower
Dublin 1
D01 F5P2