

# REPUBLIC OF IRELAND QUALITY OF POSTAL SERVICE MONITOR – 2022 REPORT

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Commission for  
**Communications Regulation**



Ipsos

# 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 1<sup>st</sup> January and 31<sup>st</sup> December 2022.
- No Force Majeure periods were recorded between 1<sup>st</sup> January and 31<sup>st</sup> December 2022.
- Ipsos 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 2022 was 28,342 and the accuracy variance on the overall annual result is at +/-1.1%. This falls +/-0.1% outside of the +/-1% accuracy variance target. The Monitor is designed to reach a target level of +/-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 +/-1%. The minimum Next Day Delivery performance designed for is c.86%.

## INTRODUCTION – III

- The independent auditor KPMG, appointed by An Post the regulated entity, conducted an extensive audit to ensure independent and absolute audit certification that the 2022 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 – 2022 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 Quality of Service (‘QoS’) Mail Monitor were materially reliable and robust. The KPMG review covered the 12 month period from 1 January 2022 to 31 December 2022.
- Based on the procedures performed and evidence obtained, for the Ipsos QoS Mail Monitor system which covers the 12 month period (1 January to 31 December 2022), 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 2022 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 above period are materially reliable and robust.

# SUMMARY - I

## Next Day Delivery – 2022 Annual Performance

- Next Day Delivery performance of single piece priority mail is at 85% for 2022, an increase of one percentage point from the full year 2021 figure of 84%. The ComReg standard for Next Day Delivery is 94%.
- Increases in performance were recorded across most regional mail flows during 2022, with the exception of Anywhere to Dublin County which remained stable at 84%, and both Dublin County to Anywhere and Dublin County to Dublin County (Local), which each declined by one percentage point to 85%.
- The largest increase recorded was for Outside Dublin County to Dublin County, which is up three points to 83% compared to the full year 2021.
- While performance increased in comparison with 2021, Next Day Delivery flows have yet to return to levels exhibited in 2019, prior to the impact of COVID-19 on Ireland.

# SUMMARY - II

- Comparing 2022 to 2021 across the different mail characteristics highlights that:
  - There was significant improvement in the performance of items inducted via Post Box, which increased four points to 83% in 2022, however the performance of both Post Office and Collection from Business items declined by two points and one point respectively, to 82% and 92%.
  - Performance levels across all mail types improved by one point from their 2021 performance, to 85% for Standard Letters, 84% for Large Envelopes, and 79% for Packets.
  - Metered Mail performance is up by two points to 89%, and Stamped Mail performance remains at the 2021 level of 81%.

## Delivery Within Three Days – 2022 Annual Performance

- Delivery Within Three Working Days was achieved by 98.3% of single piece priority mail items for 2022. The ComReg standard for delivery within three days is 99.5%.

# SUMMARY – III

## January to November 2022 Performance (1st January to 30th November)

- Next Day Delivery performance of single piece priority mail in the period January to November 2022 was recorded at 87%, unchanged from the same period in 2021.
- Delivery of single piece priority mail Within Three Working Days is at 98.6% for January to November 2022.

