

REPUBLIC OF IRELAND QUALITY OF POSTAL SERVICE MONITOR – 2021 REPORT

AISLING CORCORAN, DIRECTOR
CHRISTINA CORRIGAN, SENIOR RESEARCH CONSULTANT
NIKI HAWES, SENIOR RESEARCH CONSULTANT



Commission for
Communications Regulation



INTRODUCTION – I

- Ipsos 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 1st January and 31st December 2021.
- Due to a period of inclement weather conditions between 6th-8th December 2021, items posted on or between these dates in affected areas were excluded from the full year 2021 results.
- Ipsos is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.
- The total number of effective observations in 2021 was 28,221 and the accuracy variance on the overall annual result is at +/-1.4%. This falls outside of the +/-1% accuracy variance target. Next Day Delivery Performance is a key parameter of the statistical design of the Monitor - achieving a +/-1% accuracy variance requires performance to reach a minimum threshold of c.86%.

INTRODUCTION – II

- The independent auditor KPMG, appointed by An Post the regulated entity, conducted an extensive audit to ensure independent and absolute audit certification that the 2021 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 KPMG – 2021 MONITOR RESULTS

Overall Conclusion (of KPMG)

- The KPMG audit was designed to express a reasonable assurance conclusion on whether the “On Time” Performance results of the Ipsos MRBI Quality of Service (‘QoS’) Mail Monitor were materially reliable and robust.
- Based on the procedures performed and evidence obtained, for the Ipsos QoS Mail Monitor system which covers the period from 1 January to 31 December 2021, in KPMG’s 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 over the 2021 Mail Monitor are materially sufficient to enable the production of representative and accurate results; and,
 - The “On Time” Performance results of the Ipsos QoS Mail Monitor for the period from 1 January to 31 December 2021, are materially reliable and robust.

SUMMARY - I

Next Day Delivery – 2021 Annual Performance

- Next Day Delivery performance of single piece priority mail is at 84% for 2021, an improvement of two percentage points compared to the full year 2020. Performance is 10 points below the ComReg target of 94%.
- Increases in performance were recorded across all regional mail flows during 2021, with the exception of Outside Dublin County to Local which remained unchanged at 85%.
- The largest improvement in performance was recorded for mail originating from Dublin; with the performance for Dublin to Anywhere up by five percentage points to 86%. Performance for Dublin to Dublin (Local) mail also increased, by four percentage points, to 86%.
- The performance of mail flowing to Dublin during 2021 also improved, with the performance of mail from Anywhere to Dublin County increasing four percentage points to 84%, and the Outside Dublin County to Dublin County flow up three percentage points to 80%.
- While performance increased in comparison with 2020, Next Day Delivery flows have yet to return to levels exhibited in 2019, prior to the impact of COVID on Ireland.

SUMMARY – II

- Comparing 2021 to 2020 across the different mail characteristics highlights that:
 - there were improvements in performance across all induction methods. Collection from Business recorded the largest improvement, up three points to 93% in 2021. Post Office and Post Box performances both increased marginally, by one point, to 84% and 79% respectively.
 - performance levels also improved across all mail types. The performance of Packets is up by four points to 78% and the performance of both Standard Letters and Large Envelopes increased by two points, to 84% and 83% respectively.
 - Metered Mail performance is up by two points to 87%, and Stamped Mail is up one point to 81%.

Delivery Within Three Days – 2021 Full Year Performance (1st January to 31st December 2021)

- Delivery of single piece priority mail Within Three Working Days stands at 98.2% for 2021. This measure is 1.3 points below the ComReg target of 99.5%.

SUMMARY – III

January to November 2021 Performance (1st January to 30th November)

- Next Day Delivery performance of single piece priority mail in the period January to November 2021 was recorded at 87%, unchanged from the same period in 2020.
- Delivery of single piece priority mail Within Three Working Days is at 98.6% for January to November 2021.