## December 2022 Performance (1st to 31st December)

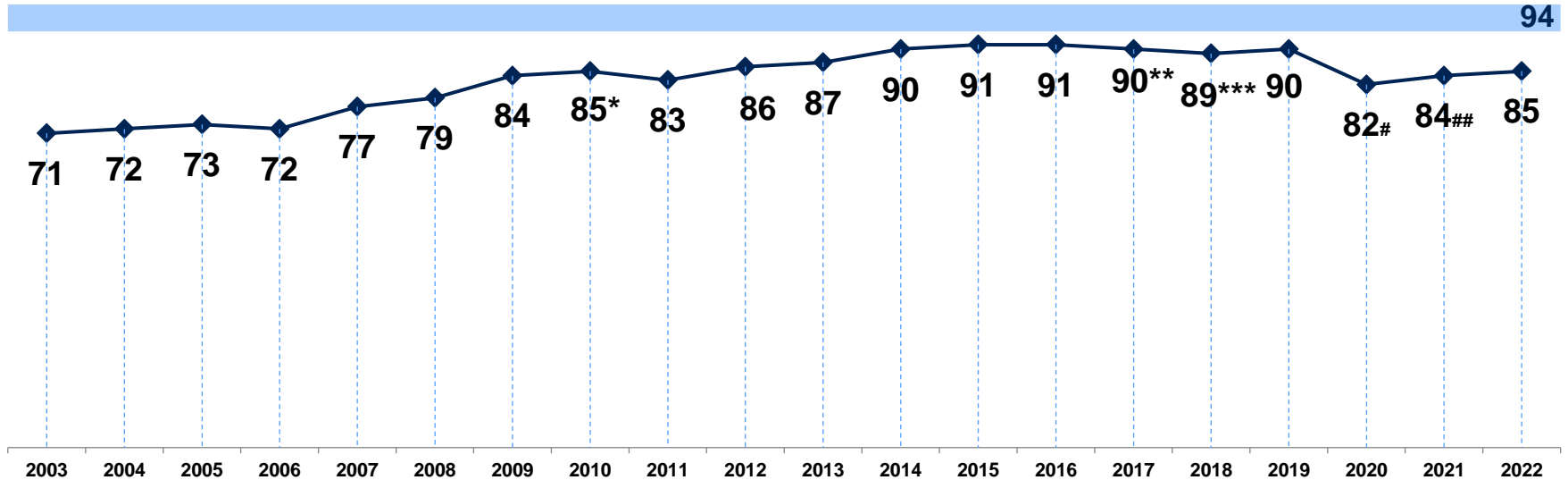
- Next Day Delivery performance of single piece priority mail for December 2022 is at 61%, a two percentage point increase on the December 2021 result.
- Delivery of single piece priority mail Within Three Working Days is at 96.0% for December 2022.



# FINDINGS – FULL YEAR COMPARISONS



# NATIONAL NEXT DAY DELIVERY (D+1) FULL YEAR – 2003 TO 2022 YTD



\*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 result shown for 2020 excludes 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 result shown for 2021 excludes 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 1<sup>ST</sup> JAN – 31<sup>ST</sup> DEC 2022

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	85% (+/-1.1%)	86% (+/-1.2%)	84% (+/-1.7%)
POSTING (ROI)	From Dublin County	85% (+/-1.9%)	85% (+/-2.2%)	85% (+/-2.2%)
	From Outside Dublin County	85% (+/-1.2%)	86% (+/-1.4%)	83% (+/-2.1%)

1. ( ) Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 28,342
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##	2022 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	85
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	86
Anywhere To Dublin County	71	73	73	72	77	75	83	84	83	85	87	90	91	91	90	88	90	80	84	84
Dublin County to Anywhere	70	69	73	70	77	77	84	85	83	85	87	89	92	92	89	88	90	81	86	85
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	85
Outside Dublin County to Anywhere	73	73	73	75	77	80	84	85	83	87	87	91	91	90	91	90	90	82	84	85
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	86
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	83

\*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

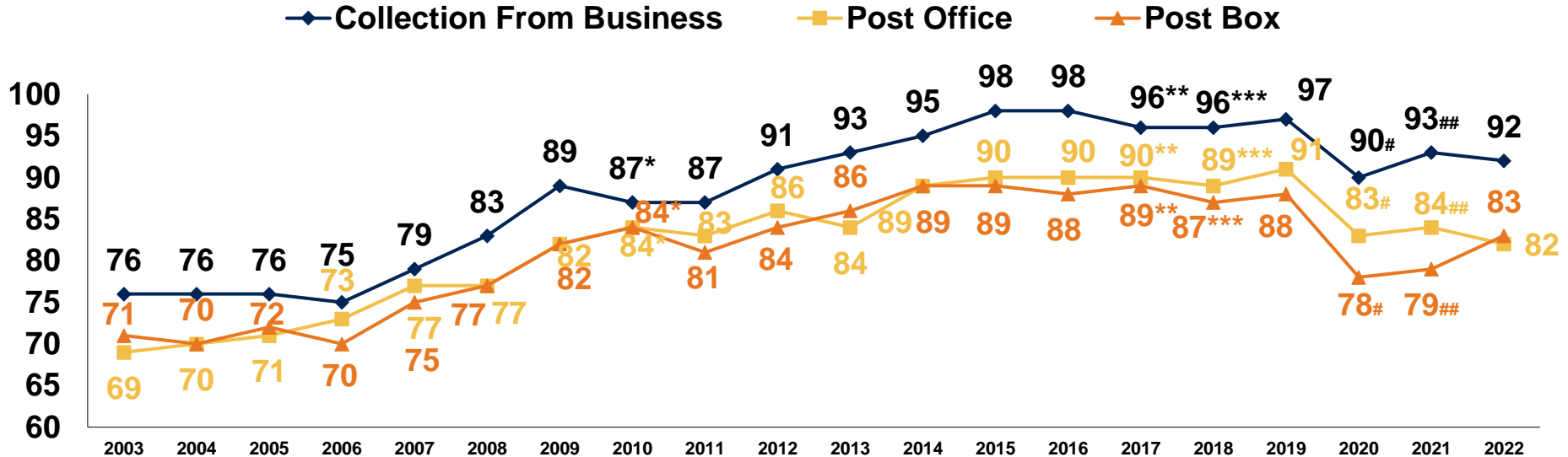
\*\*The results shown for 2017 exclude items posted on or between 13th-16th October due to the unusual weather conditions experienced during this period.