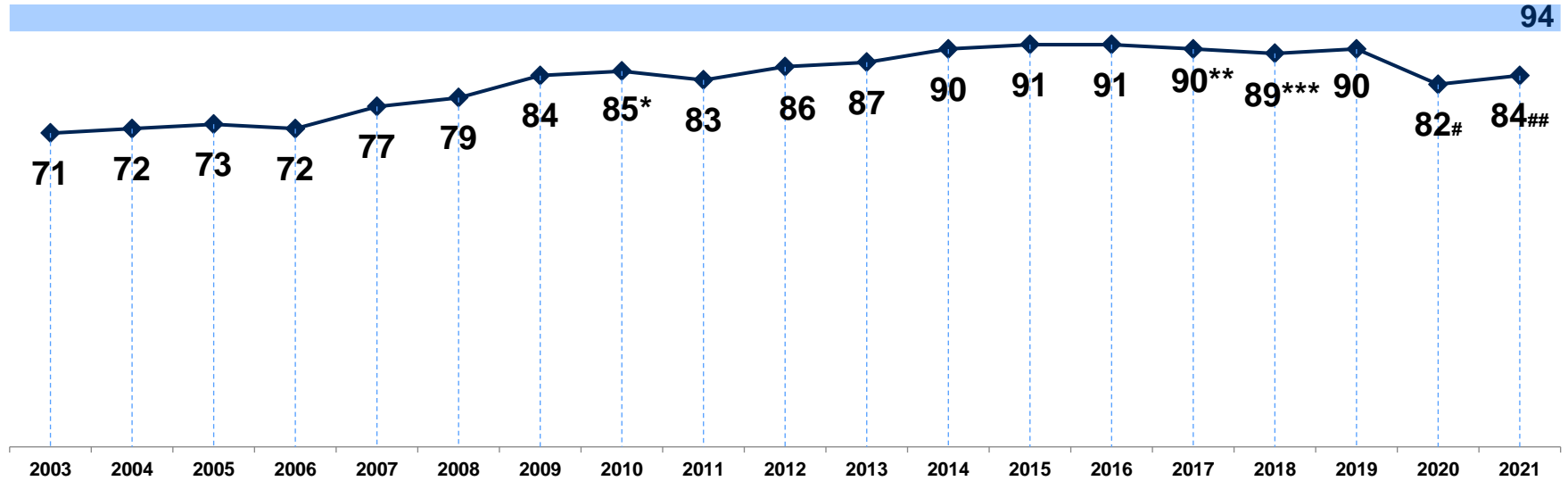
December 2021 Performance (1st to 31st December)

- Next Day Delivery performance of single piece priority mail for December 2021 is at 59%, a 17 percentage point increase on the December 2020 result.
- Delivery of single piece priority mail Within Three Working Days is at 94.6% for December 2021.

FINDINGS – FULL YEAR COMPARISONS



NATIONAL NEXT DAY DELIVERY (D+1) FULL YEAR – 2003 TO 2021



*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-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.

The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.

The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

NEXT DAY DELIVERY (D+1)

ITEMS POSTED ON OR BETWEEN 1ST JAN – 31ST DECEMBER 2021

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	84% (+/-1.4%)	85% (+/-1.5%)	84% (+/-1.9%)
POSTING (ROI)	From Dublin County	86% (+/-2.2%)	86% (+/-2.4%)	86% (+/-2.4%)
	From Outside Dublin County	84% (+/-1.7%)	85% (+/-2.0%)	80% (+/-2.6%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 28,221
3. The postal county boundary is formed by the postal address as determined by An Post.

NEXT DAY DELIVERY (D+1) PERFORMANCE OF MAIL – FULL YEAR COMPARISONS

	2003 Jan to Dec	2004 Jan to Dec	2005 Jan to Dec	2006 Jan to Dec	2007 Jan to Dec	2008 Jan to Dec	2009 Jan to Dec	2010 Jan to Dec*	2011 Jan to Dec	2012 Jan to Dec	2013 Jan to Dec	2014 Jan to Dec	2015 Jan to Dec	2016 Jan to Dec	2017 Jan to Dec**	2018 Jan to Dec***	2019 Jan to Dec	2020 Jan to Dec#	2021 Jan to Dec##
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Anywhere to Anywhere	71	72	73	72	77	79	84	85	83	86	87	90	91	91	90	89	90	82	84
Anywhere to Local (Delivery within county of posting)	75	75	76	75	78	79	85	85	84	87	87	90	91	91	91	90	91	84	85
Anywhere To Dublin County	71	73	73	72	77	75	83	84	83	85	87	90	91	91	90	88	90	80	84
Dublin County to Anywhere	70	69	73	70	77	77	84	85	83	85	87	89	92	92	89	88	90	81	86
Dublin County to Dublin County (Local)	72	75	76	73	78	76	84	85	83	85	87	89	92	93	90	88	90	82	86
Outside Dublin County to Anywhere	73	73	73	75	77	80	84	85	83	87	87	91	91	90	91	90	90	82	84
Outside Dublin County to Local (Delivery within county of posting)	78	76	76	77	79	83	85	86	84	88	87	91	91	91	92	91	91	85	85
Outside Dublin County to Dublin County	68	70	68	70	75	74	81	83	82	84	87	91	89	89	90	87	89	77	80