\*\*\*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 2022



\*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.

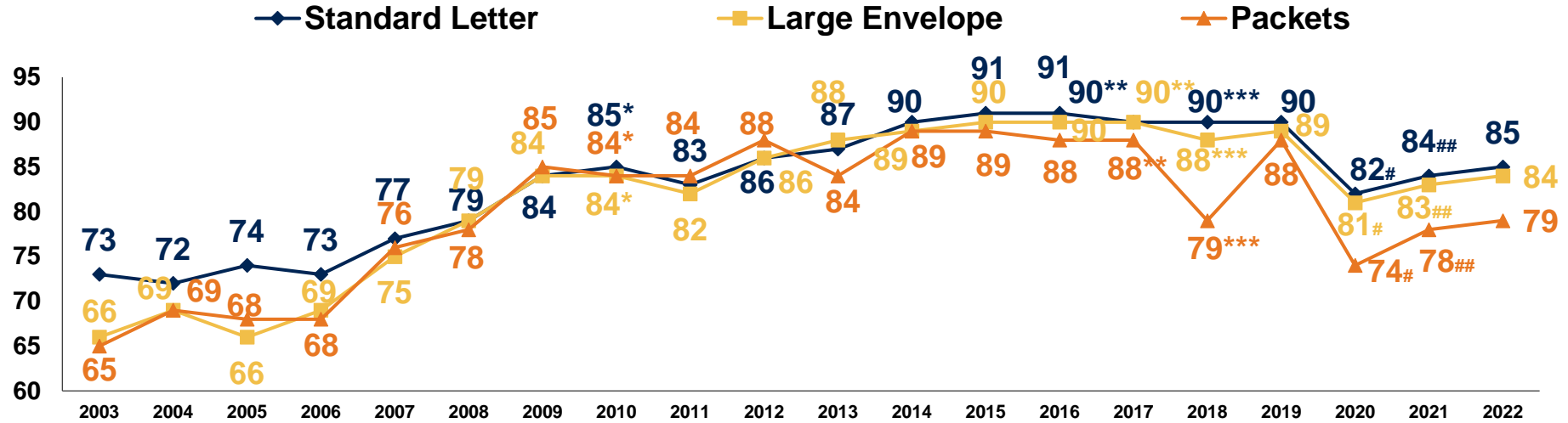
\*\*The results shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

\*\*\*The results 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) - BY MAIL FORMAT 2003 TO 2022



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 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.