*The results shown for 2010 exclude 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

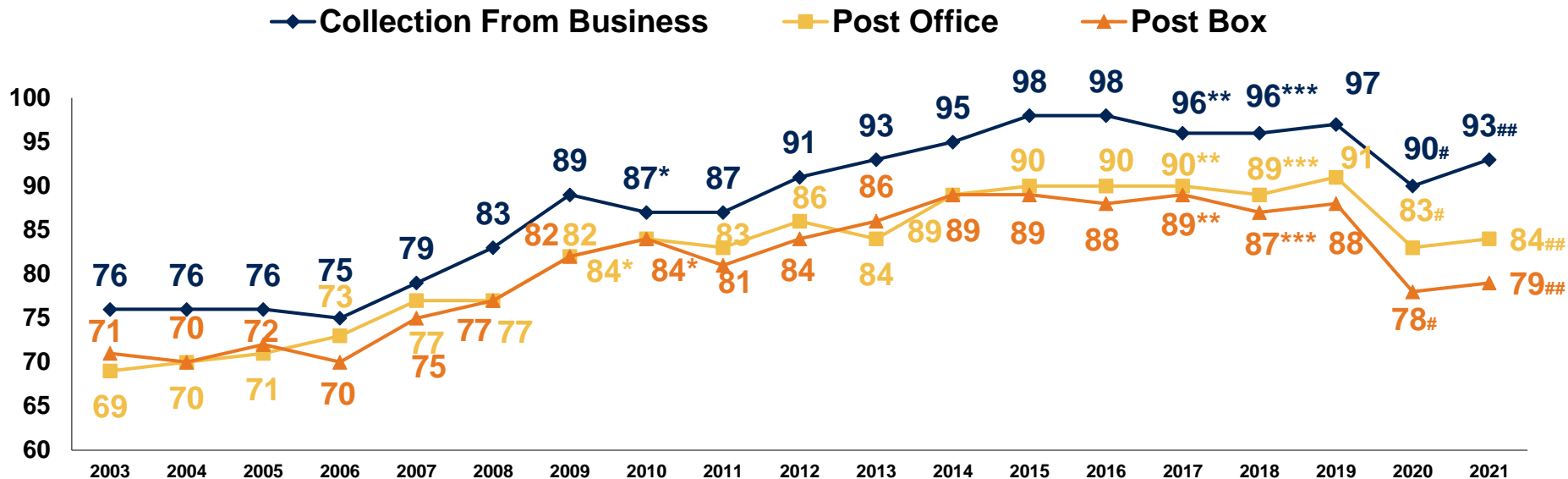
*The results shown for 2017 exclude items posted on or between 13th-16th October due to the unusual weather conditions experienced during this period.

**The results shown for 2018 exclude items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.

The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.

The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

NEXT DAY DELIVERY (D+1) - BY INDUCTION METHOD 2003 TO 2021



*Metered Box items not reported due to small base sizes

*The results 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.