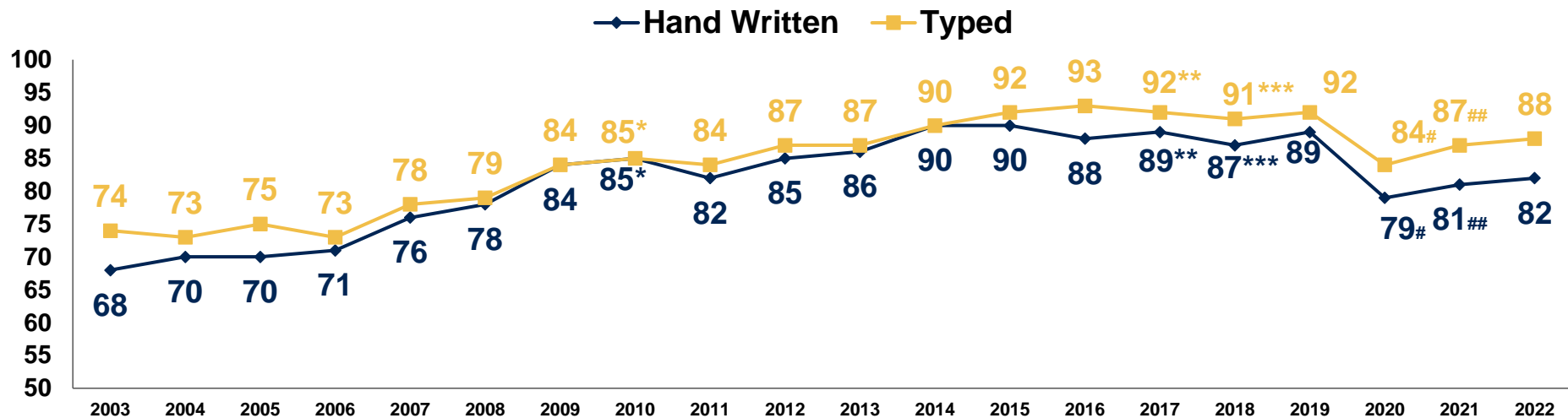
\*\*The results shown for 2017 exclude items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

\*\*\*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 ADDRESS METHOD 2003 TO 2022



\*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.

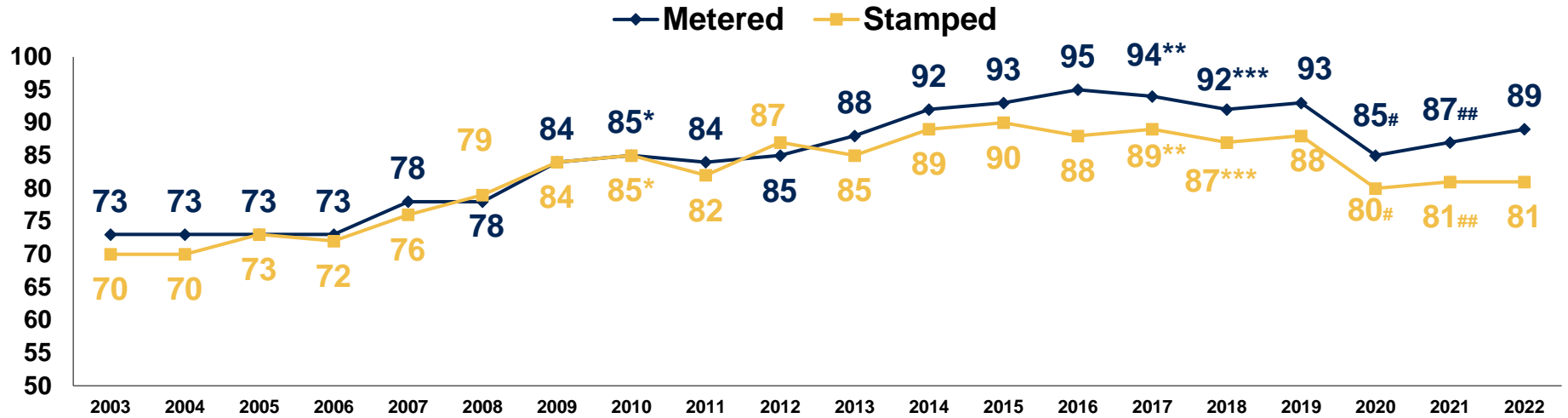
\*\*The results shown for 2017 exclude items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.

\*\*\*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 PAYMENT METHOD 2003 TO 2022



\*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 October-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.