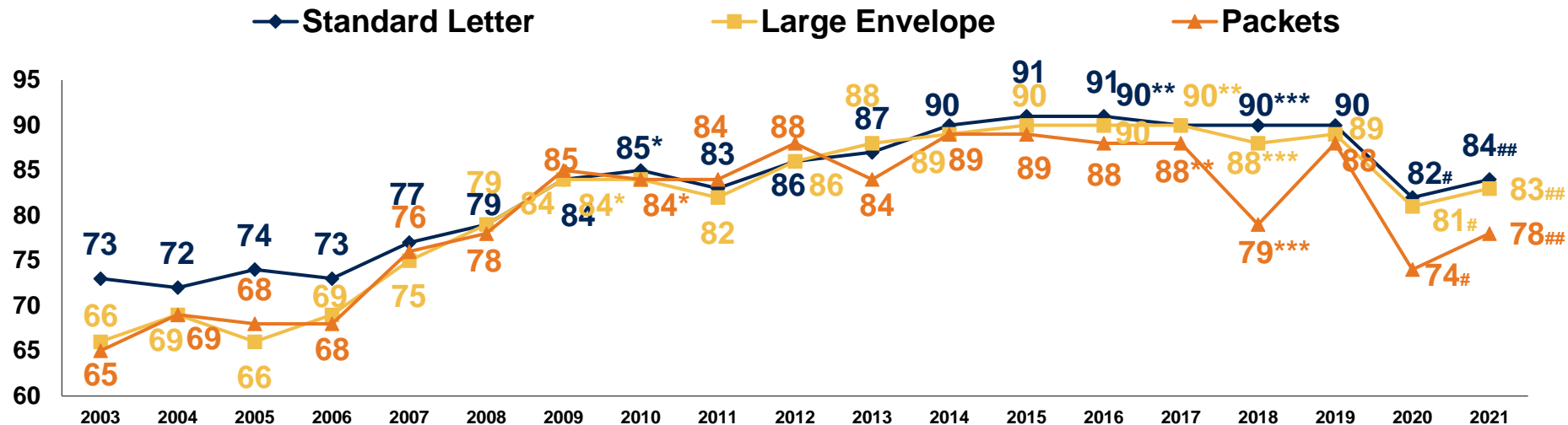
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NEXT DAY DELIVERY (D+1) - BY MAIL FORMAT 2003 TO 2021



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.

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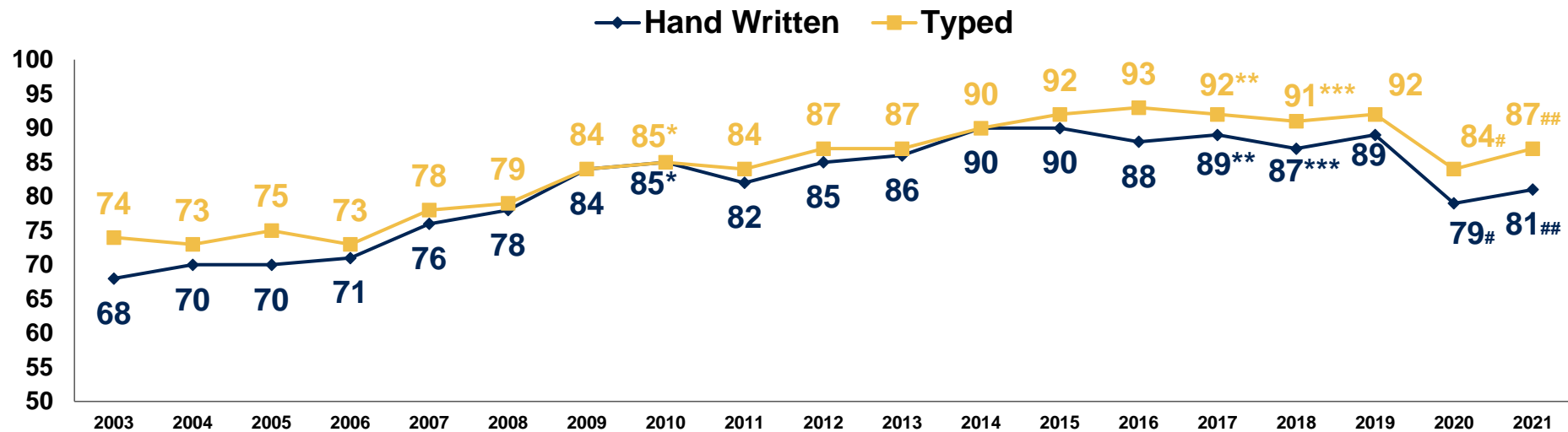
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NEXT DAY DELIVERY (D+1) - BY ADDRESS METHOD 2003 TO 2021



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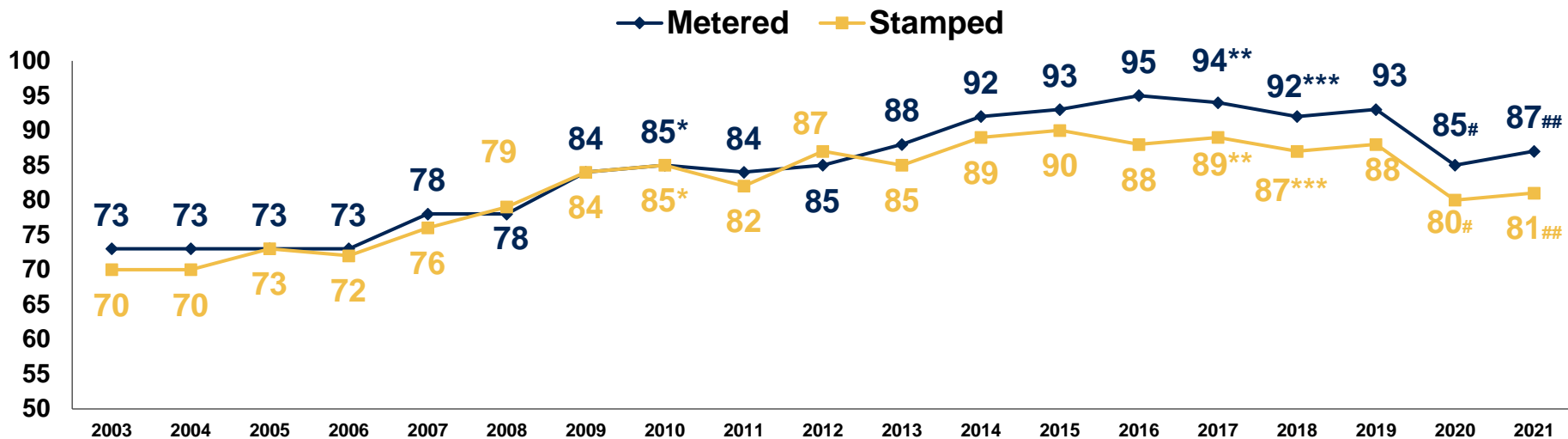
**The results shown for 2017 exclude items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

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The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.

The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

NEXT DAY DELIVERY (D+1) - BY PAYMENT METHOD 2003 TO 2021



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***The results shown for 2018 exclude items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.

The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.

The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

DELIVERY WITHIN THREE DAYS (D+3) ITEMS POSTED ON OR BETWEEN 1ST JAN – 31ST DECEMBER 2021

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	98.2% (-0.4% to +0.2%)	98.4% (-0.5% to +0.2%)	98.0% (-0.8% to +0.3%)
POSTING (ROI)	From Dublin County	98.2% (-1.1% to +0.3%)	98.2% (-1.3% to +0.3%)	98.2% (-1.3% to +0.3%)
	From outside Dublin County	98.3% (-0.4% to +0.2%)	98.4% (-0.6% to +0.2%)	97.5% (-1.2% to +0.3%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 28,221
3. The postal county boundary is formed by the postal address as determined by An Post.

DELIVERY WITHIN THREE DAYS (D+3) PERFORMANCE OF MAIL – FULL YEAR COMPARISONS

	2003 Jan to Dec	2004 Jan to Dec	2005 Jan to Dec	2006 Jan to Dec	2007 Jan to Dec	2008 Jan to Dec	2009 Jan to Dec	2010 Jan to Dec*	2011 Jan to Dec	2012 Jan to Dec	2013 Jan to Dec	2014 Jan to Dec	2015 Jan to Dec	2016 Jan to Dec	2017 Jan to Dec**	2018 Jan to Dec***	2019 Jan to Dec	2020 Jan to Dec#	2021 Jan to Dec##
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Anywhere to Anywhere	96	96	97	97	97	98	98	99	98	99	99	99	99	99	99	99	99	97	98
Anywhere to Local (Delivery within county of posting)	96	97	97	97	98	97	98	99	98	98	99	99	99	99	99	99	99	98	98
Anywhere To Dublin County	96	96	97	96	97	97	98	98	98	98	99	99	99	99	99	99	99	97	98
Dublin County to Anywhere	96	95	97	96	97	97	98	98	98	98	99	99	99	99	99	99	99	96	98
Dublin County to Dublin County (Local)	96	96	97	96	97	97	98	98	98	98	99	99	99	99	99	99	99	97	98
Outside Dublin County to Anywhere	96	97	97	97	98	98	98	99	98	99	98	99	99	99	99	99	99	98	98
Outside Dublin County to Local (Delivery within county of posting)	97	98	97	97	98	98	99	99	98	99	99	99	99	99	99	99	99	98	98
Outside Dublin County to Dublin County	94	96	96	96	97	97	98	98	98	99	99	99	99	99	99	99	99	97	98

*The results shown for 2010 exclude 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 results shown for 2017 exclude items posted on or between 13th-16th October due to the unusual weather conditions experienced during this period.

**The results shown for 2018 exclude items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.

The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.