# DELIVERY WITHIN THREE DAYS (D+3) ITEMS POSTED ON OR BETWEEN 1<sup>ST</sup> JAN – 31<sup>ST</sup> DEC 2022

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	98.3% (-0.4% to +0.2%)	98.4% (-0.5% to +0.2%)	98.0% (-0.8% to +0.3%)
POSTING (ROI)	From Dublin County	98.0% (-0.9% to +0.3%)	97.9% (-1.2% to +0.4%)	97.9% (-1.2% to +0.4%)
	From outside Dublin County	98.5% (-0.4% to +0.2%)	98.6% (-0.5% to +0.2%)	98.3% (-1.2% to +0.3%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 28,342
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##	2022 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	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	98
Anywhere To Dublin County	96	96	97	96	97	97	98	98	98	98	99	99	99	99	99	99	99	97	98	98
Dublin County to Anywhere	96	95	97	96	97	97	98	98	98	98	99	99	99	99	99	99	99	96	98	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	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	99
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	99
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	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 2022

# NEXT DAY DELIVERY (D+1)

## ITEMS POSTED ON OR BETWEEN 1<sup>ST</sup> JAN – 30<sup>TH</sup> NOV 2022

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	87% (+/-1.0%)	88% (+/-1.2%)	87% (+/-1.7%)
POSTING (RoI)	From Dublin County	87% (+/-1.8%)	87% (+/-2.1%)	87% (+/-2.1%)
	From Outside Dublin County	87% (+/-1.2%)	88% (+/-1.4%)	85% (+/-2.0%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 26,245
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 2022

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	98.6% (-0.4% to +0.2%)	98.5% (-0.5% to +0.2%)	98.4% (-0.8% to +0.3%)
POSTING (RoI)	From Dublin County	98.3% (-0.8% to +0.3%)	98.2% (-1.1% to +0.3%)	98.2% (-1.1% to +0.3%)
	From outside Dublin County	98.7% (-0.4% to +0.2%)	98.7% (-0.6% to +0.2%)	98.7% (-1.2% to +0.2%)

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

2. Total number of effective observations – 26,245

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 2022

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	61% (+/-4.7%)	63% (+/-5.6%)	61% (+/-8.0%)
POSTING (RoI)	From Dublin County	62% (+/-8.8%)	64% (+/-10.4%)	64% (+/-10.4%)
	From Outside Dublin County	60% (+/-5.6%)	62% (+/-6.2%)	54% (+/-9.9%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,097
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 2022

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	96.0% (-1.8% to +1.2%)	96.5% (-2.7% to +1.6%)	94.3% (-4.8% to +2.8%)
POSTING (RoI)	From Dublin County	94.2% (-4.6% to +2.9%)	94.0% (-7.1% to +3.4%)	94.0% (-7.1% to +3.4%)
	From outside Dublin County	96.8% (-1.4% to +1.0%)	97.8% (-1.9% to +1.2%)	95.0% (-6.9% to +3.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,097
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 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 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 of the January, February and March flows. The 2020 RMS data was used in the statistical design for the April 2022 flow onwards.
- All 2022 results were weighted to the 2020 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 2022:

03/01/2022	New Year's Day Public Holiday
17/03/2022	St. Patrick's Day Public Holiday
18/03/2022	Covid Memorial Public Holiday
15/04/2022	Good Friday Derogation Day
18/04/2022	Easter Monday Public Holiday
02/05/2022	May Public Holiday
06/06/2022	June Public Holiday
01/08/2022	August Public Holiday
31/10/2022	October Public Holiday
26/12/2022	St. Stephen's Day Public Holiday
27/12/2022	Derogation Day
28/12/2022	Day in lieu of Christmas Day Derogation Day
	All Saturdays (except in December)
	All Sundays

# WEIGHTING

- In order to ensure that mail flows represent the 2020 RMS data, corrective weights are applied to the data.
- The weighting caps for each discriminant characteristic for January to December 2022 meet the requirements of section 7.3.2.2 of CEN.
- In addition, the weighting caps for each individual item for January to December 2022 meet the requirements of section 7.3.2.3 of CEN.

# CONTACTS

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# NAME AND ADDRESS OF MONITORED POSTAL OPERATOR

## An Post

General Post Office

O'Connell Street Lower

Dublin 1

D01 F5P2

# THANK YOU