The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas 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 NOVEMBER 2021

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	87% (+/-1.4%)	88% (+/-1.5%)	85% (+/-1.9%)
POSTING (RoI)	From Dublin County	87% (+/-2.2%)	87% (+/-2.4%)	87% (+/-2.4%)
	From Outside Dublin County	86% (+/-1.7%)	88% (+/-1.9%)	82% (+/-2.5%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 26,354
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 NOVEMBER 2021

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	98.6% (-0.4% to +0.2%)	98.7% (-0.5% to +0.2%)	98.3% (-0.9% to +0.3%)
POSTING (RoI)	From Dublin County	98.4% (-1.1% to +0.3%)	98.4% (-1.4% to +0.2%)	98.4% (-1.4% to +0.2%)
	From outside Dublin County	98.6% (-0.3% to +0.2%)	98.8% (-0.6% to +0.2%)	98.1% (-1.2% to +0.2%)

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

2. Total number of effective observations – 26,354

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 2021

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	59% (+/-5.9%)	61% (+/-6.5%)	66% (+/-7.2%)
POSTING (RoI)	From Dublin County	68% (+/-8.8%)	69% (+/-9.9%)	69% (+/-9.9%)
	From Outside Dublin County	55% (+/-7.4%)	56% (+/-8.2%)	59% (+/-10.4%)

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

2. Total number of effective observations – 1,867

3. The postal county boundary is formed by the postal address as determined by An Post.

The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

DELIVERY WITHIN THREE DAYS (D+3) ITEMS POSTED ON OR BETWEEN 1ST – 31ST DECEMBER 2021

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	94.6% (-1.9% to +1.5%)	95.0% (-2.4% to +1.7%)	94.3% (-4.2% to +2.6%)
POSTING (RoI)	From Dublin County	95.9% (-3.7% to +2.0%)	95.9% (-6.4% to +2.8%)	95.9% (-6.4% to +2.8%)
	From outside Dublin County	94.0% (-2.4% to +1.8%)	94.6% (-2.9% to +2.0%)	91.5% (-7.1% to +3.8%)

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

2. Total number of effective observations – 1,867

3. The postal county boundary is formed by the postal address as determined by An Post.

The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

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 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 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 2019 RMS data was used in the statistical design for the January 2021 flow onwards.
- All 2021 results were weighted to the 2019 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 2021:

01/01/2021	New Year's Day Public Holiday
17/03/2021	St. Patrick's Day Public Holiday
02/04/2021	Good Friday Derogation Day
05/04/2021	Easter Monday Public Holiday
03/05/2021	May Public Holiday
07/06/2021	June Public Holiday
02/08/2021	August Public Holiday
25/10/2021	October Public Holiday
24/12/2021	Christmas Eve Derogation Day for Collections only*
27/12/2021	Derogation Day for St. Stephen's Day
28/12/2021	Derogation Day
29/12/2021	Derogation Day
	All Saturdays (except in December)
	All Sundays

WEIGHTING

- In order to ensure that mail flows represent the 2019 RMS data, corrective weights are applied to the data.
- The weighting caps for each discriminant characteristic for January to December 2021 meet the requirements of section 7.3.2.2 of CEN.
- In addition, the weighting caps for each individual item for January to December 2021 meet the requirements of section 7.3.2.3 of CEN.

CONTACTS

Damian Loscher

Managing Director

Ipsos

Blackrock Business Park,
Carysfort Avenue, Blackrock,
Co. Dublin, A94 D5D7

✉ damian.loscher@ipsos.com
📞 +353 1 4389012

Aisling Corcoran

Director

Ipsos

Blackrock Business Park,
Carysfort Avenue, Blackrock,
Co. Dublin, A94 D5D7

✉ aisling.corcoran@ipsos.com
📞 +353 1 4389019

Christina Corrigan

Senior Research Consultant

Ipsos

Blackrock Business Park,
Carysfort Avenue, Blackrock,
Co. Dublin, A94 D5D7

✉ christina.corrigan@ipsos.com
📞 +353 1 4389000

Niki Hawes

Senior Research Consultant

Ipsos

Blackrock Business Park,
Carysfort Avenue, Blackrock,
Co. Dublin, A94 D5D7

✉ niki.hawes@ipsos.com
📞 +353 1 4389000

NAME AND ADDRESS OF MONITORED POSTAL OPERATOR

An Post

General Post Office

O'Connell Street Lower

Dublin 1

D01 F5P2

THANK YOU